

Please update any NEW information that has changed on each section in RED. Put a line through anything that is no longer valid.

Please return via email by October 11th. Thank you!

Agency Name: Carroll County Jobs & Family Services

Transportation Service Type: Vouchers for Non-Emergency Medical Transportation (NEMT)

Other Services Provided: Educational, employment and supportive services to individuals and families to enable them to provide safe and stable environments for children and families to thrive.

Contact Information: Kate Offenberger, 330.627.2571, Kate.Offenberger@jfs.ohio.gov

Hours: Monday – Friday, 7:45 a.m. – 4:30 p.m.

Service Area: Carroll

Eligibility Requirements: County resident – NEMT Vouchers

Web-site: <https://www.carrollcountyjfs.com/>

Table 1 provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers. Both Carroll County Transit and Carroll County Board of Developmental Disabilities (CCBDD) provide transportation service and any trips that CCBDD are unable to provide, Carroll County Transit is contract to provide for them.

Table 1: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
Carroll Co JFS	No	Yes, Carroll County Transit	Public non-profit	2416 vouchers X 2 Total 4832 in CY 2019	1/week	Yes

* Answering “Yes” indicates that your agency is closed door. Your agency is considered closed door if you ONLY provide transportation to your facility as a courtesy or if you ONLY serve a particular clientele that are enrolled in your agency programs (i.e. members of a sheltered workshop, or residents in a

nursing home). Answering “No” indicates that your agency is open door. This means the service is open to the public or a segment of the general public defined by age, disability, or low income. For example, if an agency provides general transportation for anyone in the community who is over the age of 60, they are considered “open door”. For example, an individual who is 60 or over can request transportation to a doctor’s appointment or the grocery store regardless of their affiliation with your agency.

The participating organizations provide a wide range of transportation including DEMAND RESPONSE and ON-DEMAND. All of the participating organizations provide services on weekdays. Weekend service and evening services after 6:00pm are not provided. Table 2 lists the transportation service characteristics by agency.

Table 2: Transportation Service Characteristics

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
Carroll Co JFS	N/A	N/A	N/A	N/A	N/A

Transportation-related expenses and revenues also differ by organization. Fares, levies, and donations are common revenue sources for transportation operators in Carroll County. Table 3 provides a summary of expenses and revenues for public and non-profit transportation programs.

Table 3: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
Carroll County JFS	None	No	N/A	N/A	NET/SNAP/TANF	\$124,165.58 (from CY2019 - Transit fares & vouchers)

Table 4 provides basic information about transportation options other than the traditional public and human services transportation. Transportation options might include bike share, ride share, intercity, or taxi services, and more.

Table 4: Alternative/ Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
Carroll County JFS – Gas Vouchers by JFS	NET customers and TANF customers	IRS rate for miles traveled	N/A	Carroll

Table 5 provides basic information about local travel training program options.

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Carroll County JFS – N/A	N/A	N/A	N/A	Carroll

Table 6 illustrates the technology used by each transportation provider for scheduling, dispatching, and/or GPS tracking vehicles.

Table 6: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System GPS (Y/N)
Carroll County JFS	N/A	N/A	N/A	N/A

Carroll County Jobs and Family Services

No vehicles are within their organization. All trips contracted with Carroll County Transit.

Table 7: Vehicle Utilization Table

Vehicle #	Make	Model	Year	VIN#	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
Carroll County Jobs & Family Services – N/A											

Carroll County Jobs & Family Services – N/A