

Richland County

# Coordinated Public Transit Human Services Transportation Plan

2026-2030

**OHIO DISTRICT 5 AREA AGENCY ON AGING, INC.**

**For more information about this plan please contact**

**Mobility Manager, Randy Hutchinson**

**567-247-6483 / [rhutchinson@aaa5ohio.org](mailto:rhutchinson@aaa5ohio.org)**

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## *TABLE OF CONTENTS*

|  |    |
|--|----|
| Executive Summary.....   | 4  |
| Community Transportation Survey.....   | 5  |
| I. Geographic Area.....  | 7  |
| Major Trip Generators.....   | 8  |
| II. Population Demographics.....   | 9  |
| III. Assessment of Available Services .....  | 14 |
| Inventory of Transportation Providers .....  | 14 |
| Existing Transportation Services.....  | 14 |
| List of Transportation Service Providers.....  | 14 |
| Assessment of Community Support for Transit.....   | 36 |
| Safety .....   | 36 |
| Summary of Existing Resources .....  | 36 |
| IV. Assessment of Transportation Needs and Gaps.....   | 37 |
| Local Demographic and Socio-Economic Data.....   | 37 |
| Population Age 65 and Older .....  | 37 |
| Zero Vehicle Households.....   | 38 |
| MAJOR TRIP GENERATORS.....   | 40 |
| Analysis of Demographic Data .....   | 42 |
| PERSONS WITH DISABILITIES .....  | 42 |
| INDIVIDUALS BELOW THE POVERTY LEVEL .....  | 43 |
| General Public and Stakeholder Meetings/Focus Groups .....   | 45 |
| Surveys.....   | 45 |
| Challenges to Coordinated Transportation.....  | 46 |
| Summary of Unmet Mobility Needs .....  | 47 |
| Safety.....  | 47 |
| V. Goals and Strategies .....  | 48 |
| Developing Strategies to Address Gaps and Needs .....  | 48 |
| Review of Past Priorities .....  | 48 |
| Goal #1: Provide Non-Typical transportation: To banking, shopping, clubs, recreation, social services, etc., to offer low income/elderly/disabled residents in the community the ability to maintain a measure of independence, outside of transit hours (after 5pm) ..... | 48 |
| Goal #2: Increase Access and Coverage Areas for Transportation: Providing clear transportation information that details the services available and the eligibility criteria attached to each service. ....   | 49 |
| Goal #3: Improve Transportation Choices .....  | 50 |
| Goal #4: Out of County Medical Appointments: Provide necessary out of county medical trips when no other transportation option is available to the consumer seeking care. ....   | 51 |

|   |    |
|---|----|
| Goal #5 Educate, Inform and Energize: Provide information, training, and activities to Richland County residents..... | 52 |
| VI. Plan Adoption.....  | 53 |
| Appendix A: List of Planning Committee Participants .....   | 53 |
| Agency Representation .....   | 53 |
| Appendix B: List of Annual Reviews and Plan Amendments .....  | 55 |
| Annual Review .....   | 55 |
| Amendment .....   | 55 |
| Appendix C: Definitions.....  | 56 |

## Executive Summary

This plan is the Coordinated Public Transit Human Services Transportation Plan for Richland County, Ohio. The Plan was initially developed in 2007 and updated in 2012, 2017, 2021, and 2024. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act.

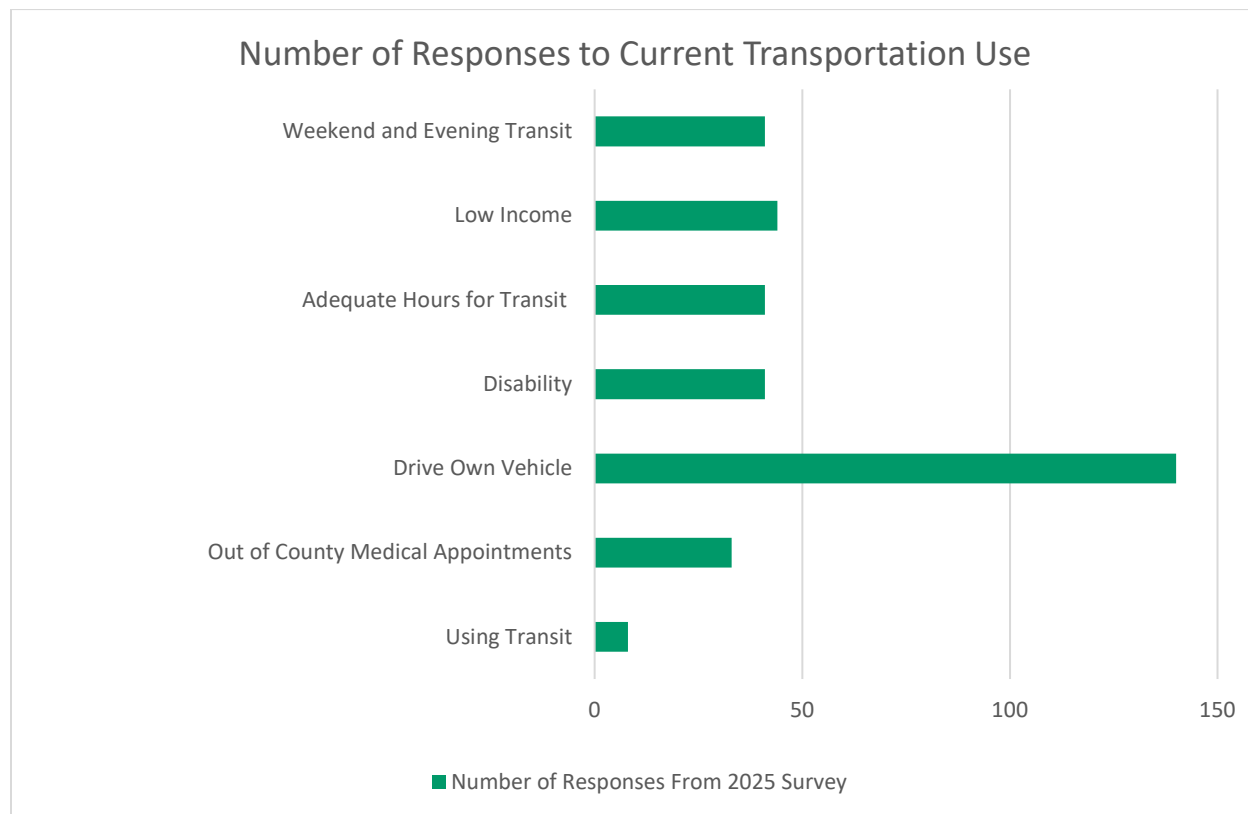
Transportation is a critical component of the communities in Richland County. Transportation provides access to jobs, education, health care, and human services, and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. It is the purpose of this plan for local stakeholders to work collaboratively to identify community resources and prioritize transportation needs.

### Community Resources

| Agency  | Service Area   |
|---|--|
| Adult Parole Authority                                | Richland, Knox, Morrow, Marion, Ashland, Coshocton, Huron & Holmes Counties          |
| Catalyst Life Services                                | Ashland, Crawford, Richland Counties   |
| Catholic Charities                                    | Richland County  |
| Community Action of Capable Youth                     | Richland County  |
| CHAP Community Health Access Project                  | Richland County  |
| Family Life Counseling                                | Richland & Surrounding Counties  |
| Friendly House  | Richland County  |
| Goodwill  | Richland County  |
| Independent Living Center of North Central Ohio, Inc. | Richland County  |
| Mansfield Area Y                                      | Richland County  |
| Mid-Ohio Educational Service Center                   | Richland County  |
| Mid-Ohio Youth Mentoring                              | Richland County  |
| New Beginnings Recovery Services (Catalyst)           |  |
| North Central State College                           | Richland County  |
| North End Community Improvement Collaborative         | Richland County  |
| Ohio District 5 Area Agency on Aging                  | Richland County  |
| Ohio Heartland Community Action Commission            | Richland, Ashland, Crawford, Huron, Knox, Morrow, Marion, Seneca, & Wyandot Counties |
| Ohio Means Jobs                                       | Richland County  |
| Ohio Rehabilitation Services Commission               | Richland County  |
| Opportunities for Ohioans with Disabilities           | Richland County  |
| Richland County Board of Developmental Disabilities   | Richland County  |
| Richland County Children Services                     | Richland County  |
| Richland County Department of Job & Family Services   | Richland County  |
| Richland County Transit                               | Richland County  |
| Richland County Veterans Services Administration      | Richland County  |
| Richland Newhope Industries (RNI)                     | Richland County  |
| The Salvation Army                                    | Richland & Surrounding Counties  |
| Third Street Family Health Services                   | Richland County  |
| UMADAOP Community Outreach Center                     | Richland, Ashland, Crawford, Marion, & Surrounding Counties                          |
| Wayfinders  | Richland County  |
| First Call 211  | Richland County  |

## Community Transportation Survey

### 2025 Public Input Survey – Transportation



1. A survey was conducted in the Spring of 2025 to learn the modes of transportation and needs of persons who are disabled, elderly and otherwise transportation disadvantaged. A total of 164 persons participated in the survey, with 115 being Seniors over the age of 65. Outline strategies for meeting needs and prioritizing transportation services for funding and implementation.

Elements required of the Plan include, but are not limited to:

- An assessment of available services that identifies current transportation providers (public, private, and non-profit). A reassessment of the transportation providers has been done by surveys and meetings during the spring of 2025.
- An assessment of transportation needs for individuals with disabilities, older adults, people with low incomes, and anyone else that is transportation disadvantaged.
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

Fundamental to the Coordinated Transportation Plan process is the active and meaningful involvement of stakeholders. For projects selected for funding under the Section 5310 program, participation in planning activities must include participation and/or representation of the following, at minimum:

- Seniors;
- Individuals with disabilities;
- People with low incomes;
- Public, private and non-profit transportation providers;
- Human services providers, and;
- The general public.
- Legislative representatives

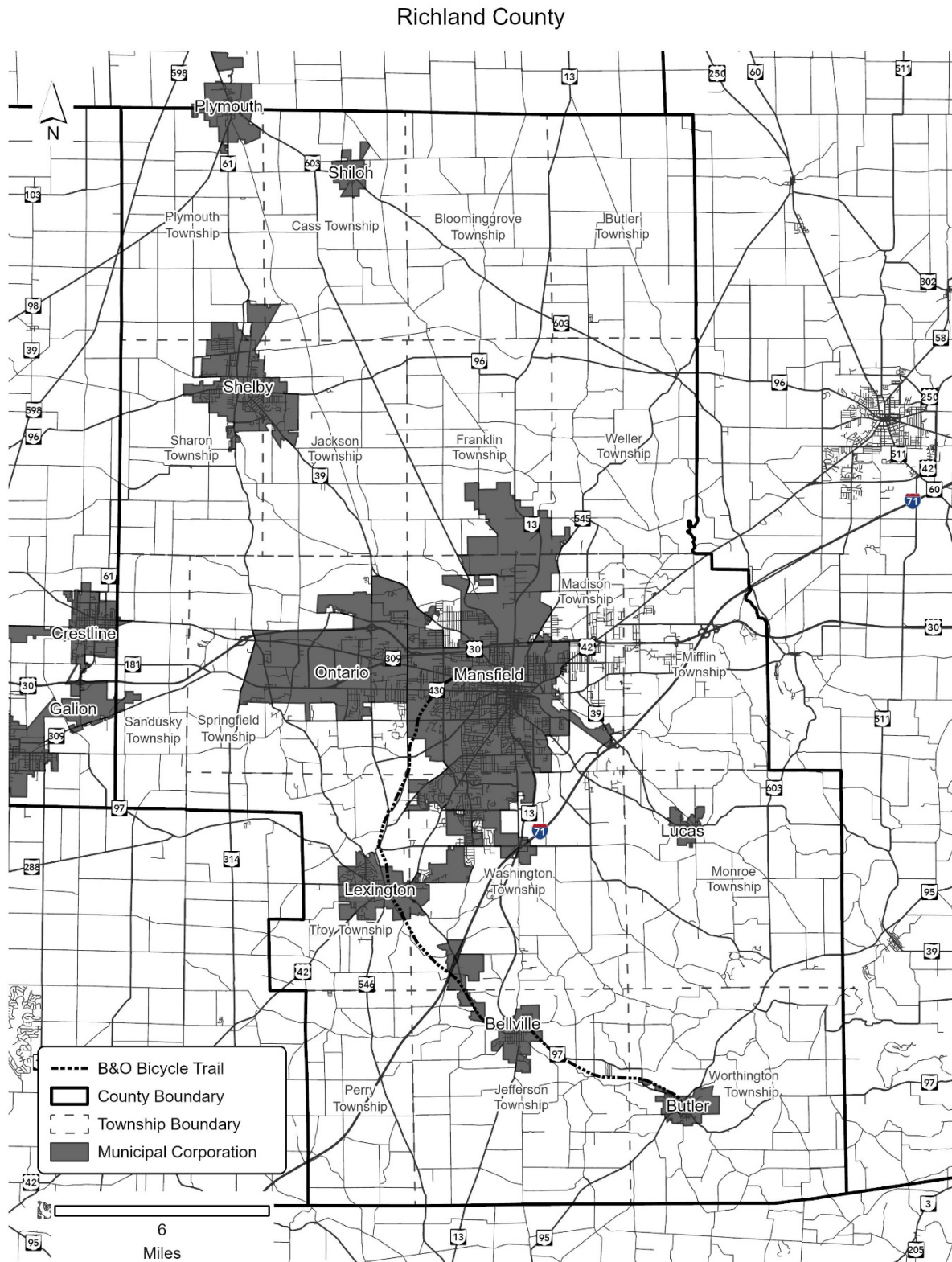
In order to ensure participation from the above groups the following stakeholder involvement activities were performed

- Public Meetings
- Committee Meetings
- Private Meetings
- Surveys

This plan was developed and adopted by the planning committee of the Richland Transportation Advisory Committee (RTAC). More information about the planning committee can be found in Appendix A.

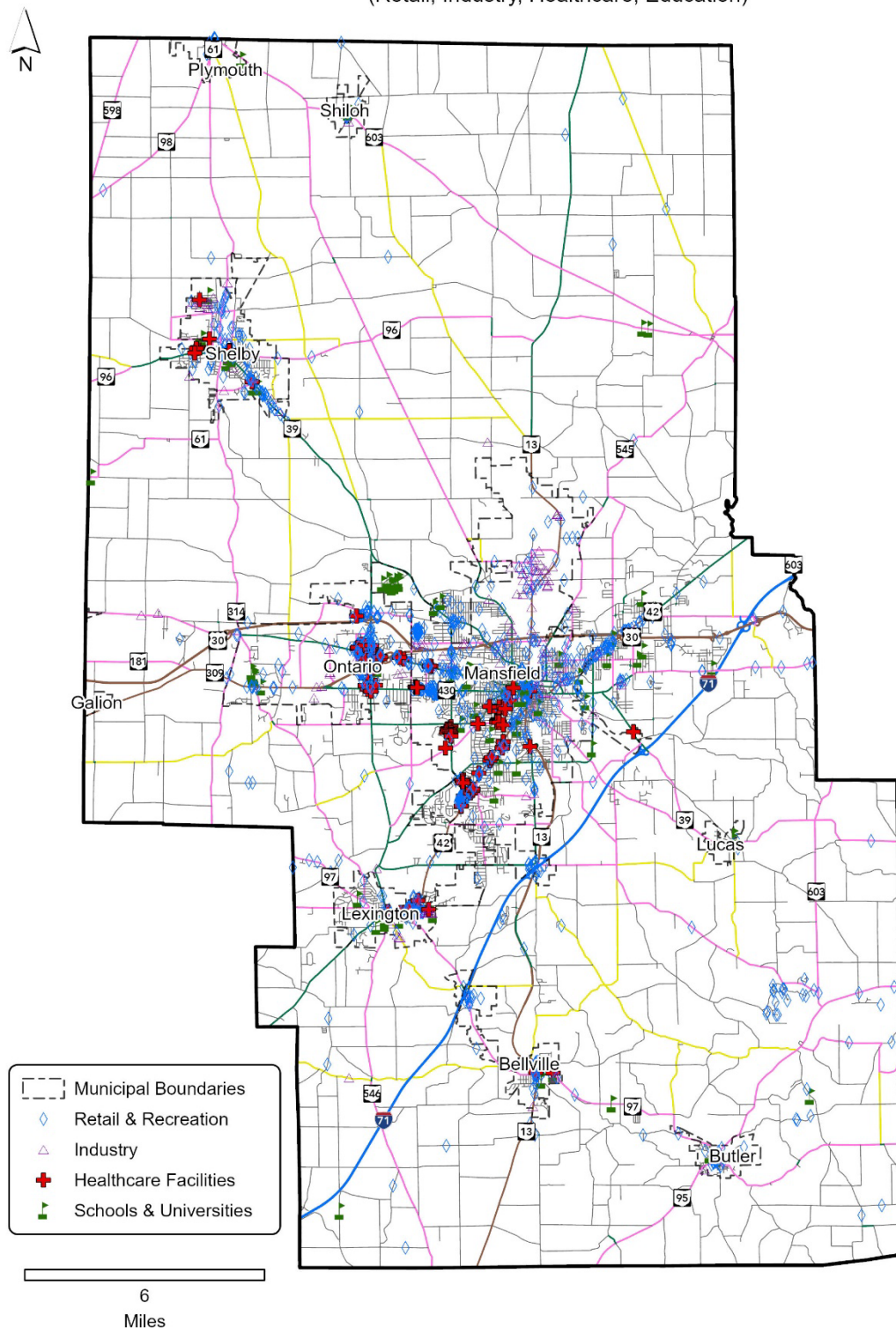
## I. Geographic Area

Map 1: Richland County Reference Location



## Map 2: Major Trip Generators

Richland County Trip Generators  
(Retail, Industry, Healthcare, Education)





## II. Population Demographics

This section presents a basic socio-economic and demographic profile of Richland County and those subgroups most affected by this plan, including persons with disabilities, low income, and elderly.

### POPULATION AND DEMOGRAPHICS

It is important to gain an understanding of where the potential users of public transit and human transportation services reside and where their primary destinations are located.

This section includes a description of Richland County's population, demographics and trip generators.

#### POPULATION

According to the 2024 Census calculations, the total population of Richland County was 124,853 people. This is a .10 percent decrease of population from 2020, which was 124,936. While in the past, county estimates and projections showed an increase in population by 2030, current data projects the opposite. The County's population is projected to decrease slightly over the next three decades. The U.S. Census Bureau projects the County's 2050 population at 113,496, which is a decrease of 9.16% from the 2020 population of 124,936. Table 1 illustrates the historic and projected population trends for Richland County through the year 2050.

**TABLE 1: HISTORIC AND PROJECTED POPULATION FOR RICHLAND COUNTY 2000-2050**

*Data Source: Census 2000, 2010, 2020 and Ohio Development Services Agency*

| Year                      | Richland County |
|---------------------------|-----------------|
| 2010 Population           | 124,475         |
| 2020 Population           | 124,936         |
| 2025 Projected Population | 124,044         |
| 2030 Projected Population | 122,648         |
| 2035 Projected Population | 120,258         |
| 2040 Projected Population | 117,728         |
| 2045 Projected Population | 115,313         |
| 2050 Projected Population | 113,496         |

**TABLE 2: TOTAL POPULATION BY AGE GROUP**

|                          |   |
|--------------------------|---|
| 2024 ACS 1 Year Estimate | Richland County, Ohio<br>Total Estimate |
| Total population         | 124,853                                 |
| AGE                      |   |
| Under 5 years            | 6,992                                   |
| Under 18 years           | 27,094                                  |
| 65 years and older       | 25,594                                  |

Data Source: 2024 ACS 1 Year Estimates Table S0101

| Geography               | 2020   |                | 2025   | 2030   | 2035   | 2040   | 2045   | 2050   |
|-------------------------|--------|----------------|--------|--------|--------|--------|--------|--------|
|                         |        | Estimates Base |        |        |        |        |        |        |
| Bellville village, Ohio | 1,963  | 1,963          | 1,949  | 1,927  | 1,889  | 1,850  | 1,812  | 1,783  |
| Butler village, Ohio    | 941    | 941            | 941    | 924    | 906    | 886    | 868    | 855    |
| Lexington village, Ohio | 4,848  | 4,848          | 4,813  | 4,759  | 4,666  | 4,568  | 4,474  | 4,404  |
| Lucas village, Ohio     | 589    | 589            | 584    | 578    | 566    | 554    | 543    | 535    |
| Mansfield city, Ohio    | 47,534 | 47,534         | 47,195 | 46,664 | 45,755 | 44,792 | 43,873 | 43,182 |
| Ontario city, Ohio      | 6,656  | 6,656          | 6,609  | 6,535  | 6,407  | 6,273  | 6,144  | 6,047  |
| Shelby city, Ohio       | 9,282  | 9,282          | 9,215  | 9,112  | 8,934  | 8,746  | 8,567  | 8,432  |
| Shiloh village, Ohio    | 619    | 619            | 614    | 607    | 595    | 583    | 571    | 562    |

**TABLE 2.1: POPULATION OF RICHLAND COUNTY MUNICIPALITIES**

DATA SOURCE: 2020 P1 DECENNIAL CENSUS & OHIO DEPT. OF DEVELOPMENT COUNTY POPULATION PROJECTIONS

**TABLE 3: TOTAL POPULATION BY RACE**

DATA SOURCE: 2024: DEC

|  | Estimate |
|--|----------|
| Total:   | 124,853  |
| White alone                                      | 107,998  |
| Black or African American alone                  | 12,110   |
| American Indian and Alaska Native alone          | 250      |
| Asian alone                                      | 1,124    |
| Native Hawaiian and Other Pacific Islander alone | 125      |
| Two or more races:                               | 3,246    |

**TABLE 4: NUMBER AND PERCENTAGE OF PEOPLE WITH DISABILITIES***Data Source: 2022 ACS 5 Year Estimates Table S1810*

- *Disabled is “...an umbrella term for impairments, activity limitations, and participation restrictions.” (See WHO (2001) ) A person may have more than one disabling factor and as such, the numbers contained on the following chart do not sum to 100%.*

| Subject  | Richland County, Ohio |                 |                   |                           |
|--|-----------------------|-----------------|-------------------|---------------------------|
|  | Total                 |                 | With a disability | Percent with a disability |
|  | Estimate              | Margin of Error | Estimate          | Estimate                  |
| Total civilian noninstitutionalized population | 117,887               | +/-383          | 18,962            | 16%                       |
| SEX  |                       |                 |                   |                           |
| Male   | 58,304                | +/-369          | 9,208             | 15.8%                     |
| Female   | 59,583                | +/-260          | 9,754             | 16.2%                     |
|  |                       |                 |                   |                           |
| AGE  |                       |                 |                   |                           |
| Under 5 years                                  | 6,852                 | +/-120          | N/A               | N/A                       |
| 5 to 17 years                                  | 19,389                | +/-280          | 1,540             | 7.7%                      |
| 18 to 34 years                                 | 24,074                | +/-362          | 2,118             | 8.8%                      |
| 35 to 64 years                                 | 44,036                | +/-383          | 7,529             | 17.1%                     |
| 65 and older                                   | 23,536                | +/-143          | 3,621             | 26.8%                     |
| DISABILITY TYPE                                |                       |                 |                   |                           |
| With a hearing difficulty                      |                       |                 | 5,361             | 4.5%                      |
| With a vision difficulty                       |                       |                 | 3,363             | 2.8%                      |
| With a cognitive difficulty                    |                       |                 | 7,618             | 6.8%                      |
| With an ambulatory difficulty                  |                       |                 | 9,112             | 8.2%                      |
| With self-care difficulty                      |                       |                 | 3,920             | 3.5%                      |
| With an independent living difficulty          |                       |                 | 6,511             | 7.1%                      |

**TABLE 5: NUMBER AND PERCENTAGE OF PEOPLE LIVING IN A HOUSEHOLD WITH INCOME BELOW THE FEDERAL POVERTY LEVEL**

*Data Source: 2022 ACS 5 Year Estimates Table S1701*

- The Federal Poverty Level is defined as a household income of \$13,590 for 1 person, \$18,310 for two people, \$23,030 for three people and \$27,750 for 4 people. Each successive person in the household increases this amount.

| Subject  | Richland County, Ohio |                     |                             |
|--|-----------------------|---------------------|-----------------------------|
|  | Total                 | Below poverty level | Percent below poverty level |
|  | Estimate              | Estimate            | Estimate                    |
| Population for whom poverty status is determined | 117,911               | 17,898              | 15.2%                       |
| <b>AGE</b>                                       |                       |                     |                             |
| Under 5 years                                    | 6,787                 | 1,595               | 23.5%                       |
| 5 to 17 years                                    | 19,270                | 3,882               | 20.01%                      |
| 18 to 34 years                                   | 25,258                | 3,147               | 12.5%                       |
| 35 to 64 years                                   | 42,564                | 6,358               | 14.9%                       |
| 65 years and over                                | 24,032                | 2,916               | 12.1%                       |
| <b>SEX</b>                                       |                       |                     |                             |
| Male   | 58,851                | 7,845               | 13.3%                       |
| Female   | 59,060                | 10,053              | 17%                         |
| <b>RACE AND HISPANIC OR LATINO ORIGIN</b>        |                       |                     |                             |
| White alone                                      | 102,499               | 15,491              | 15.1%                       |
| Black or African American alone                  | 7,515                 | 2,464               | 32.8%                       |
| American Indian and Alaska Native alone          | 65                    | 17                  | 26.2%                       |
| Asian alone                                      | 866                   | 74                  | 8.5%                        |
| Native Hawaiian and Other Pacific Islander alone | 157                   | 8                   | 5.1%                        |
| Some other race alone                            | 872                   | 146                 | 16.7%                       |
| Two or more races                                | 5,367                 | 1,508               | 28.1%                       |
| <b>EDUCATIONAL ATTAINMENT</b>                    |                       |                     |                             |
| Population 25 years and over                     | 81,628                | 10,753              | 13.2%                       |
| Less than high school graduate                   | 6,714                 | 3,366               | 35.4%                       |
| High school graduate (includes equivalency)      | 35,811                | 5,159               | 14.4%                       |
| Some college, associate's degree                 | 23,766                | 2,827               | 11.9%                       |
| Bachelor's degree or higher                      | 15,337                | 387                 | 2.5%                        |

**TABLE 6: NUMBER AND PERCENTAGE OF INDIVIDUALS WITH INCOME BELOW THE FEDERAL POVERTY LEVEL**

Data Source: 2022 ACS 5 Year Estimates Table S1701

| Subject  |  | Total    | Below poverty level | Percent below poverty level |
|--|--|----------|---------------------|-----------------------------|
|  |  | Estimate | Estimate            | Estimate                    |
|  |  |          |                     |                             |
| Population for whom poverty status is determined |  | 117,911  | 17,898              | 15.2%                       |
| AGE  |  |          |                     |                             |
| Under 18 years                                   |  | 26,057   | 5,477               | 21%                         |
| Under 5 years                                    |  | 6,787    | 1,595               | 23.5%                       |
| 5 to 17 years                                    |  | 19,270   | 3,882               | 20.1%                       |
| Related children of householders under 18 years  |  | 25,964   | 5,384               | 20.7%                       |
| 18 to 64 years                                   |  | 67,822   | 9,505               | 14%                         |
| 18 to 34 years                                   |  | 25,258   | 3,147               | 12.5%                       |
| 35 to 64 years                                   |  | 42,564   | 6,358               | 14.9%                       |
| 60 years and over                                |  | 32,709   | 4,370               | 13.4%                       |
| 65 years and over                                |  | 24,032   | 2,916               | 12.1%                       |
| SEX  |  |          |                     |                             |
| Male   |  | 58,851   | 7,845               | 13.3%                       |
| Female   |  | 59,060   | 10,053              | 17%                         |

**Table 7: Percent of population that speak English “Less than very well”**

Data Source: 2022 ACS 5 Year Estimates Table B16005

- “Less than very well” generally means at a level that is not considered “fluent” in the language.  
This statistic is a self-defined and reported item on the ACS

| 2022 American Community Survey 5-Year Estimates |                       |
|---|-----------------------|
|   | Richland County, Ohio |
|   | Estimate              |
| Total:  | 117,911               |
| Native:   | 115,832               |
| Speak only English                              | 112,437               |
| Speak Spanish:                                  | 1,257                 |
| Speak English less than "very well"             | 143                   |
| Speak other Indo-European languages:            | 1,884                 |
| Speak English less than "very well"             | 1,374                 |
| Speak Asian and Pacific Island languages:       | 107                   |
| Speak English less than "very well"             | 70                    |
| Speak other languages:                          | 147                   |
| Speak English less than "very well"             | 0                     |
| Foreign born:                                   | 2,060                 |
| Speak Spanish:                                  | 217                   |
| Speak English less than "very well"             | 15                    |
| Speak other Indo-European languages:            | 842                   |
| Speak English less than "very well"             | 63                    |
| Speak Asian and Pacific Island languages:       | 273                   |
| Speak English less than "very well"             | 37                    |
| Speak other languages:                          | 197                   |
| Speak English less than "very well"             | 0                     |

### III. Assessment of Available Services

Conducting an evaluation of service provider capabilities and analyzing the existing gaps and duplications of services for transportation resources in each community, provides transportation planners with the information needed to implement changes that will improve the network of transportation resources and services in Richland County and across county lines.

The lead agency identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others who the planning committee identified as being appropriate stakeholders. Interviews were conducted with each of the identified stakeholders. The purpose of the interview was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities. When applicable, information reported in the previous coordinated plan was used to supplement information gathered during this planning effort.

#### Inventory of Transportation Providers

A comprehensive survey was conducted of sixty-five (65) different entities and agencies in the Richland County area to gain information on existing transportation programs and services.

#### Existing Transportation Services

The following information is based on interview results and requested information through in person contact and email correspondence. When applicable, information reported in the previous coordinated plan was used to supplement information gathered during this planning effort. This list includes human services organizations as well as local private transportation companies.

#### List of Transportation Service Providers

### TRANSPORTATION SERVICE PROVIDERS

Agency Name: Friendly House

Address: 380 North Mulberry Street Mansfield, Ohio 44902

Services: Community center that provides crime prevention, recreation, education, health/fitness, camping and day care programs

Transportation Services provided: transportation to select Mansfield City Schools is provided for after school program

Transportation Service Type: N/A

Eligibility Requirements: must be enrolled

Hours: 6:30 AM - 9:00 PM, weekdays

General Service Area: Richland County

Contact Information: Terry Conard; 419-522-0521

Website/email: [www.friendlyhouseonline.com](http://www.friendlyhouseonline.com) / [contact@friendlyhouseonline.com](mailto:contact@friendlyhouseonline.com)

Agency Name: Mansfield Area Y  
Address: 750 Scholl Road Mansfield, Ohio 44907  
Services: Provides recreation and day care services  
Transportation Services provided: provided by Y staff using Y-owned vehicles.  
Transportation Service Type: N/A  
Eligibility Requirements: Member  
Hours: Mon thru Thurs 4:00 AM to 11:00 PM, Fri 4:00 AM to 9:00 PM, Sat 6:00 AM to 6:00 PM, Sun 8:00 AM to 5:00 PM  
General Service Area: Richland County and Surrounding Area  
Contact Information: James Twedt; 419-522-3511  
Website/email: <http://www.mansfieldy.org> / [jtwedt@ymcanco.org](mailto:jtwedt@ymcanco.org)

Agency Name: Ohio Heartland Community Action Commission (Head Start)  
Services: operates Head Start, a federally funded preschool program for low-income families.  
Transportation Services provided: Busing to school  
Transportation Service Type: N/A  
Eligibility Requirements: low-income qualified, enrolled in the school  
Hours: varies  
General Service Area: Richland, Marion, Morrow and Crawford Counties:  
Contact Information: 419-589-3337  
Website/email: <http://www.ohcac.org>

Agency Name: Richland County Board of Developmental Disabilities  
Address: 314 Cleveland Avenue Mansfield, Ohio 44902  
Services: Works with individuals, families, guardians & caregivers to help develop a plan unique to each individual.  
Transportation Services provided: Connecting individuals to transportation options  
Transportation Service Type: referrals  
Eligibility Requirements: Persons with a Disability  
Hours: 8:00 AM-5:00 PM weekdays  
General Service Area: Richland County  
Contact Information: Michele Giess 419-774-4200  
Website/email: [rnewhope.org](http://rnewhope.org) / [mgiess@rnewhope.org](mailto:mgiess@rnewhope.org)

Agency Name: UMADAOP Community Outreach Center  
Address: 215 Trimble Road Mansfield, Ohio 44906  
Services: Provides transportation for kids in sponsored programs  
Transportation Services provided: Bus  
Transportation Service Type: Bus  
Eligibility Requirements: Enrolled  
Hours: 8:00 AM-5:00 PM weekdays  
General Service Area: Richland County  
Contact Information: Dennis Baker 567-307-7299  
Website/email: [www.mansfieldumadaop.com](http://www.mansfieldumadaop.com) / [umadaopdab1@neo.rr.com](mailto:umadaopdab1@neo.rr.com)

## COMMUNITY RESOURCES

Agency Name: Adult Parole Authority – Richland Office

Address: 38 South Park Street Suite A Mansfield, Ohio 44902

Services: Provides supervision of felony offenders

Transportation Services provided: Internal, purchases transit tickets

Transportation Service Type: Closed Door

Eligibility Requirements: Internal

Hours: Mon – Fri 8:30 AM – 4:00 PM

General Service Area: Richland, Knox, Morrow, Marion, Ashland, Coshocton, Huron and Holmes Counties

Contact Information: Richard Schmidt; 419-522-2441

Website/email: <https://drc.ohio.gov/parole/> / richard.schmidt@drc.state.oh.us

Agency Name: Catalyst Life Services

Address: 741 Scholl Road Mansfield, Ohio 44907

Services: Provides residential and outpatient mental health, alcohol and drug counseling services.

Transportation Services provided: Transportation is provided for residential clients through the purchase of bus passes and by staff using an agency-owned vehicle.

Transportation Service Type: door-to-door

Eligibility Requirements: Catalyst client, WIOA eligible,

Hours: 7:00 am - 6pm M-Th and 7am – 5pm F

General Service Area: Richland County

Contact Information: Laura Montgomery 419-756-1717

Website/email: [www.catalystlifeservices.org](http://www.catalystlifeservices.org) / [laura@catalystlifeservices.org](mailto:laura@catalystlifeservices.org)

Agency Name: Catholic Charities

Address: 2 Smith Avenue Mansfield, Ohio 44905

Services: food pantry, prescription assistance, housing programs, financial counseling, adult advocacy, jail/prison ministry, bereavement ministry, Project Rachel, Respect Life, adoption/pregnancy support services and disaster response

Transportation Services provided: purchases passes for fixed route transit service

Transportation Service Type: taxi, ambulette and gas vouchers

Eligibility Requirements: Client must be in a qualified Medicaid program

Hours: Mon, Tues, Thurs, Friday 9:30 AM -3:15 PM

General Service Area: Richland County and Surrounding Area

Contact Information: Brian Hunt; 419-524-0733

Website/email: [www.catholiccharitiesnwo.org](http://www.catholiccharitiesnwo.org) / [bhunt@toledodiocese.org](mailto:bhunt@toledodiocese.org)



Agency Name: CHAP Community Health Access Project  
Address: 1 Marion Avenue Suite 304 Mansfield, Ohio 44903  
Services: to eliminate health and social disparities in communities by finding those at risk, connecting them to care and measuring outcomes.  
Transportation Services provided: purchasing bus passes or taxi rides for those without transportation.  
Transportation Service Type: door-to-door  
Eligibility Requirements: individuals who are high risk of homelessness, chronic diseases, poverty, etc. to connect them with means of transportation to jobs, training, schooling, medical appointments, etc.  
Hours: weekdays, 8:00 am to 4:30 pm  
General Service Area: Crawford, Knox and Richland Counties  
Contact Information: Brice Eyerly 419-526-2427  
Website/email: <http://www.chap-ohio.com> / [director@chaphub.org](mailto:director@chaphub.org)

Agency Name: Family Life Counseling  
Address: 151 Marion Avenue Mansfield, Ohio 44903  
Services: counseling services for Richland County residents  
Transportation Services provided: purchases tickets and passes for fixed rote transit service  
Transportation Service Type: N/A  
Eligibility Requirements: must be client  
Hours: M-Th: 9AM-7PM, F: 9AM-5PM  
General Service Area: Richland County and Surrounding Area  
Contact Information: 419-774-9969  
Website/email: <http://www.flcps.com>

Agency Name: Goodwill  
Services: Provides fees for transportation  
Eligibility Requirement: N/A  
Hours: Vary  
General Service Area: All over Ohio  
Contact Information: 800-989-8428  
Website: <https://goodwillakron.org/>

Agency Name: Independent Living Center of North Central Ohio, Inc.  
Address: 6 West Third Street Mansfield, Ohio 44902  
Services: Non-residential agency working with and for individuals with disabilities through advocacy, peer mentoring, educational and recreational programs.  
Transportation Services provided: purchase of passes from transit agencies and mileage reimbursement from client friends and families.  
Transportation Service Type: door-to-door  
Eligibility Requirements: client  
Hours: varies  
General Service Area: Richland County and Surrounding Area  
Contact Information: Pam Drake; 419-526-6770  
Website/email: <https://ilcnco.org> / [pdrake@ilcnco.org](mailto:pdrake@ilcnco.org)

Agency Name: Mansfield Richland County Public Library, First Call 211  
Address: 36 West Third Street Mansfield, Ohio 44902  
Services: 24/7/365 information and referral service  
Transportation Services provided: Provides referrals and contact information for transportation services  
Transportation Service Type: N/A  
Eligibility Requirements: None  
Hours: 24/7/365 by phone, walk in lobby hours 9:00AM–4:00PM, Monday-Friday  
General Service Area: Richland County  
Contact Information: 419-522-4636 Richland 211 service; Administrative: Terry Carter, 211 Coordinator, 419-525-2193  
Website/email: [www.mrcpl.org/services/first-call-211/](http://www.mrcpl.org/services/first-call-211/) / [tcarter@mrcpl.org](mailto:tcarter@mrcpl.org)

Agency Name: Mid-Ohio Youth Mentoring  
Address: 380 North Mulberry Street Mansfield, Ohio 44902  
Services: Youth Mentoring  
Transportation Services provided: Bus passes provided in special circumstances  
Transportation Service Type: N/A  
Eligibility Requirements: Client  
Hours: varies  
General Service Area: Richland County and Surrounding Area  
Contact Information: Jim Nicholson 419-525-4618  
Website/email: [www.midohioyouthmentoring.com](http://www.midohioyouthmentoring.com) / [jim@midohioyouthmentoring.com](mailto:jim@midohioyouthmentoring.com)

Agency Name: North End Community Improvement Collaborative (NECIC)  
Address: 134 North Main Street Mansfield, Ohio 44902  
Services: Economic Development, Staffing, Elder Program, MBAC  
Transportation Services provided: Organization owned Van, not wheelchair accessible  
Transportation Service Type: Rides to Polls for North End Residents  
Eligibility Requirements: Northend residents; must be looking for a job, senior citizen or election day voting needs  
Hours: 8:00AM-4:30PM Monday-Friday  
General Service Area: Richland County  
Contact Information: Tionna Perdue; 419-522-1611  
Website/email: <http://www.necic-ohio.org>

Agency Name: North Central State College  
Address: 2441 Kenwood Circle Mansfield, Ohio 44906  
Services: State College  
Transportation Services provided: Partners with Richland County Transit to transport students across Mansfield, Ontario and portions of Madison twp.  
Transportation Service Type: N/A  
Eligibility Requirements: must be enrolled  
Hours: varies  
General Service Area: Richland County and Surrounding Area  
Contact Information: Lori McKee 419-755-4828  
Website/email: <http://www.ncstatecollege.edu> / [lmckee@ncstatecollege.edu](mailto:lmckee@ncstatecollege.edu)

Agency Name: Ohio District 5 Area Agency on Aging

Services: Provides funding to consumers and other agencies servicing persons over 60 years of age for transportation, health care, nutrition, information, and referral services.

Transportation Services provided: Contract with local transportation providers for medical and grocery trips

Transportation Service Type: Medical/Grocery trips

Eligibility Requirements: Ages 60 or over

Hours: varies

General Service Area: Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca and Wyandot Counties. Transportation just for inside Richland County.

Contact Information: Michelle Bailey; 419-524-4144

Website/email: <http://www.aaa5ohio.org> / [mlbailey@aaa5ohio.org](mailto:mlbailey@aaa5ohio.org)

Agency Name: Ohio Means Jobs

Address: 183 Park Avenue East Mansfield, Ohio 44902

Services: Job Agency

Transportation Services provided: Provides gas card or an RCT pass for transportation to new employment for clients

Transportation Service Type: N/A

Eligibility Requirements: Assisted with new job

Hours: 8:00AM-3:30PM Monday through Friday

General Service Area: Richland County

Contact Information: Heather Mosley 419-774-5300

Website/email: [www.ohiomeansjobs.ohio.gov](http://www.ohiomeansjobs.ohio.gov)

Agency Name: Opportunities for Ohioans with Disabilities

Address: 800 Park Avenue West Suite 105 Mansfield, Ohio 44903

Services: state agency that provides counseling, vocational rehabilitation, job training and placement

Transportation Services provided: purchases public transit tickets and passes

Transportation Service Type: N/A

Eligibility Requirements: Client

Hours: 8:00 AM - 5:00 PM weekdays

General Service Area: Ashland, Crawford, Knox, Marion, Morrow, Richland, Seneca, Wyandot Counties

Contact Information: Helen McNamara 419-747-3000

Website/email: <https://ood.ohio.gov/wps/portal/gov/ood/> [helen.mcnamara@ood.org](mailto:helen.mcnamara@ood.org)

Agency Name: Richland County Children Services

Address: 731 Scholl Road Mansfield, Ohio 44907

Services: variety of social services for young people

Transportation Services provided: provider uses a variety of means including agency staff/vehicles, volunteers, gas vouchers, and purchase of transit passes and tickets.

Transportation Service Type:

Eligibility Requirements:

Hours: varies

General Service Area: Richland County

Contact Information: 419-774-4100

Website/email: [www.richlandcountychildrenservices.org](http://www.richlandcountychildrenservices.org) / [info@richlandcountychildrenservices.org](mailto:info@richlandcountychildrenservices.org)

Agency Name: Richland County Department of Job & Family Services  
Services: eligibility for public assistance programs, social services and job search/job training services  
Transportation Services provided: non-emergency transportations services for Medicaid recipients attending local or out of county Medicaid medical appointments  
Transportation Service Type: non-emergency medical appointments  
Eligibility Requirements: Medicaid recipient  
Hours: 8:00 AM - 4:00 PM, weekdays  
General Service Area: Richland County  
Contact Information: Cindy Schunatz; 419-774-5430  
Website/email: [www.rcjfs.net](http://www.rcjfs.net) / [cindy.schunatz@jfs.ohio.gov](mailto:cindy.schunatz@jfs.ohio.gov)  
[Richland-Transportation@jfs.ohio.gov](mailto:Richland-Transportation@jfs.ohio.gov)

Agency Name: Richland County Veteran Service Commission  
Address: 597 Park Avenue East Mansfield, Ohio 44905  
Services: provide counseling, health care, income assistance and transportation services for military veterans  
Transportation Services provided: variety of means including agency staff/vehicles, reimbursement of mileage, and purchase of transit passes and tickets, transportation to Cleveland area VA facilities  
Transportation Service Type: N/A  
Eligibility Requirements: military veteran status  
Hours: Mon thru Fri 8:30 AM - 4:30 PM, Thursdays 8:30 AM – 5:30 PM  
General Service Area: Richland County  
Contact Information: Ken Estep; 419-774-5822  
Website/email: <http://www.richlandcountyvets.org> / [ken@richlandcountyvets.org](mailto:ken@richlandcountyvets.org)

Agency Name: Richland Newhope Industries, Inc.  
Address: 150 East Fourth Street Mansfield, Ohio 44902  
Services: operates sheltered workshops and employment services for disabled persons  
Transportation Services provided: Varieties of transportation services are provided. These include directly operated bus service, agency staff using their own vehicles, reimbursement of mileage paid to client families and purchased transportation, purchases public transit tickets and passes  
Transportation Service Type:  
Eligibility Requirements: persons with a disability  
Hours: 6:00 AM-5:00 PM weekdays  
General Service Area: Richland County  
Contact Information: Chris Stanfield 419-774-4400  
Website/email: <http://www.rniinc.com> / [cstanfield@rniinc.com](mailto:cstanfield@rniinc.com)

Agency Name: Salvation Army  
Address: 47 South Main Street Mansfield, Ohio 44902  
Services: Numerous Assistance Services for those in need  
Transportation Services provided: Provides Bus Passes  
Transportation Service Type: N/A  
Eligibility Requirements: Client/Person in Need  
Hours: Mon thru Fri 8:30 AM - 4:30 PM  
General Service Area: Richland County  
Contact Information: Robert Bender 419-525-2912  
Website/email: [www.easternusa.salvationarmy.org/northeast-ohio/mansfield /](http://www.easternusa.salvationarmy.org/northeast-ohio/mansfield/)  
Robert.Bender@use.salvationarmy.org

Agency Name: Third Street Family Health Services  
Address: 1404 Park Avenue West Suite 2 Mansfield, Ohio 44906  
Services: provides medical, dental, OBGYN and behavioral health services to Mansfield residents  
Transportation Services provided: When transportation is provided, it is arranged through a local taxi company  
Transportation Service Type: Medical appointments  
Eligibility Requirements: private non-profit agency for patients who meet financial criteria  
Hours: varies  
General Service Area: Richland, Crawford, Ashland counties  
Contact Information: Alex Goff 419-522-6191  
Website/email: [www.tsfhs.org](http://www.tsfhs.org) - [GoffA@thirdstreetfamily.org](mailto:GoffA@thirdstreetfamily.org)

Agency Name: Wayfinders Ohio  
Address: 124 West Third Street Mansfield, Ohio 44902  
Services: residential homeless shelter  
Transportation Services provided: purchase of Richland County Transit bus tickets, as well as 1 agency van  
Transportation Service Type: transportation to medical, groceries, employment, appointments with other agencies  
Eligibility Requirements: Homeless in Richland County  
Hours: 24/7  
General Service Area: Richland County  
Contact Information: Miles Parsons; 419-522-2323  
Website/email: [wayfindersohio.org](http://wayfindersohio.org) / [miles@wayfindersohio.org](mailto:miles@wayfindersohio.org)

## TRANSPORTATION COMPANIES

Company Name: All American Transportation Services  
Address: 575 Beer Road Ontario, Ohio 44906  
Services: Transportation for ambulatory and non-ambulatory individuals  
Vehicles: Total Vehicles: 25, 20 of which are wheelchair accessible  
Transportation Services provided: NEMT sedan and ambulette service on a per trip basis  
Transportation Service Type: Door-through-Door  
Wheelchair Accessibility: Yes  
Cost: Varies on Distance and Service Required  
Eligibility Requirements: None  
Hours: Monday-Saturday 8AM-5PM, Before and After-Hours Transportation can be scheduled based on availability  
General Service Area: Richland County and Surrounding Area  
Contact Information: James Blevins; 419-589-7433  
Website/email: <https://allamericanambuletteservices.com> - aatsllc@yahoo.com

Company Name: Apple Lane Transportation  
Address: 672 Springmill Street Mansfield, Ohio 44903  
Services: Transportation for ambulatory and non-ambulatory individuals  
Vehicles: Total Vehicles: 17, 7 of which are wheelchair accessible  
Transportation Services provided: NEMT sedan and ambulette services on a per trip basis  
Transportation Service Type: Door-through-door  
Wheelchair Accessibility: Yes  
Cost: Varies on Distance and Service Required  
Eligibility Requirements: N/A  
Hours: Any hours requested, M-F, Sat & Sun medical trips only  
General Service Area: Richland County and Surrounding Area  
Contact Information: Laura King; 419-522-9904  
Website/email: [applelane@neo.rr.com](mailto:applelane@neo.rr.com)

Company Name: Chihuahua Choo Choo  
Address: 599 South Diamond Street Mansfield, Ohio 44902  
Services: Provides shuttle services and on demand transportation.  
Vehicles: Total Vehicles: 5, none of which are wheelchair accessible  
Transportation Services provided: door-to-door  
Transportation Service Type: Sedan  
Wheelchair Accessibility: No  
Cost: Varies on Distance and Service Required  
Eligibility Requirements: N/A  
Hours: 24/7  
General Service Area: Richland County and Surrounding Area  
Mansfield Police Approved: Yes  
Contact Information: Joyce Mitchell; 419-564-3818, text only  
Website/email: [dr.joyce.m1@gmail.com](mailto:dr.joyce.m1@gmail.com)

Company Name: D&D Rides LLC

Address: 785 Lexington Avenue Suite 214 Mansfield, Ohio 44907

Services: minivan, SUV, and sedan transportation for medical reasons

Vehicles: Total Vehicles: 11, 1 of which is wheelchair accessible

Transportation Services provided: door-to-door

Transportation Service Type: NEMT, Sedans, minivans, SUV's

Wheelchair Accessibility: Yes, when driver is available

Cost: Varies on Distance and Service Required

Eligibility Requirements: N/A

Hours: 7 days a week, hours vary based on schedule

General Service Area: Richland County and Surrounding Area

Mansfield Police Approved: No, medical transportation only

Contact Information: Layne Castor; 419-295-2562

Website/email: layniebug.dd@gmail.com

Company Name: Elite Medical Transportation

Address: 165 Marion Avenue Mansfield, Ohio 44903

Services: Transportation services for Ambulatory and Non-Ambulatory individuals

Vehicles: Total Vehicles: 15, 5 of which are wheelchair accessible

Transportation Services provided: door-through-door

Transportation Service Type: NEMT, sedans, wheelchair accessible vans and ambulettes

Wheelchair Accessibility: Yes

Cost: Varies on Distance and Service Required

Eligibility Requirements: Consumer must be cognitive or add family member/AID to trip

Hours: Office hours M-F: 8am-4pm, Transport hours M-Sa: 5am-6pm.

General Service Area: Richland County and Surrounding Area

Contact Information: Liz Grove; 419-566-9611

Website/email: [www.elitemedicaltransport.org](http://www.elitemedicaltransport.org) / [Lizgrove@elitemedicaltransport.org](mailto:Lizgrove@elitemedicaltransport.org)

Company Name: Fenix Medical Transportation

Address: 1699 South Main Street Mansfield, Ohio 44907

Services: Transportation is provided for medical reasons from Hospitals and Assisted Living Facilities

Vehicles: Total Vehicles: 6, 3 of which are wheelchair accessible

Transportation Services provided: door through door

Transportation Service Type: Ambulance and 14 passenger bus with space for 2 wheelchairs and a lift.

Wheelchair Accessibility: Yes

Cost: Varies on Distance and Service Required

Eligibility Requirements: N/A

Hours: 7 days a week, 24 hours a day

General Service Area: Richland and within 100 miles

Contact Information: Rachael Madden 740-474-4180

Website/email: [www.Fenixmedicaltransportation.com](http://www.Fenixmedicaltransportation.com) / [rachaelm@fenixems.com](mailto:rachaelm@fenixems.com)

Company Name: GoBus  
Services: Ohio rural intercity bus program  
Transportation Services provided: Bus transportation throughout Ohio.  
Transportation Service Type: Bus  
Wheelchair Accessibility: Yes  
Cost: Varies on Distance Travelled  
Eligibility Requirements: DNA  
Hours: 7 days a week, published online schedule  
General Service Area: All over Ohio, bus stop location – 2424 Possum Run Road  
Contact Information: 888-954-6287  
Website/email: <https://ridegobus.com/>

Company Name: Greyhound Bus Lines  
Services: Bus transportation across the U.S.  
Transportation Services provided: flat rate fee depending on destination to anywhere in U.S.  
Transportation Service Type: Bus, intercity  
Wheelchair Accessibility: Yes  
Cost: Varies on Distance Travelled  
Eligibility Requirements: N/A  
Hours: 24/7  
General Service Area: All over US, bus stop location 2424 Possum Run Rd 44903  
Contact Information: 800-231-2222  
Website/email: <http://www.greyhound.com>

Company Name: Lynx EMS  
Address: 225 West Main Street Shelby, Ohio 44875  
Services: Medical Transportation  
Vehicles: Total Vehicles: 2, 1 of which is wheelchair accessible  
Transportation Services provided: Transportation services for Ambulatory and Non-Ambulatory individuals  
Transportation Service Type: Door through Door  
Wheelchair Accessibility: Yes, 5:00AM-5:00PM Monday-Saturday Hours Flexible, Depending on Need  
Cost: Varies on Distance and Service Required  
Eligibility Requirements: N/A  
Hours: 24/7  
General Service Area: Richland & Surrounding Counties  
Contact Information: Bethany Danison 419-902-0525  
Website/email: [www.lynx911.com](http://www.lynx911.com) / [Bethany.danison@lynx911.com](mailto:Bethany.danison@lynx911.com)



Company Name: Mary McLeod-Bethune Center  
Address: 271 Hedges Street Mansfield, Ohio 44902  
Transportation Services provided: NEMT, Door-to-door, ambulette & Shuttle Bus's  
Vehicles: Total Vehicles: 10, 8 of which are wheelchair accessible  
Transportation Service Type: General public  
Wheelchair Accessibility: Yes, 8 Ambulates  
Cost: Varies on Distance and Service Required  
Eligibility Requirements: N/A  
Hours: Office: 8:00 AM to 5:00 PM – Transportation: 4:30 AM- 8:00 PM, M-Sa, 8:00 AM – 8:00 PM Sun  
General Service Area: Richland County and surrounding area  
Contact Information: Alverta Williams; 419-526-2200  
Website/email: [mbie-ohio.org](http://mbie-ohio.org) / [Transportation@mbie.org](mailto:Transportation@mbie.org)

Company Name: Mom's Buggy Rides  
Address: 750 Haymond Street Galion, Ohio 44833  
Services: Sedan transportation for medical  
Vehicles: Total Vehicles: 6, none of which are wheelchair accessible  
Transportation Services provided: NEMT, door-to door, door-through-door, sedan transportation service  
Transportation Service Type: General public  
Wheelchair Accessibility: No  
Cost: Varies on Distance and Service Required  
Eligibility Requirements: N/A  
Hours: 4:30 AM – Midnight 7 days a week  
General Service Area: Richland County and Surrounding Area  
Mansfield Police Approved: Yes  
Contact Information: Lori Murphy, 419-961-6090  
Website/email: [murphylori2@gmail.com](mailto:murphylori2@gmail.com)

Company Name: O.C.C. (Ontario Cab Company)  
1220 West Longview Avenue Mansfield, Ohio 44906  
Services: Taxi service  
Vehicles: Total Vehicles: 1, none of which is wheelchair accessible  
Transportation Services provided: Door to door  
Transportation Service type: Taxi  
Wheelchair Accessibility: No  
Cost: Varies on Distance and Service Required  
Eligibility Requirements: DNA  
Hours: 8:00AM-8:00PM Monday to Saturday, after hours and out of town by appointment  
General Service Area: Richland County and Surrounding Area  
Mansfield Police Approved: No  
Contact Information: PJ Kahl 567-560-5228  
Website/email: <https://ontariocabco.wixsite.com/mysite> / [Occ5228@gmail.com](mailto:Occ5228@gmail.com)

Company Name: Richland County Transit  
Address: 232 North Main Street Mansfield, Ohio 44902  
Services: provides public transportation in certain municipalities in Richland County  
Vehicles: Total Vehicles: 19, all of which are wheelchair accessible  
Transportation Services provided: RCT operates 9 fixed routes which provide a transportation network for trips to work, school, appointments, or shopping. A regularly scheduled fixed route bus service operates in and to Mansfield and Ontario. In addition, it operates a Dial-A-Ride Para-Transit service within 1 mile of RCT fixed routes.  
Transportation Service Type: Public Transit  
Wheelchair Accessibility: Yes  
Bicycle Rack: Yes  
Cost: Varies on Distance and Service Required  
Eligibility Requirements: none  
Hours: 6:00 AM - 6:30 PM weekdays  
General Service Area: Cities of Mansfield & Ontario and Madison Township  
Contact Information: Christine Terry; 419-522-4504  
Website/email: <http://www.rctbuses.com> / [christerryrct@yahoo.com](mailto:christerryrct@yahoo.com)

Company Name: Shelby Taxi Service  
Address: 43 West Main Street Shelby, Ohio 44875  
Services: Taxicab service in Shelby  
Vehicles: Total Vehicles: 1, none of which is wheelchair accessible  
Transportation Services provided: Door to door  
Transportation Service Type: Taxi Service  
Wheelchair Accessibility: Accessible transportation is available upon request  
Cost: Adults \$2.00, Students \$1.00, Senior Citizens & ADA free  
Eligibility Requirements: N/A  
Hours: Tuesday to Friday 8:00 am – 4:00 pm, excludes Holidays  
General Service Area: Within Shelby City limits  
Contact Information: Bill Burdge 419 -295-5144 / Stacey Gunder 419-347-5131  
Website/email: <http://www.shelbycity.oh.gov> / [StaceyGunder@shelbycity.oh.gov](mailto:StaceyGunder@shelbycity.oh.gov)

Company Name: Those Guyz Transportation  
Services: Taxi services in Richland County and surrounding area  
Transportation Services provided: door-to-door  
Transportation Service Type: Taxi  
Fare: \$3.00 first mile and \$2.50 each mile after  
Eligibility Requirements: DNA  
Hours: 7:00AM-11:00PM 7 Days a Week, or as needed  
General Service Area: Richland County and Surrounding Area  
AAA5 Approved Provider: No  
Mansfield Police Approved: No  
Contact Information: Joshua Caldwell 567-303-8625  
Website/email: [thoseguyzllc2023@gmail.com](mailto:thoseguyzllc2023@gmail.com)

Company Name: TNT Taxi  
Services: Taxi service  
Vehicles: Total Vehicles: 3, none of which are wheelchair accessible  
Transportation Services provided: door-to-door  
Transportation Service Type: Taxi  
Wheelchair Accessibility: No  
Cost: Varies on Distance and Service Required  
Eligibility Requirements: DNA  
Hours: 6:00AM-11:00PM  
General Service Area: Richland County and Surrounding Area  
Mansfield Police Approved: No  
Contact Information: Taurell Favors 419-565-2602  
Website/email: TNT.Taxi2020@gmail.com

Company Name: 419 Rideshare  
Services: Taxi service  
Vehicles: Total Vehicles: 4, none of which are wheelchair accessible  
Transportation Services provided: door-to-door  
Transportation Service Type: Taxi  
Wheelchair Accessibility: No  
Cost: Varies on Distance and Service Required  
Eligibility Requirements: DNA  
Hours: 24/7  
General Service Area: Richland County and Surrounding Area  
Mansfield Police Approved: No  
Contact Information: Doug Newsome, 419-631-5754 or 419-631-5704  
Website/email: 419rideshare@gmail.com

## **ASSISTED LIVING/ SKILLED NURSING FACILITIES**

Agency Name: Arbors at Mifflin

Address: 1600 Crider Road Mansfield, Ohio 44903

Services: Assisted Living Retirement Community

Vehicles: Total Vehicles: 2, 1 of which is wheelchair accessible

Transportation Services provided: Transportation is provided for medical appointments, groceries, errands and outings.

Transportation Service Type: 6 Passenger & 1 Wheelchair Van

Eligibility Requirements: Resident

Hours: 8:00AM- 5:00PM Monday-Friday

General Service Area: Richland County and Surrounding Area

Contact Information: Ryan Juhola 419-589-7611

Website/email: [arborsatmifflin.com](http://arborsatmifflin.com) / [rjuhola@arborsatmifflin.com](mailto:rjuhola@arborsatmifflin.com)

Agency Name: Crestwood Care Center

Address: 225 West Main Street Shelby, Ohio 44875

Services: senior independent and assisted living retirement community

Vehicles: Total Vehicles: 2, 1 of which is wheelchair accessible

Transportation Services provided: Bus

Transportation Service Type: Bus w/wheelchair lift & 8 Passenger

Eligibility Requirements: Resident

Hours: 8:00AM-5:00PM

General Service Area: Richland County and Surrounding Area

Contact Information: Ashley Bowman 419-342-7035

Website/email: [www.communicarehealth.com](http://www.communicarehealth.com) / [ashley.bowman@chs-corp.com](mailto:ashley.bowman@chs-corp.com)

Agency Name: Crystal Care Center of Mansfield

Address: 1159 Wyandotte Avenue Mansfield, Ohio 44906

Services: senior independent and assisted living retirement community

Vehicles: Total Vehicles: 2, 1 of which is wheelchair accessible

Transportation Services provided: Bus & Van

Transportation Service Type: Bus w/wheelchair lift

Eligibility Requirements: Resident

Hours: 8:00AM-5:00PM with evenings around Holidays

General Service Area: Richland County and Surrounding Area

Contact Information: Mindy Davenport 419-747-2666

Website/email: [www.crystalcarecenters.com](http://www.crystalcarecenters.com) / [mindy@crystalcarecenters.com](mailto:mindy@crystalcarecenters.com)

Agency Name: Dayspring Assisted Living & Care Facility  
Address: 3220 Olivesburg Road Mansfield, Ohio 44903  
Services: adult day services and short-term respite care  
Vehicles: Total Vehicles: 3, 1 of which is wheelchair accessible  
Transportation Services provided: Weekday medical and social service appointment transportation, and social and recreational activities on weekends  
Transportation Service Type: SUV and Van with wheelchair lift  
Eligibility Requirements: Developmental delays or developmental disabilities and deficits in at least 3 areas of life, clients of Dayspring  
Hours: varies  
General Service Area: Richland County  
Contact Information: Michelle Swank; 419-774-5894  
Website/email: [www.richlandcountyoh.gov](http://www.richlandcountyoh.gov) / [mswank@richlandcountyoh.gov](mailto:mswank@richlandcountyoh.gov)

Agency Name: Diamond View Residential Care  
Address: 111 South Diamond Street Mansfield, Ohio 44902  
Services: Assisted Living Retirement Community  
Vehicles: Total Vehicles: 1, none of which is wheelchair accessible  
Transportation Services provided: Transportation is provided for medical appointments, groceries, errands and outings.  
Transportation Service Type: 5 Passenger SUV  
Eligibility Requirements: Resident  
Hours: 8:00AM- 5:00PM Monday-Friday  
General Service Area: Richland County and Surrounding Area  
Contact Information: Barbara Whisler 419-566-6028  
Website/email: [www.diamondviewrcf.com](http://www.diamondviewrcf.com) / [moonraker1977@yahoo.com](mailto:moonraker1977@yahoo.com)

Agency Name: Jag Healthcare  
Address: 100 Roger's Lane Shelby, Ohio 44875  
Services: Assisted living Center  
Vehicles: Total Vehicles: 1, 1 of which is wheelchair accessible  
Transportation Services provided: Transportation to Medical Appointments  
Transportation Service Type: Van Wheelchair Lift and 1 Passenger  
Eligibility Requirements: Resident  
Hours: 8:00AM-5:00PM  
General Service Area: Richland County and Surrounding Area  
Contact Information: Erica Cates 419-347-1313  
Website/email: [jaghealthcare.com](http://jaghealthcare.com) / [ecates@jaghealthcare.com](mailto:ecates@jaghealthcare.com)

Agency Name: Lexington Court Care Center  
Address: 250 Delaware Street Lexington, Ohio 44904  
Services: senior independent and assisted living retirement community  
Vehicles: Total Vehicles: 1, 1 of which is wheelchair accessible  
Transportation Services provided: Transportation for medical and outings  
Transportation Service Type: 15 Passenger Bus with wheelchair lift and 4 wheelchairs  
Eligibility Requirements: Resident  
Hours: 7:00AM-5:00PM 7 Days a week  
General Service Area: Richland County and Surrounding Area  
Contact Information: Jessica Link 419-884-2000  
Website/email: [www.atriumlivingcenters.com](http://www.atriumlivingcenters.com) / [63-admin@atriumlivingcenters.com](mailto:63-admin@atriumlivingcenters.com)

Agency Name: Liberty Nursing Center of Mansfield  
Address: 535 Lexington Avenue Mansfield, Ohio 44907  
Services: nursing home services  
Vehicles: Total Vehicles: Varies, none of which are wheelchair accessible  
Transportation Services provided: Transportation is provided by staff using their own vehicles. Also contracted with Mansfield Ambulance & Community EMS for patients not able to walk.  
Transportation Service Type: medical  
Eligibility Requirements: must be client/patient  
Hours: 8:00 AM - 4:30 PM weekdays  
General Service Area: Richland County and Surrounding Area  
Contact Information: Dori Jacobs 419-756-7111  
Website/email: <https://www.libertynursingcenters.com/> [cjacobs@libertynursingcenters.com](mailto:cjacobs@libertynursingcenters.com)

Agency Name: Mansfield Memorial Homes  
Address: 50 Blymyer Avenue Mansfield, Ohio 44903  
Services: Provides nursing home, adult day care and nutrition services  
Vehicles: Total Vehicles: 2, both of which are wheelchair accessible  
Transportation Services provided: uses two (2) wheelchair accessible 10-passenger vans that are driven by agency staff. Uses federal Title IIIC funding for its transportation services.  
Transportation Service Type: N/A  
Eligibility Requirements: client  
Hours: Mon, Wed, Fri from 8:00 AM to 4:40 PM; Tues, Thurs and Sat 5:30 AM to 4:30 PM  
General Service Area: Richland County and Surrounding Area  
Contact Information: Phone: Jennifer Ulich 419-774-5133  
Website/email: <http://www.mansfieldmh.com> / [jdale@mansfieldmh.com](mailto:jdale@mansfieldmh.com)

Agency Name: Oak Grove Manor  
Address: 1670 Crider Road Mansfield, Ohio 44903  
Services: senior independent and assisted living retirement community  
Vehicles: Total Vehicles: 1, 1 of which is wheelchair accessible  
Transportation Services provided: Transportation is provided for medical appointments, groceries, errands and outings.  
Transportation Service Type: 8 passenger bus with access for 4 wheelchairs  
Eligibility Requirements: resident  
Hours: 8:00AM-4:00PM  
General Service Area: Richland County and Surrounding Area  
Contact Information: Jenna Swart 419-589-6222  
Website/email: [www.oakgrovemanor.com](http://www.oakgrovemanor.com) / [Transportation@oakgrovecarecenter.com](mailto:Transportation@oakgrovecarecenter.com)

Agency Name: Ontario Estates Senior Living  
Address: 2010 Walker Lake Road Ontario, Ohio 44906  
Services: senior independent and assisted living retirement community  
Vehicles: Total Vehicles: 1, 1 of which is wheelchair accessible  
Transportation Services provided: Bus trips to Doctor and Outings  
Transportation Service Type: 12 passenger bus plus one wheelchair lift  
Eligibility Requirements: resident  
Hours: 8:00AM-5:00PM and some evening trips  
General Service Area: Richland County and Surrounding Area  
Contact Information: Tanya Noble 419-747-1119  
Website/email: [www.sinceriseniorliving.com](http://www.sinceriseniorliving.com) / [tanya.noble@sincerisl.com](mailto:tanya.noble@sincerisl.com)

Agency Name: Ontario Pointe Assisted Living  
Address: 2124 Park Avenue West Ontario, Ohio 44906  
Services: senior independent and assisted living retirement community  
Vehicles: Total Vehicles: 1, 1 of which is wheelchair accessible  
Transportation Services provided: Outings  
Transportation Service Type: 8-seat Bus with 2 wheelchair lift  
Eligibility Requirements: resident  
Hours: 8:00AM-5:00PM  
General Service Area: Richland County and Surrounding Area  
Contact Information: Heather Risinger 419-529-6447  
Website/email: [www.mycaringplan.com](http://www.mycaringplan.com) / [hisinger@ontariopointe.com](mailto:hisinger@ontariopointe.com)

Agency Name: Primrose Retirement Community  
Address: 1301 Millsboro Road Mansfield, Ohio 44906  
Services: senior independent and assisted living retirement community  
Vehicles: Total Vehicles: 1, 1 of which is wheelchair accessible  
Transportation Services provided: Transportation is provided for medical appointments, groceries, errands and outings.  
Transportation Service Type: 10 Passenger Van with Wheelchair Lift  
Eligibility Requirements: resident  
Hours: 8:00AM-4:00PM  
General Service Area: Richland County and Surrounding Area  
Contact Information: Allison Campbell 419-989-6591  
Website/email: [www.primroseretirement.com](http://www.primroseretirement.com) / [allison.campbell@primroseretirement.com](mailto:allison.campbell@primroseretirement.com)

Agency Name: Trustwell Living Mansfield Place  
Address: 1841 Middle Bellville Road Mansfield, Ohio 44904  
Services: senior independent and assisted living retirement community  
Vehicles: Total Vehicles: 1, 1 of which is wheelchair accessible  
Transportation Services provided: Transportation is provided for outings only  
Transportation Service Type: 2 buses 10 seats each  
Eligibility Requirements: resident  
Hours: 8:00AM-5:00PM  
General Service Area: Richland County and Surrounding Area  
Contact Information: Lisa Grindle 419-756-5599  
Website/email: [www.trustwellliving.com](http://www.trustwellliving.com) / [lisa.grindle@trustwellliving.net](mailto:lisa.grindle@trustwellliving.net)

Agency Name: The Waterford at Mansfield  
Address: 1296 South Trimble Road Mansfield, Ohio 44906  
Services: senior independent and assisted living retirement community  
Vehicles: Total Vehicles: 1, 1 of which is wheelchair accessible  
Transportation Services provided: Transportation for medical and outings  
Transportation Service Type: Bus  
Eligibility Requirements: Resident  
Hours: 7:00AM-5:00PM  
General Service Area: Richland County and Surrounding Area  
Contact Information: Fred Rose 419-775-1013  
Website/email: [www.sonidaseniorliving.com](http://www.sonidaseniorliving.com) / [frose@sonidaliving.com](mailto:frose@sonidaliving.com)



## DEVELOPMENTAL DISABILITY AGENCIES

Agency Name: A Silver Lining

Address: 30 Bowman Street Mansfield, Ohio 44902

Services: Developmental Disability Agency

Vehicles: Total Vehicles: 2, none of which are wheelchair accessible

Transportation Services provided: Transportation for Individuals to RNI, Dayhab and Outings

Transportation Service Type: One 15 passenger van and one 12 passenger van, neither have wheelchair lifts

Eligibility Requirements: Client

Hours: 8:00AM-4:00PM

General Service Area: Richland County

Contact Information: Brian Phillips 419-571-4280

Website/email: [brian@silverlininghealth.net](mailto:brian@silverlininghealth.net)

Agency Name: A Step Up

Address: 1075 National Parkway Mansfield, Ohio 44906

Services: Developmental Disability Agency

Vehicles: Total Vehicles: 3, 2 of which are wheelchair accessible

Transportation Services provided: Transportation for Individuals to RNI, Dayhab and Outings

Transportation Service Type: 3 seven passenger vans, 2 with wheelchair lifts

Eligibility Requirements: Client

Hours: 7:00AM-4:00PM

General Service Area: Richland County

Contact Information: Misty Miller 740-507-1704

Website/email: [www.cg-idd.com](http://www.cg-idd.com) / [misty.miller@cg-idd.com](mailto:misty.miller@cg-idd.com)

Agency Name: Choice Express

Address: 856 Park Avenue West Mansfield, Ohio 44906

Services: Developmental Disability Agency

Vehicles: Total Vehicle: 5, 1 of which is wheelchair accessible

Transportation Services provided: Transportation for Individuals to RNI, Dayhab and Outings

Transportation Service Type: 2 twelve passenger buses and 2 six 6 passenger vans

Eligibility Requirements: Client

Hours: 7:00AM-4:30PM

General Service Area: Richland County

Contact Information: Lorri Lewis 419-512-3914

Website/email: [Choiceexpressllc@gmail.com](mailto:Choiceexpressllc@gmail.com)

Agency Name: HR Choices  
Address: 322 East Main Street Lexington, Ohio 44904  
Services: Developmental Disability Agency  
Vehicles: Total Vehicles: 3, all of which are wheelchair accessible  
Transportation Services provided: Transportation for Individuals to RNI, Dayhab and Outings  
Transportation Service Type: 3 twelve passenger buses, each with one wheelchair lift  
Eligibility Requirements: Client  
Hours: 7:00AM-4:30PM  
General Service Area: Richland County  
Contact Information: Kim Corwin 419-884-7700  
Website/email: [hrchoicesinc.com](http://hrchoicesinc.com) / [kim@hrchoicesinc.com](mailto:kim@hrchoicesinc.com)

Agency Name: McElvain Homes  
Address: 973 Larchwood Road Mansfield, Ohio 44907  
Services: Developmental Disability Agency  
Vehicles: Total Vehicles: 12, none of which are wheelchair accessible  
Transportation Services provided:  
Transportation Service Type: Transportation for Individuals to RNI, Dayhab and Outings  
Eligibility Requirements: Client  
Hours: 7:00AM-4:00PM  
General Service Area: Richland County  
Contact Information: Sara Young 419-589-6697  
Website/email: [www.mcelvainhomes.com](http://www.mcelvainhomes.com) / [sara.young@mcelvainhomes.com](mailto:sara.young@mcelvainhomes.com)

Agency Name: Open Arms  
Address: 1046 Lenox Avenue Mansfield, Ohio 44906  
Services: Developmental Disability Agency  
Vehicles: Total Vehicles: 1, 1 of which is wheelchair accessible  
Transportation Services provided: Transportation for Individuals to RNI, Dayhab and Outings  
Transportation Service Type:  
Eligibility Requirements: Client  
Hours:  
General Service Area: Richland County  
Contact Information: Chris Allison 419-544-8344/567-449-5355  
Website/email: [oaohio.com](http://oaohio.com) / [chris@oaohio.com](mailto:chris@oaohio.com)

Agency Name: Richland Newhope Industries, Inc.  
Address: 150 East Fourth Street Mansfield, Ohio 44902  
Services: Developmental Disability Agency  
Vehicles: Total Vehicles: 19, 17 of which are wheelchair accessible  
Transportation Services provided: Varieties of transportation services are provided. These include directly operated bus service, agency staff using their own vehicles, reimbursement of mileage paid to client families and purchased transportation, purchases public transit tickets and passes  
Transportation Service Type: All Types  
Eligibility Requirements: Client  
Hours: 8:00 AM-5:00 PM weekdays  
General Service Area: Richland County  
Contact Information: Amanda South 419-774-4400  
Website/email: <http://www.rniinc.com> / [asouth@rniinc.com](mailto:asouth@rniinc.com)

Agency Name: VIA Quest  
Address: 1404 Park Avenue West Mansfield, Ohio 44906  
Services: Developmental Disability Agency  
Vehicles: Total Vehicles: 8, 3 of which are wheelchair accessible  
Transportation Services provided: Transportation for Individuals to RNI, Dayhab and Outings  
Transportation Service Type: Seven multi passenger vans with two wheelchair lifts, One minivan with a wheelchair lift  
Eligibility Requirements: Client  
Hours: 7:30AM-4:30PM  
General Service Area: Richland County  
Contact Information: Frances Williams 419-419-6215  
Website/email: [www.viaquestinc.com](http://www.viaquestinc.com) / [frances.williams@viaquestinc.com](mailto:frances.williams@viaquestinc.com)

## Assessment of Community Support for Transit

As defined by the state of Ohio; The Ohio Mobility Management Program increases access to mobility to Ohioans by increasing understanding and awareness of transportation, needs, coordination of transportation options to meet needs and building sustainable and healthy communities by integrating transportation into planning and programs. The Richland County Mobility Manager does this by being active in the County and conducting events that promote being active and safe.

Though the Richland County Mobility Manager does not provide or operate transportation, the Mobility Manager can help individuals seek solutions to their transportation situations. The Richland County Mobility Manager works as a broker between area human service agencies and local private and public transportation providers including Richland County Transit and Demand Response Dial-a-Ride. The Mobility Manager acts as the point of contact for all transportation providers and agencies requesting transportation for their clients, maintains a transportation resource document for the county and helps link individuals to different services based on eligibility criteria, geography, location to transit bus routes, specific needs, i.e. wheelchair accessibility, door-through-door services, operating hours, destination, etc.

Richland County is fortunate to be served by Richland County Transit (RCT), which provides essential transportation services throughout Mansfield and parts of Ontario. Over the past several years, RCT has evaluated numerous strategies to improve operational efficiency and service quality. As a result of these efforts, RCT has developed and implemented a real-time GPS bus tracking system known as **Spot**.

Spot enables riders to track buses in real time, improving the overall customer experience by increasing reliability and transparency. Additionally, the implementation of this technology positions Richland County Transit more favorably for future funding opportunities by demonstrating a commitment to innovation, accountability, and service improvement.

## Safety

Transportation is not just for moving people and commodities from one place to another, it can also assist in safety during or shortly after and recovery from an emergency event in the community. The ability to move people away from a dangerous location or transport an injured person to a medical facility are important parts of disaster recovery or planning.

## Summary of Existing Resources

Richland County Human Services agencies currently use a variety of transportation resources to provide clientele with a means of transportation to either access their services or as part of their services. The majority of human service providers currently either use the Richland County Transit System, or on demand transportation provided by Richland County Transit. A few service agencies provide transportation to their clientele internally but are not open to outside agencies or the public for transportation needs. One option that is utilized is the distribution of bus passes for use by the service agency clientele; this has been an easy method to provide access to a system that is already operating.

## IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the transportation needs of Richland County, the Planning Committee conducted a comprehensive evaluation using both quantitative and qualitative approaches. This included the review of existing research and data, along with targeted outreach efforts to engage the community. Public presentations and meetings were held to gather input regarding unmet needs and gaps in transportation services.

The demographic and socio-economic characteristics of the region are detailed in the Demographics Chapter of this plan. Building on that foundation, this section provides an overview of identified service gaps based on geographic analysis, as well as feedback from targeted populations, transportation providers, and the general public.

The Richland Transportation Advisory Committee (RTAC) played a central role in this process. RTAC conducted surveys and facilitated discussions with a diverse range of stakeholders, including organizations and individuals who may be impacted by or involved in the coordinated transportation planning process. Participation was actively solicited to ensure a broad and inclusive understanding of community needs.

To assess transportation needs and gaps, the following methods were employed:

- Assessment of data and demographic trends
- Distribution and analysis of print and electronic surveys completed by stakeholders, service providers, seniors, individuals with disabilities, and members of the general public

This multi-faceted approach helped to identify critical areas for improvement and laid the groundwork for more efficient and equitable transportation solutions across Richland County.

### Local Demographic and Socio-Economic Data

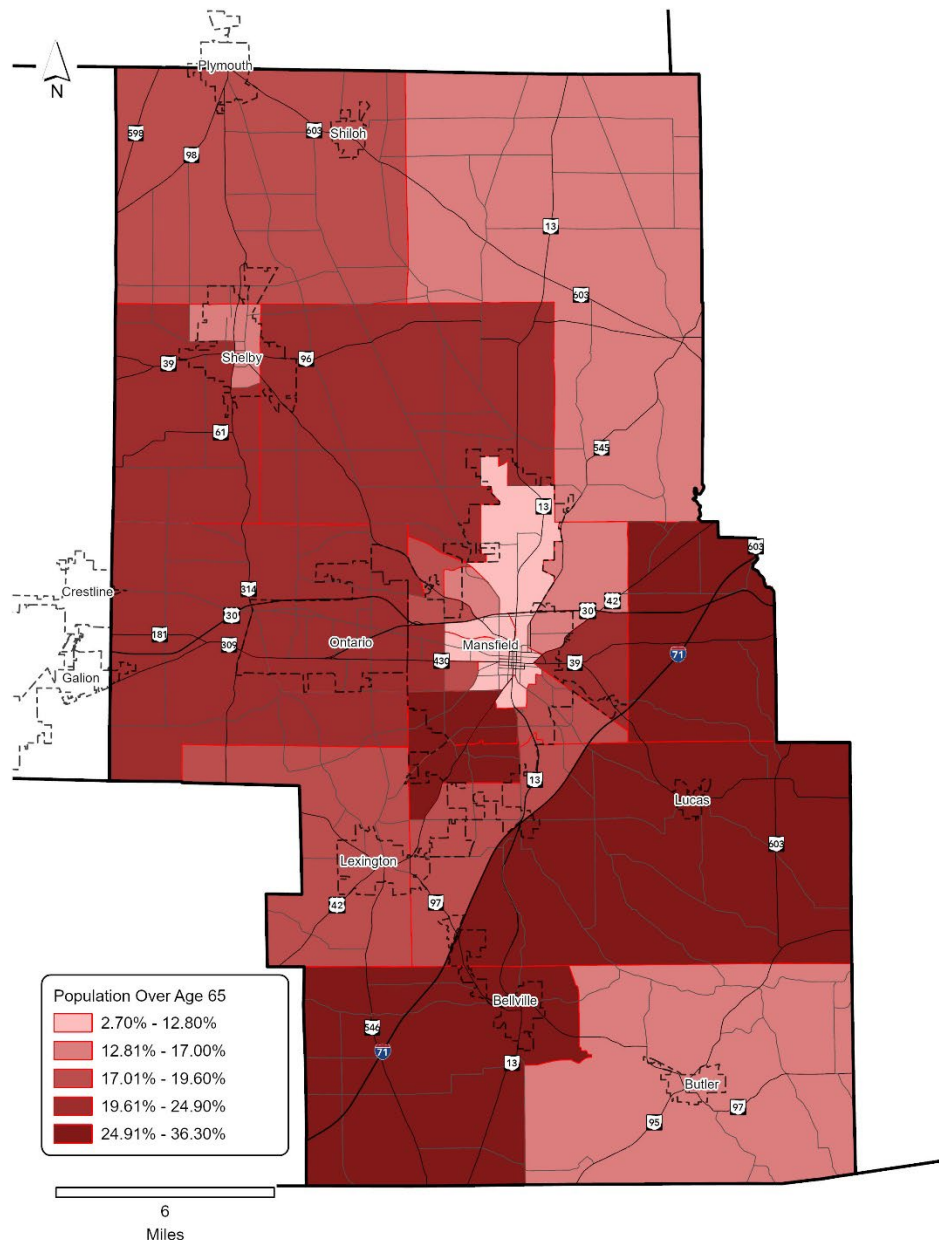
Data for each target population group was aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data is valuable because of a comparison of where the highest and lowest densities individuals who are most likely to need transportation live. This information can then be compared to the locations of (1) major trip generators, and (2) available transportation services.

### Population Age 65 and Older

According to the 2024 American Community Survey 5-year estimates, Richland County has a total senior (age 65 and older) population of 25,595 persons or 20.5% of the county's population. This is relatively higher compared to the senior population figure of 18.7% for the State of Ohio and 17.7% for The United States.

The following exhibit illustrates the areas where the number of older adults (age 65 and older) is at or above the county's average. By census tract. The tracts with the highest percentage of residents aged 65 and older are in the central and southern sections of Richland County. Areas of high and moderate density of senior citizens are found in the southwestern corner of Mansfield. The remainder of the region has a relatively average elderly population density.

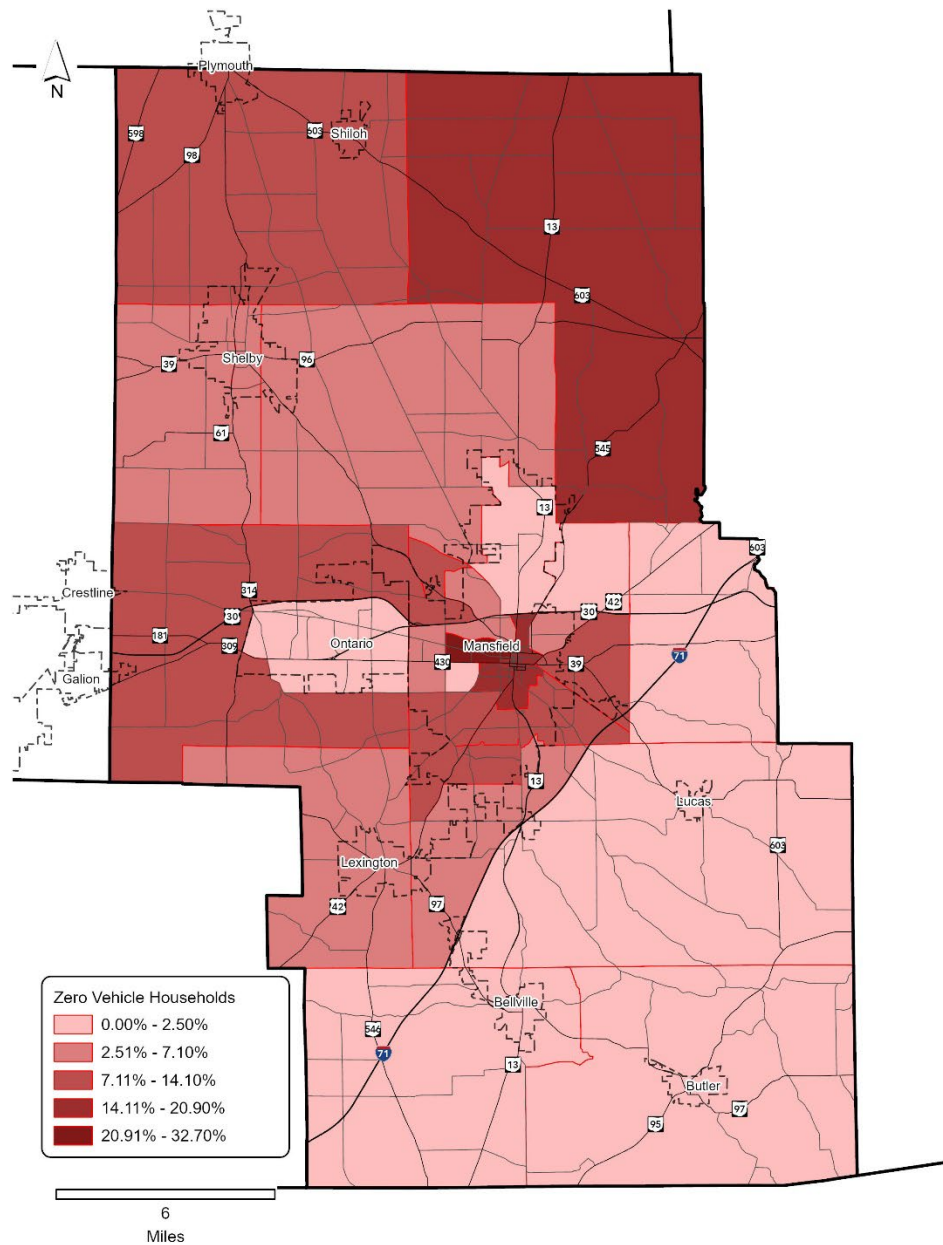
**Exhibit 1: Map of Population of Individuals Aged 65 and Older**



## Zero Vehicle Households

The number of vehicles available to a housing unit can also be used as an indicator of demand for transportation service. The average rate of no vehicle households in the County is 9.85% according to the 2019 ACS 5 Year Survey (Table B08201), this is 4771 households out of 48,449 total that have no vehicle. The highest percentage of no vehicle households, at 32%, is located in Census Tract 31, within the City of Mansfield. The exhibit below indicates Census Tracts by percentage of zero vehicle households. The absence of a vehicle in the household is often an indication of the need for transportation services. The highest percentages of no vehicle households are found inside the city of Mansfield and the Northern portion of the county to include part of the City of Shelby.

**Exhibit 2: Map of Zero Vehicle Households**



## MAJOR TRIP GENERATORS

The term “trip generators” is used to indicate where many current trips originate or end. These trip generators include medical facilities, employment centers, commercial business centers, educational institutions, and other important trip destinations.

### Medical Facilities

Medical facilities both within and outside of the County are some of the other key destinations for residents. Ohio Health System is a regional health care facility and the leading employer in Richland County. Ohio Health operates two hospitals in the county: one in Shelby and the other in Mansfield. Ohio Health – Mansfield now has 326 beds and 42 bassinets. It offers a Level II Trauma Center and a Level II Perinatal Department, cardiac care, comprehensive neurological services, and rapid response laboratory sites.

Avita Health System has a new large multispecialty health complex in the former Lazarus building, which is attached to The Ontario Center in Ontario, with an after-hours walk-in clinic. In 2015, Avita established a special partnership with OSU Mansfield and North Central State College to offer special Walk-In Clinic hours and transportation for students. Phase II of Avita Ontario began in November 2015 and added a 22-bed emergency department, 7 bed ICU, 19 bed inpatient wing, 4 surgical suites and several lab and specialty departments. Avita plans on opening a cancer clinic in 2025 in the former Sears building which is attached to The Ontario Center. Avita’s presence has created an economic advantage to the shopping district by increasing discretionary spending and attracting new merchants to the area and is accessible by Richland County Transit.

### Educational Facilities

Richland County is home to higher educational facilities that are destinations for transit users. Those facilities include the following institutions:

- ◆ The Ohio State University - Mansfield
- ◆ North Central State College
- ◆ Ashland University’s Dwight Schar College of Nursing

### Commercial Centers

Commercial and retail destinations are mostly located in the downtown areas and near the I-71 interchanges. These locations are:

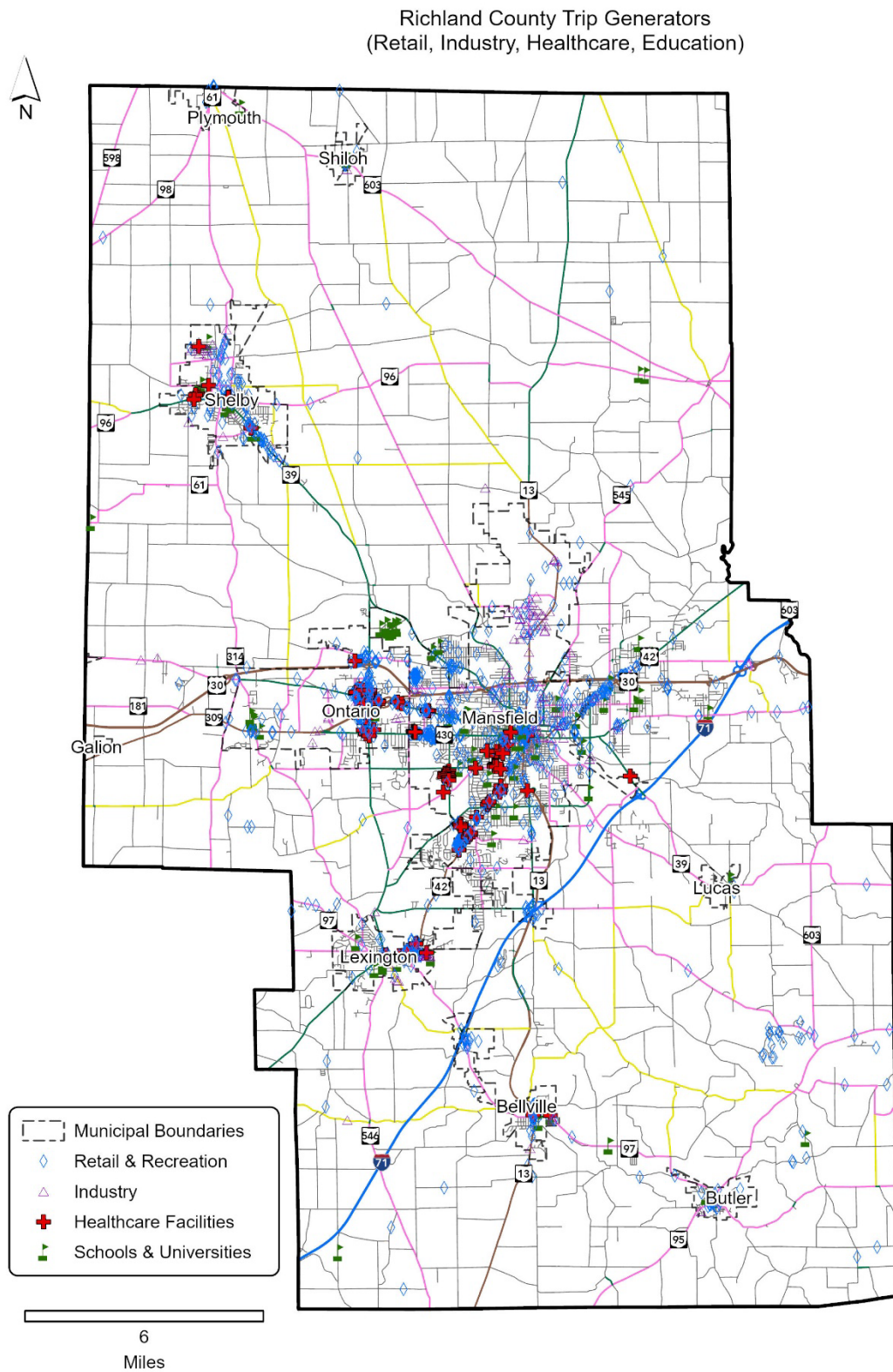
- ◆ Downtown Mansfield
- ◆ Downtown Shelby
- ◆ I-71/SR 13
- ◆ Lexington-Springmill Rd from Park Avenue West to U.S.30

### Human Service Agency Facilities

- ◆ Newhope Industries – East 4th Street Facility and Longview Facility
- ◆ Richland County DJFS Office
- ◆ Sterkel Blvd/Scholl Rd. Complex including 5 human services agencies and the Mansfield Area Y



### Exhibit 3: Map of Major Trip Generators



## Analysis of Demographic Data

It is important to gain an understanding of where the potential users of public transit and human transportation services reside and where their primary destinations are located.

### POPULATION

Using Census 2024 estimates data, a plurality of the population in Richland County resides in the City of Mansfield, the largest municipality in the County. Mansfield's 2024 population estimate was 47,530 people or 38.07 percent of the County's population (124,853). The next largest city is Shelby with 9,238 people or 7.4 percent of the County's population. The next two largest cities or villages of population concentration are Ontario and Lexington with 6,648 and 4,848 people, respectively.

According to the 2010 Census, the total Richland County population was 124,475. According to the 2020 Census, the total population of Richland County in 2020 was 124,936 people, which reflects and .37% percent increase of population between 2010 and 2020. While in the past, county estimates and projections showed an increase in population by 2030, current data projects the opposite. The County's population is projected to decrease slightly over the next two decades. The Office of Strategic Research projects the County's 2030 population at only 116,640, a 6.3 percent decrease under the 2020 population. Table 1 illustrates the historic and projected population trends for Richland County through the year 2030.

## PERSONS WITH DISABILITIES

**TABLE S1810**

ACS 2022 5 Year Estimates: Disability Characteristics in Richland County

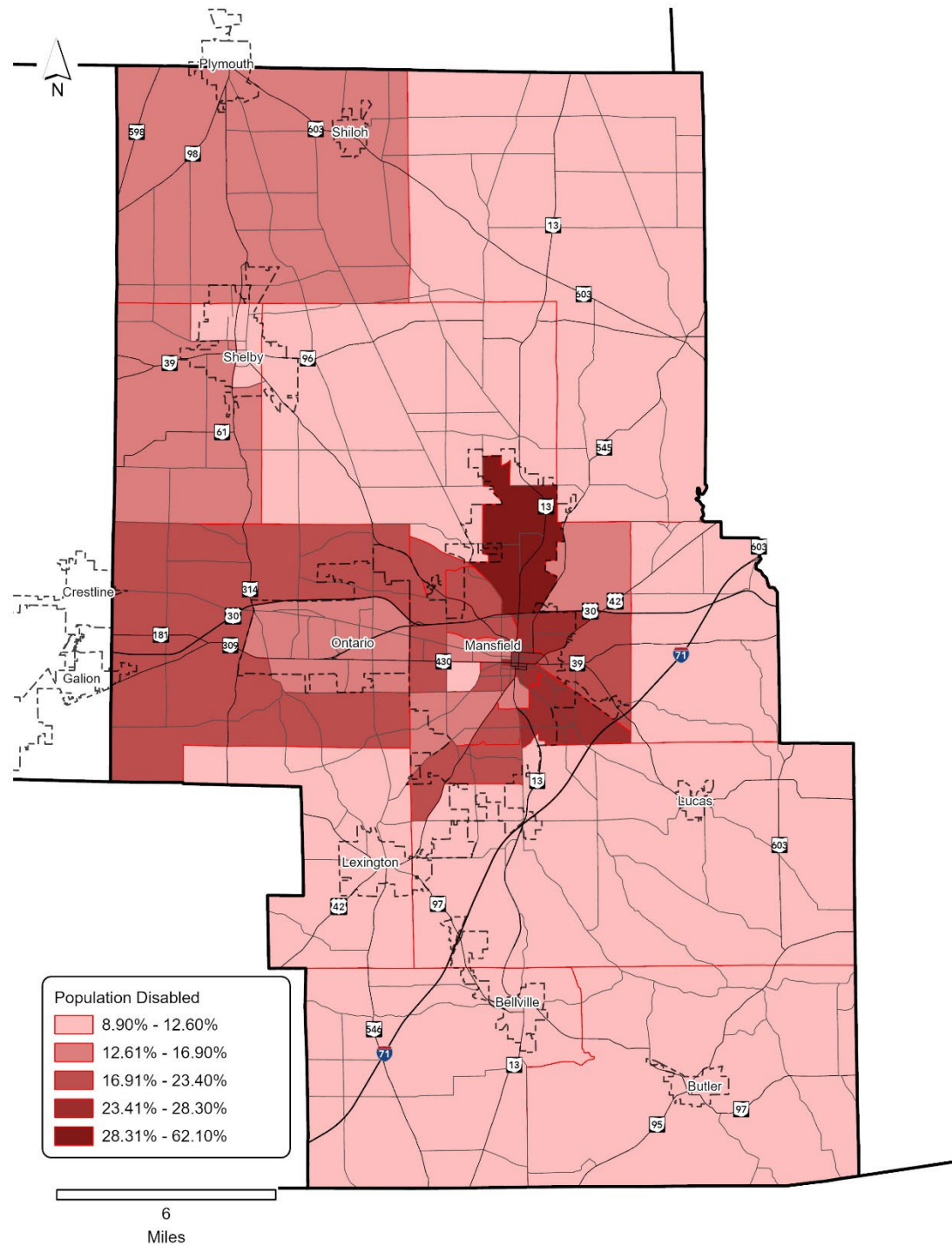
| AGE               | Total  | Hearing<br>Difficulty | Vision<br>Difficulty | Cognitive<br>Difficulty | Ambulatory<br>Difficulty | Self-Care<br>Difficulty | Independent<br>Living<br>Difficulty |
|-------------------|--------|-----------------------|----------------------|-------------------------|--------------------------|-------------------------|-------------------------------------|
| Under 5 years     | 7,116  | x                     | x                    | x                       | x                        | x                       | x                                   |
| 5 to 17 years     | 19,924 | 182                   | 192                  | 1,213                   | 113                      | 318                     | x                                   |
| 18 to 34 years    | 24,099 | 1,791                 | 370                  | 1,382                   | 342                      | 276                     | 945                                 |
| 35 to 64 years    | 44,024 | 1,475                 | 1,214                | 3,284                   | 3,969                    | 1,633                   | 2,691                               |
| 65 to 74 years    | 13,532 | 1,346                 | 873                  | 701                     | 2,183                    | 695                     | 1,057                               |
| 75 years and over | 10,004 | 2,042                 | 714                  | 1,038                   | 2,505                    | 998                     | 1,818                               |

Source: ACS 2022 5-year estimates Table S1810

Direct tabulations of data from 2022 American Community Survey (ACS) 5-year estimates on disability are reported. When available, this total is reported by age cohort. Census-based age breakdowns generally distinguish between working age adults and seniors.

As noted previously, 2022 ACS data provides an enumeration of a specific type of problem, but due to prospect of multiple disabilities, there is no cumulative number that can be developed from this source. Generally speaking, the category of "outside the home disability" tends to be the single best factor in looking at persons with disabilities who may need public transportation or complementary para-transit services.

**Exhibit 4: Disability Level by Census Tract**  
**INDIVIDUALS BELOW THE POVERTY LEVEL**

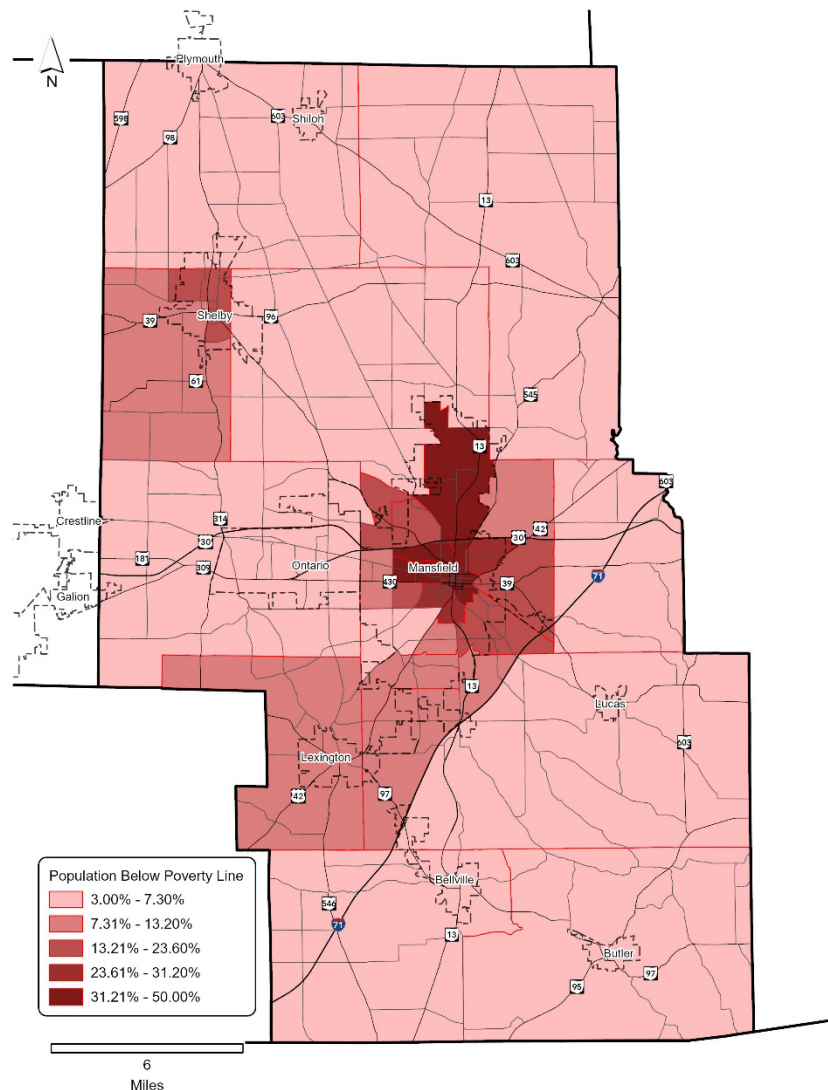


According to the 2022 American Community Survey 5 year Estimates (ACS) out of 117,887 individuals for whom poverty status is determined, 16,356 (13.9%) were living below the Federal poverty level.

## Poverty Level by Households

According to the 2019 ACS (Table B17017), there were 48,449 total households in Richland County. Of those households, approximately 6,535 households (13.48 percent) were living below the Federal poverty level. In the City of Mansfield, 3,888 families (21.52% of the 18,065 total estimated number of households) were living below the poverty level. This number also indicates that 59.49% of the overall county households, who live below the poverty level, live in the city of Mansfield. This level is much higher than the level of families below the poverty level for the State of Ohio (13.67%), and the United States (12.92%).

## Exhibit 5: Poverty Level by Census Tract

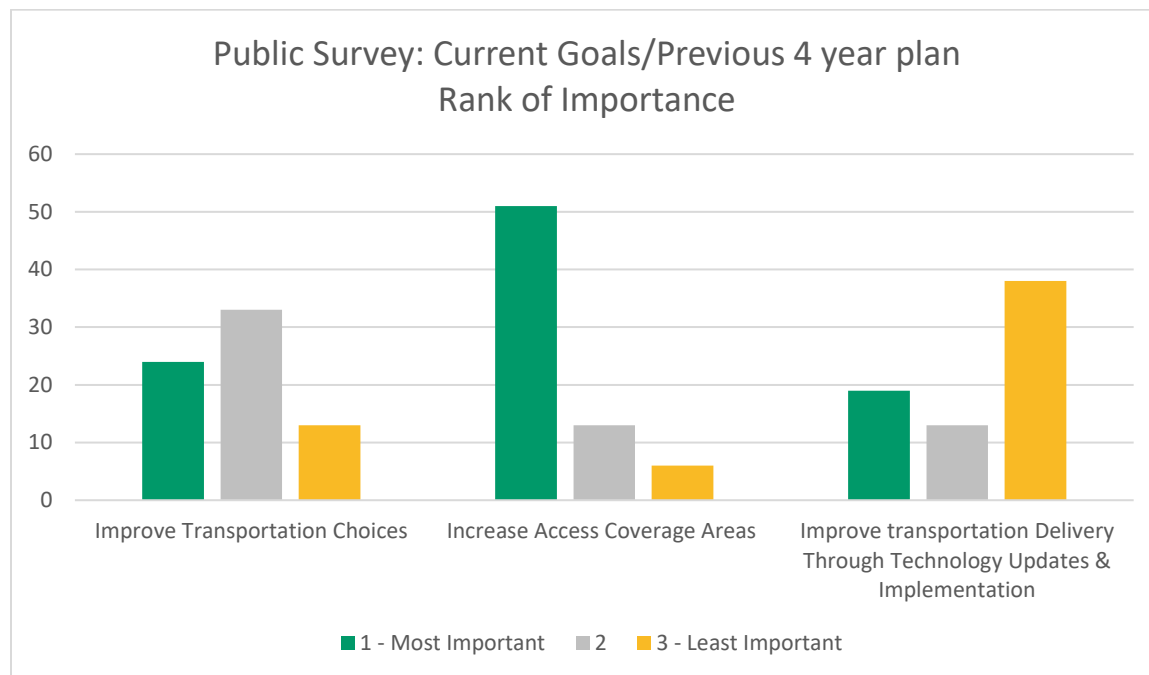


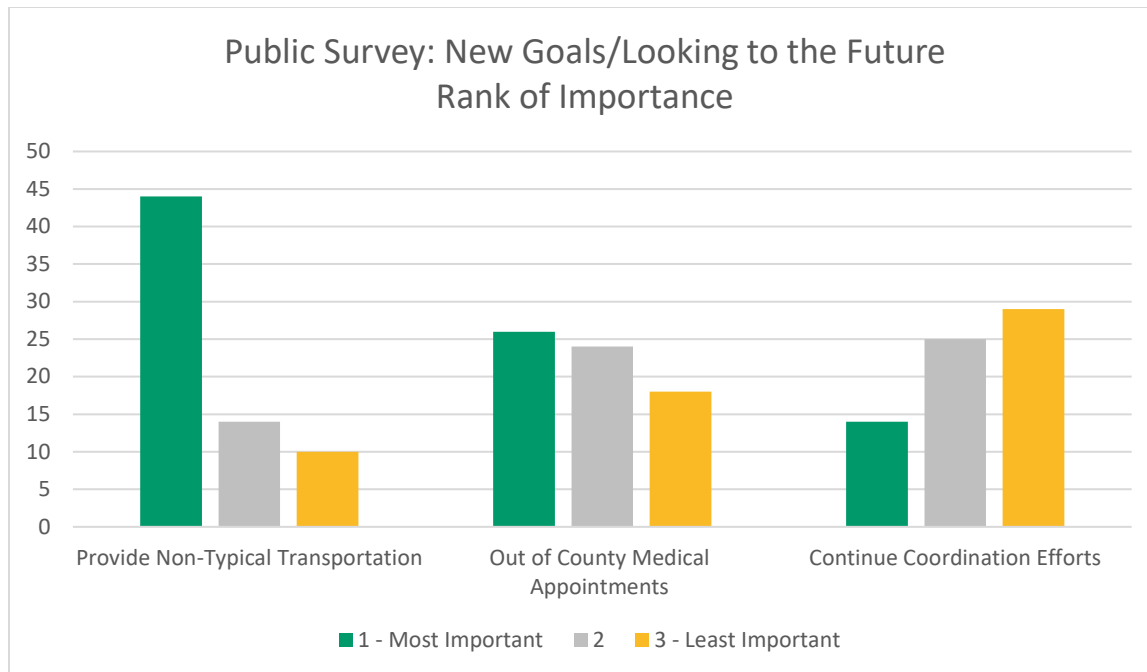
## General Public and Stakeholder Meetings/Focus Groups

ATAC hosted and facilitated local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation as follows: 2 in 2006, 2 in 2007, 3 in 2012, 2 in 2016, 1 in 2019, 1 in 2021, 1 in 2022, 1 in 2023, 1 in 2024 and 3 in 2025. With the transformation of Mobility Management to the Area Agency on Aging, ATAC was changed to Richland Transportation Advisory Committee (RTAC). RTAC held its first meeting was held on October 22, 2024, with 20 in attendance. The meeting was represented by older adults, a person with a disability, transportation companies, and representatives from government and business. RTAC held two meetings in 2025, one on February 4<sup>th</sup> and May 6<sup>th</sup>. More information about what meetings were held and attendance at those meetings is available upon request.

A Power Point presentation was presented to RTAC on the purpose and goals of the Mobility Management program. Following the initial presentation, the committee was given an update on the status of the program and projects that are underway. Gaps in transportation services and needs were discussed.

## Surveys





### Challenges to Coordinated Transportation

There are always challenges to the coordination of human service transportation. Results from stakeholder meetings and results from the public input survey indicated the following challenges to coordinate for Richland County.

- Organization/communication barriers with some transportation providers.
- Unique characteristics of clients/population – Consumers from different organizations have different needs, i.e. those with developmental disabilities have different needs than older adults, or children and sharing vehicles may not be appropriate in certain circumstances.
- Some organizations lack infrastructure and technology for scheduling and/or billing.
- Ride-sharing, scheduling and waiting times have become a barrier on providers, which slowed the ability to accommodate more trips.
- Little to no involvement of politicians.
- Lack of affordable 2<sup>nd</sup> and 3<sup>rd</sup> shift employment transportation, specifically transit operation hours to those common workplaces as well as lack of employer offering transportation benefits.
- Area coverage, evening and weekend hours of RCT.
- Political and geographic divisions due to city/ county boundaries and the prohibitive cost nature to serve all these areas.
- Lack of funding for out-of-county transportation needs, particularly medical.
- Challenges of maximizing existing capacity (Transit).
- Lack of volunteer services, or funding for individuals of lower income who may not be eligible for specific human services in the county.
- Liability issues/requirements, insurance and beyond when trying to obtain or expand more transportation options.



While there are challenges to implement coordination among varied transportation providers, services, and funding sources, it is important to note that coordination in Richland County has been successful, and that has a lot to do with the role of the Mobility Manager, the stakeholders in RTAC (Richland Transportation Advisory Committee) these are all challenges Richland County has faced with coordinated transportation. The county is composed of high-density population centers in the cities and villages to sparsely populated rural areas and the need to travel long distances to seek service can be a challenge to find transportation that is both economical and convenient. The RTAC continually strives to increase performance, overcome existing barriers, and eliminate any potential ones in the future. As a living document this plan will be updated with any future challenges and note the reduction or elimination of current ones.

## Summary of Unmet Mobility Needs

The following table describes the unmet transportation needs that were identified and the method used to prioritize each need. Needs are listed in order of their rank in highest to lowest priority.

**Exhibit 6: Prioritized Unmet Mobility Needs**

| Rank | Unmet Need Description  | Method Used to Identify and Rank Need  |
|------|---|--|
| 1    | Provide Non-Typical Transportation to offer low-income residents the ability to maintain a measure of independence outside of Transit hours | Through identification at stakeholder meeting and then through survey results        |
| 2    | Increase Access & Coverage areas for transportation   | Through identification at stakeholder meeting and then through public survey results |
| 3    | Improve transportation choices  | Through identification at stakeholder meeting and then through public survey results |
| 4    | Out of county medical appointments  | Through identification at stakeholder meeting and then through public survey results |
| 5    | Continue Coordination Efforts   | Through identification at stakeholder meeting and then through public survey results |

## Safety

Improving safety continues to be a priority in transportation planning throughout Richland County. Pedestrian safety is essential for creating livable, accessible communities. Mobility Management actively participates in Safe Routes to School programs that promote safe walking and biking for students. Regional Planning TAC Committees play a vital role in designing policies that prioritize pedestrian needs. Investment in sidewalks and connected bicycle infrastructure enhances safety and accessibility for all ages. Mobility Management strategies further support these efforts by coordinating transportation options and addressing gaps in service. Together, these initiatives create safer, more inclusive environments, encouraging walking and cycling while reducing vehicle dependence and improving overall community health and sustainability.

## V. Goals and Strategies

### Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Richland County should address the service gaps and user needs identified in this plan if they are to be effective. As described, the gaps and unmet needs were based on information obtained from geographic analysis, the attendees participating in the meetings, and responses to the public survey.

Based on information gathered throughout the planning process, RTAC developed the following strategies to address the gaps and unmet transportation needs. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be accomplished.

### Review of Past Priorities

The list of potential priority projects from the creation of the Coordinated Plan in 2007 was reviewed by a group of local stakeholders in September 2019. Some had been completed or were no longer relevant.

### Goals

**Goal #1: Provide non-typical transportation:** To banking, shopping, clubs, recreation, social services, etc., to offer low income/elderly/disabled residents in the community the ability to maintain a measure of independence, outside of transit hours (after 5pm)

**Strategy 1.1:** Explore various opportunities to seek funding and possibly pool funding to meet non-typical transportation needs.

#### **Timeline for Implementation:**

- Ongoing

#### **Action Steps:**

##### **Short Term Strategy:**

- Explore public/private partnerships, grant opportunities as well as small business & entrepreneurial incubation to help support transportation services with focus on WIOA (Workforce Innovation and Opportunity Act) increased coordination among federal workforce development and related programs helping youth and those with significant barriers to employment.

##### **Long Term Strategy:**

- Educating on the importance of pooled services and pooled funding. (Combining multiple passengers traveling on similar routes, pooled funding allows federal, state, and local agencies to combine resources to support transportation studies)
- Seeking public transportation opportunities supported by pooled funding that includes a sliding fee scale.



**Parties Responsible for Leading Implementation:**

- RTAC, Human Service Agencies, Business Owners, Program/Provider leaders

**Parties Responsible for Supporting Implementation:**

- RTAC, Mobility Manager, Commissioners

**Resources Needed:**

- Vehicles, Drivers, Customers, Funding

**Potential Cost Range per trip:** \$8.00 - \$28.00 1-way, current RTAC rates, higher if wheelchair vehicles are needed

**Potential Funding Sources:**

- 5310 (Contracting), Senior Levy, Private Donations, Fund Raising, CDBG, Richland Foundation, United Way

**Performance Measures/Targets:**

- Logging/tracking trips that are not medical/grocery/employment related to measure the volume/need.

**Goal #2: Increase Access and Coverage Areas for Transportation:** Providing clear transportation information that details the services available and the eligibility criteria attached to each service.

**Strategy 2.1: Maintain and Improve the Mobility Manager's role in coordinating transportation.**

**Timeline for Implementation:**

- Ongoing

**Action Steps:****Short Term Strategies:**

- Increase awareness of the role and capabilities of the Mobility Manager
- Continue to facilitate Coordination throughout the transportation community to provide services that will assist in elimination of transportation barriers.

**Long Term Strategies:**

- Continue using the Coordinated Plan as a living tool and update regularly.
- Explore the use of 5310 funds to pilot a brokering model, focusing on supporting organizations within the county experiencing barriers to connecting seniors and individuals with disabilities to viable transportation options when current resources are limited or do not exist.

**Parties Responsible for Leading Implementation:**

- RTAC, Referring Organizations, Transportation Providers

**Parties Responsible for Supporting Implementation:**

- Mobility Manager, RTAC

**Resources Needed:**

- Computer, Website, Mobility Manager, Funding

**Potential Cost Range:**

- TBD based on stakeholder interest and needs

**Potential Funding Sources:**

- 5310, local match funding

**Performance Measures/Targets:**

- Quarterly updates to the coordinated plan
- 2 RTAC meetings per year to review

### Strategy 2.2: Coordinating with Richland County Transit to increase Coverage Areas and Hours of Operation

**Timeline for Implementation:**

- 1 year for plan; implementation – ongoing

*Action Steps:***Short Term Strategies:**

- Participate in partnering with area agencies in developing a Transportation Development Plan.

**Long Term Strategies:**

- Using the Transportation Development Plan as living tool, update regularly

**Parties Responsible for Leading Implementation:**

- RCT, RTAC, RCRPC, Social Service Organizations, Employers, Transportation Providers

**Parties Responsible for Supporting Implementation:**

- Social & Human Service Agencies, Employers, Transportation Providers

**Resources Needed:**

- Funding for consultants, data collection, public input, steering committee members

**Potential Cost Range:**

- \$200,000

**Potential Funding Sources:**

- 5307, OTP2(Ohio Transit Partnership Program), In-kind contribution, local match

**Performance Measures/Targets:**

- Progress reports from consultants, and a planning document with mutually determined goals and actions steps
- 

### Goal #3: Improve Transportation Choices

#### Strategy 3.1: Improve Information on Transportation Choices Available to the Public

**Timeline for Implementation:**

- ongoing

*Action Steps:***Short Term Strategies:**

- Continue to improve websites for Richland County Transit information and get partner agencies to link to the website so that the information can be disseminated to the largest audience possible.

**Long Term Strategies:**

- Maintain an up-to-date Mobility Management Brochure to provide helpful and insightful information to the community concerning all the transportation options available to them.

**Parties Responsible for Leading Implementation:**

- Area Agency on Aging District 5/Mobility Manager

**Parties Responsible for Supporting Implementation:**

- All agencies providing or requesting transportation services within the county.

**Resources Needed:**

- Person or firm with website design expertise
- Staff time for input on information to be included in website
- Cooperation from member agencies to include information on their websites

**Potential Cost Range:**

- \$500

**Potential Funding Sources:**

- RCRPC was able to leverage the overall redesign of the Richland County Regional Planning Commission's Website where funds were already going into designing a web site and the additional cost to expand the transit resources section was reduced for work already being completed.

**Performance Measures/Targets:**

- Provide easy to access and informative resource for transportation information for the county
- Have member agencies promote new resources within their informational materials

**Goal #4: Out of County Medical Appointments:** Provide necessary out of county medical trips when no other transportation option is available to the consumer seeking care.

**Strategy 4.1: Hospitals/Non-Profits/Various Human Service Organizations** will explore opportunities to seek funding or ways to raise funds to meet out-of-county medical needs.

**Timeline for Implementation:**

- ongoing

**Action Steps:****Short Term Strategies:**

- Explore options, i.e., partnerships, funding, grant opportunities as well as possible fund raising to help support out of county medical trip requests.

**Long Term Strategies:**

- Work with providers on negotiated rates depending on the average number of trips requested per.

**Parties Responsible for Leading Implementation:**

- ATAC, Agencies, Business Owners, Hospitals, Dialysis Centers

**Parties Responsible for Supporting Implementation:**

- Mobility Manager, RTAC

**Resources Needed:**

- Vehicles, Drivers, Consumers, Funding

**Potential Cost Range:**

- \$100-\$125 round trip would be ideal, possible negotiations

**Potential Funding Sources:**

- Private donations, fund raising, grant opportunities

**Performance Measures/Targets:**

- Quarterly updates to the coordinated plan
- 2 ATAC meetings per year to review

**Goal #5: Educate, Inform and Energize:** Provide information, training, and activities to Richland County residents.

**Strategy 5.1: Attend Organization meetings, Senior Centers, community events, and conduct events to educate, inform, energize, and train residents.**

**Timeline for Implementation:**

- ongoing

**Action Steps:****Short Term Strategies:**

- Receive training and/or certifications in Travel Training, Carfit, and other training related to Mobility Management.

**Long Term Strategies:**

- Conduct events and training in Travel Training and Carfit.
- Sponsor programs that energize and involve Seniors and persons with a disability, i.e. Mobility Steps at The Ontario Center and walking and biking events at the B&O Bike Trail

**Parties Responsible for Leading Implementation:**

- Mobility Manager, Support Staff

**Parties Responsible for Supporting Implementation:**

- Mobility Manager, Support Staff

**Resources Needed:**

- Training, Transportation, Funding

**Potential Cost Range:**

- Cost of training and wages

**Potential Funding Sources:**

- Grant and AAA5 support

**Performance Measures/Targets:**

- Sign in Sheets
- Certificates Issued

## VI. Plan Adoption

### Appendix A: List of Planning Committee Participants

The RTAC committee consists of representatives from local agencies as well as the participation of individuals with disabilities, older adults, and members of the public.

#### Agency Representation

| Name                | Agency  |
|---------------------|---|
| Lisa Fernadez       | Adult Parole Authority                        |
| James Blevins       | All American Transportation                   |
| Laura King          | Apple Lane Ambulette Company                  |
| Michelle Bailey     | Area Agency on Aging, District 5              |
| Randy Hutchinson    | Area Agency on Aging, District 5              |
| Lisa McCristall     | Area Agency on Aging, District 5              |
| Trae Turner         | Area Agency on Aging, District 5              |
| Dorothy Michalovich | Butler Adult Center                           |
| Laura Montgomery    | Catalyst Life Services                        |
| Lisa Rich           | Catalyst Life Services                        |
| Brian Hunt          | Catholic Charities                            |
| Brice Eyerly        | CHAP Community Health Access Project          |
| Mark Cacchio        | Charter Next Generation Films                 |
| Cheryl Jarvis       | Citizen                                       |
| Susan Eckenwiller   | Cleveland Cancer Center                       |
| Jessica Ringer      | Dayspring Assisted Living & Care Facility     |
| Michelle Swank      | Dayspring Assisted Living & Care Facility     |
| Shannon Hatfield    | Domestic Violence Shelter                     |
| Ed & Liz Grove      | Elite Medical Transport                       |
| Terry Carter        | First Call 211                                |
| Greg Mead           | Friendly House                                |
| Terry Conard        | Friendly House                                |
| Pam Drake           | Independent Living Center                     |
| Brenda Wilson       | Lexington Senior Center                       |
| Dori Jacobs         | Liberty Nursing Center-Mansfield              |
| Raquel Stephens     | Liberty Nursing Center-Mansfield              |
| Alverta Williams    | Mary McLeod-Bethune Center                    |
| Matthew Scruggs     | North End Community Improvement Collaboration |
| Lisa Rich           | Oasis Peer Center/Catalyst                    |
| Richard Schmidt     | Ohio Department of Corrections                |
| Julie Friebe        | Ohio Health Care Management                   |
| Ashley Draper       | Ohio Health Mansfield                         |
| Keith Strickler     | Ontario Local Schools                         |
| Julie Enderby       | Opportunities for Ohioans with Disabilities   |
| Shannon Fletcher    | Opportunities for Ohioans with Disabilities   |
| Barrett Thomas      | Richland Community Development Group          |
| Cindy Schunatz      | Richland County Job & Family Services         |
| John Dorsey         | Richland County Job & Family Services         |

|                       |   |
|-----------------------|---|
| Sherry Branham-Fonner | Richland County Mental Health                       |
| Michele Giess         | Richland County Board of Developmental Disabilities |
| Lyndsie Martin        | Richland County Regional Planning (Regional MM)     |
| Jean Taddie           | Richland County Regional Planning/RCT               |
| Christine Terry       | Richland County Transit                             |
| Nelson Schogren       | Richland Moves                                      |
| Robert Bender         | Salvation Army                                      |
| Diane Winger          | Senior Representative                               |
| Pamela Awwiller       | Shelby Senior Center                                |
| Alex Goff             | Third Street Family Health Services                 |
| Dennis Baker          | UMADAOP   |
| Miles Parsons         | Wayfinders Ohio Inc.                                |
| Rachel Barr           | Citizen   |
| Virginia Butts        | Citizen   |

In addition to the participants listed above, the planning committee also included representatives of older adults, people with disabilities, and members of the public. In addition to hosting a planning committee the Richland Transportation Advisory Committee (RTAC) conducted a wide variety of activities designed to increase involvement of community stakeholders in identifying community resources, addressing community needs, and setting goals and priorities. More information about planning committee and the efforts that occurred is available upon request. To request additional information please contact:

**Ohio District 5 Aea Agency on Aging, Inc.**  
**Mobility Manager Randy Hutchinson**  
**567-247-6483**  
[rhutchinson@aaa5ohio.org](mailto:rhutchinson@aaa5ohio.org)

The 2026-2030 Coordinated Public Transit Human Services Transportation Plan was approved by Richland Transportation Advisory Committee (RTAC) in July 2025.

## Appendix B: List of Annual Reviews and Plan Amendments

It is required that this plan be reviewed by the Richland Transportation Advisory Committee (RTAC) annually, for the purpose of approval by the RTAC. For more information on when the next annual review will occur, how to be involved in the annual review process or to request information on how to make changes or corrections to this plan between annual reviews, please contact:

**Ohio District 5 Area Agency on Aging, Inc.**

**Mobility Manager Randy Hutchinson**

**567-247-6483**

[rhutchinson@aaa5ohio.org](mailto:rhutchinson@aaa5ohio.org)

### Annual Review

An annual review will be completed on or about the 12<sup>th</sup> month following plan adoption and every 12 months thereafter. Annual reviews that occur after plan adoption, including a summary of the review meeting and a summary of any changes that are made will appear here once completed. If found that an amendment is required, the Amendment procedures below will be followed

### Amendment

If during normal implementation this plan is found to require an amendment, a meeting of the RTAC will be convened and the amendment will be discussed. Public input will be solicited and if found to be warranted a vote to forward the amendment to the Ohio District 5 Area Agency on Aging, Inc. on amending the plan will take place.

## Appendix C: Definitions

There are several terms used throughout the plan that may be unique to transportation providers or human service agencies. The terms are defined here for reference.

**Coordination** – Collaborative efforts toward understanding and meeting mobility needs in the most appropriate, cost effective, and responsive manner.

**FAST Act** – Congress established the funding for Federal Transit Administration programs through authorizing legislation that amends Chapter 53 of Title 49 of the U.S. Code. On December 4, 2015, President Obama signed the Fixing America’s Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020.

**Gaps in Service** – A break in the continuity of available transportation resources such as a break between hours of operation or a break between two or more geographic areas.

**Lead Agency** – The organization responsible for facilitating outreach; composing a plan that meets the requirements of current Federal and State legislation; maintaining documentation from the planning process and making it available upon request; and leading stakeholders through annual reviews, amendments, and updates of the plan. The Lead Agency is also responsible for submitting the adopted Coordinated Plan and all amendments or updates to participating stakeholders and ODOT.

**Planning Committee**- The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and function as the plan advisory and adopting entity.

**Ridership** – The total number of passengers who boarded transportation vehicles is counted each time they boarded a vehicle.

**RTAC**- Richland Transportation Advisory Committee

**Section 5310 Program** – Enhanced Mobility of Seniors & Individuals with Disabilities (49 U.S.C. 5310) provides Federal formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation options.

**Section 5311 Program** – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000 where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Sub-recipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

**Section 5307 Program** – The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.

**Transportation** – Transportation is broadly defined to include traditional transit, human service agency services, on-demand (taxi-like) services, bicycle and pedestrian programs and amenities.

**Unmet Transportation Needs** – Transportation that is wanted or desired but is not currently available.