

Carroll County Coordinated Public Transit/Human Services Transportation Plan

2018-2021

Carroll County Transit

Primary Contact Name: Sonja G. Leggett, Director

Primary Contact Phone: 330-627-1900

Primary Contact E-mail: sleggett@carrollcountyohio.us

Available Digitally: <http://omegadistrict.us/programs/transit/plans/carroll>

Funding for the development of this plan was provided by:

TABLE OF CONTENTS

Contents

Executive Summary.....	iii
I. Geographic Area	1
II. Population Demographics.....	5
Population Trend and Projection Every Five Years Until 2040	5
Total Population by Age Group.....	6
Total Population Projection by Age Group	7
Total Population by Race	8
Number and Percentage of People with Disabilities	9
Number and Percentage of Households with Incomes Below the Federal Poverty Level	11
Number and Percentage of Individuals with Incomes Below the Federal Poverty Level.....	12
Percent and Number of Individuals with Limited English Proficiency	14
Vehicles Available per Owner Occupied House	16
Vehicles Available per Renter Occupied House	17
Carroll County Commuting to Work	20
Place of Work.....	21
Employment Status.....	22
III. Assessment of Available Services	23
Inventory of Transportation Providers	23
Existing Transportation Services.....	24
List of Transportation Service Providers.....	24
Assessment of Community Support for Transit.....	31
Safety	31
Vehicles.....	32
Summary of Existing Resources	34
IV. Assessment of Transportation Needs and Gaps.....	35
Local Demographic and Socio-Economic Data.....	35
Analysis of Demographic Data	41
General Public and Stakeholder Meetings/Focus Groups	41
Surveys.....	42

Challenges to Coordinated Transportation..... 43

Summary of Unmet Mobility Needs 44

V. Goals and Strategies 45

 Developing Strategies to Address Gaps and Needs..... 45

 Goal #1: 45

 Goal #2: 46

 Goal #3: 47

VI. Plan Adoption 49

Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Carroll County. This plan was initially developed in 2018 and fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five (5) years.

Transportation is a critical component of the communities in Carroll County. Transportation provides access to jobs, education, health care, 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 do the following activities:

1. AVAILABLE COMMUNITY RESOURCES FOR TRANSPORTATION

Primary

- Carroll County Transit

Contracted

- Carroll County Board of Developmental Disabilities
 - CCBDD – Carroll Hills School
 - CCBDD – Community Employment
- Carroll County Jobs and Family Services
- Carroll County Council on Aging, Inc.
- Carroll County Veterans Service Commission
- Carrollton Exempted Village School District
- Ohio Guidestone

2. COMMUNITY TRANSPORTATION NEEDS

Several unmet transportation needs have been identified by the Carroll County Transportation Planning Team and the general public. These needs include:

- Marketing of transportation services
- Gap in number of aides/rider assistance
- Caring Hands Involvement
- Fixed Route/Park and Ride
- Opioid Rehabilitation Transportation
- More service to the North (Stark County)
- ADA Destinations
- Additional Drivers and Staff
- Extended services hours/weekend
- Transportation for oil & gas pipeline workers

3. PLAN FOR ACHIEVING SHARED GOALS

Three goals were established to guide the Carroll County Coordinated Transportation Plan and to help in the identification of strategies that can be used to achieve the goals:

1. *Maintain Cost-Effective and Efficient Transportation Service*
2. *Efficiently Expand Transportation Services for the Long Term*
3. *Implement Comprehensive Marketing/Outreach for Transportation Services*

The following strategies were identified to achieve the goals of this Coordinated Transportation Plan:

1. *Apply for funding to increase fleet*
2. *Hire more personnel to increase staff*
3. *Provide fixed route service with a park and ride*
4. *Incorporate Mobility Manager on expansion decisions*
5. *Partner with Mobility Manager for Marketing*
6. *Implement Mobility Manager for Travel Training*
7. *Policy decisions associated with liability issues*

Fundamental to the Coordinated Transportation Plan process is the active and meaningful involvement of stakeholders. For projects selected for funding under the Section 5310 and 5311 program, participation in planning activities must include participation and/or representation of the following, at minimum:

- Seniors
- Individuals with disabilities
- People with low incomes
- People who do not own a personal vehicle
- Public, private and non-profit transportation providers
- Human services providers
- The general public.

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

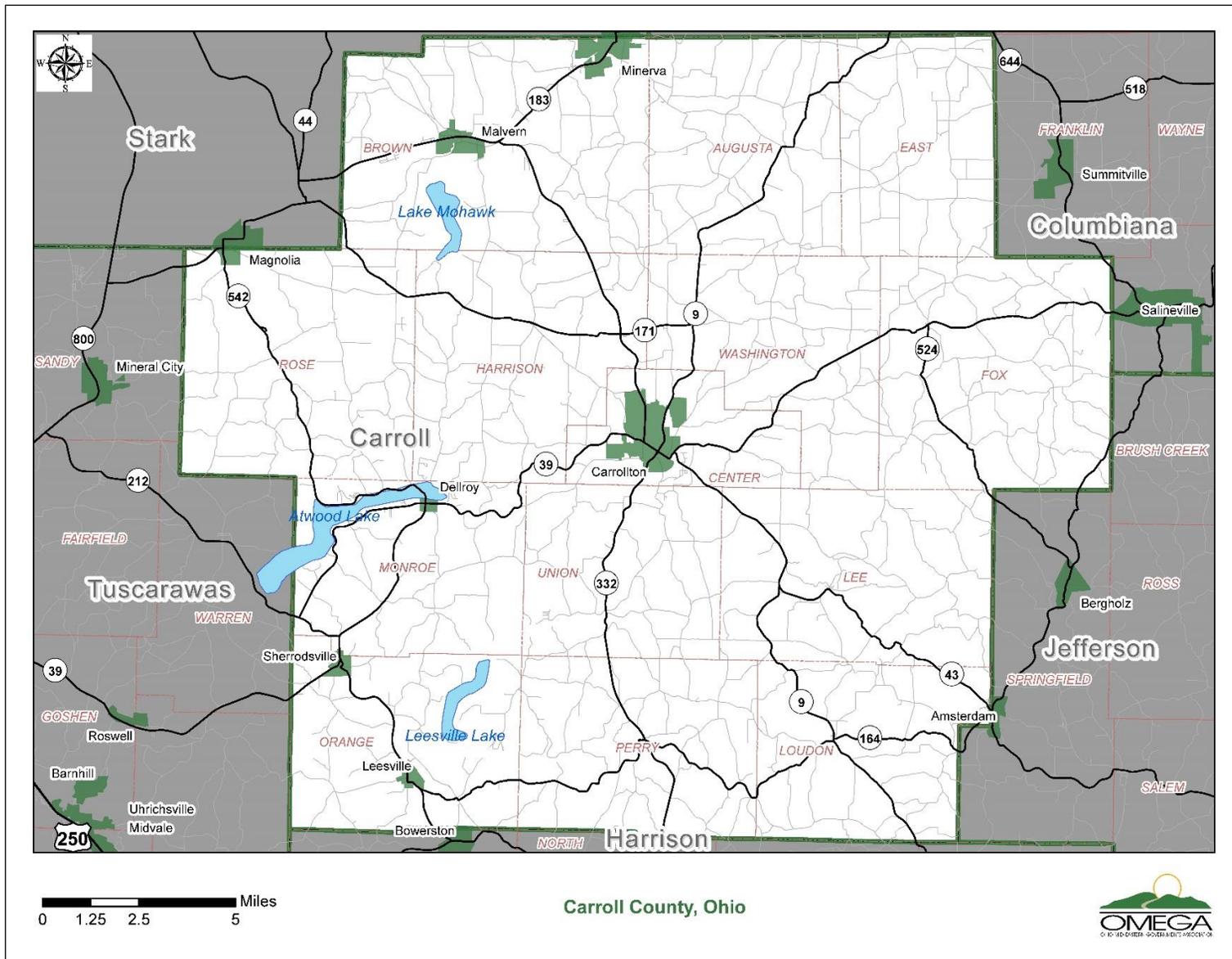
- Carroll County Introductory Meeting with Lead Agency – May 17, 2018
- Carroll County Initial Stakeholders' Meeting – June 21, 2018
- Carroll County Public Workshops – August 22, 2018
- Carroll County 2nd Stakeholders' Meeting – September 10, 2018

This plan was developed and adopted by the Carroll County Commissioners on November 1, 2018. More information about the Carroll County Transportation Planning Team can be found in **Appendix A**.

I. Geographic Area

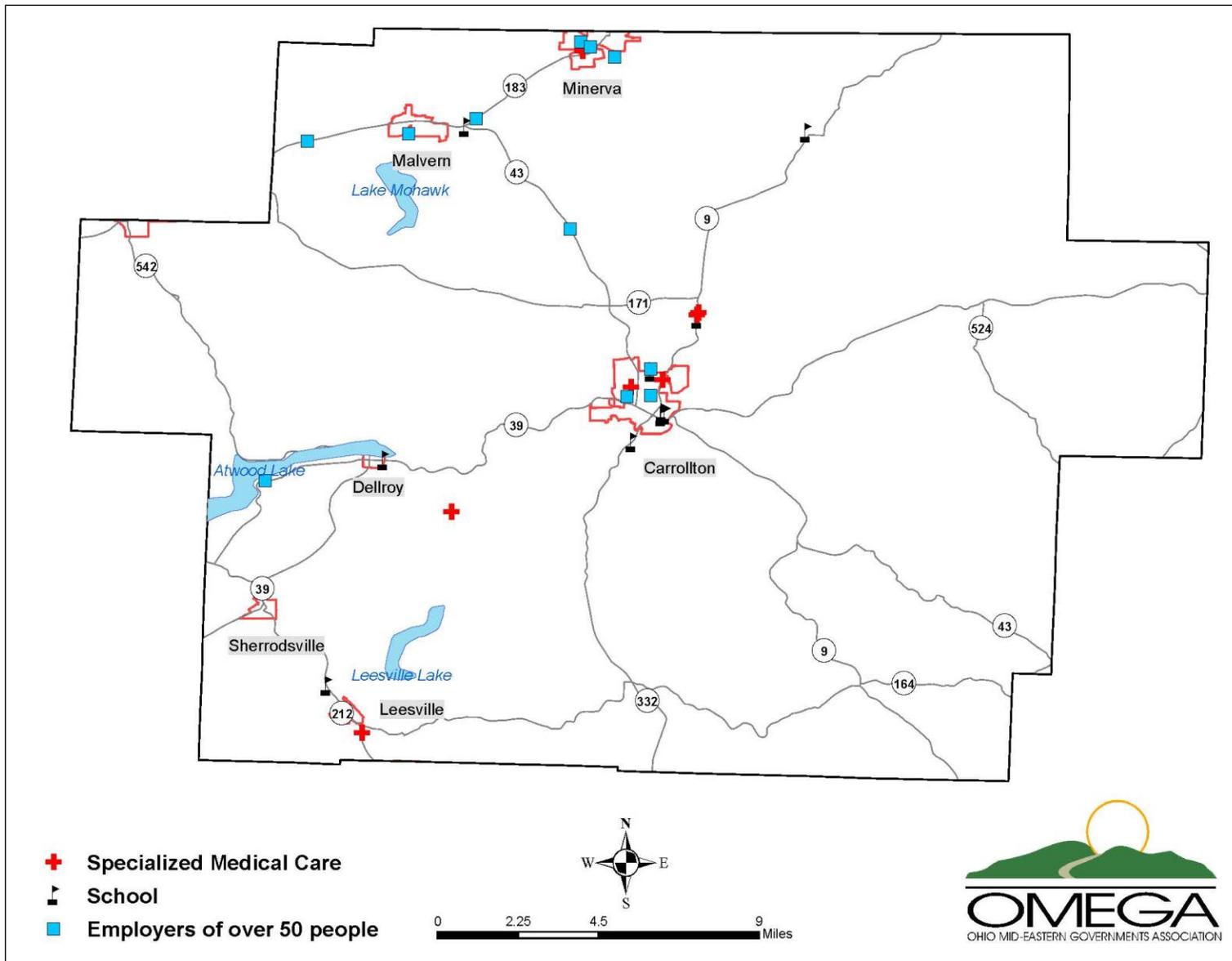
Carroll County was established in Ohio in 1833 and was named for Charles Carroll, who was a signer of the Declaration of Independence. The county seat is the village of Carrollton. Carroll County is 69 miles west of Pittsburgh, 136 miles east of Columbus, and 88 miles southeast of Cleveland. Carroll County is approximately 395 square miles in area. As of 2016, the population is 27,669.

As shown in Map 1, Carroll County is in the northeast area of the Ohio Mid-Eastern Governments Association (OMEGA) region; a Local Development District designated by the Appalachian Regional Commission. OMEGA was designated by the Governor of Ohio as a Regional Transportation Planning Organization in 2016 and selected by the Ohio Department of Transportation (ODOT) as the rural region for the Regional Coordinated Human Services Transportation Pilot Program in 2017. As shown in the Map 1, Carroll County shares borders with Columbiana County to the northeast, Stark County to the northwest, Tuscarawas County to the southwest, Jefferson County to the southeast and Harrison County to the south. OMEGA is assisting Carroll County Transit, the lead agency for Carroll County's coordinated planning process, with the development of the Coordinated Transportation Plan for Carroll County.



MAP 1: BASIC MAP OF THE GEOGRAPHIC AREA COVERED BY THE PLAN

The location of major trip generators within Carroll County is a crucial component in understanding the transportation needs of the area. Major trip generators in Carroll County include nursing homes, assisted living facilities, schools, and a mix of businesses that employ 50 or more employees. As shown in Map 2, major trip generators are concentrated in and around the Villages of Carrollton, Malvern and Minerva. Dellroy also has a school and a major business located to the west. Leesville has a nursing home/assisted living facility and a school located along State Route (SR) 212. There are a mix of trip generators along SR 39 and 542 around Dellroy. SR 9 heading northeast also has a mix of a nursing home/assisted living facility and two schools. There is a commercial area along SR 43 and in the towns and villages of Carrollton, Malvern, Minerva, and Magnolia. The Bluffs, a private rehabilitation facility is located in the Atwood Lake area and is a major employer in the county. Atwood Lake is also a tourist destination for outdoor recreation. Because of the rural nature of the county, there are not many trip generators located in the east and southeast areas of Carroll County.



MAP 2: MAJOR TRIP GENERATORS IN THE GEOGRAPHIC AREA

II. Population Demographics

Carroll County has several villages and townships of varying population size. These include the largest village and county seat, Carrollton (2016 population: 3,089); the largest township, Brown (2016 population: 4,714); two other larger villages which are in this township, Minerva (2016 population: 1,712, (only a portion is location in Carroll County) and Malvern (2016 population: 1,138); other larger townships are Harrison Township (2016 population: 2,352); Monroe Township (2016 population: 1,580) and Augusta Township (2016 population: 1,534).

Population Trend and Projection Every Five Years Until 2040

As shown in Chart 1, the population of Carroll County is currently projected to decline by 15% between now and 2040; a decrease of 4% every five years. This is a projection based on the 2010 Census, which does not reflect the substantial economic changes that Carroll County has experienced due of the shale development. As currently projected, by the start of 2040 the population will still be in the mid-20,000 range. This projection may change significantly depending on the outcomes of industries in neighboring counties and on the continuation of the shale development. These changes may have a positive impact on population growth in Carroll County which is still to be determined.

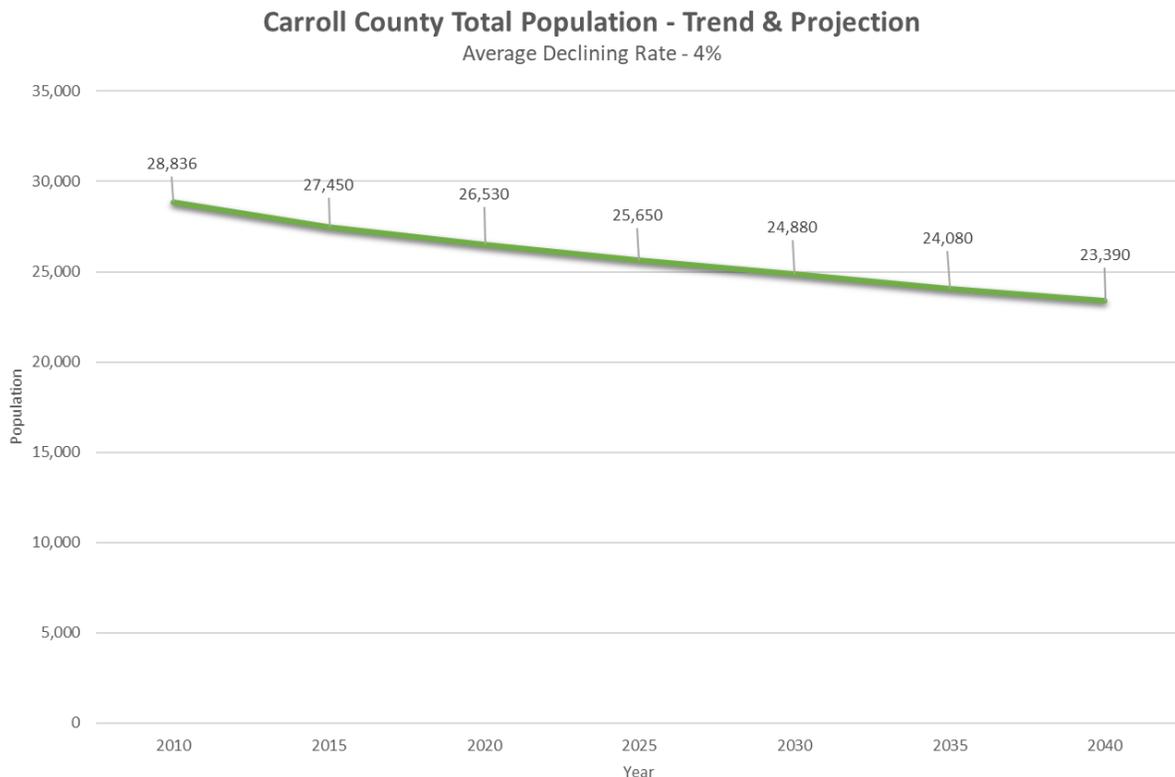


CHART 1: TOTAL POPULATION CURRENT AND PROJECTED FOR FIVE YEARS

Source: Ohio Department of Development, Office of Strategic Research – April 2018

Total Population by Age Group

The largest cohort of the county's population, 19%, is age 65 or older, more than one-third of the population is 55 or older, and half the population is age 45 or older. This is important to consider since in the next 10-20 years the senior population will likely remain the majority age group of the overall population for the county and may require more senior services. However, the 0-14-year-olds age group (17%) is the second-largest population and will provide a growing younger population to offset the future elderly population growth.

Carroll County Population by Age

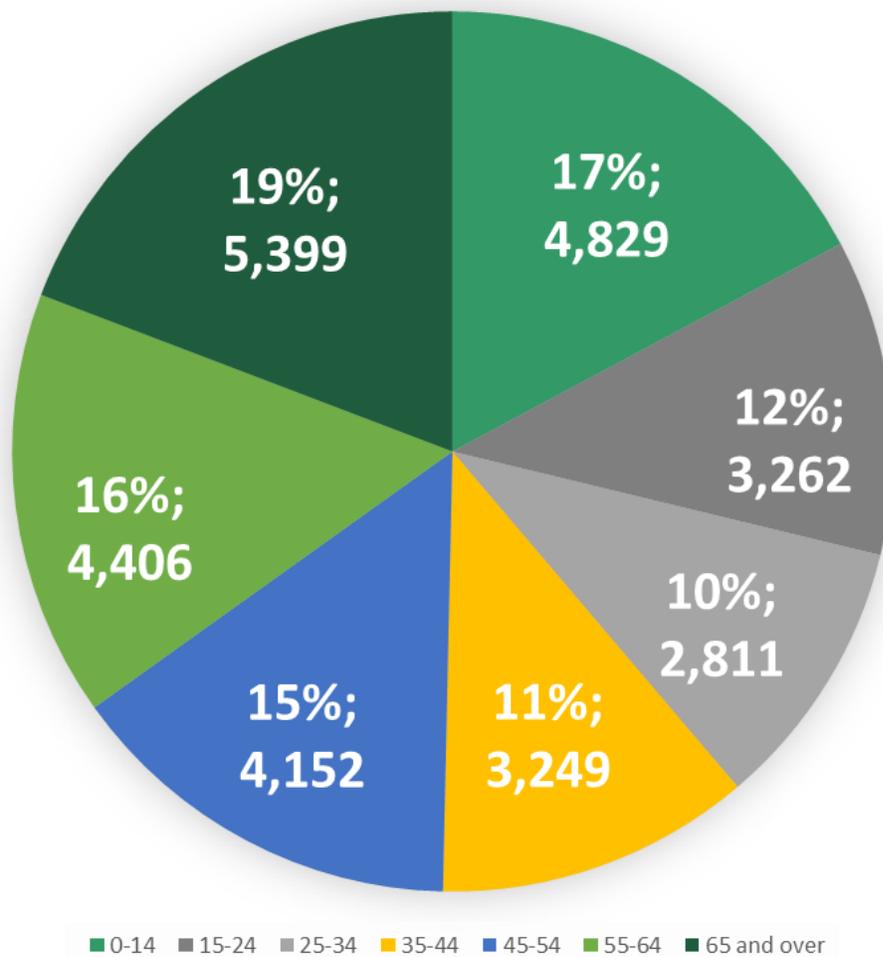


CHART 2: TOTAL POPULATION BY AGE GROUP

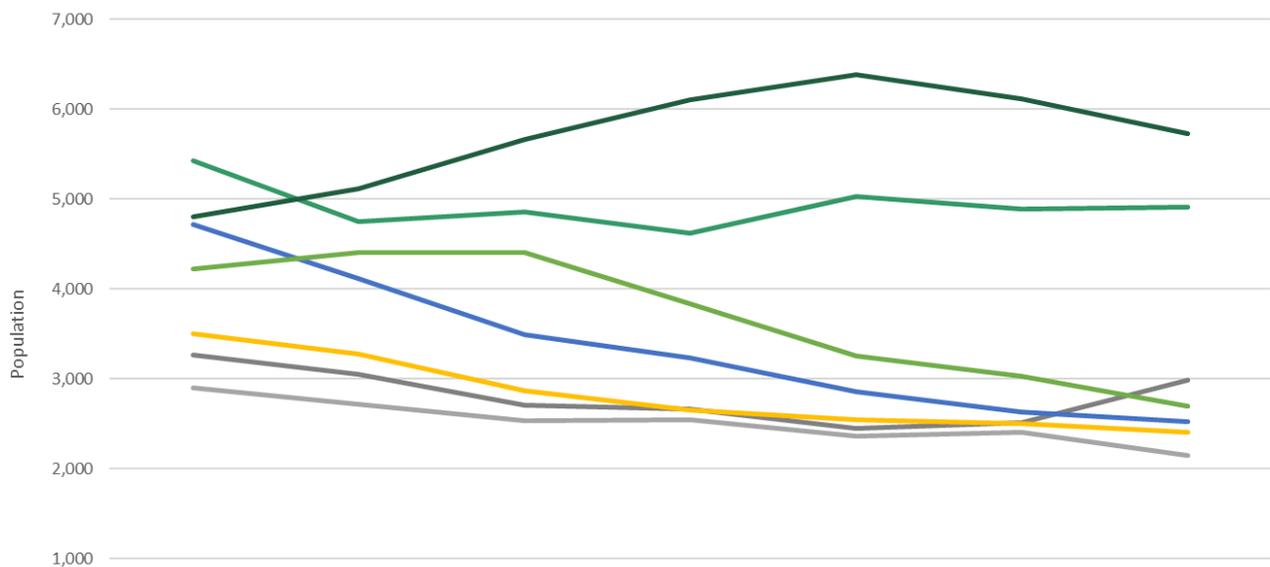
Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Total Population Projection by Age Group

As shown in Chart 2B, in the next 10-20 years, the largest age group will remain the seniors age 65 and older. However, by 2030, this age group is projected to begin to decline. After 2030, the only age groups projected to grow will be the younger populations, 0-14 year olds and the 15-24 year olds. This is a healthy indicator for the growth of the county and one to take into consideration that in order to keep this age group in the county, more investment in education and providing competitive and available employment opportunities may be necessary.

Every other age group is projected to decline over the next 10-20 years which correlates with the overall projected population decline in the county. Carroll County will benefit by providing more senior services and employment opportunities to provide for the larger population age groups in the seniors and the youth.

Carroll County Population Projection by Age Group



	2010	2015	2020	2025	2030	2035	2040
0-14	5,432	4,750	4,860	4,620	5,030	4,890	4,910
15-24	3,261	3,050	2,710	2,660	2,450	2,510	2,990
25-34	2,904	2,720	2,530	2,540	2,360	2,400	2,150
35-44	3,500	3,280	2,870	2,650	2,540	2,500	2,400
45-54	4,716	4,120	3,490	3,230	2,860	2,630	2,520
55-64	4,220	4,410	4,410	3,840	3,250	3,030	2,690
65+	4,803	5,120	5,660	6,110	6,390	6,120	5,730

Data Table: Age Group Population by Year

CHART 2B: AGE GROUP POPULATION PROJECTION

Source: Ohio Department of Development, Office of Strategic Research – April 2018

Total Population by Race

Over 97% of the population in Carroll County is white. The next highest population is Hispanic or Latino at 1.1%. All other populations in Carroll County are less than 1%.

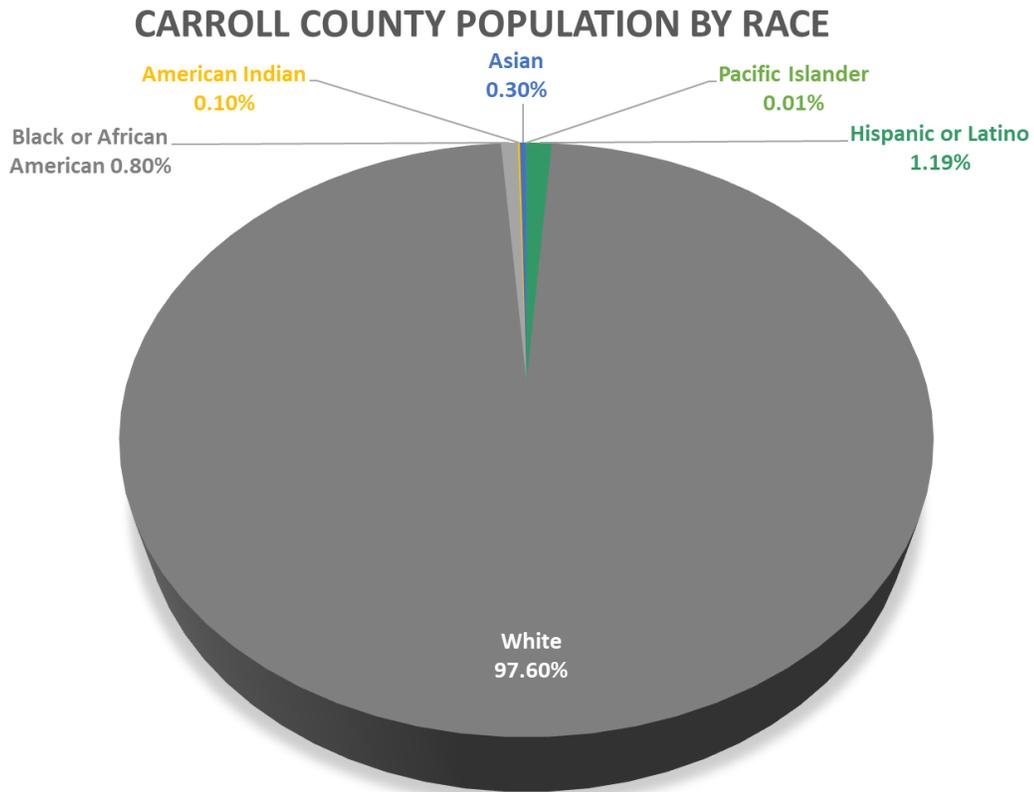


CHART 3 - POPULATION BY RACE

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Number and Percentage of People with Disabilities

The disability rate is a very important characteristic relating to transit and human services transportation use. Many individuals with a disability may have limited transportation options and often rely on transportation services that offer handicap assistance or are dependent upon others for transportation. The disability rate in the state of Ohio is currently at 13.9% of the overall population. The Carroll County disability rate is in line with the state average at 14% of the overall population, or 3,903 individuals. These individuals may require assistance with transportation for daily activities.

Carroll County Disability Rate

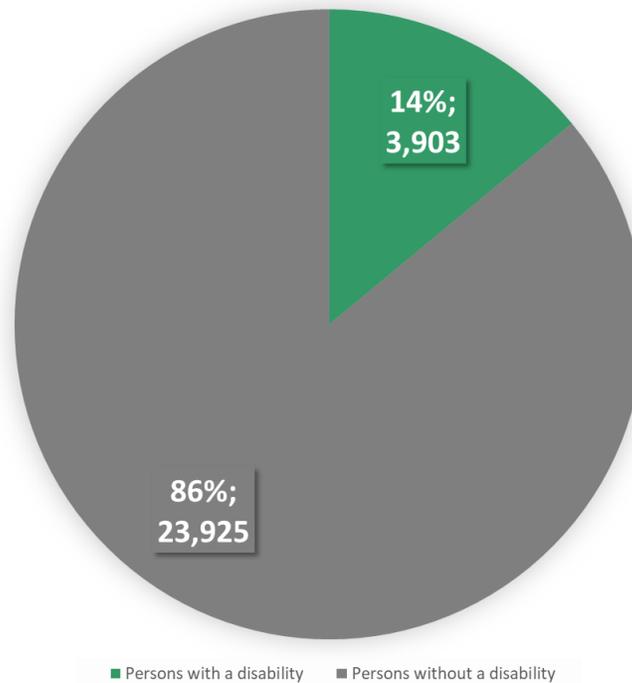
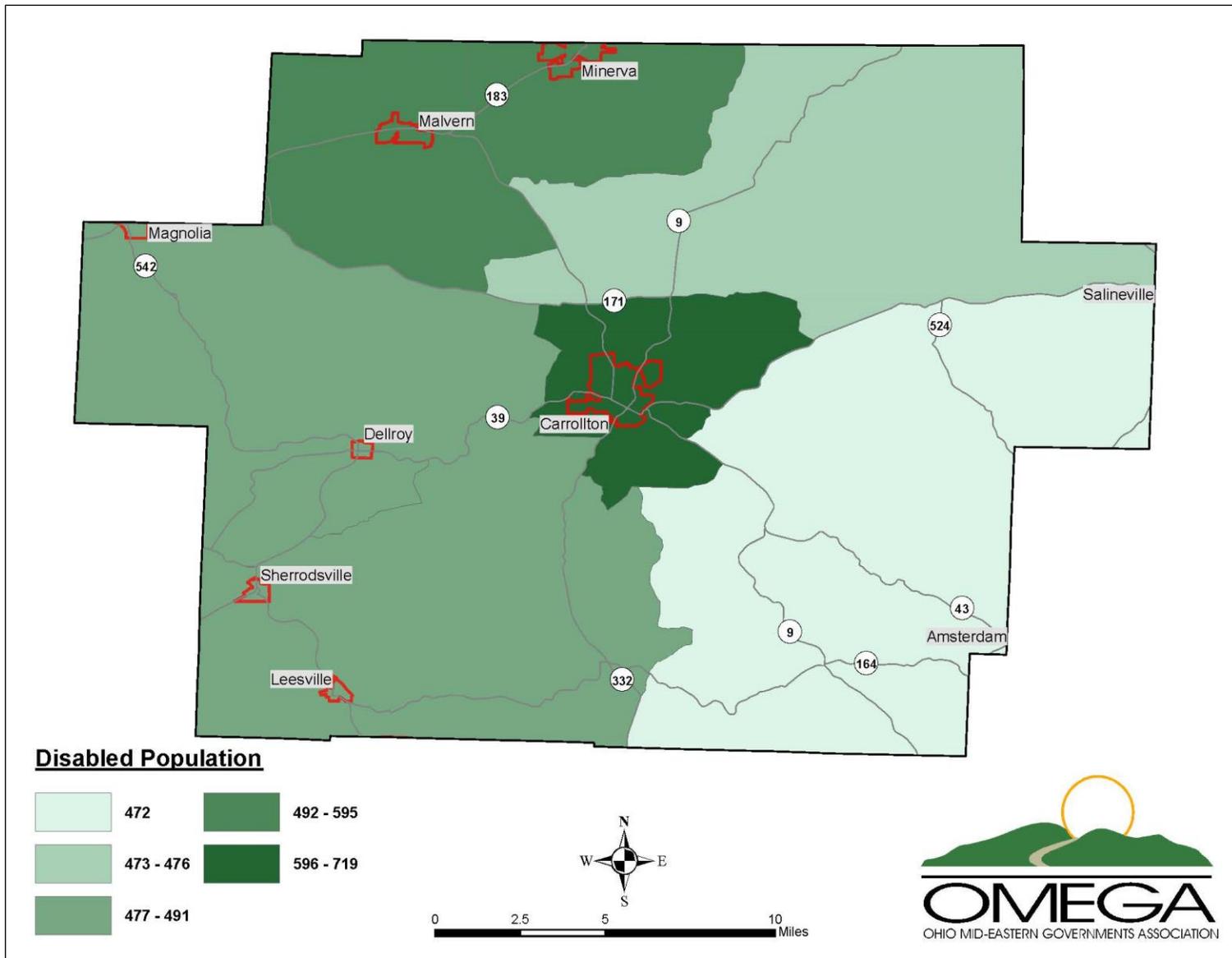


CHART 4: NUMBER AND PERCENTAGE OF PEOPLE WITH DISABILITIES

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Map 3, on the following page, represents the locations of the population with any disability by census tract in Carroll County. The highest concentration of the population with any disability is in and around the Village of Carrollton. The next highest concentration of population with any disability is within the northwest area of the county, surrounding the villages of Minerva and Malvern and around the intersection of SR 183 and 171. The third-largest area is western Carroll County surrounding Dellroy, Sherrodsville, and Leesville. These areas may benefit from more transit and human services transportation services to aid individuals with a disability.



MAP 3: CARROLL COUNTY POPULATION WITH DISABILITIES (BY CENSUS TRACT)

Number and Percentage of Households with Incomes Below the Federal Poverty Level

The federal poverty level is defined as a four-member household with a combined income below \$30,750. The state of Ohio average rate of households below poverty is 17.6% of all households. There are currently 3,235 households (29.6%) below the federal poverty level in Carroll County. More access to affordable human services transportation and public transit may be beneficial to households with incomes below the federal poverty level.

Carroll County Households Below Poverty

State of Ohio - Households Below Poverty Line - 17.6%

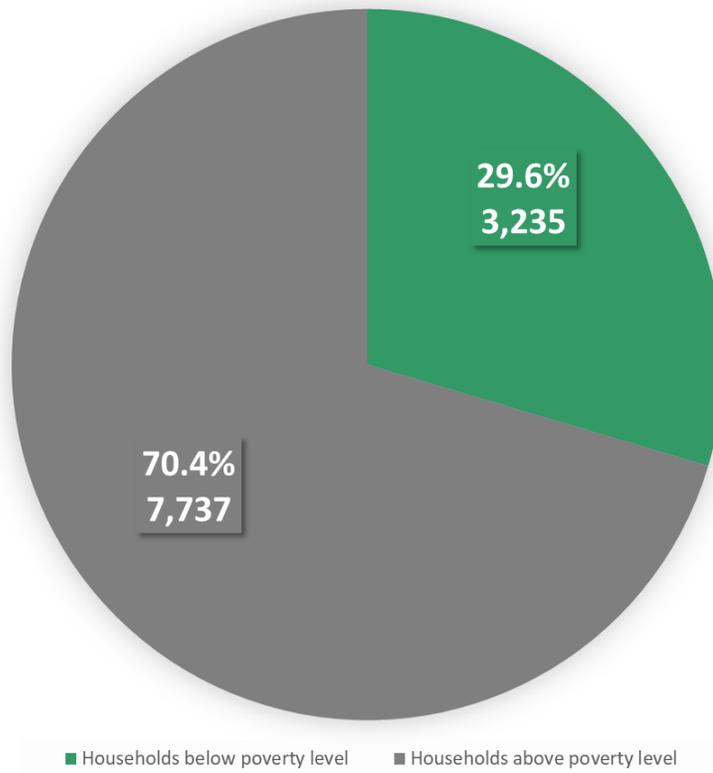


CHART 5: NUMBER AND PERCENTAGE OF HOUSEHOLDS WITH INCOMES BELOW THE FEDERAL POVERTY LEVEL

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Number and Percentage of Individuals with Incomes Below the Federal Poverty Level

Individuals who live below the federal poverty level generally are unable to afford many basic services on a regular basis. These individuals also may not be able to afford to own their own personal vehicle, presenting daily challenges to their transportation needs. In Carroll County, there are 3,873 individuals (14%) that live below the poverty level. The state of Ohio has a rate of 15.4% of the entire population that lives below the federal poverty level. Those who currently live below the federal poverty level may require more access to reach services they need to improve the quality of their lives.

Carroll County Population Poverty Level

State of Ohio - Population Below Poverty Level - 15.4%

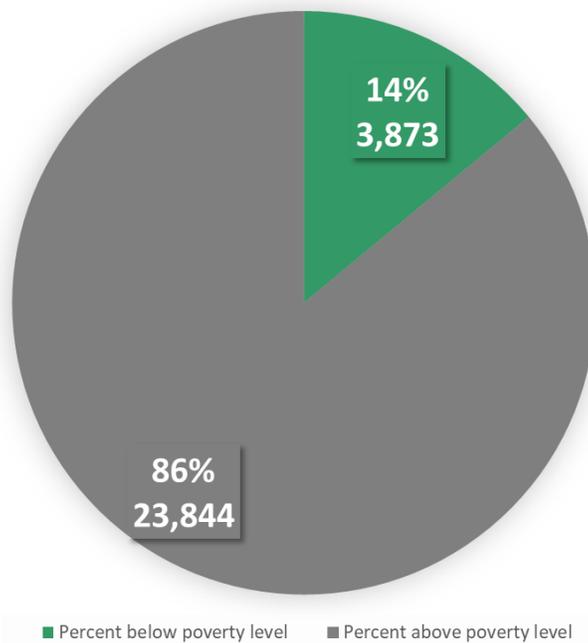
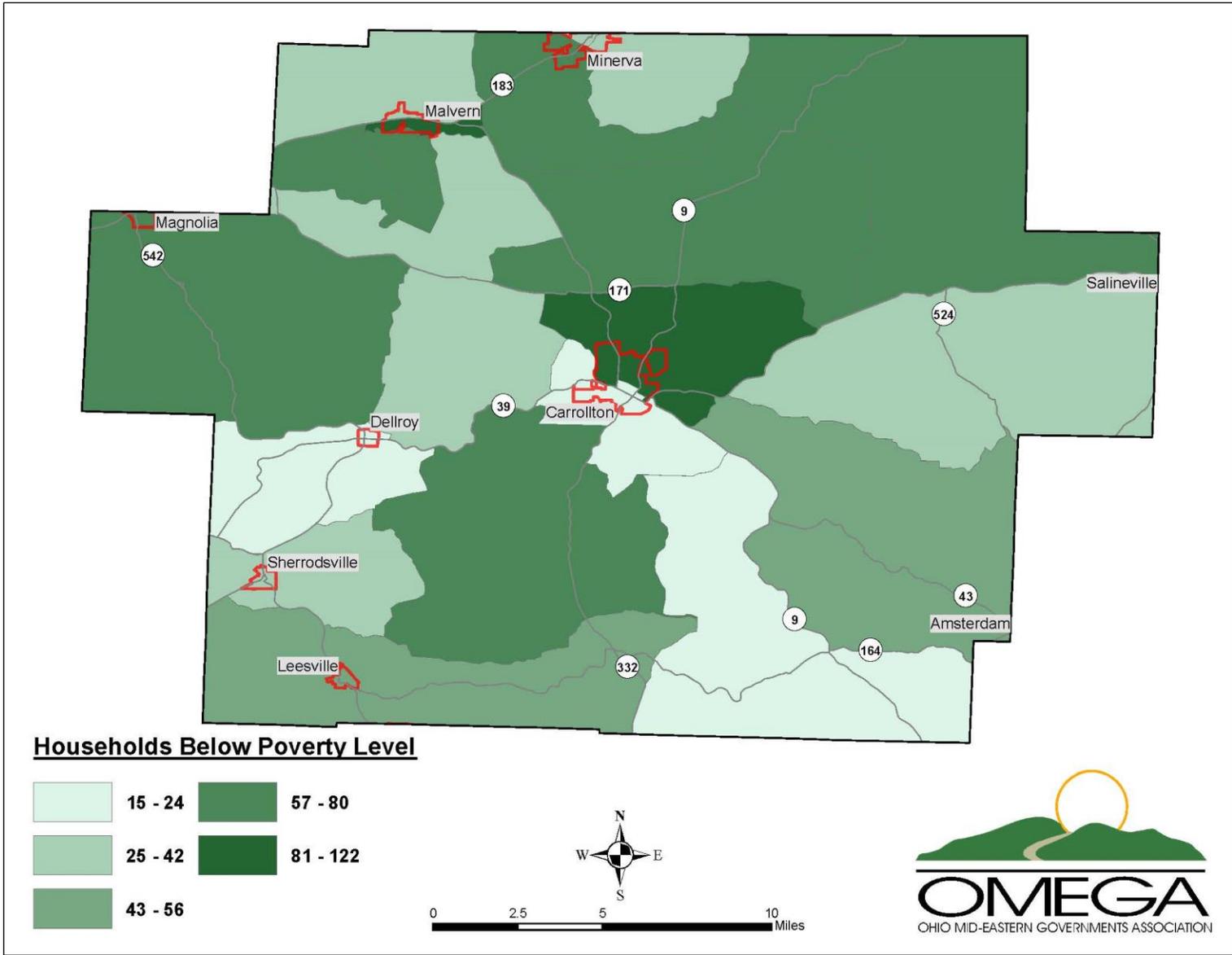


CHART 6: NUMBER AND PERCENTAGE OF INDIVIDUALS WITH INCOMES BELOW THE FEDERAL POVERTY LEVEL

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

According to Map 4, the highest concentration of households below poverty is in and north of Carrollton along SR 39, 171, and 9. The next highest areas with households below poverty is north along SR 9 on both the east and west side, west along SR 171 in Malvern, on both sides of SR 183 in Minerva, in the west part of the county on both sides of SR 542, and then in the south on both sides of SR 332 and around Leesville.



MAP 4: ALL CARROLL COUNTY HOUSEHOLDS BELOW POVERTY LEVEL

Percent and Number of Individuals with Limited English Proficiency

Only 1.1% (288 individuals) of Carroll County's population aged 5 years and older, are not considered proficient in English. This is a very small portion of the population; however, those 288 individuals may benefit from bilingual options to assist them with transportation options.

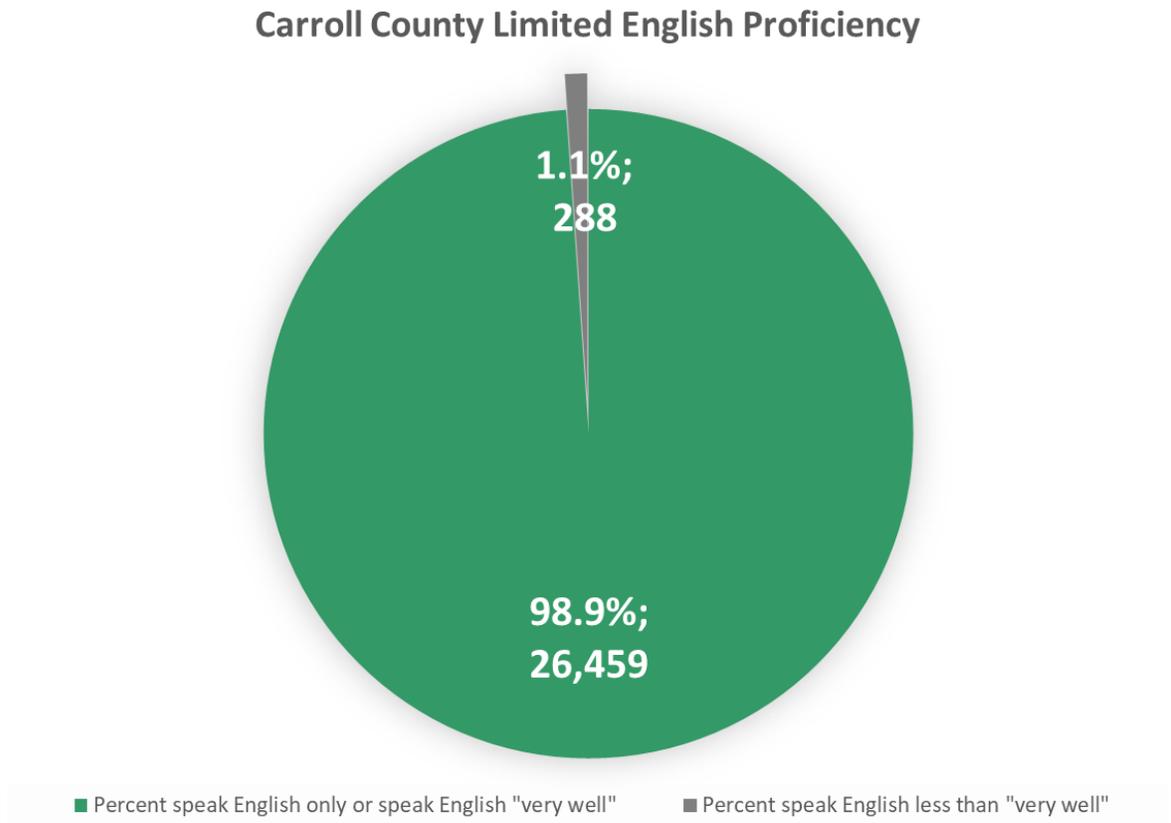
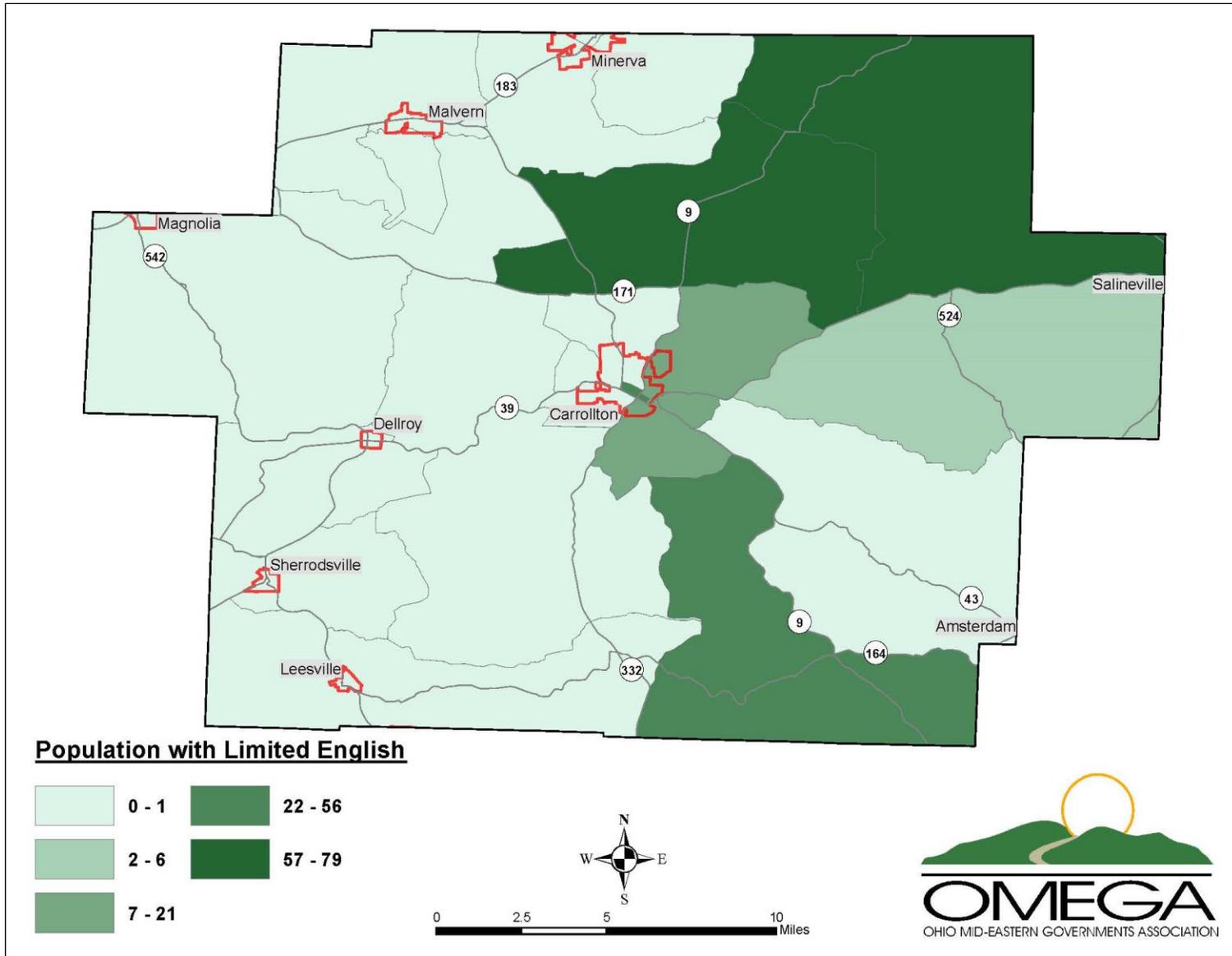


CHART 7: PERCENT OF POPULATION THAT SPEAK ENGLISH "LESS THAN VERY WELL"

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

According to Map 5, the section of the highest concentration of population with limited English proficiency is in the northeast of Carroll County bisected by SR 9, with no more than 79 individuals per block group. The second highest concentration of this population is south east of Carrollton Village south of SR 164 and west of SR 9, with no more than 56 individuals per block group. The next major areas are directly east of Carrollton Village along and south of SR 39. Transportation service providers that offer bilingual assistance will benefit by having a greater presence along SR 9 and 39 as the population with limited English proficiency continues to grow from the current 288 individuals.



MAP 5: CARROLL COUNTY POPULATION WITH LIMITED ENGLISH PROFICIENCY

Vehicles Available per Owner Occupied House

Carroll County has a total of 10,871 housing units; 8,655 of which are owner-occupied homes. Only 3%, or 260 owner-occupied homes, do not have an available personal vehicle for use by the owner. Most of the owner-occupied homes have at least two vehicles available. The 260 owner-occupied housing units who do not own a vehicle will benefit from more readily available human services transportation and transit options.

Vehicles Available - Owner Occupied

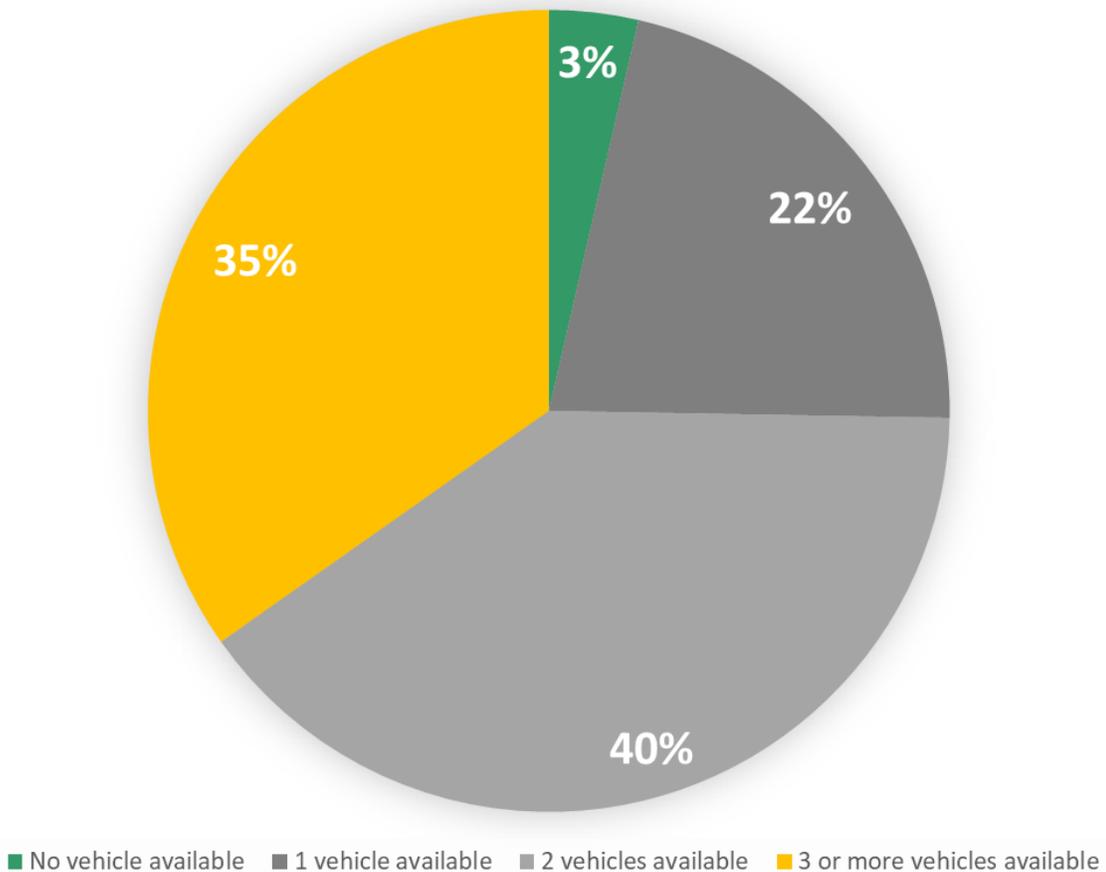


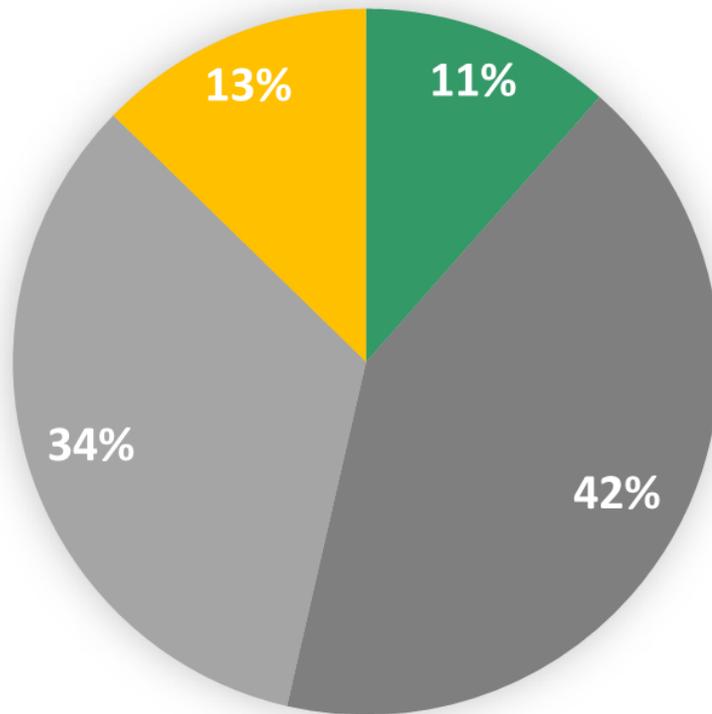
CHART 8A - VEHICLES AVAILABLE PER OWNER OCCUPIED HOUSEHOLD

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Vehicles Available per Renter Occupied House

The narrative changes when you compare owner-occupied homes to renter-occupied homes because there are nearly four times as many zero-vehicle housing units for renters. In Carroll County, there are a total of 2,216 renter-occupied homes. Approximately 11% of renter occupied homes, or 244, do not have a personal vehicle available. These renters may benefit from more human services transportation or public transit options available to them.

Vehicles Available - Renter Occupied

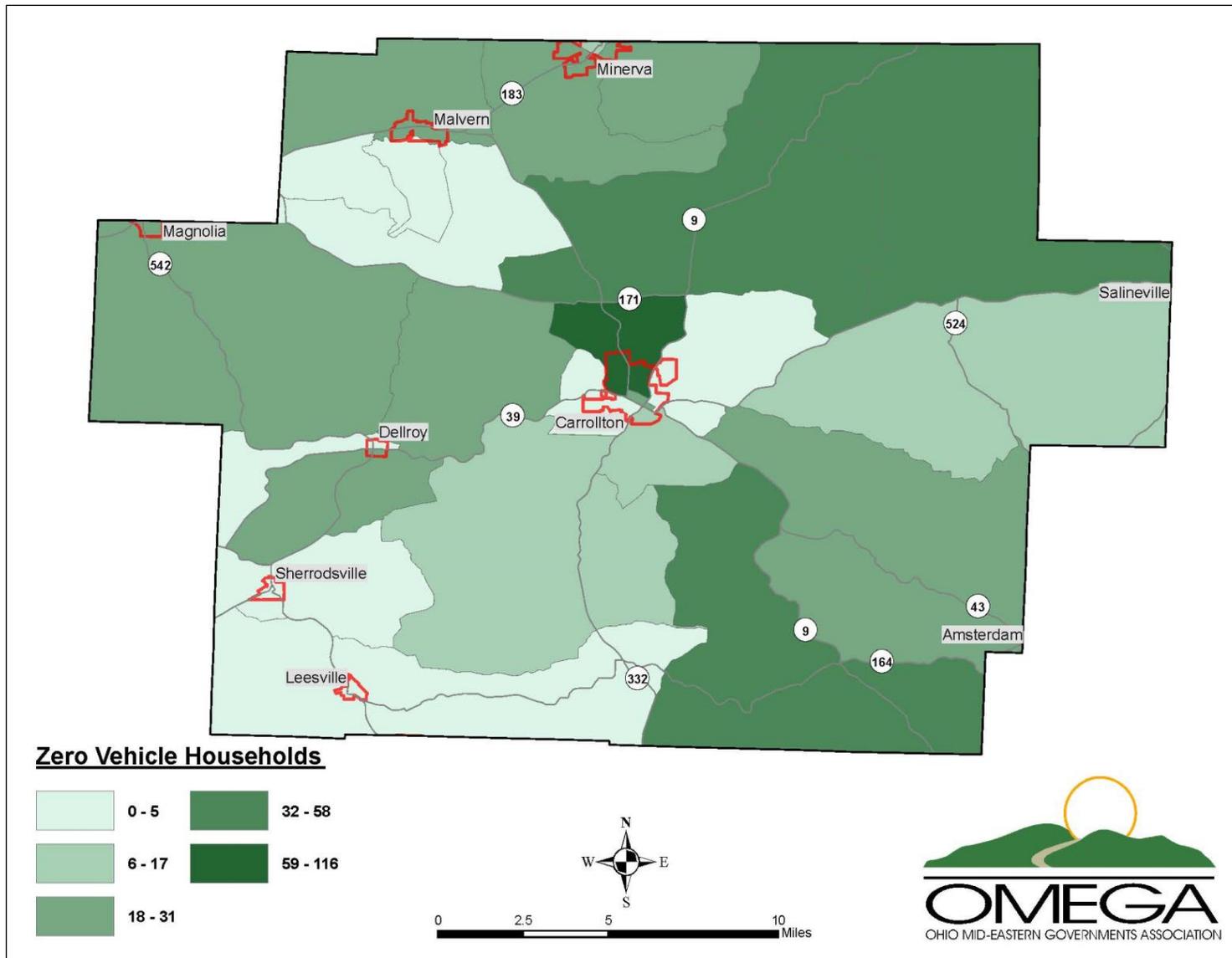


■ No vehicle available ■ 1 vehicle available ■ 2 vehicles available ■ 3 or more vehicles available

CHART 8B - VEHICLES AVAILABLE PER RENTER OCCUPIED HOUSEHOLD

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Map 6 represents all the zero-vehicle households within Carroll County by block group. In total, there are 504 occupied housing units, or 4.6% of all households, that do not have a personal vehicle available. It is important to know where many of these homes are in the county to be able to help connect them to the transportation services they need. The highest concentration of zero-vehicle households in Carroll County is in and north of Carrollton, bisected by SR 43, west of SR 9, south of SR 171 and north of SR 39, and east of Fisherman Rd NW. The next greatest number of zero-vehicle households is south of Carrollton, south and west of SR 9, bisected by SR 164 and east of SR 332. Also, the northeast area of the county, on both the east and west sides of SR 9, has many households with no available vehicles in this block group. SR 9 may possibly develop into a hot route to provide more human services transportation or public transit to help assist the people who live in these areas get to their places of interest for their services.



MAP 6: CARROLL COUNTY ZERO VEHICLE HOUSEHOLDS

Carroll County Commuting to Work

Residents travelling to and from their places of employment matters greatly when it relates to transit issues since these trips make up a bulk of trips every day. Currently, there are 22,912 residents aged 16 years-old and over of which 12,481 are currently employed and 12,217 commute to work every day. Most commuters, 83.7%, drive themselves to their places of employment, which equals 10,226 workers. The next largest group of commuters are those who carpool, which is 8.6% or 1,051 workers. Only 5.2%, or 635 employees, regularly work at home. The next largest group are those who walk to work at 1.7% or 208 employees. Less than 1% use some other means, such as bicycles, taxis, or public transportation. The average commute time in Carroll County is approximately 30 minutes.

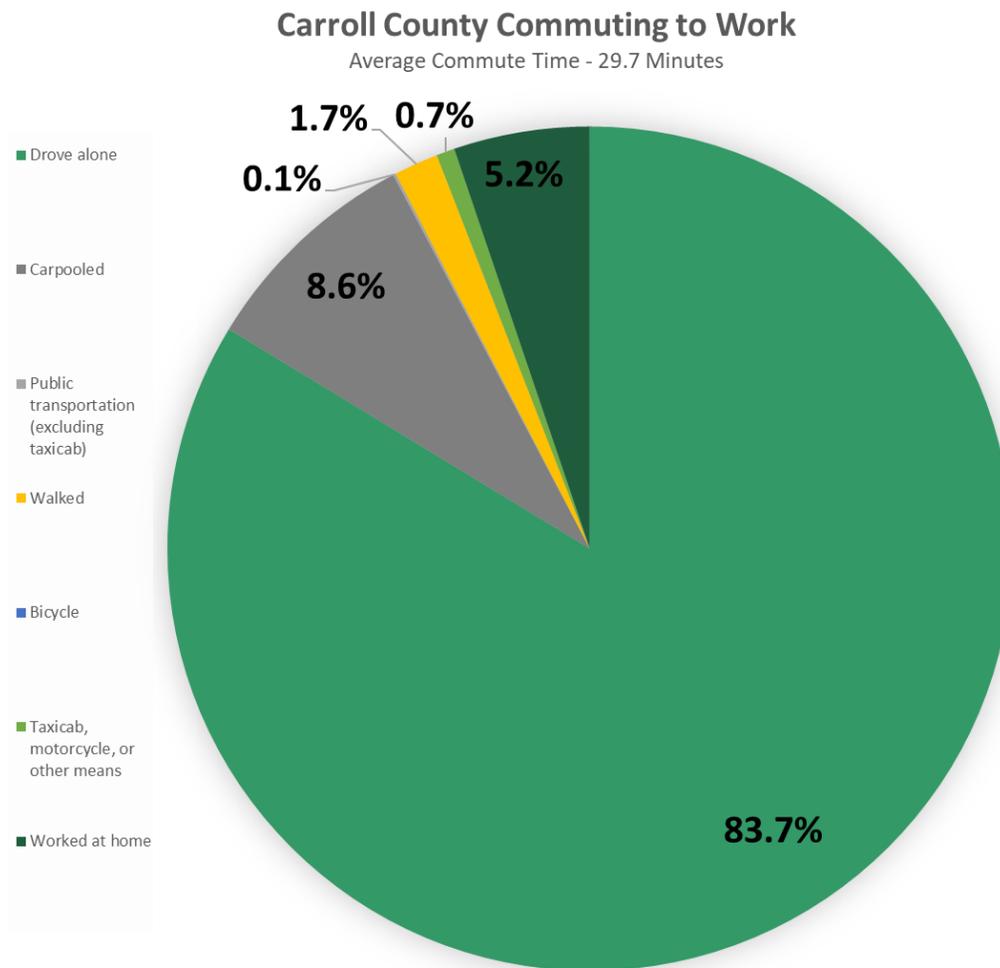


CHART 9 - COMMUTING TO WORK (EMPLOYED COMMUTERS = 12,217)

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Place of Work

Where employees work is useful in determining how to assess transportation alternatives and expanded services. Chart 10 represents the place of employment where the civilian labor force from Carroll County travels to work. Only 2% of the civilian workforce in Carroll County work outside the State of Ohio. Approximately 55% (6,585 workers) of the remaining civilian labor force work outside Carroll County. Additional employment opportunities within the County will change this metric.



CHART 10 - PLACE OF EMPLOYMENT

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Employment Status

In Carroll County, the total population older than 16 years in the civilian labor force is 13,371, and of that group 12,481 are currently employed. Only 655 individuals are currently unemployed which is 2.9% of the population 16 years and over and 4.9% of the civilian labor force. There are also 9,541 that are not in the labor force because they are either retired, disabled, or in school and have not begun to work.

CARROLL COUNTY EMPLOYMENT STATUS

UNEMPLOYMENT RATE (FROM CIVILIAN LABOR FORCE) - 4.9%

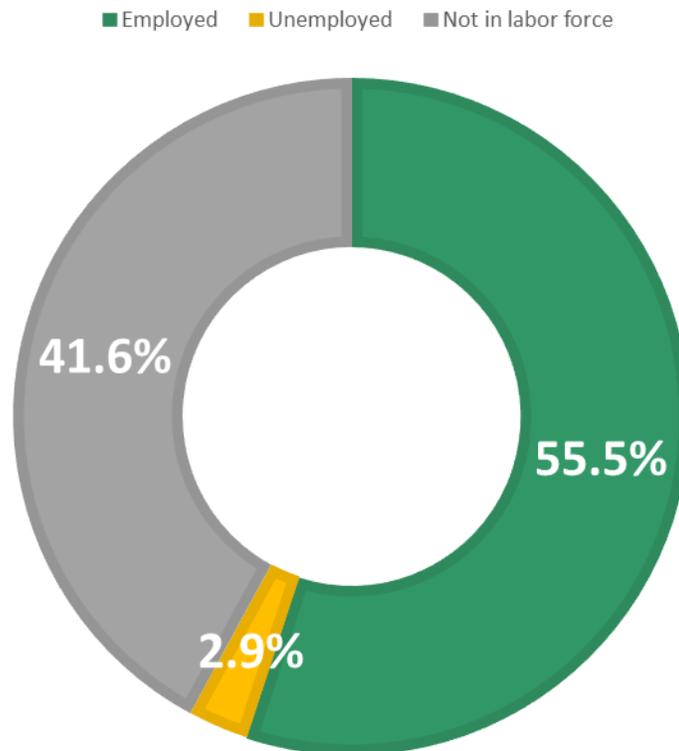


CHART 11 - EMPLOYMENT STATUS IN CARROLL COUNTY

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

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 Carroll 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.

Inventory of Transportation Providers

The following four transportation providers participated in sharing information about their transportation service organizations. More information about the organizations is provided in the List of Transportation Service Providers on the following page. The main transportation service providers for Carroll County are:

Primary

- Carroll County Transit

Contracted

- Carroll County Board of Developmental Disabilities*
 - CCBDD – Carroll Hills School*
 - CCBDD – Community Employment*
- Carroll County Jobs and Family Services
- Carroll County Council on Aging, Inc.
- *Carroll County Veterans Service Commission*
- *Carrollton Exempted Village School District*
- *Ohio Guidestone*

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of four organizations provided information about their services.

List of Transportation Service Providers

Agency Name: Carroll County Transit

Transportation Service Type: Demand response, origin to destination, advanced reservations, shared ride transportation services; transit is open to the public including persons with disabilities

Other Services Provided: None

Contact Information: Sonja Leggett, Director; 330.627.1900, sleggett@carrollcountyohio.us

Hours: Monday – Friday, 6 a.m. – 6 p.m.

Service Area: Carroll

Eligibility Requirements: None

Web-site: <http://carrollcountyohio.us/agencies-and-departments/carroll-county-transit/>

Agency Name: CCBDD - Carroll Hills School

Transportation Service Type: Student busing for school

Other Services Provided: Field Trips

Contact Information: Ray Heaston, 330.627.6555, rheaston@carrollhills.com

Hours: Monday – Friday, 8 a.m. – 4 p.m.

Service Area: Carroll

Eligibility Requirements: 3-21 age enrolled student with IEP

Web-site: <http://www.carrollhills.com>

Agency Name: CCBDD - Community Employment

Transportation Service Type: Adult Commute to/from employment

Other Services Provided: None

Contact Information: Ray Heaston, 330.627.6555, rheaston@carrollhills.com

Hours: Monday – Saturday, 7 a.m. – 8 p.m.

Service Area: Carroll

Eligibility Requirements: Must have a developmental disability

Web-site: <http://www.carrollhills.com>

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/>

Agency Name: Carroll County Council on Aging

Transportation Service Type: Transit services around Carrollton for general errands, transit services for medical appointments

Other Services Provided: Home-delivered meals, site meals, transit services around Carrollton for general errands, transit services for medical appointments, assistance paying for legal services, information and referral assistance, and a variety of social activities.

Contact Information: Tonya Myers, 330.627.7017, tmyers@carrollcountyohio.us

Hours: Monday – Friday, 8 a.m. – 4 p.m.

Service Area: Carroll

Eligibility Requirements: Age 60 or above. Appointments for doctor’s visits only for out of town. In village is general errands.

Web-site: <http://carrollcountyohio.us/agencies-and-departments/senior-citizens-friendship-center/>

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 of Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
Carroll County Transit	Yes	No	Public – Local Government	24,105	2.5	No
CCBDD – Carroll Hills School	Yes	Yes, Carroll County Transit	Public non-profit	11,605	N/A	Yes
CCBDD – Community Employment	Yes	Yes, Carroll County Transit	Public non-profit	N/A	N/A	No
Carroll Co JFS	No	Yes, Carroll County Transit	Public non-profit	1806 vouchers X 2 Total 3612 in CY 2017	1/week	Yes
Carroll County Council on Aging, Inc.	No	Yes, Carroll County Transit	Non-Profit Senior Center	3,055	N/A	No

* 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 County Transit	Demand response, origin to destination, advanced reservations, and shared ride transportation	Monday – Friday, 6 a.m. – 6 p.m.	No	Drivers will assist as needed, but are required to stay within eyesight of the vehicle always for safety and security reasons; no extra charge for Personal Care Attendants	Exposure Control Plan (ECP) – annual; Bloodborne Pathogens – annual; Passenger Assistance Training (PAT) – annual; Drug & Alcohol – annual; Fire Extinguisher Training – annual; CPR/First Aid – every 2 years; Defensive Driving – every 3 years; Major Unusual Incident (MUI) – annual; Health & Welfare Alerts – Monthly (per person); Pre-Post Vehicle Inspection & Evacuation – annual; Title VI & LEP – annual; Personnel/Policies & Procedures – upon hiring & updating
CCBDD – Carroll Hills School	Bus	M-F, 7 a.m. – 4:30 p.m.	No	Bus aide	Yes

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
CCBDD – Community Employment	Vans	M-F, 7 a.m. – 5 p.m.	No	Driver	Defensive Driving Only
Carroll Co JFS	N/A	N/A	N/A	N/A	N/A
Carroll County Council on Aging, Inc.	Contracted with CCT	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 Transit	\$2.50 w/in Village of Carrollton; \$7.50 out of Carroll County; Trips over 40 miles one-way additional \$0.25/mile; Wait time longer than 1 hour 15 minutes is an additional \$10/hour; Children 5 & under ride FREE w/adult; Personal Care Attendants – No Charge	Yes	7	21	Federal – State-Local Gov’t. – Passenger Fares – Contract Fares	\$683,323

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
CCBDD – Carroll Hills School	None	Yes	6	1	Levy & ODE	\$315,000
CCBDD – Community Employment	None	Yes	5	1	Levy	\$265,000
Carroll County JFS	None	No	N/A	N/A	NET/SNAP/TANF	\$135,122.00 (from CY2017 - Transit fares & vouchers)
Carroll County Council on Aging, Inc.	\$1.00 a day in town Out of county \$1.75/mile	Yes	N/A	N/A	Donations	\$84,500.00

Tale 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 Transit – Ride Share	M-F, 6a-6p	Same as fare structure	When needed	Carroll
CCBDD – Carroll Hills School – N/A	N/A	N/A	N/A	Carroll
CCBDD – Community Employment – N/A	N/A	N/A	N/A	Carroll
Carroll County JFS – Gas Vouchers by JFS	NET customers and TANF customers	IRS rate for miles traveled	N/A	Carroll
Carroll County Council on Aging, Inc. – N/A	N/A	N/A	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 Transit – N/A	N/A	N/A	N/A	Carroll
CCBDD – Carroll Hills School – N/A	N/A	N/A	N/A	Carroll
CCBDD – Community Employment – N/A	N/A	N/A	N/A	Carroll
Carroll County JFS – N/A	N/A	N/A	N/A	Carroll
Carroll County Council on Aging, Inc. – 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 Transit	CTS Software	No	CTS Software	Yes
CCBDD	Gate Keeper	No	N/A	Yes
Carroll County JFS	N/A	N/A	N/A	N/A
Carroll County Council on Aging, Inc.	N/A	N/A	N/A	N/A

Assessment of Community Support for Transit

Overall, of the five agencies who have participated from Carroll County, Carroll County Transit appears to handle most if not all the transit and transportation demand with the four other agencies. The Carroll County Board of DD provides transportation to students with any disability and other students enrolled in their educational program. Veteran services have vehicles, but Carroll County Transit takes one veteran three times a week for dialysis. Currently, Carrollton Exempted Village School District has a student with a behavioral disability and one student with a broken hip disability. All trips are managed Monday – Friday from 6 a.m. – 6 p.m., but there are currently no services past 6 p.m. or on the weekends. More community support from all the stakeholders, the commissioners, other governing agencies may be able to provide extra services as necessary if these gaps continue to impede progress to assist the public.

Safety

The transportation service providers in Carroll County take safety into consideration when providing their services to their clients. Carroll County Transit allows their drivers to assist riders as needed but are required to stay within eyesight of the vehicle always for safety and security reasons. Carroll County Transit does not charge extra for personal care attendants for each rider. CCBDD has a bus aide or the driver to provide assistance as needed for the students they transport. Carroll Hills Schools requires driver training courses whereas the Community Employment provides defensive driving courses only to their drivers.

Vehicles

Transportation providers listed a combined total of 21 vehicles. Approximately 76% of the vehicles are wheelchair accessible. A vehicle utilization table is provided in Table 7.

Two of the transportation providers provide at least 16 wheelchair accessible vehicles, while some organizations have an entire fleet of wheelchair accessible vehicles. A brief description from each of the agencies below lists the accessibility and availability of vehicles that provide access to wheelchairs. As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

Carroll County Transit

Carroll County Transit has a fleet of 12 vehicles and all but one is wheelchair accessible. They utilize their vehicles daily for wheelchairs and consider them to be in high demand.

CCBDD – Carroll Hills School

Wheelchair accessible busses are used to transport students to/from Carroll Hills School and have enough vehicles for this purpose.

CCBDD – Community Employment

If an individual that they serve needed wheelchair access for their employment in the community, CCBDD would contact Carroll County Transit for this service.

Carroll County Jobs and Family Services

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

Carroll County Council on Aging, Inc.

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

Table 7: Vehicle Utilization Table

Veh #	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 Transit											
10	Dodge	SW (Caravan)	2008	1D8HN44H58B184820	6	0	Mon.-Fri.	6am-6pm	Average	5311	Carroll
15	Dodge	Braun Van	2010	2D4RN4DE3AR155321	4	2	Mon.-Fri.	6am-6pm	Average	5311	Carroll
17	Ford	BU	2011	1FDEE3FL6BDA43484	8	2	Mon.-Fri.	6am-6pm	Good	5311	Carroll
18	Ford	BU	2012	1FDEE3FL4CDA87193	8	2	Mon.-Fri.	6am-6pm	Good	5311	Carroll
19	Dodge	VN (Caravan)	2014	2C7WDGBG0ER319593	4	2	Mon.-Fri.	6am-6pm	Good	5311	Carroll
20	Dodge	VN (Caravan)	2014	2C7WDGBG2ER319594	4	2	Mon.-Fri.	6am-6pm	Good	5311	Carroll
21	Ford	BU/Gosher Pacer II	2015	1FDEE3FL3FDA32884	8	2	Mon.-Fri.	6am-6pm	Great	5311	Carroll
22	Dodge	Braun Van	2016	2C7WDGBG4GR262334	4	2	Mon.-Fri.	6am-6pm	Great	5311	Carroll
23	Dodge	Braun Van	2017	2C7WDGBGXHR743027	4	2	Mon.-Fri.	6am-6pm	Excellent	5311	Carroll
24	Dodge	Braun Van	2017	2C7WDGBGXHR743058	4	2	Mon.-Fri.	6am-6pm	Excellent	5311	Carroll
25	Dodge	Braun Van	2018	2C7WDGBG8JR243762	4	2	Mon.-Fri.	6am-6pm	Excellent	5311	Carroll
26	Dodge	Braun Van	2018	2C7WDGBG8JR243776	4	2	Mon.-Fri.	6am-6pm	Excellent	5311	Carroll
Carroll County Board of DD – Carroll Hills School											
16	Int.	Yellow bus	2011	4DRBUAAN0BB366685	48	3	M-F 9 Mo	7a-4:30p	Good	School	County
15	Thomas	Yellow bus	2016	4UZABRDTXGCGY2237	30	2	M-F 9 Mo	7a-4:30p	Excellent	School	County
4	Thomas	Yellow bus	2017	4UZABRDT3HCHW0321	30	2	M-F 9 Mo	7a-4:30p	Excellent	School	County
5	Thomas	Yellow bus	2017	4UZABRDT5HCHW0232	30	2	M-F 9 Mo	7a-4:30p	Excellent	School	County
6	Thomas	Yellow bus	2017	4UZABRDT1HCHV9952	72	3	M-F 9 Mo	7a-4:30p	Excellent	School	County
Carroll County Board of DD – Community Employment											
82	Ford	Van	2008	1FMNE11W58DB19744	7	0	M-F	7am – 8p	Good	Com.Emp	County
72	Ford	Van	2012	1FMNE1BW2CDA38241	7	0	M-F	7am – 8p	Good	Com.Emp	County
79	Dodge	Minivan	2014	2C4RDGBG0ER102555	7	0	M-F	7am – 8p	Good	Com.Emp	County
58	Dodge	Minivan	2010	2D4RN4DE7AR394144	7	0	M-F	7am – 8p	Good	Com.Emp	County
Carroll County Jobs & Family Services – N/A											
Carroll County Council on Aging, Inc. – N/A											

Summary of Existing Resources

Table 7 describes in detail the 21 different vehicles used by the transportation providers in Carroll County.

Carroll County Transit has most of these vehicles in their fleet and the only agency that operates 12 hours a day during the work week. They have 12 vehicles and only one does not allow wheelchair access. All the vehicles serve anyone who needs a ride as long as the ride begins or ends in Carroll County. These trips may frequent other locations like Stark County, Summit County and the major cities like Cleveland or Pittsburgh.

Carroll County Board of Developmental Disabilities is divided into two programs, Carroll Hills School for students from age 3-21, and the Community Employment program for anyone with developmental disabilities for work. Carroll Hills School has five vehicles, all yellow buses, to transport their students to and from the school to their homes. All these buses are wheelchair accessible. Community Employment has four vans to provide transportation to anyone with a developmental disability. However, none of these vehicles is wheelchair accessible.

Carroll County Jobs & Family and Carroll County Council on Aging contract with Carroll County Transit for transportation services.

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the transportation needs of Carroll County, the planning committee examined research and data, as well as solicited input from the community in an effort to gather information about needs and gaps in transportation services.

The demographic and socio-economic conditions of the study area are discussed in the Demographics Chapter of this plan. The following overview is an evaluation of the gaps in service based upon geographic data as well as from the perspective of the targeted populations, transportation providers, and the general public.

Carroll County Transit and a variety of stakeholders in the area solicited input and requested participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholder and the general public is available upon request.

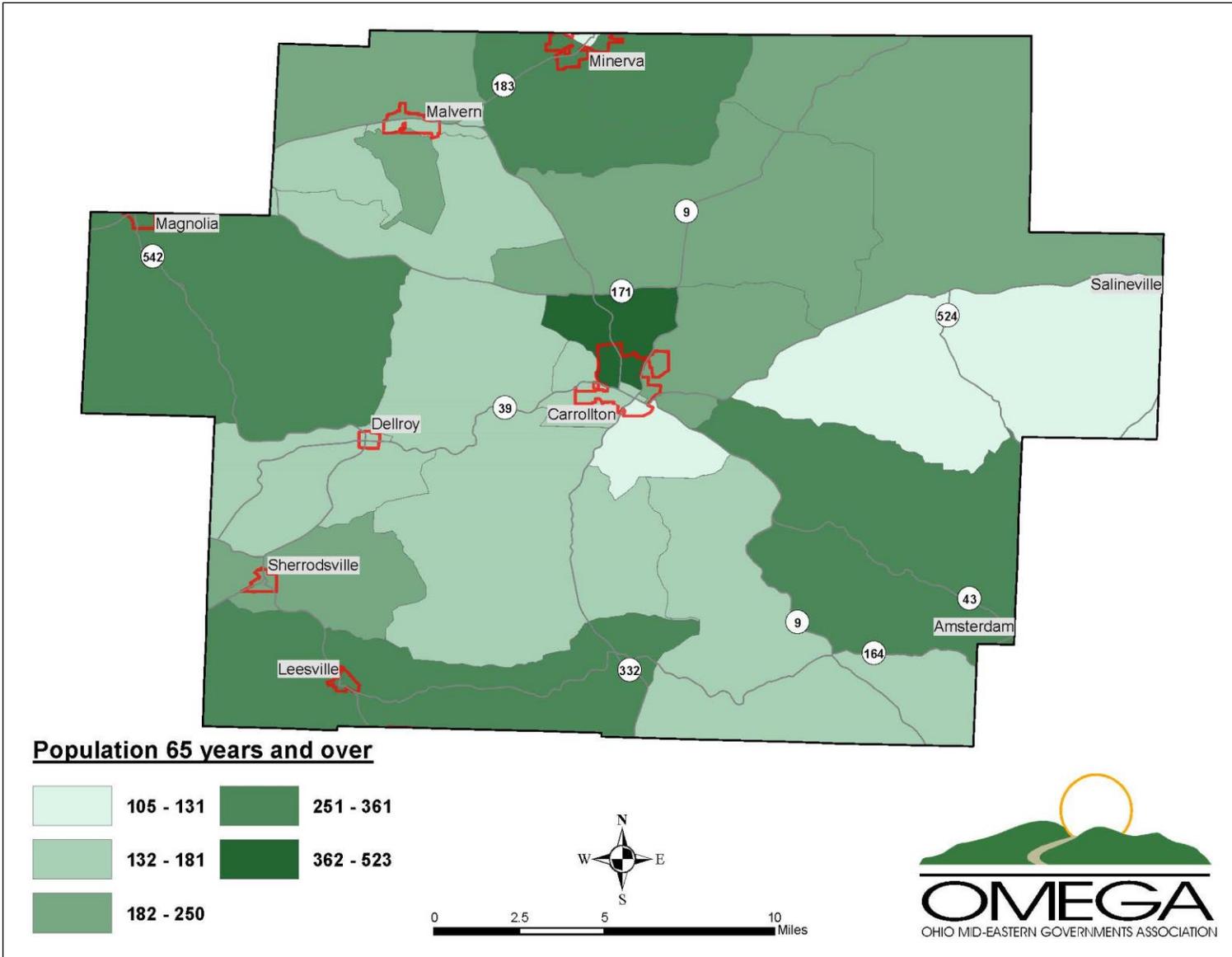
The following methods were used to assess transportation needs and gaps

- Assessment of data and demographics
- Stakeholders meetings
- Public workshops
- Public surveys

Local Demographic and Socio-Economic Data

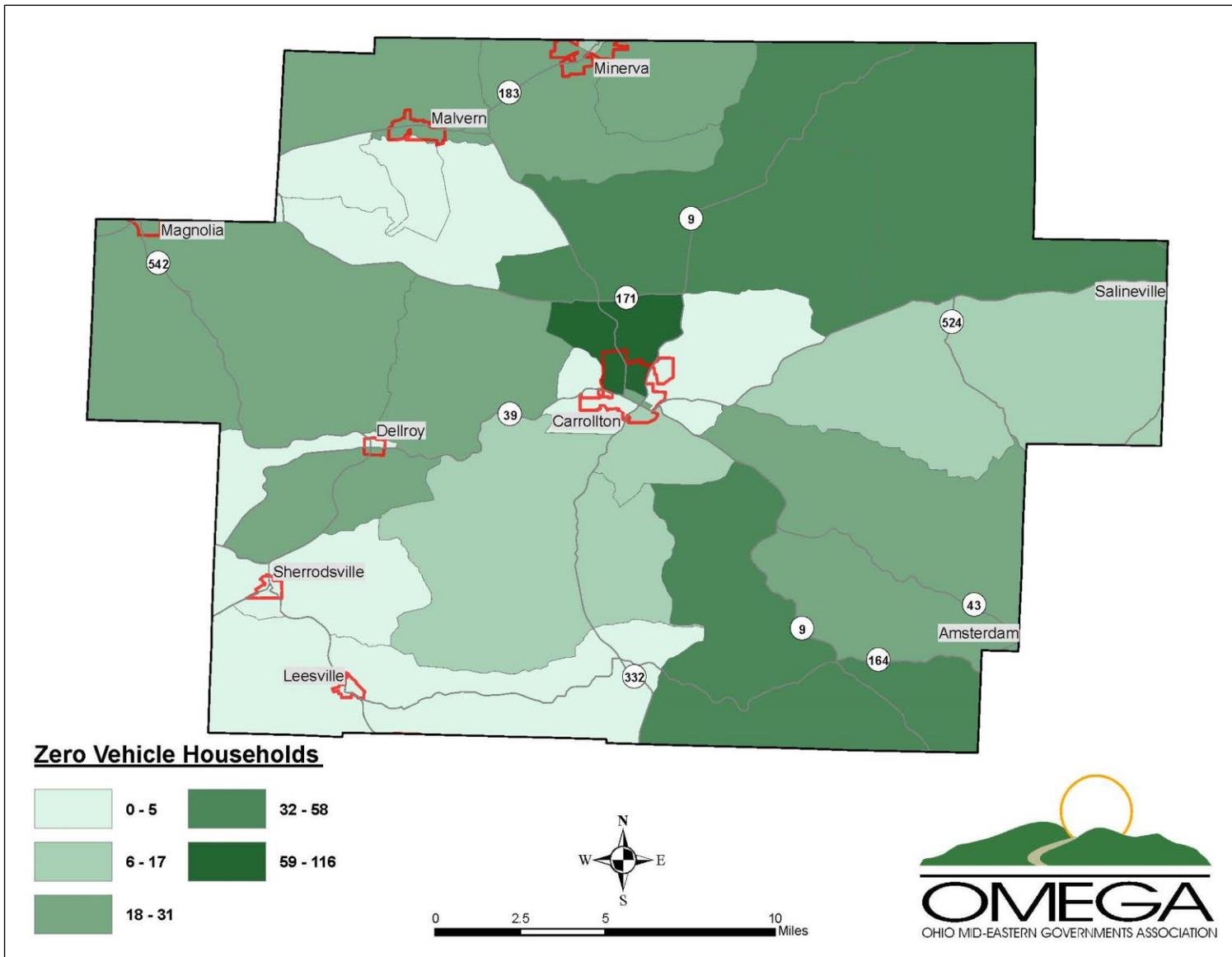
Data for each target population group were aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data is valuable to show where the highest and lowest densities of individuals who are most likely to need transportation live. This information can then be compared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

Map 7 illustrates the areas where the number of older adults (age 65 and older) live in Carroll County. The location with the highest concentration of senior population is located in and to the north of Carrollton Village along SR 9, 43, and south of 171. The other areas that have a high population of seniors are in the southeast, southwest surrounding Leesville, west and north of Dellroy, and around Minerva in the northern part of the county. Carroll County is aging and currently half the population is 45 years old and older and will soon have more seniors in the next 10-20 years. These areas of Carroll County will require more senior services ready to support the aging population.



MAP 7: MAP OF POPULATION DENSITY OF INDIVIDUALS AGE 65 AND OLDER

Map 8 indicates the areas where the number of zero-vehicle households are located in Carroll County. The absence of a vehicle in the household is often an indication of the need for transportation services. As discussed earlier, Map 8 represents all the zero-vehicle households, both renter- and owner-occupied, within Carroll County by block group. In total, there are 504 occupied housing units, or 4.6% of all households, that do not have a personal vehicle available. It is important to know where many of these homes are in the county to be able to help connect them to the transportation services they need. The highest concentration of zero vehicle households, no more than 116 households, in Carroll County is in and north of Carrollton, bisected by SR 43, west of SR 9, south of SR 171 and north of SR 39, and west of Carrollton. The southeast and northeast sections of the county have the next highest number of zero vehicle households, 32 to 58 households per census block group. Carroll County Transit may develop a fixed route along SR 9 to provide more human services transportation or public transit to assist the people who live in these areas.



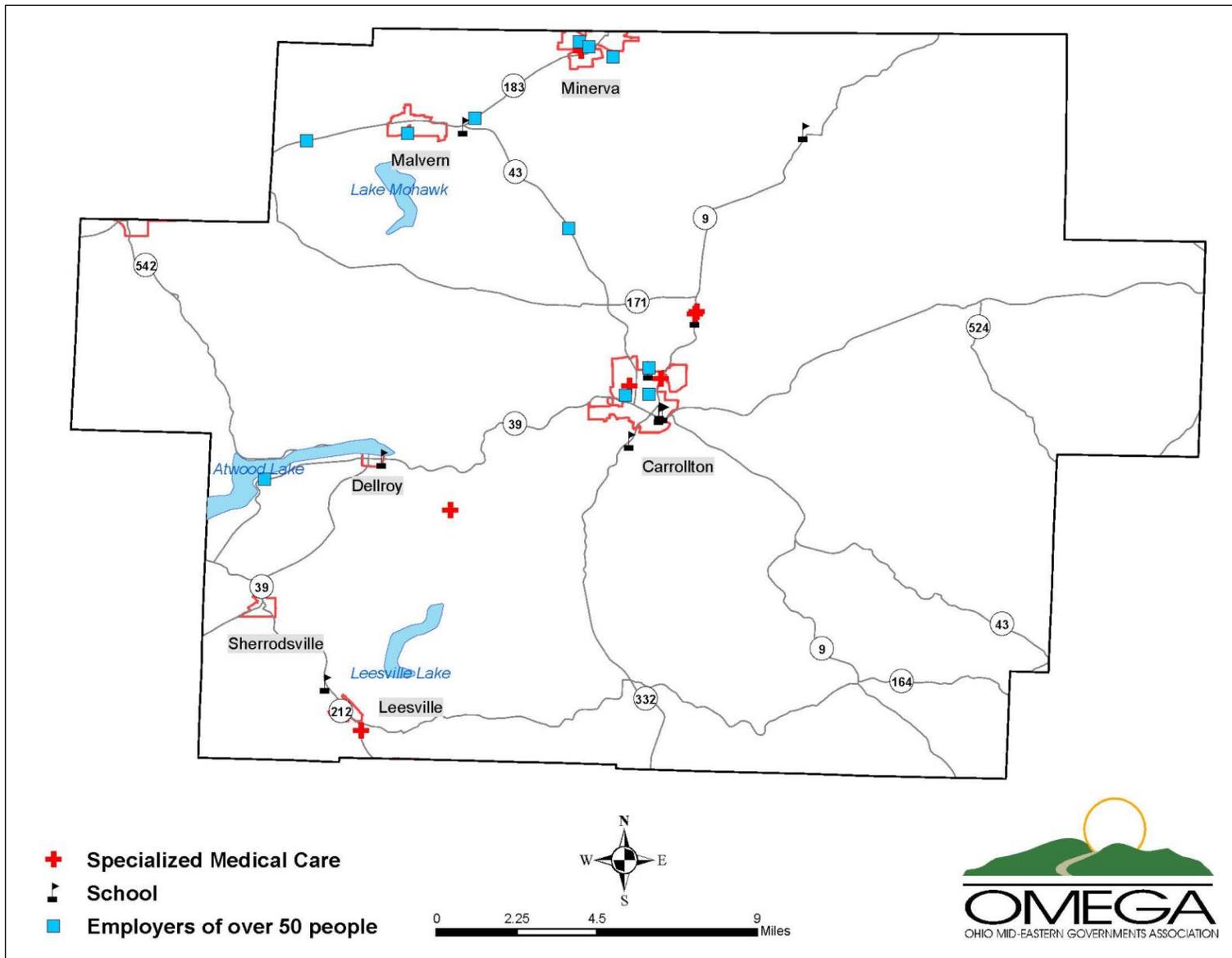
MAP 8: MAP OF DENSITY OF ZERO VEHICLE HOUSEHOLDS

Map 9 illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle. The location of major trip generators within Carroll County is a very critical component in understanding the transportation needs of the area. Major trip generators in Carroll County include nursing homes, assisted living facilities, schools, and a mix of businesses that employ 50 or more employees.

As shown in Map 9, major trip generators are concentrated in and around the Village of Carrollton. Malvern and Minerva both have a good mix of major businesses and schools. Dellroy also has a school and a major business located to the west. Leesville has a nursing home/assisted living facility and a school located along SR 212. There are a mix of trip generators along SR 39 and 542 around Dellroy. SR 9 heading northeast also has a mix of a nursing home/assisted living facility and two schools. There is a commercial area along SR 43 and in the towns and villages of Carrollton, Malvern, Minerva, and Magnolia. The Bluffs, a private rehabilitation facility is located in the Atwood Lake area and is a major employer in the county. Atwood Lake is also a tourist destination for outdoor recreation. Because of the rural nature of the county, there are not many trip generators located in the east and southeast areas of Carroll County.

Some of the major employers that employ 50 or more employees are:

- AAM Metal Forming-Malvern Plant - Malvern
- AAM Metal Forming-Minerva Plant - Minerva
- Normaco - Carrollton
- Fairmont Tools - Carrollton
- St John's Villa - Carrollton
- GBS - Malvern
- Summitville Tile-Minerva - Minerva
- Imperial Aluminum - Minerva
- Energy Transfer - Minerva
- Green Lines Transportation - Malvern
- The Bluffs - Sherrodsville
- Napa Distribution - Carrollton



MAP 9: MAP OF MAJOR TRIP GENERATORS

Analysis of Demographic Data

Carroll County has a growing senior population as half the population is currently 45 years old and older. There is a growing youth population with both the 0-14 year-olds and 15-24 year-olds over the next 20 years. This will be a positive indicator for the health of the county to have a growing younger population to help offset the older population. More competitive employment opportunities will be vital to retain the younger population in Carroll County. The disability rate in Carroll County is 14% of the total population. According to the initial stakeholder meeting, the elderly population, people with disabilities, and those who take regular medical trips are going primarily to Stark County. More than half, 55%, are leaving the county every day for their employment. More transportation options to connect the locations with high concentrations of elderly, people with disabilities, residents in poverty, persons without access to a private vehicle, and those who are unemployed to the services available for them is vital for the future and growth of the economy in Carroll County.

General Public and Stakeholder Meetings/Focus Groups

Carroll County Transit hosted and facilitated one stakeholder meeting to discuss the unmet transportation needs and begin the creation of a locally coordinated plan. There were a total of 12 participants in the meeting, including three OMEGA representatives. There were two general public workshops scheduled on one day, August 22, 2018 at the Carroll County District Library. More information about what meetings were held and attendance at those meetings is available upon request.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs. The focus of the discussion was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also impact mobility options for the general public.

After two meetings and surveys were complete to generate the needs/gaps list, each participant and transportation service provider was asked to rank the needs/gaps in priority from greatest to lowest.

Participants discussed more than 11 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

Surveys

A total of **106** surveys were submitted from the general public: **34.9%** of the surveys were completed by individuals with disabilities; **36.8%** of the surveys were completed by older adults. Detailed survey results are provided in Appendix E and summarized here.

Based on the results of Question 1, a majority of respondents, 80.2%, use Carroll County Transit as their main transportation option throughout the year. There were many surveys completed at the request from Carroll County Transit that can be a primary reason for this response. The next most responses use their own personal vehicle, 35.8%. Lastly, around 7% of the responses used either a taxi service or carpool/vanpool as their transportation option in the last year.

The results for the second question, what is appealing to using transportation service/public transit, the top response is that is low cost and will help save money, 64.2%. The second most responses, 34.9%, is that it provides handicap assistance. Lastly, the third most responses are that they have limited personal mobility options available to them, 29.2%.

The third question inquired about everyone's types of trips they take regularly throughout the week. The top response at 57.5% was for medical reasons. The second most responses were for work, 41.5%. Lastly, the third most response was for commercial/shopping purposes at 33%.

The fourth question is outside of Carroll County, where does the respondent frequent most? The top response was Adjacent County/Counties at 67%. These counties can be all or either of Columbiana, Stark, Tuscarawas, Harrison, or Jefferson. The second most responses where people travel to is the Cleveland/Northeast Ohio region at 12.3%. Lastly, the third most response where people travel to is Youngstown, Ohio at 3.8%.

The fifth question discussed what changes you suggest improving transportation service in Carroll County. There were many responses that provided good insight such as: better scheduling; provide service in the evening for people who work; weekend service; update riders what their current balance is; more drivers; shorter lead time; and improve the marketing outreach.

Question six asked what prevents the respondent from using transportation services on a regular basis. The top response at 24.5% was schedule conflicts. The second most responses at 21.7% was that it was not applicable to them. Lastly, there was a tie at 8.5% of responses stating that it is too costly, or the transportation options are unclear to them.

Question seven asked, to your knowledge, how have conditions improved or declined regarding transportation service and/or public transit. Majority of the responses 47%, responded that service has improved or has met their expectations. The next most responses, 41% responded that they are unsure or not aware to respond to this question. Lastly, only 12% responded that services has declined. The service in Carroll County is improving and has been received positively by its clients.

Question eight was related to disabilities which was mentioned at the beginning of this section. Question nine asked if the respondent or uses or if a family member uses transportation services available to them through the Medicaid Program. Only 18.9% responded that they do.

The last two questions discussed where the respondent resides and their age. The majority of the respondents, 54.7% are from the county seat, Carrollton. The second most respondents, 8.5% are from

Minerva, and the third most, 6.6%, are from Malvern. The majority of the respondents are seniors age 65 or older. The next largest age group, 25.5%, are 55-64 years old. The third largest age group for respondents, 11.3%, are 15-24 years old. This proves a good mix of ages and locations for residents for all the survey respondents.

Challenges to Coordinated Transportation

In addition to identifying needs, the planning committee gathered information from stakeholders and used their own professional experience to identify challenges to providing coordinated transportation services. These challenges include the following:

- On Demand Needs
- Not enough drivers to expand service hours
 - Will help for early or later Doctor Appointments/Tests
- Designing Efficient Routes in Rural Areas
- Medical Referrals
 - Scheduled Tests
 - Same day Clinic to Hospital Trips
- Transportation services and options not clearly communicated/marketing
- No Flexible Scheduling
- No Weekend Service
- All or 4-wheel vehicles/rough terrain

Summary of Unmet Mobility Needs

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

Table 8: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	More Vehicles/Minivans	Stakeholder & Public Meetings, Public Surveys
2	Marketing	Stakeholder & Public Meetings, Public Surveys
3	Gap in number of aides/rider assistance	Stakeholder & Public Meetings, Public Surveys
4	Caring Hands Involvement	Stakeholder & Public Meetings, Public Surveys
5	Fixed Route/Park and Ride	Stakeholder & Public Meetings, Public Surveys
6	Opioid Rehabilitation Transportation	Stakeholder & Public Meetings, Public Surveys
7	More service to the North (Stark County)	Stakeholder & Public Meetings, Public Surveys
8	Additional assistance required if Destination is not ADA Compliant	Stakeholder & Public Meetings, Public Surveys
9	More Staff & Drivers	Stakeholder & Public Meetings, Public Surveys
10	Extended services hours/weekend	Stakeholder & Public Meetings, Public Surveys
11	Transportation for oil & gas pipeline workers	Stakeholder & Public Meetings, Public Surveys

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Carroll 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, Carroll County Transit developed the following strategies to address the gaps and unmet transportation needs. Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting these unmet needs expressed by the public and stakeholders. 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. Nonetheless, these strategies have been tailored to 11 of the identified primary gaps and needs.

Below is an outline describing the prioritized strategies to address each of the identified unmet transportation needs and gaps in service.

Goal #1:

Maintain Cost-Effective and Efficient Transportation Service

Need(s) Being Addressed: More vehicles/minivans, more staff, extend service hours, transportation for oil and gas pipeline workers, opioid rehabilitation transportation, more service to the north (Stark County), fixed route through county

Strategy 1.1:

Apply for funding to increase fleet

Strategy 1.2:

Hire more personnel to increase staff

Strategy 1.3:

Provide fixed route service with a park and ride

Timeline for Implementation: This strategy will be ongoing and can begin after approval of the plan in 2018.

Action Steps:

1. Identify regularly frequented routes
2. Document vehicles and staff required
3. Meet with ODOT and Mobility Manager

Parties Responsible for Leading Implementation: Carroll County Transit & Mobility Manager

Parties Responsible for Supporting Implementation: OMEGA, participating stakeholders, Carroll County Commissioners

Resources Needed: Funding, meeting space, vehicle inventory

Potential Cost Range:

One vehicle – *\$42,657.50 to purchase*

Two part-time employees – *\$30,404/year*

Total = *\$73,061.50*

Potential Funding Sources: ODOT 5310, ODOT 5311

Performance Measures/Targets:

1. Measure – Number of Coordinated Transportation Stakeholder Meetings
 - a. Target – Quarterly or Biannual Meetings, minimum of 2 per year
2. Measure – Acquire new vehicle
 - a. Target – One more handicap accessible vehicle
3. Measure – Expand staff
 - a. Target – Hire one more driver

PRIORITY POINTS: 100

Goal #2:

Efficiently Expand Transportation Services for the Long Term

Need(s) Being Addressed: More vehicles/minivans, more staff, extend service hours, transportation for oil and gas pipeline workers, ADA Destinations, more service to the North (Stark County), opioid rehabilitation transportation

Strategy 2.1:

Incorporate Mobility Manager on expansion decisions

Timeline for Implementation: This will be ongoing throughout the years with a goal to be reached within three years from approval of this plan in 2018.

Action Steps:

1. *Include Mobility Manager for marketing and outreach*
2. *Create and tailor specific surveys for client base*
3. *Partner with another agency in an adjacent county in a possible sub-regional development*

Parties Responsible for Leading Implementation: Carroll County Transit

Parties Responsible for Supporting Implementation: OMEGA, Mobility Manager, Transportation Providers from Adjacent Counties

Resources Needed: Long term funding, google drive docs, and survey materials

Potential Cost Range: \$1,500 annually

Potential Funding Sources: ODOT 5310, ODOT 5311

Performance Measures/Targets:

1. Measure – Tailored Public Surveys
 - a. Target – At least 100 Surveys each for Employment, Medical, and Commercial Trips
2. Measure – Meetings with Mobility Manager
 - a. Target – Meet biannually for long term purposes
3. Measure – Partner with one agency with long term goals
 - a. Target – Establish partnership by end of fiscal year 2019

PRIORITY POINTS: 95

Goal #3:

Implement Comprehensive Marketing/Outreach for Transportation Services

Need(s) Being Addressed: Marketing

Strategy 3.1:

Partner with Mobility Manager for Marketing

Strategy 3.2:

Implement Mobility Manager for Travel Training

Strategy 3.3:

Policy decisions associated with liability issues

Timeline for Implementation: This strategy will be ongoing throughout the year and can begin immediately following the approval of this plan in 2018.

Action Steps:

1. Meet with Caring Hands and Mobility Manager
2. Establish and prioritize client needs
3. Establish efforts for outreach

Parties Responsible for Leading Implementation: Carroll County Transit and Mobility Manager

Parties Responsible for Supporting Implementation: OMEGA, transportation stakeholders,

Resources Needed: Meeting space, marketing materials

Potential Cost Range: \$1,000 - \$2,000

Potential Funding Sources: Mobility Manager Funds

Performance Measures/Targets:

1. Measure – Number of advertisements
 - a. Target – More than double the current marketing measures

2. Measure – Number of destinations reached
 - a. Target – More than double the amount of destinations frequented
3. Measure – Increase of Ridership
 - a. Target – Increase ridership by 5%

PRIORITY POINTS: 90

VI. Plan Adoption

The Carroll County Coordinated Public Transit – Human Services Transportation Plan planning process:

- The Coordinated Transportation Plan was developed with inclusion from older adults, individuals with a disability, members of the general public, and representatives from the public transit and human services providers.
- The initial stakeholders' meeting was conducted in June, 2018 and included agencies and stakeholders that serve the population above and established the Carroll County Planning Team.
- Carroll County Planning Team will meet to discuss necessary changes to the coordinated Plan.
- Stakeholder meetings were scheduled by the Transit Planner and the Lead Agency
- Public Workshops were scheduled by the Transit Planner, Lead Agency, and hosted by the local library.
- Public Surveys were distributed at the public meetings and an online link was provided
- Surveys were sent to all stakeholders present at the meetings and emailed to all who were unable to attend.
- Goals and Strategies were discussed and established, respectively, during the final stakeholders meeting.
- The coordinated plan, survey, and survey results were posted on OMEGA's website on the appropriate county transit page.
- There was one month from the last public meeting to provide comments and there was a 10-day period from the last stakeholder meeting for final comments to be submitted from the stakeholders.
- After the last stakeholder meeting, the plan will be finalized and sent as a draft to the Commissioners on October 5, 2018.
- The Commissioners will be given a one-month review period for their final approval on November 1, 2018.

Appendix A:
List of Planning Committee Participants

The planning committee consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. More information about the planning committee is available upon request by contacting

Agency Representation

Name	Agency
Sonja Leggett	Carroll County Transit
Victoria Peoples	Carroll County Transit
Sean Sammon	OMEGA
Lisa Duvall	OMEGA
Jeannette Wierzbicki	OMEGA
Kevin Buettner	OMEGA
Kate Offenberger	Carroll County JFS
Sherri Lewis	Carroll County JFS
Mathual Campbell	Carroll County Board of DD
Carol Baker	AAA9
Tonya Myers	Carroll County Senior Friendship Center
Jenna Ackerman	Carroll County Senior Friendship Center
Sydney Slagle	Family & Children First Council
Deb Hill	Mobility Manager – Columbiana County
Ray Heaston	CCBDD - Carroll Hills Schools & Community Employment

In addition to participants listed above, the planning committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting a planning committee, Carroll County Transit and other planning committee members also 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 the efforts that occurred is available upon request. To request additional information please contact:

Sean Sammon

OMEGA

740.439.4471 ext. 212

ssammon@omegadistrict.org

Appendix B:
List of Annual Reviews and Plan Amendments

It is required that this plan be reviewed by the planning committee annually. 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:

Sean Sammon

OMEGA

740-439-4471 ext. 212

ssammon@omegadistrict.org

Annual Review – October 2019

This is the initial coordinated plan for the Carroll County Coordinated Human Services Transportation and Public Transit Plan. The first annual review will occur October of 2019. Following the plan approval, the process for reviewing the plan annually will occur as follows:

- Update all demographic and statistical information to the present year
- Update all maps to match the present demographic data
- Update all transportation service provider information
 - The inventory
 - Existing Transportation Services
 - Organizational Characteristics
 - Service Characteristics
 - Expenses and Revenues
 - Active Transportation Options
 - Resources
 - Technology
 - Vehicle Utilization Table
- Reassess all transportation needs and gaps
- Host at least two stakeholder and one public meetings
- Survey the public on existing transportation services
- Determine any new unmet mobility needs
 - Assess if any in the past have been met
 - Reprioritize unmet needs based on implementation from original plan
- Reevaluate the goals and strategies from the general public and the transportation service providers

Amendment - TBD

This is the first version of the Carroll County Coordinated Human Services Transportation and Public Transit Plan. If the plan is amended, the information and process on how it was amended will be included here.

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 the 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 also is responsible for submitting the adopted Coordinated Plan and all amendments or updates to participating stakeholders and ODOT.

NEMT – Non-Emergency Medical Transportation, medical transportation that is for non-emergency purposes such as doctor appointments

Planning Committee – (indicate if the planning committee has another formal name) The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

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

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 mobility 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. Subrecipients 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.



Appendix D:
Verification of No TSP Information

From: Sonja Leggett, Transit Director
To: [Sean Sammon](#)
Subject: FW: Transportation Providers Info. Tables
Date: Tuesday, June 5, 2018 1:08:56 PM

Sean,

Good afternoon. I am just forwarding another email regarding the tables from Augusta Township. They stated it is not relevant to them and I'm sure it will be the same for all the other townships as well but I'll keep you posted.

Thank you.

Sonja G. Leggett

*Carroll County Transit Director 2205
Commerce Drive*

*P.O. Box 185 Carrollton,
Ohio 44615 Phone: 330-
627-1900 Fax: 330-627-
1088*

www.carrollcountyohio.us

*"The Carroll County Transit System endeavors to provide a safe
and efficient method of transportation to anyone desiring to use
this service to maintain mobility and the quality of life"*

From: Augusta Township [mailto:augustatwp@gmail.com]

Sent: Tuesday, June 05, 2018 12:44 PM

To: sleggett@carrollcountyohio.us

From: Sonja Leggett, Transit Director
To: [Sean Sammon](#)
Subject: FW: Transportation Service Provider - Table Attachments
Date: Monday, June 4, 2018 10:50:18 AM
Attachments: [image001.jpg](#)

See email below from one of the stakeholders.

Thank you.

*Sonja G. Leggett
Carroll County Transit Director
2205 Commerce Drive
P.O. Box 185
Carrollton, Ohio 44615
Phone: 330-627-1900
Fax: 330-627-1088
www.carrollcountyohio.us*

"The Carroll County Transit System endeavors to provide a safe and efficient method of transportation to anyone desiring to use this service to maintain mobility and the quality of life"

From: Brace, Rosemary [mailto:Rosemary.Brace@cantonmercy.org]
Sent: Monday, June 04, 2018 10:38 AM
To: Sonja Leggett, Transit Director <sleggett@carrollcountyohio.us>
Subject: RE: Transportation Service Provider - Table Attachments

Good Morning Sonja, This is great news for Carroll County! MHC of Carroll County does not provide any transportation services . I looked at the attached forms and I don't see that I need to complete anything.

Please advise.

Thank you,
Rose

Rosemary Brace, Manager

Mercy Health Center of Carroll County / Carrollton Statcare
125 Canton Road

Appendix E:
Public Survey Results – Graphics

Q1: What transportation options have you or your family used in the last year?

Carroll County Transit (78.6%)

Personal Vehicle (35.7%)

Taxi Service (8.2%)

Q2: What makes transportation service/public transit appealing to you?

Low cost/saves money (64.3%)

Handicap assistance (37.8%)

Limited personal mobility options available (31.6%)

Q3: What types of trips do you take regularly throughout your week?

Medical (56.1%)

Work/Employer (43.9%)

Commercial/Shopping(33.7%)

Q4: What prevents you from using transportation services on a regular basis?

Schedule Conflict (26.5%)

Not Applicable (19.4%)

Cost/Transportation Options
Unclear (Tied 9.2%)

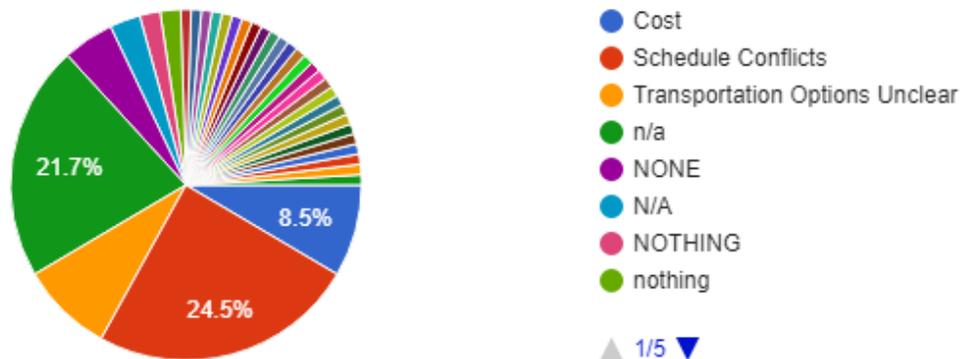
Q5: Outside of Carroll County, what destination do you frequent most?

**TOP 3
DESTINATIONS**
*(for Medical,
Employment,
Recreation,
Shopping, &
Nutrition)*

- Adjacent Counties (65.3%)
- Cleveland/Northeast Ohio (13.3%)
- Youngstown, OH (4.1%)

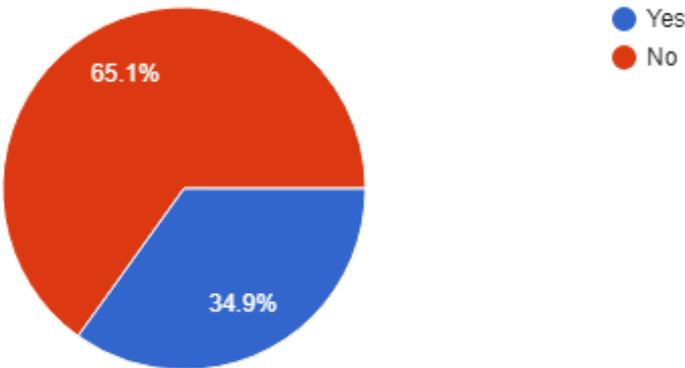
What prevents you from using transportation services on a regular basis?

106 responses



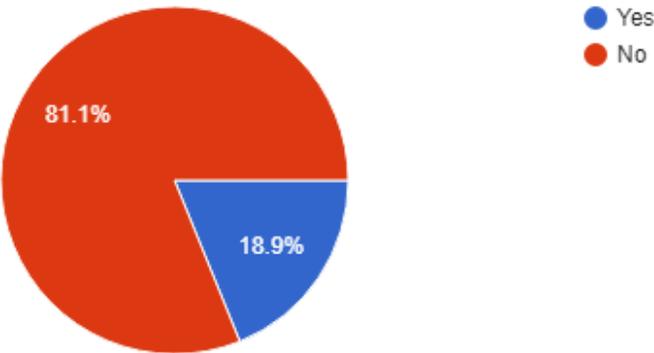
Do you have a disability that requires you to use a cane, walker, wheelchair, and/or another device to help you get around?

106 responses



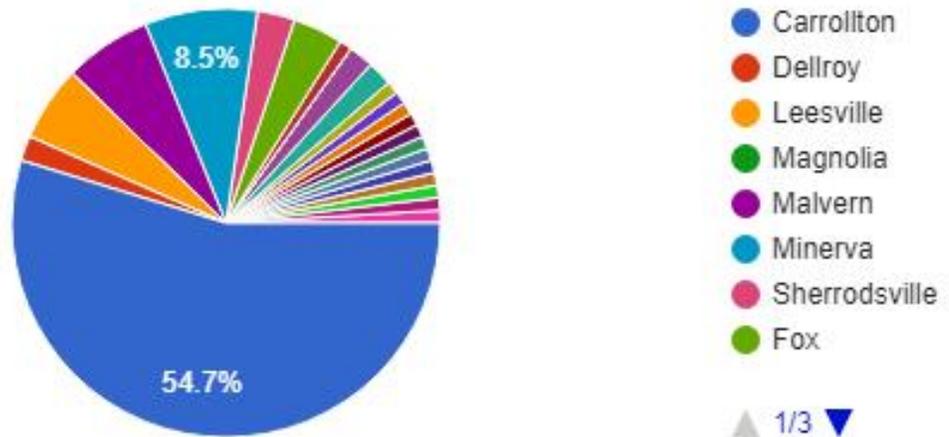
Are you or a family member currently using any transportation services that are available to you through the Medicaid Program?

106 responses



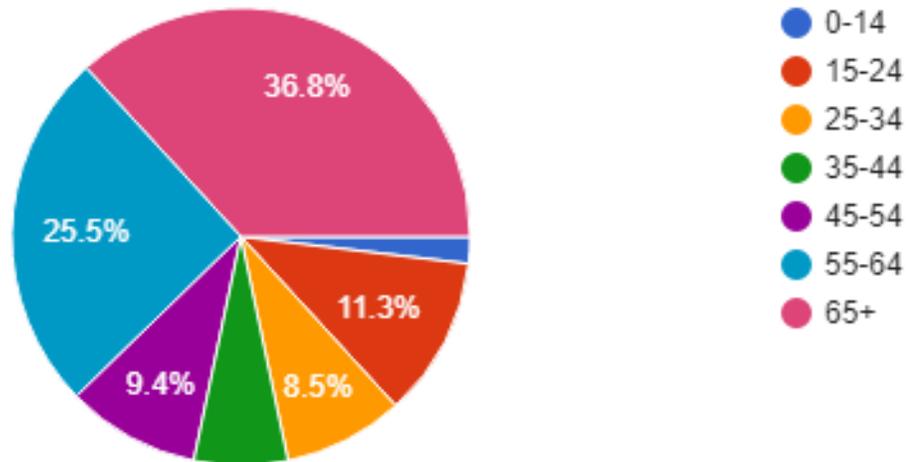
What is your town/village/township of residence?

106 responses



What is your age group?

106 responses



Appendix F:
Resolution – Signature Page

Carroll County Planning Team

RESOLUTION

A RESOLUTION SUPPORTING THE CARROLL COUNTY COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN TO BE SUBMITTED TO THE STATE OF OHIO DEPARTMENT OF TRANSPORTATION.

WHEREAS, people with specialized transportation needs have rights to mobility. Older adults, individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives. These services which are provided by public and private transportation systems and human service agency programs are essential for travel to work and medical appointments, to run essential errands, or simply to take advantage of social or cultural opportunities; and

WHEREAS, under the FAST Act, projects funded by Federal Transit Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities and Section 5311 Formula Grants for Rural Areas program must be included in a locally developed, coordinated public transit-human services transportation plan; and

WHEREAS, the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program and Section 5311 Formula Grants for Rural Areas program provides operating and capital assistance funding to provide transit and purchase of services to private nonprofit agencies, and to qualifying local public bodies that provide specialized transportation services to elderly persons and to people with disabilities; and

WHEREAS, a local committee with participation by seniors, individuals with disabilities, representatives of public transit, private, and non-profit transportation and human services providers and participation by other members of the public met on August 22, 2018; and

WHEREAS, the local committee reviewed and recommended through consensus
Carroll County Public Transit-Human Services Transportation Coordination
Plan to be submitted to the State of Ohio Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED BY THE CARROLL COUNTY PLANNING TEAM:

That this resolution takes effect immediately upon its adoption.

ADOPTED BY THE CARROLL COUNTY COMMISSIONERS AND PLANNING TEAM
THIS NOVEMBER 1, 2018 AS EVIDENCED BY THE AUTHORIZING SIGNATURES BELOW.



NAME AND TITLE



Date



NAME AND TITLE



Date

NAME AND TITLE

Date