COLUMBIANA COUNTY

Columbiana County Coordinated Public Transit- Human Services Transportation Plan

2015-2018

The Community Action Agency of Columbiana County (CAA)

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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Columbiana County, Ohio. The Columbiana County Coordinated Public Transit- Human Services Transportation Plan was initially developed in 2009 and updated in2015 and 2017. This plan 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 Columbiana County, Ohio. 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. Identify all community resources including TCC and TAC Committees, the Mobility Manager, stakeholders including CAA and other public services providers, transportation providers, Chambers of Commerce, and economic development and political leaders/decision makers at a local and regional level.

2. Identify and Prioritize community transportation needs:

CREATE MOBILITY MANAGEMENT FOR THE COUNTY Using the new Mobility Management position, to create a centralized transportation information office to identify current needs as well as current and future opportunities; to collect, coordinate and distribute usable information in consumer friendly formats about transportation options and availability to the general public and more vulnerable populations in particular; to provide individual transportation solutions to the riding public increasing awareness and accessibility of options to the disabled, elderly, low income, veteran , ride to work and other underserved populations.

CREATE OUTREACH To provide outreach to a) riders and potential riders through a dedicated website, brochures, individual and group training programs and the efforts of the Mobility Manager. b) transportation providers to motivate a high level of participation in the creation and implementation of a standardized safe driver curriculum for the county. c) decision makers including economic development organizations, local and regional politicians and Chambers of Commerce to promote a positive conversation about transportation as a critical link to growth and economic success as well as to help identify needs and solutions. d) neighboring counties especially Jefferson and Carroll, and, because of the county location, to the tri-state area to begin a conversation of current needs we have in common, future needs coming through development projects regionally, and potential shared solutions to both.

CREATE EXPANSION To provide expanding areas of service operation especially to include the tri-state region and neighboring counties, as well as expanding hours and days of operation. To expand program availability, and reduce transportation costs as possible, for the underserved populations including the ride to work program and potentially a Veterans ride program and to continue to compassionately serve and respond to identified needs of the senior, disabled and low income populations of the county both in general and on an individual basis.

3. Establish a clear plan for achieving shared goals

PRIORITY RANKING BY PROJECT		**PROJECT OBJECTIVES**		**DESIRED OUTCOMES**
1. Continue Columbiana County TAC, and create and establish TCC.		1. Determine transportation needs and develop strategic coordinated solutions. 2. Review CTP yearly and revise as needed. 3. Ensure wide range of diverse participation in strategic planning and implementation of transportation goals.		1. Continue with quarterly TAC meetings. 2. Establish TCC and invite diverse stakeholder participation with the goal of quarterly meetings and possibly local meetings as well.
2. Implement the Columbiana County Coordinated Public Transit - Human Services Transportation Plan (CTP)		1. Develop coordinated strategies to effectively address gaps in transportation services and identify unmet needs. 2. Create a coordinated response to needs that encourages broad based support and participation.		1. Identify transportation gaps in services and unmet needs, and provide a plan to meet those needs. 2. Increase awareness, availability and utilization of transportation options by underserved or vulnerable populations including disabled, elderly and low income persons.
3. Continue to seek grant funding and support for the Mobility Manager position.		1. Provide a dedicated liaison for residents, stakeholders and businesses to help ensure that transportation is not a barrier. 2. Provide one centralized and identifiable source and location for all transportation related information for the county. 3. Provide an accountable source for the distribution of transportation options and availability in usable, customer - friendly methods.		1. Create a dedicated website and create and distribute brochures listing all available transportation providers and instructions on how to access them, targeted toward the elderly, the disabled, the low income and the veteran population. 2. Create and distribute transportation utilization brochures for riders in conjunction with providing in-person training for groups or persons. Such training is to be specifically focused on the

				particular needs, desires and requirements of the senior, disabled and low income populations. 3. Create the public awareness that information and help is readily available through the Mobility Manager by holding public speaking engagements, providing in person trainings and attending marketing events. 4. Create and implement a standardized safe-driver training curriculum ensuring a minimum level of quality and safety among all county transportation drivers.
4. Extend the operational area for transportation services.		1. Provide extended transportation services especially to include the Tri-State area bordering Columbiana County. (OH-PA-WV) 2.Establish if there is a need for extended services to specific destinations (Cleveland Clinic, Pittsburgh hospitals,		1. CARTS and other providers would provide service in the Tri-State region. This is important because of the specific geography of Columbiana County. 2. A survey would be created, distributed and tabulated to determine if specific destination trips are an unmet need for the county residents, and a plan initiated if that need is determined.
5. Expand and improve the Ride To Work program(s).		1. Explore the feasibility of reducing the fares for to and from work trips. 2. Expand existing ride-to-work program(s). 3. Identify specific employers who would participate in and benefit from this program expanding for their employees.		1. Transportation would no longer be a limiting factor for individuals trying to secure or continue employment, especially among the disabled, low income or senior populations. 2. Rides to and from workplaces would increase making the current and potential trips

				more cost effective. 3. Specific employers could be identified to potentially help defray transportation costs, or participate in pilot projects to help get people back to work.
6. Make initial contact with Carroll and Jefferson counties to begin a discussion of potential shared needs and solutions.		1. Explore the possibility of transportation needs that the 2 or 3 counties might have in common, and the possibility of shared solutions. 2. Begin a conversation of regional issues and goals.		1. A foundation for present and future transportation conversations would be established. 2. Some common issues or needs might be uncovered that could be addressed by an existing solution in one of the other counties. 3. Regionally shared information would be available for consideration when reviewing and revising strategic transportation plans locally.

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.

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

1. Quarterly Committee meetings are conducted. These are attended by 13 Committee Members and are open to the general public.

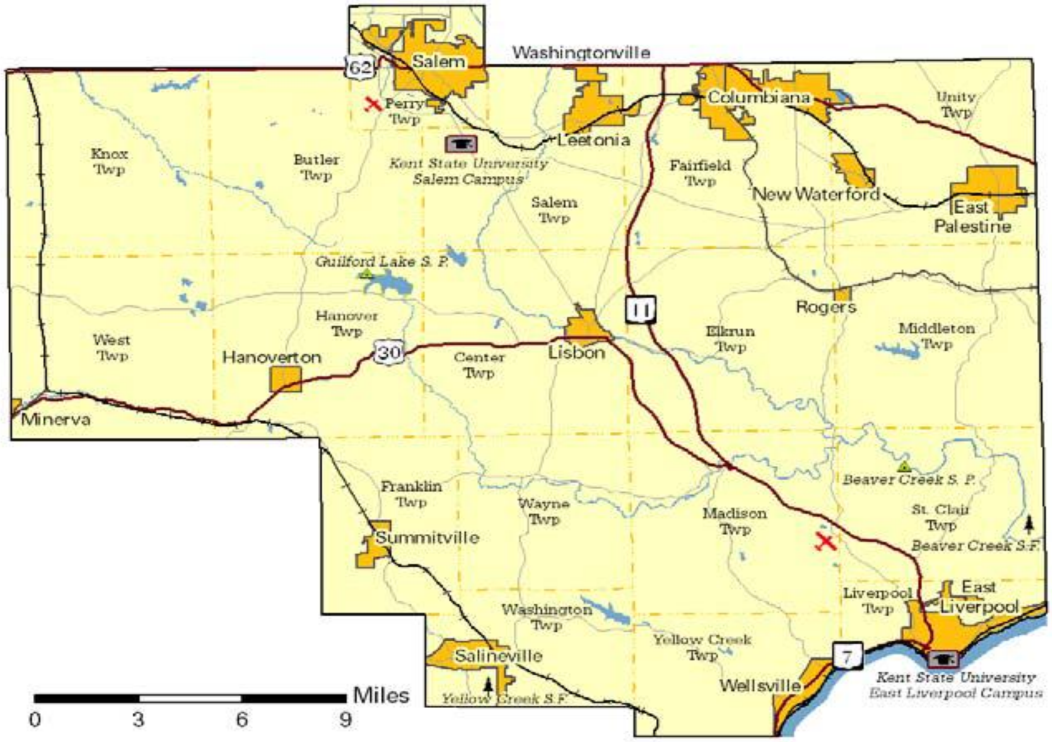
2. A Stakeholders Survey and Customer /Client Survey were prepared, distributed and analyzed to help identify needs assessment as well as concerns and suggestions for improvement.

This plan was developed by the Mobility Manager in conjunction with CARTS and the TAC committee and adopted by the Board of Directors of the Community Action Agency of Columbiana County. More information about the planning committee can be found in Appendix A.

I. Geographic Area

Columbiana County, established in 1803, is located in the Northern part of Ohio, covering roughly 532.5 square miles consisting of urban, cropland, pasture, forest, open water, wetlands, a few mines and bare land and/or land cover. The largest units of local government being East Liverpool City, Salem City, St. Clair Township, Columbiana City, Elkrun Township, East Palestine City, Knox Township, Perry Township, Liverpool Township and Fairfield Township.

Map 1: Basic map of the geographic area covered by the plan


Salem
Washingtonville
62
Perry Twp
Columbiana
Unity Twp
Leetonia
Kent State University Salem Campus
Knox Twp
Butler Twp
Fairfield Twp
New Waterford
East Palestine
Salem Twp
Guilford Lake S. P.
11
Rogers
Hanover Twp
Elkrun Twp
Middleton Twp
West Twp
Hanoverton
30
Center Twp
Lisbon
Minerva
Beaver Creek S. P.
Franklin Twp
Wayne Twp
Madison Twp
St. Clair Twp
Summitville
Beaver Creek S.F.
Liverpool Twp
East Liverpool
Washington Twp
Yellow Creek Twp
7
Salineville
Wellsville
Kent State University East Liverpool Campus
Yellow Creek S.F.
Miles
0
3
6
9

II. Population Demographics

TOTAL POPULATION:

The 2016 Census estimate for Columbiana County was 103,685 persons. There are two major areas of population concentration, the Salem- East Palestine Corridor at the northern border of the county and the East Liverpool – Wellsville Corridor at the southern border of the county. Together these two areas account for over 50% of the county's total population. The projected population for year 2020 is 105,380; for year 2030 is 103,870 and for year 2040 is 104,710 persons.

Chart 1: Total Population Current and Projected for Five Years

Largest Population Centers	Census 2010	Estimate 2013
East Liverpool City	11,195	11,010
Salem City	12,299	12,126
St. Clair Twp.	7,957	7,825
Columbiana City	5,718	5,656
Knox Twp.	4,434	4,342
East Palestine City	4,721	4,625
Elkrun Twp	4,687	4,635
Perry Twp	4,551	4,493
Liverpool Twp	4,047	3,928
Fairfield Twp	4,101	4,028

SENIOR POPULATION:

According to the US Census Bureau, 2016, the total population currently residing in Columbiana County is 107,841. The number of adults, aged 65 and over, residing in Columbiana County is 16,933 persons. This age group represents 15.7% of the total population. For the year 2016, Ohio has the 6th largest population of residents over the age of 65 by state in the country.

Chart 2: Total Population by Age Group(According to the United States Census Bureau)

There are 19,302 adults, age 65 and older, currently residing in Columbiana County according to Ohio County Profiles, a report prepared by the Office of Policy, Research, and Strategic Planning. This is 18.3% of the total population for Columbiana County.

Persons under 5 years, percent, July 1, 2016, (V2016)	5.1%
Persons under 5 years, percent, April 1, 2010	5.5%
Persons under 18 years, percent, July 1, 2016, (V2016)	20.7%
Persons under 18 years, percent, April 1, 2010	21.9%
Persons 65 years and over, percent, July 1, 2016, (V2016)	19.2%
Persons 65 years and over, percent, April 1, 2010	16.5%
Female persons, percent, July 1, 2016, (V2016)	49.5%
Female persons, percent, April 1, 2010	49.8%

POPULATION BY RACE:

Chart 3: Total Population by Race (According to the United States Census Bureau)

White alone, percent, July 1, 2016, (V2016)(a)	95.4%
Black or African American alone, percent, July 1, 2016, (V2016)(a)	2.5%
American Indian and Alaska Native alone, percent, July 1, 2016, (V2016)(a)	0.2%
Asian alone, percent, July 1, 2016, (V2016)(a)	0.4%
Native Hawaiian and Other Pacific Islander alone, percent, July 1, 2016, (V2016)(a)	Z
Two or More Races, percent, July 1, 2016, (V2016)	1.5%
Hispanic or Latino, percent, July 1, 2016, (V2016)(b)	1.6%
White alone, not Hispanic or Latino, percent, July 1, 2016, (V2016)	94.1%

DISABLED POPULATION:

A disability is defined as unable to perform particular activities. It describes somebody with a condition that makes it difficult to perform some or all of the basic tasks of daily life or a medically diagnosed condition that makes it difficult to engage in the activities of daily life. Currently, it is estimated that there are 12,707 persons with disabilities residing in Columbiana County (US Census State & County Quick Facts). This is 12% of the total population. The following chart indicates children with disabilities currently enrolled in the various school districts within Columbiana County.

s(According to the United States Census Bureau)

With a disability, under age 65 years, percent, 2012-2016	11.4%

LOW INCOME POPULATION:

In 2013, 37% of Ohioans had incomes below 250% of federal poverty level. The average weekly wage for the first quarter of 2014 in the State of Ohio was $909. In Columbiana County, the average weekly wage was $643. (Bureau of Labor Statistics). In 2013 it was reported that approximately 295,000 persons in the Ohio labor force were unemployed each month. It was also reported that the average wage needed to afford a two-bedroom apartment in Ohio was $13.07 per hour (Homeless in America 2014). This would mean earning a wage of $8.25 an hour MORE than what is indicated for Columbiana County as being needed to be considered self- sufficient. (meaning the income that is needed to have a safe and decent standard of living and avoid serious hardships in food, health care, housing and childcare or 200% of the federal poverty level). (The Self Sufficiency Standard for Ohio 2013). There are currently 39,084 individuals living below 50% of the poverty level to 199% of the poverty level. There are 16,611 individuals below 100% of the poverty level currently residing in Columbiana County. 16.1% of the total population in Columbiana County was below 100% federal poverty level in 2013. (Ohio County Profiles, 2014)

Persons in poverty, percent	17.2%

MEDIAN HOUSEHOLD INCOME:

The median household income reported by the Ohio Office of Policy Research and Strategic Planning in Columbiana County is $41,870. The following chart indicates a breakdown in household income levels:

Household Income levels

Median household income (in 2016 dollars), 2012-2016	$45,389
Per capita income in past 12 months (in 2016 dollars), 2012-2016	$23,785

Percent of population that speak English "Less than very well" –

Language other than English spoken at home, percent of persons age 5 years+, 2012-2016	2.2%

II. 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 Columbiana county and across county lines.

The Community Action Agency of Columbiana County (CAA) 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

Stakeholders/Public	Organization Type	Gaps/Needs/Barriers	Coordinated Plan Benefits
KLG KLG Mobile Intensive Co,inc Salem,OH	Ambulance Company Private Non Profit	• Proper Documentation • Re-imbursement	•
CCDJFS Columbiana County Department Of Jobs and Family Services Lisbon, OH	*Social Service* *Non-profit*	• Call to schedule and already booked • Unable to schedule • Wait time for pick up is too long • Arrive too	• It would provide more flexibility • It would provide more open hours for services even though Columbiana County is not very large a system that works past the hours of 6pm and on weekends,

		early or too late • Customers miss appointments due to lack of transportation • No Transportation on evenings and weekends • Not reliable transportation • Clients have to call to far in advance to schedule • Lack of available services • JARC clients would like to get home after work when CARTS services are closed, so they have to pay a TAXI on a limited income	transporting for a fee at a moment's notice would be of tremendous help to the community and the clients served.
CAA Health, Behavioral Health and Dental Centers Lisbon, OH	Medical Center Private Non-Profit	• Patients are not aware of available services	•
Shining Reflections East Liverpool, OH	Training Center for SPMI (Severe and Persistent Mental Illness)	• We do not provide transportation.	•
Salem Area Visiting Nurses Association / Adult Day Care Salem, OH	Adult Day Care Private Non Profit	• Limited number of wheelchairs / power chairs per vehicle	• Timely arrival/departure of clients to the facility • Ease of adding a new client and/or additional days
Crossroads at Beaver Creek East Liverpool, OH	Assisted Living Corporation	• Most of the residents do not drive so they have to depend on others	• Residents would benefit because they use family member and CARTS
CHANGE, INC Weirton, WV	Community Action Agency Private Non Profit	• Lack of vehicles and creates a barrier to the number of	•

		clients • Limited number of trips and destinations	
Behavioral Medicine and Wellness Center at SRMC Salem, OH	Outpatient Group Therapy Program for Mental Health Private Non Profit	• Difficult to speak to a live person	• Could Coordinate with surrounding counties (Mahoning)
Lifeteam East Liverpool, OH	Ambulance Company Private Non Profit	• Access • Morbid Obesity • As a part of the private sector the state reimbursement amount is low, as an access to care provider, we are obligated to be a part of the solution.	•
Columbiana County Mental Health and Recovery Services Board Lisbon, OH	Mental Health and Recovery Services Non Profit	• Limited evening and Weekend transportation • Too long of a lead time for appointments	• This would include access that would extend evening and weekend coverage.
The Counseling Center Lisbon, OH	Community Mental Health Private Non-Profit	• Lack of vehicles, insurance, licenses, money for gasoline, and lack social supports • Our agency van only runs M-Th • Have to schedule up to 2 weeks in advance • Lack of service on the weekends	• Coordination of resources may create greater availability and accessibility of transportation
Head Start Lisbon, OH	Head Start Private Non Profit	• Limited Drivers	• If schools would transport preschool students that were located in schools when services were limited
River Valley Health Partners East Liverpool, OH	Hospital Private Non Profit	• Frequency of pick up and drop off	• To Maximize utilization
East Palestine Schools East Palestine, OH	Public School District	• As a school district with limited resources, the barriers are	• It would be utilized by all • A shared service between school districts and county agencies

		related to cost and scheduling.	could potentially result in substantial savings for all
CARTS Lisbon, OH	Public Transit Private Non Profit	- Lack of funding to meet the demand of the county - Late Night and weekend transportation - Limited service area	•

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 27 organizations provided information about their services.

List of Transportation Service Providers (Alphabetically)

Agency Name:	**Alpha Care**
Transportation Service Type:	**Closed system for sheltered workshop participants only**
Other Services Provided:	**Some limited trips for medical reasons for participants**
Contact Information:	**Ph 330-368-0285 Add: 16808 St. Clair Ave., East Liverpool, Ohio 43920**
Hours:	**M-F 9am -3pm**
Service Area:	**To and from center from all of Columbiana County**
Eligibility Requirements:	**Medicaid funded, closed system for agency clients only**
Web-site:	**none**
Agency Name:	**ASI (Ambulance Service Inc)**
Transportation Service Type:	**Emergency and non – emergency medical transport**
Other Services Provided:	**None**
Contact Information:	**Ph330-385-4903 Add:231 Webber Way, East Liverpool, Ohio 43920**
Hours:	**24/7**
Service Area:	**Columbiana County and other locations for surrounding counties**
Eligibility Requirements:	**Insurance approved trips only**
Web-site:	**none**
Agency Name:	**Calcutta Health Care Center**
Transportation Service Type:	**Closed system for residents only: medical, dialysis and activity transportation for residents**
Other Services Provided:	**None**
Contact Information:	**Ph330-385-7100 Add: 48444 Bell School Road, East Liverpool, Ohio 43920**
Hours:	**M-F 6am till finished and occasionally weekend trips for activity outings or medical appointments**
Service Area:	**Columbiana County and nearby medical centers (Pittsburgh, Beaver, Cleveland, Akron)**
Eligibility Requirements:	**Resident of the center**
Web-site:	**www.chcccompanies.com/calcutta**

Agency Name:	CARTS- Community Action Agency
Transportation Service Type:	Origin to Destination, public transit system
Other Services Provided:	Passenger assistance when requested
Contact Information:	Ph 330-424-4015 Add: 7880 Lincole Place, Lisbon , Ohio 44432
Hours:	M-F 5:30am- 6pm; 6pm-10pm in E. Liverpool/ Wellsville; Sat 8:30am-4pm in Salem/Columbiana/East Liverpool/Wellsville
Service Area:	Columbiana County or within 50 miles of the pick–up location without crossing state lines
Eligibility Requirements:	Trip must originate or terminate within Columbiana County
Web-site:	www.cartsonline.org
Agency Name:	Change, Inc
Transportation Service Type:	Contract and non–emergency transportation (part of CAA in Newel, WV contracted for NET trips through CARTS)
Other Services Provided:	None
Contact Information:	Ph 304-459-4010 Add:1151 Washington Street, Newell, WV 26050 (In OHIO call 330-424-1637)
Hours:	M-F 8am-8pm and trips by appointment to Saturday dialysis centers
Service Area:	In Ohio, Columbiana and Jefferson counties; in WV, Hancock, Brooke, Ohio and Marshall counties
Eligibility Requirements:	Can only access through CARTS in Ohio for NET trips only
Web-site:	www.changeinc.org
Agency Name:	Checker Transportation
Transportation Service Type:	Taxi Service
Other Services Provided:	none
Contact Information:	Ph 740-283-3681 Add: 1439 Sunset Blvd., Steubenville, Ohio 43952
Hours:	24/7
Service Area:	Tri-county area
Eligibility Requirements:	Only trips contracted through insurance or managed care providers
Web-site:	none
Agency Name:	Columbiana County Educational Service Center
Transportation Service Type:	School bus and education bus system for their own students and Lisbon schools
Other Services Provided:	Might consider providing trips for others on case by case basis

Contact Information:	**Ph330-424-9591 Add: 38720 Saltwell Road, Lisbon, Ohio 44432**
Hours:	**M-F 6:30am -5pm on school days with an occasional weekend field trip**
Service Area:	**Columbiana County but can leave county for field trips**
Eligibility Requirements:	**Children enrolled in one of the school programs, or attending Lisbon schools**
Web-site:	**www.ccesc.k12.oh.us**
Agency Name:	**Columbiana County Veterans Service Commission**
Transportation Service Type:	**Closed system for medical appointments for Veterans only**
Other Services Provided:	**None**
Contact Information:	**Ph330-424-7214 Add: 7989 Dickey Drive, Ste1, Lisbon, Ohio 44432**
Hours:	**M-F 8am until finished**
Service Area:	**From 4 locations within Columbiana County to VA clinics in Cleveland and Youngstown**
Eligibility Requirements:	**Must be a proven Veteran and have appointments at the clinics within certain hours**
Web-site:	**www.columbianacountyvets.org**
Agency Name:	**Covington Skilled Nursing**
Transportation Service Type:	**Closed system for residents only**
Other Services Provided:	**None**
Contact Information:	**Ph 330-426-2920 Add:100 Covington Drive, East Palestine, Ohio 44413**
Hours:	**M-F 9am-5pm or by appointment**
Service Area:	**Columbiana County and surrounding area for medical appointments and activity outings**
Eligibility Requirements:	**Residents of facility only**
Web-site:	**www.covingtonskilled.com**
Agency Name:	**EDI**
Transportation Service Type:	**Closed system, transport to and from sheltered workshop**
Other Services Provided:	**Occasionally trip to workplace for client**
Contact Information:	**Ph330-385-2970 Add:15529 Sprucevale Road, East Liverpool, Ohio 43920**
Hours:	**M-F 6:30am – 5:30pm**
Service Area:	**Columbiana County**
Eligibility Requirements:	**Medicaid paid trips, for clients of the workshop only**
Web-site:	**none**

Agency Name:	EMT (Emergency Medical Transport)
Transportation Service Type:	Emergency and non-emergency medical transport
Other Services Provided:	None
Contact Information:	Ph330-424-7474 Add: 44 North Nelson Ave, Lisbon, Ohio 44432
Hours:	24/7
Service Area:	Mostly northern Columbiana County
Eligibility Requirements:	N/A
Web-site:	none
Agency Name:	Essex of Salem
Transportation Service Type:	Closed system for residents of facility only
Other Services Provided:	None
Contact Information:	Ph 330-337-9503 Add:2511 Bentley Drive, Salem, Ohio, 44460 or 250 Continental Drive, Salem, Ohio , 44460
Hours:	24/7
Service Area:	Mainly Columbiana County and surrounding medical facility sites but can leave the state for med trips
Eligibility Requirements:	Must be a resident of facility or staff, no family members of residents are transported
Web-site:	www.atriumlivingcenters.com
Agency Name:	Head Start – Community Action Agency
Transportation Service Type:	School buses
Other Services Provided:	None
Contact Information:	Ph 330-424-6693 Add: 7880 Lincole Place, Lisbon, Ohio 44432
Hours:	M-F when school is in session
Service Area:	Columbiana and Jefferson Counties
Eligibility Requirements:	Enrolled school children
Web-site:	www.ccjcheadstart.org
Agency Name:	KLG Mobile Intensive
Transportation Service Type:	Emergency and non-emergency medical transport
Other Services Provided:	None
Contact Information:	Ph 330-337-4554 Add: 1516 South Lincoln Ave #B, Salem Ohio 44460 Ph 330-337-4554 Add: 125 North Market Street, Lisbon, Ohio 44432
Hours:	24/7

Service Area:	**Columbiana and limited Mahoning Counties, also Tri-State and longer distance for medical transport**
Eligibility Requirements:	**Medicaid or other insurance**
Web-site:	**none**
Agency Name:	**Lifeteam EMS**
Transportation Service Type:	**Emergency and non-emergency medical transport**
Other Services Provided:	**Local and long distance medical transport**
Contact Information:	**Ph 330-386-5505 Add: PO Box 362, East Liverpool, Ohio 43920**
Hours:	**24/7**
Service Area:	**Mostly Columbiana County but can do out of county and out of state and long distance transport**
Eligibility Requirements:	**Must meet medical necessity requirements for ambulance transportation**
Web-site:	**www.lifeteamems.com**
Agency Name:	**North Star Critical Care**
Transportation Service Type:	**Emergency services – 911 response**
Other Services Provided:	**Stand-by for local sporting events**
Contact Information:	**Ph 330-386-9110 Add: 16356 State Route 267, East Liverpool, Ohio 4920**
Hours:	**24/7**
Service Area:	**Columbiana County but can transport to Youngstown and Cleveland medical centers**
Eligibility Requirements:	**N/A**
Web-site:	**www.northstar-critical-care.com**
Agency Name:	**The Orchards of East Liverpool**
Transportation Service Type:	**Closed system for residents of facilities**
Other Services Provided:	**None**
Contact Information:	**Ph 330-382-0101 Add: 709 Armstrong Lane, East Liverpool, Ohio 43920**
Hours:	**M-F as needed for transport between facilities, Sat for Dialysis only for residents**
Service Area:	**Only from one facility location to another or to dialysis appointments within Columbiana County**
Eligibility Requirements:	**Residents of the facilities only**
Web-site:	**www.foxcrest.com**
Agency Name:	**Parkside Health Care**
Transportation Service Type:	**Closed system only for residents of facility**

Other Services Provided:	None
Contact Information:	Ph 330-482-5547 Add: 930 East Park Ave., Columbiana, Ohio 44408
Hours:	M-F 9-5, very limited Saturday for scheduled medical appointments or facility activity
Service Area:	No restrictions, Tri-State region
Eligibility Requirements:	Only for residents of the facility
Web-site:	www.WHParkside.com
Agency Name:	Paul’s Cab Company
Transportation Service Type:	Taxi service
Other Services Provided:	None
Contact Information:	Ph 330-482-7777 Add: 127 South Broadway, Salem, Ohio 44460
Hours:	24/7
Service Area:	All of the Tri-State region
Eligibility Requirements:	Cash unless account established with owner
Web-site:	none
Agency Name:	Quaker Cab Company
Transportation Service Type:	Taxi service
Other Services Provided:	None
Contact Information:	Ph 330-332-5120 Add: PO Box 944, Salem, Ohio 44460
Hours:	24/7
Service Area:	Columbiana and southern Mahoning Counties, but also Tri-State area especially medical centers
Eligibility Requirements:	Cash or debit card or accounts established through owner
Web-site:	www.quakercab.com
Agency Name:	Tri-State Cab Company
Transportation Service Type:	Taxi service
Other Services Provided:	Parcel and pharmacy delivery
Contact Information:	Ph 330-385-0200 Add: 113 West 6th Street, East Liverpool, Ohio 43920
Hours:	24/7
Service Area:	Tri –State Area with no restrictions
Eligibility Requirements:	Cash only service
Web-site:	none

Agency Name:	**Vista Center**
Transportation Service Type:	**Closed system for patients only**
Other Services Provided:	**None**
Contact Information:	**Ph 330-424-5852 Add: 100 Vista Drive, Lisbon, Ohio 44432**
Hours:	**M-F normal business hours**
Service Area:	**Columbiana County**
Eligibility Requirements:	**Must be resident/patient of the facility**
Web-site:	**www.vistacarecenters.com**
Agency Name:	**We Are Blessed Transportation**
Transportation Service Type:	**Non-emergency wheel chair medical transportation**
Other Services Provided:	**None**
Contact Information:	**Ph 304-387-4175 Add: 2006 Allison Road, Chester, West Virginia 26034**
Hours:	**M-F normal business hours (phone answers 24 hours), weekend by appointment or emergency only**
Service Area:	**Tri-State area with pick up being in Ohio or WV**
Eligibility Requirements:	**Cash preferred**
Web-site:	**none**
Agency Name:	**Wee The People**
Transportation Service Type:	**Closed system for children enrolled in their centers**
Other Services Provided:	**Summer field trips for daycare, trips from daycare to local schools**
Contact Information:	**Ph 330-385-5452 Add: 15893 St. Clair Ave., East Liverpool, Ohio 43920**
Hours:	**M-F during school year 1:45pm – 4:00pm and possibly 9-10am, no weekend transportation**
Service Area:	**Between centers and to and from local schools as needed, Columbiana County field trips in summer**
Eligibility Requirements:	**Must be registered in one of their centers**
Web-site:	**none**

The table below provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers.

Table 1: Organizational Characteristics

Agency Name	Directly Operates	Purchases	Legal Authority	Number of	Average Number	Are Vehicles Only

	Transportation (Yes/No)	Transportation from Another Agency (if Yes, Who?)	(Private Non-Profit, Private For-Profit, Public Non-Profit,)	Annual One-Way Passenger Trips	Trip Denials per Week	Available for Human Service Agency Clients (Y/N)*
CARTS	**Y**	**N**	**Public Non-Profit**	**85,304**	**12**	**N**
ASI	**Y**	**N**	**Private, For Profit**	**N/A**	**N/A**	**N**
EMT	**Y**	**N**	**Private, For Profit**	**N/A**	**N/A**	**N**
KLG Mobile	**Y**	**N**	**Private, For Profit**	**N/A**	**N/A**	**N**
Lifeteam EMS	**Y**	**N**	**Private, For Profit**	**38,000**	**N/A**	**N**
North Start Critical Care	**Y**	**N**	**Private, For Profit**	**2,600**	**N/A**	**N**
Change ,Inc	**Y**	**N**	**Public, Non Profit**	**N/A**	**0**	**N**
We Are Blessed Transportation	**Y**	**N**	**Private, For Profit**	**14,300**	**N/A**	**N**
Col.Co. ED Service Center	**Y**	**N**	**Public, Non Profit**	**2520**	**0**	**Y**
COL.Co.Veteran Services Comm	**Y**	**N**	**Public, Non Profit**	**550**	**0**	**Y**
Alpha Care	**Y**	**N**	**Private, For Profit**	**10,500**	**0**	**Y**
EDI	**Y**	**N**	**Private, For Profit**	**N/A**	**0**	**Y**
Checker Transportation	**Y**	**N**	**Private, For Profit**	**N/A**	**N/A**	**N**
Paul's Cab Co.	**Y**	**N**	**Private, For Profit**	**21,900**	**N/A**	**N**
Quaker Cab	**Y**	**N**	**Private, Non Profit**	**10,000**	**N/A**	**N**
Tri StateCab	**Y**	**N**	**Private, For Profit**	**150,000**	**20**	**N**
Head Start	**Y**	**N**	**Public, Non Profit**	**2,880**	**0**	**Y**
Wee The People	**Y**	**N**	**Private, For Profit**	**1,600**	**0**	**Y**
Calcutta Health Care Center	**Y**	**N**	**Private, For Profit**	**1,600**	**N/A**	**Y**
Covington Skilled Nursing	**Y**	**N**	**Private, For Profit**	**2080**	**1**	**Y**
Essex of Salem	**Y**	**N**	**Private, For Profit**	**360**	**N/A**	**Y**

The Orchards of E. Liverpool	**Y**	**N**	**Private, For Profit**	**N/A**	**N/A**	**Y**
Parkside Health	**Y**	**N**	**Private, For Profit**	**520**	**N/A**	**Y**
Vista Center	**Y**	**N**	**Private, For Profit**	**500**	**N/A**	**Y**

* 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 fixed route, demand response, on demand, and human service agency fixed routes. 27 of the participating organizations provide services on weekdays. 19 operate transportation on Saturdays and 10 on Sundays. Evening services after 6pm are operated by 13 organizations. The following table depicts 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
CARTS	Origin to Destination Demand Response	M-F 5:30AM-6PM; limited service 6pm-10pm and limited service Sat. 8:30am-	Y	Origin to Destination	Yes, DRIVE training, defensive driving, emergency operations, CPR and standard 1st aid, blood borne pathogens, drug and alcohol policy

		4pm			
ASI	Ambulance	24/7	Y	As Required	Yes, state and federal required
EMT	Ambulance	24/7	Y	As Required	Yes, state and federal required
KLG Mobile	Ambulance	24/7	Y	As Required	Yes, state and federal required
Lifeteam EMS	Ambulance	24/7	Y	As Required	Yes, state and federal required
North Start Critical Care	Ambulance	24/7	Y	As Required	Yes, state and federal required
Change ,Inc	Demand Response	M-F 8am-8pm, Saturday 8am – finished for dialysis treatments	Y	Door to Door	Yes, state and federal required
We Are Blessed Transportation	Demand Response and on Demand	M-F normal business hours, Sat and Sun by appointment or emergency only	Y	Door to Door	Yes, state and federal required
Col.Co. ED Service Center	Fixed Route	M-F 6am- 5pm	N	N/A	Yes, state and federal required
COL.Co.Veteran Services Comm	Fixed Route	M-F 8am – until finished	Y	As Required	None disclosed
Alpha Care	Fixed Route	M-F 9am-3pm	Y	Door to Door	Yes state and federal required
EDI	Fixed Route	M-F 6:30am-5:30pm	Y	Door to Door	Yes, four hours - provided online and at center
Checker Transportation	On Demand	24/7	N	Door to Door	Not disclosed
Paul's Cab Co.	On Demand	24/7	N	Door to Door	Background check only, no driver training
Quaker Cab	On Demand	24/7	N	Door to Door	Background check and drug

					test, no driver training
Tri StateCab	On Demand	24/7	N	Door to Door	Background check and requirements for city cab license, no driver training
Head Start	Fixed Route	M-F when school is in session	N	Door to Door	Yes, Class C, CDL with school bus and passenger endorsements, 1st aid and CPR, defensive driving, DRIVE training, communicable disease and child abuse
Wee The People	Fixed Route	M-F 1:45pm – 4pm and rarely 9-10am	N	Door to Door	Use a book course , and drive with owner
Calcutta Health Care Center	Demand Response and Fixed Route	M-F 6:00am until finished for day	Y	Door to Door, extra assistance if needed	Yes, use Trafficschool.com
Covington Skilled Nursing	Demand Response and Fixed Route	M-F 9am-5pm	Y	Door to Door, extra assistance if needed	Yes, CPR, general driving and certified nurse's aide
Essex of Salem	Demand Response and Fixed Route	24/7	Y	Door to Door with assistance as needed	No
The Orchards of E. Liverpool	Demand Response and Fixed Route	M-F 9am-5pm, Saturday very limited by appointment only	Y	Door to Door with assistance as needed	Not disclosed, but limited
Parkside Health	Demand Response and Fixed Route	M-F 9am-5pm, Saturday very limited by appointment only	Y	Door to Door with assistance as needed	Corporate training provided
Vista Center	Demand	M-F normal	Y	Door to Door with	No information provided

	Response and Fixed Route	business hours		assistance as needed	

Transportation-related expenses and revenues also differ by organization. Fares, insurance and managed care reimbursements and contract revenue are common revenue sources for transportation operators in Columbiana County. The table below 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
CARTS	Fixed $1.80-$20 one way with reduced fare available if qualified	N	23 full time,17 part time	3	Fares, Contract, Insurance Reimbursement, Advertising	$2,672,657
ASI	Variable	N	Not available	Not available	Insurance reimbursement	Not available
EMT	Variable	N	Not available	Not available	Contract, Insurance reimbursement	Not available
KLG Mobile	Variable	N	10+	6	Contract, Insurance reimbursement	Not available
Lifeteam EMS	Variable	N	10+	N/A	Contract, Insurance reimbursement	Not available
North Start Critical Care	Variable	N	15	2+	Contract, Insurance reimbursement	Not available
Change ,Inc	Fixed by NET	N	7	2	Contract, Insurance reimbursement	Not available

We Are Blessed Transportation	Variable	Y	10	1	Fares	Not available
Col.Co. ED Service Center	N/A	N	10	2	N/A	Not available
COL.Co.Veteran Services Comm	Fixed by Medicaid	N	3	1	Insurance reimbursement	Not available
Alpha Care	Fixed by Medicaid	N	7	1	Insurance reimbursement	Not available
EDI	Fixed by Medicaid	N	18	1	Insurance reimbursement	Not available
Checker Transportation	variable	N	Not available	Not available	Insurance reimbursement only	Not available
Paul's Cab Co.	variable	N	2	1	Fares	Not available
Quaker Cab	variable	N	3	N/A	Fares	Not available
Tri StateCab	variable	N	15 - 20	2	Fares	Not available
Head Start	N/A	N	11	1	N/A	Not available
Wee The People	N/A	N	3	N/A	N/A	Not available
Calcutta Health Care Center	N/A	N	2	1	Insurance reimbursement	Not available
Covington Skilled Nursing	N/A	N	1	1	Insurance reimbursement	Not available
Essex of Salem	N/A	N	1	1	Insurance reimbursement	Not available
The Orchards of E. Liverpool	N/A	N	1, full time 1, part time	1, part time	Insurance reimbursement	Not available
Parkside Health	N/A	N	1	1	Insurance reimbursement	Not available
Vista Center	N/A	N	1, part time	1	Insurance reimbursement	Not available

The following table 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
3 major Taxi services	24/7	Variable by provider and location and distance	Though more expensive than the public transit, they are widely used for evening and weekend travel and travel among counties and across the tri-state region. Taxi services provide the majority of rides taken roughly twice the number that the public transit system provides.	Inter-county and tri-county region and tri-state region are all available

The following table provides basic information about local travel training program options.

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Mobility Management	M-F anytime upon request	Free to public	Program is new in CY2018	Columbiana County

The following table illustrates the technology used by each transportation provider for scheduling, dispatching, and/or GPS tracking vehicles.

Table 6: Technology

		Do you have an App for Tra

Agency Name	Name of Scheduling Software	
CARTS	CTS	N
Change, Inc	Medi-Routes	N
North Star Critical Care	Aimes	N
Columbiana County Educational Service Center	Staley Communication	N
KLG Mobile Intensive	Isolved	N
Calcutta Health Care Center	Scheduling tool in Outlook	N

Assessment of Community Support for Transit

- In August 2014, work was initiated to revise the Columbiana County Coordinated Public Transit-Human Services Transportation Plan by the Community Action Agency of Columbiana County
- In September 2014, the list of stakeholders was updated. , A stakeholder's letter was drafted, and the letter was mailed to all identified stakeholders.
- In November of 2014, the Columbiana County Resident Coordinated Transportation Plan Survey and Stakeholder Coordinated Transportation Plan Survey were distributed. Survey Monkey was used as an option for survey responses.
- In January an initial meeting was scheduled and had to be rescheduled due to reorganization.
- In February 2015, the survey results were compiled, reviewed and analyzed.
- On May 19, 2015, stakeholders were invited to attend a meeting to discuss the survey results as well as the gaps/barriers and potential solutions.
- In June 2015 the second stakeholder meeting was held to approve the updated plan.
- The plan was approved by the Coordinated Transportation Plan Committee on June 16, 2015 as indicated on the Plan Approval Signature Page (Appendix 11-J). The committee was comprised of local non-profit agencies, employers, direct service providers, and members of the general public
- The plan was revised on June 20, 2017.

Safety

The lack of a cohesive, standardized safe-driver training curriculum required of ALL drivers in the county, or at least offered to them, creates an unacceptable public safety hazard. At a minimum, the riding public, and those that share the roadways with them, should feel safe in presuming there are county-wide, standardized safe driver training programs in place and be able to check to see if their chosen provider complies with the training curriculum. This is not the case currently in Columbiana County and this issue specifically has been identified as a priority need for this project.

At present there is no standardized safe-driver training curriculum that is available or mandated on a county wide basis. Several providers have good and comprehensive training in place, others have almost nothing, and several have "classes" but not that follow certified training programs or are necessarily conducted by qualified instructors. One of the priority goals of this plan is to assess, develop, implement and offer a standardized safe-driver training curriculum. The goal would be to offer the curriculum to ALL drivers from all providers in the county, and a strong attempt made for the curriculum to become a mandated requirement at least for those providers who must obtain licenses or approvals for their services.

The safe-driver curriculum could be offered through the office of the Mobility Manager (if it is not already available through their employer) and providers who utilize the safe driver curriculum (or it's equivalent since several providers already employ excellent mandated safety compliance training) could then be acknowledged as providing "safe driver certified" drivers, such acknowledgement being made public on the mobility management website for example. This would give the riding public confidence that their safety is of utmost importance and assure all other drivers on the roadways that transportation provider drivers are all well trained. In addition, once this "training funnel" is established for the County as a whole, any changes in protocol or procedure at a State level will be easier to implement for all drivers.

Vehicles

Survey/Interview participants listed a combined total of 153 vehicles. Approximately 55% of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 6).

Only 14 of the 27 transportation providers provide at least 1 wheelchair accessible vehicle. While 8 providers have fleets that are 99% or better composed of wheelchair accessible vehicles, 5 of those 8 providers are very small fleets of only one or two vehicles and all but one of them are private transportation providers with closed systems. The public transit system with a 99% wheel chair accessible fleet is the only major available provider of wheel chair accessible transportation in the county, and there continues to be an increasing need for wheelchair transportation with an insufficient number of providers and vehicles to meet the demand.

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.

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 (if applicable)	Service Area
Enter Agency Name ALPHA CARE											
		6 BUSSES/MINIVANS				3 BUSSES/MINIVANS	M-F	9AM-3PM	4 ARE IN SERVICE, 2 OUT OF SERVICE		COLUMBIANA COUNTY
Enter Agency Name CALCUTTA HEALTH CARE CENTER											
		1 TRANSIT BUS AND 1 VAN				BUS W/C CAPAVITY OF 4, VAN W/C CAPACITY OF 2	M-F	6AM UNTIL FINISHED FOR THE DAY	GOOD		COLUMBIANA COUNTY, OUTSIDE COUNTY AND TRI-STATE REGION
Enter Agency Name COMMUNITY ACTION AGENCY											
50	GOSH	BUS	2016	1FDEE3FS4GDC57209	9	Y	VARIABLE	VARIABLE	GOOD	CARTS	ORIGINATING
5555	FAKE	VAN	2018	N/A		Y	FOR EACH	BASED		CARTS	OR
73	FORD	BUS	2010	1FDEE3FL7ADA46389	9	Y	VEHICLE BASED	ON NEED.	GOOD	CARTS	TERMINATING
74	FORD	BUS	2011	1FDEE3FL9BDA17039	7	Y	ON NEED.	5:30AM-	GOOD	CARTS	IN
77	FORD	BUS	2011	1FDEE3FS8BDA29741	15	Y	SERVICE IS	10PM IS	GOOD	CARTS	COLUMBIANA
80	FORD	BUS	2011	1FDEE3FL2BDA83576	8	Y	PROVIDED	MAXIMUM.	GOOD	CARTS	COUNTY
82	GOSH	BUS	2011	1FDEE3FS4DDB31914	15	Y	MONDAY		GOOD	CARTS	AND/OR
83	GOSH	BUS	2013	1FDEE3FS6DDB31915	15	Y	THROUGH		GOOD	CARTS	50 MILES
84	GOSH	BUS	2014	1FDEE3FS6EDA47773	15	Y	SATURDAY.		GOOD	CARTS	FROM
85	GOSH	BUS	2014	1FDEE3F8EDA47774	15	Y			GOOD	CARTS	PICK-UP
86	GOSH	BUS	2014	1FDEE3FSXEDA47775	14	Y			GOOD	CARTS	LOCATION
87	GOSH	BUS	2014	1FDEE3ES1EDA47776	15	Y			GOOD	CARTS	WITHOUT

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 (if applicable)	Service Area
88	FORD	BUS	2015	1FDEE3FL9FDA 11926	8	Y			GOOD	CARTS	CROSSING
89	FORD	BUS	2015	1FDEE3FL0FDA 11927	8	Y			GOOD	CARTS	STATE
90	FORD	BUS	2015	1FDEE3FL2FDA 11928	8	Y			GOOD	CARTS	LINES
91	FORD	BUS	2015	1FDEE3FL4FDA 11929	8	Y			GOOD	CARTS	
92	GOSH	BUS	2014	1FDEE3FL7EDA 65188	11	Y			GOOD	CARTS	
93	GOSH	BUS	2016	1FDEE3FL3GD C16269	9	Y			GOOD	CARTS	
94	GOSH	BUS	2016	1FDEE3FL9GD C19015	11	Y			GOOD	CARTS	
95	GOSH	BUS	2016	1FDEE3FL2GD C19017	9	Y			GOOD	CARTS	
96	GOSH	BUS	2016	1FDEE3FL4GDC 19018	8	Y			GOOD	CARTS	
97	GOSH	BUS	2016	1FDEE3FS2GDC 56858	9	Y			GOOD	CARTS	
98	GOSH	BUS	2016	1FDEE3FS0GDC 57207	9	Y			GOOD	CARTS	
99	GOSH	BUS	2016	1FDEE3FS2GDC 57208	9	Y			GOOD	CARTS	
M1	DODGE	VAN	2016	2C7WDGBG7G R37245	7	Y			GOOD	CARTS	
M10	DODGE	VAN	2015	2C7WDGBG5FR 61422	7	Y			GOOD	CARTS	
M12	DODGE	VAN	2015	2C7WDGBGXF R63429	7	Y			GOOD	CARTS	
M13	DODGE	VAN	2015	2C7WDGBGXF R63430	7	Y			GOOD	CARTS	
M14	DODGE	VAN	2015	2C7WDGBGXF R63432	7	Y			GOOD	CARTS	
M15	DODGE	VAN	2016	2C7WDGBG7G R20285	7	Y			GOOD	CARTS	
M9	DODGE	VAN	2013	2C4RDGBG4D R756506	7	N			GOOD	CARTS	

Enter Agency Name CHANGE INC.

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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 (if applicable)	Service Area
		6 VANS				TWO VANS WITH W/C CAPACTITY	MON-SAT	8-8 OR AS NEEDED	GOOD	CHANGE INC	TRI-STATE AREA
Enter Agency Name COLUMBIANA COUNTY EDUCATIONAL SERVICE CENTER											
		12 SCHOOL BUSSES				12 BUSSES WITH W/C CAPABILITY	M-F	6AM-5PM	GOOD	CCESC AND LISBON SCHOOLS	COLUMBIANA COUNTY

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Enter Agency Name ESSEX OF SALEM											
		2 VANS				2 VANS WITH W/C CAPACITY	24/7	AS NEEDED	GOOD	IN HOUSE USE ONLY	COLUMBIANA COUNTY

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 (if applicable)	Service Area
Enter Agency Name COLUMBIANA COUNTY VETERANS SERVICE COMMISSION											
		3 VANS				NONE	M-F	7;30AM UNTIL FINISHED FOR THE DAY	GOOD	CCVSC	COLUMBIANA
Enter Agency Name COVINGTON SKILLED NURSING AND REHAB											
		1 MINI VAN AND 1 BUS				1 BUS	M-F	9AM – 5PM UNLESS BY APPOINTMENT	GOOD	IN HOUSE USE ONLY	COLUMBIANA COUNTY AND SURROUNDING COUNTIES
Enter Agency Name EDI											
		22 VANS AND TRUCKS			17 VANS ARE 14+ PASSENGER	21 VEHICLES WITH W/C CAPACITY	M-F	6:30AM – 5:30PM	EXCELLENT	IN HOUSE ONLY	COLUMBIANA AND NEARBY COUNTIES
Enter Agency Name HEAD START/ COMMUNITY ACTION AGENCY											
		17 SCHOOL BUSSES				1 BUS IS W/C CAPABLE	M-F	WHEN SCHOOL IS IN SESSION	GOOD	HEAD START	COLUMBIANA AND JEFFERSON COUNTIES
Enter Agency Name KLG MOBILE INTENSIVE											
		10 AMBULANCES,4 VANS AND ONE RESCUE TRUCK				1 AMBULANCE WITH OVERSIZED W/C CAPABILITY, 4 VANS ARE W/C CAPABLE	24/7	24/7	GOOD	N/A	COLUMBIANA AND MAHONING COUNTIES, ALSO TRI-STATE REGION
Enter Agency Name LIFETEAM EMS											
		2 AMBULANCES				NONE	24/7	24/7	GOOD	N/A	COLUMBIANA CO. AND LOCAL/ LONG DISTANCE MEDICAL TRANSPORT
Enter Agency Name NORTH STAR CRITICAL CARE											
		4 AMBULANCES, 5TH ON THE				NONE	24/7	24/7	GOOD	N/A	COLUMBIANA COUNTY

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		WAY									
Enter Agency Name THE ORCHARDS OF EAST LIVERPOOL											
		ONE VAN AND ONE BUS				ONE VAN AND ONE BUS	M-F	AS NEEDED	GOOD	IN HOUSE USE ONLY	COLUMBIANA COUNTY
Enter Agency Name PARKSIDE HEALTH CARE											
		ONE VAN				ONE VAN (NOT OVERSIZED)	M-F	AS NEEDED	GOOD	IN HOUSE USE ONLY	NO RESTRICTIONS
Enter Agency Name VISTA CENTER											
		ONE VAN				ONE VAN	M-F	AS NEEDED	GOOD	IN HOUSE USE ONLY	COLUMBIANA COUNTY
Enter Agency Name WE ARE BLESSED TRANSPORTATION											
		5 VANS AND 2 CARS				4 VANS, 3 WITH LIFTS AND 1 WITH RAMP	M-F , WEEKEND BY APPOINTMENT	8AM-4PM OR AS NEEDED	GOOD	N/A	TRI STATE REGION AS LONG AS PICK UP IS IN COLUMBIANA COUNTY
Enter Agency Name WEE THE PEOPLE											
		2 BUSSES				NONE	M-F	WHEN SCHOOL IS IN SESSION	GOOD	IN HOUSE USE ONLY	COLUMBIANA COUNTY

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SUMMARY OF EXISTING TRANSPORTATION RESOURCES

PUBLIC TRANSIT
CARTS

MEDICAL TRANSPORT - EMERGENCY
ASI (AMBULANCE SERVICE INC.)
EMT (EMERGENCY MEDICAL TRANSPORT)
KLG MOBILE INTENSIVE
LIFETIME EMS
NORTH STAR CRITICAL CARE

MEDICAL TRANSPORT - MEDICAID
CHANGE, INC.
WE ARE BLESSED TRANSPORTATION

SOCIAL SERVICES
COLUMBIANA CO. EDUCATIONAL SERVICE CENTER
COLUMBIANA CO. VETERAN SERVICES COMM.

CCBDD - SHELTERED WORKSHOPS
ALPHA CARE
EDI

TAXI/ UBER SERVICES
CHECKER TRANSPORTATION
PAUL' S CAB CO.
QUAKER CAB
TRI-STATE CAB COMPANY
UBER DRIVERS

SCHOOLS
HEAD START
PRIVATE SCHOOLS
PUBLIC SCHOOL DISTRICTS
WEE THE PEOPLE

ELDER CARE/ NURSING HOMES
CALCUTTA HEALTH CARE CENTER

COVINGTON SKILLED NURSING
ESSEX OF SALEM
THE ORCHARDS OF EAST LIVERPOOL
PARKSIDE HEALTH
VISTA CENTER

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Columbiana County has two transportation providers one public (CARTS) and one private (Tri State Cab) which provide the majority of trips taken daily in the county at roughly 450-500 trips daily for each. Several providers service only their own populations (elder care centers, day care centers and sheltered workshops) and there are several ambulance/medical transport companies within the county.

Gaps in service for our vulnerable populations of seniors, disabled persons, low-income, veterans, and the chronically or critically ill are the same as for the general riding public in many ways. The gaps include lack of early morning and later evening services, lack of weekend services with no public transit service at all on Sundays, lack of available travel options outside the county and in the Tri State area including travel to major medical centers in Akron, Cleveland and Pittsburgh and a general lack of affordable or reduced fare transportation options outside of the public transit system. Limited availability in the number of vehicles and providers of wheelchair accessible transportation is also an issue.

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IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the Columbiana County, Ohio needs, 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.

CAA CARTS surveyed a variety of stakeholders in the area in an attempt to solicit input and request 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
- Stakeholder surveys and Client/Customer surveys

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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 because 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.

The following exhibit 8 illustrates the areas where the number of older adults (age 65 and older) is at or above the Columbiana County average.

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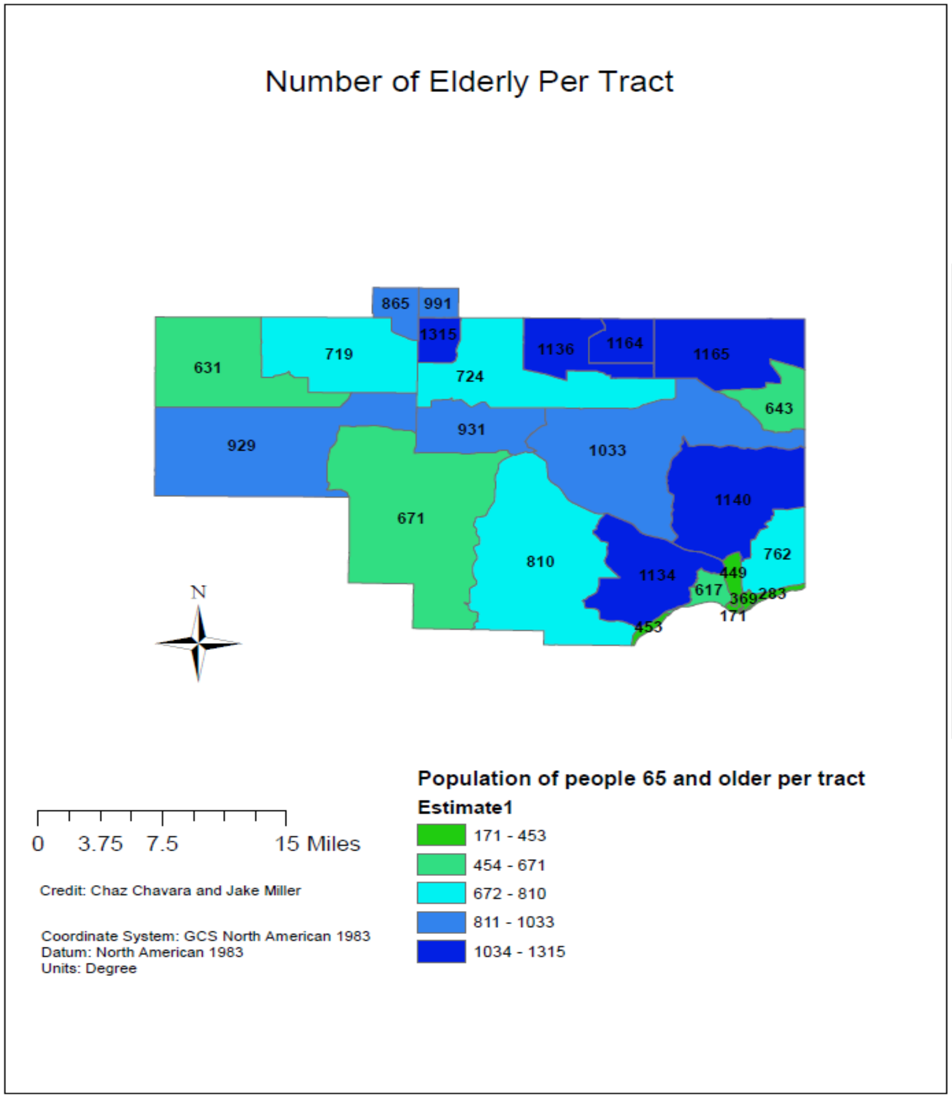
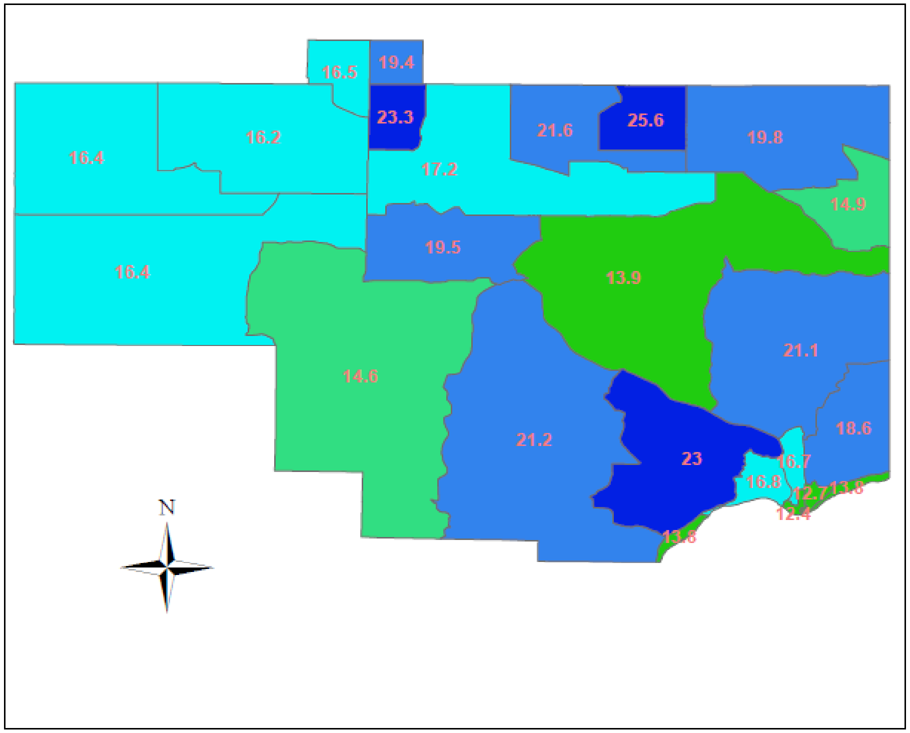
Exhibit 8: Map of Population Density of Individuals Age 65 and Older


Number of Elderly Per Tract
865
991
1315
631
719
724
1136
1164
1165
643
929
931
1033
1140
671
810
1134
762
449
617
369
283
171
453
N
Population of people 65 and older per tract
Estimate1
🟩 171 - 453
🟩 454 - 671
🟦 672 - 810
🟦 811 - 1033
🟦 1034 - 1315
0 3.75 7.5 15 Miles
Credit: Chaz Chavara and Jake Miller
Coordinate System: GCS North American 1983
Datum: North American 1983
Units: Degree

Percentage of Elderly Per Tract


16.5
19.4
23.3
16.4
16.2
21.6
25.6
19.8
17.2
14.9
19.5
13.9
16.4
14.6
21.1
18.6
21.2
23
16.7
16.8
12.7
13.8
12.4
13.8
N

0 3 6 12 Miles

Credit: Chaz Chavara and Jake Miller

Coordinate System: GCS North American 1983
Datum: North American 1983
Units: Degree

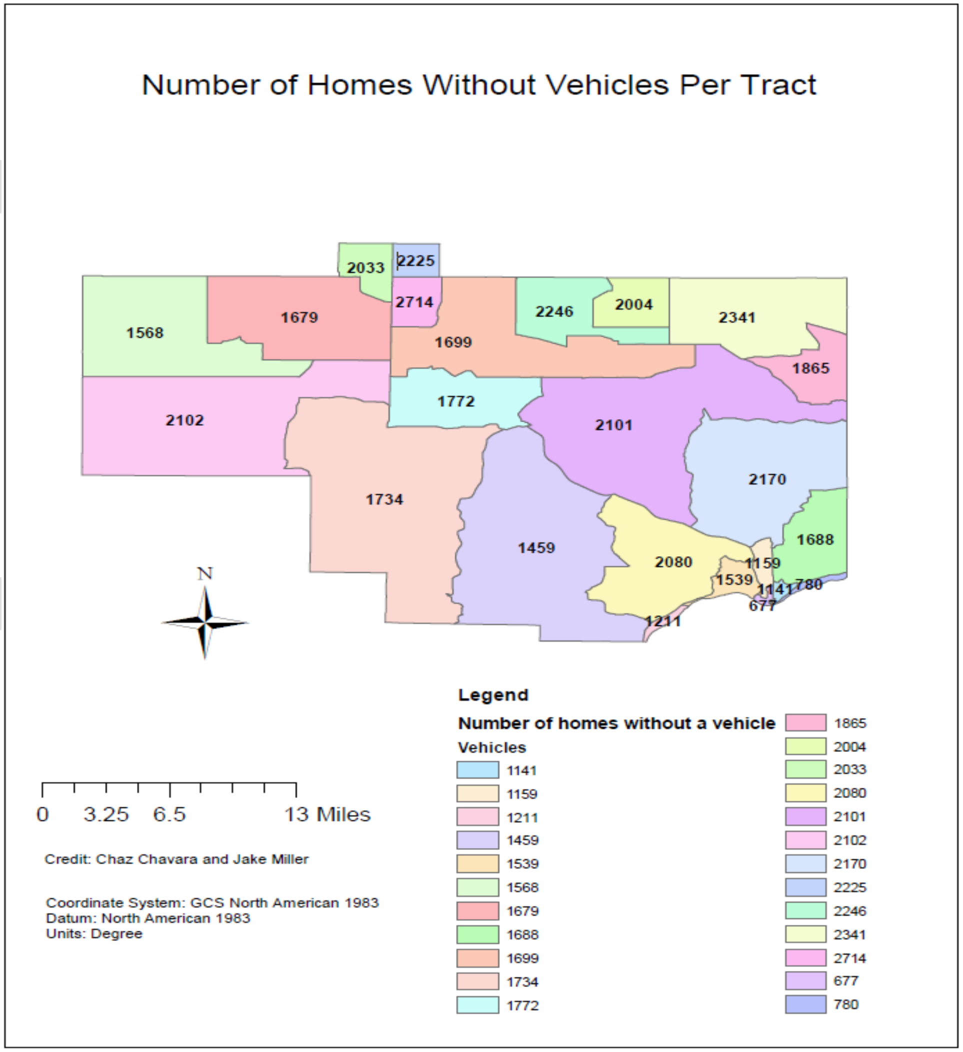
Percentage of Population 65 and older per tract

Percent_65_and_older_per_tract

- 🟩 12.400000 - 13.900000
- 🟩 13.900001 - 14.900000
- 🟦 14.900001 - 17.200000
- 🟦 17.200001 - 21.600000
- 🟦 21.600001 - 25.600000

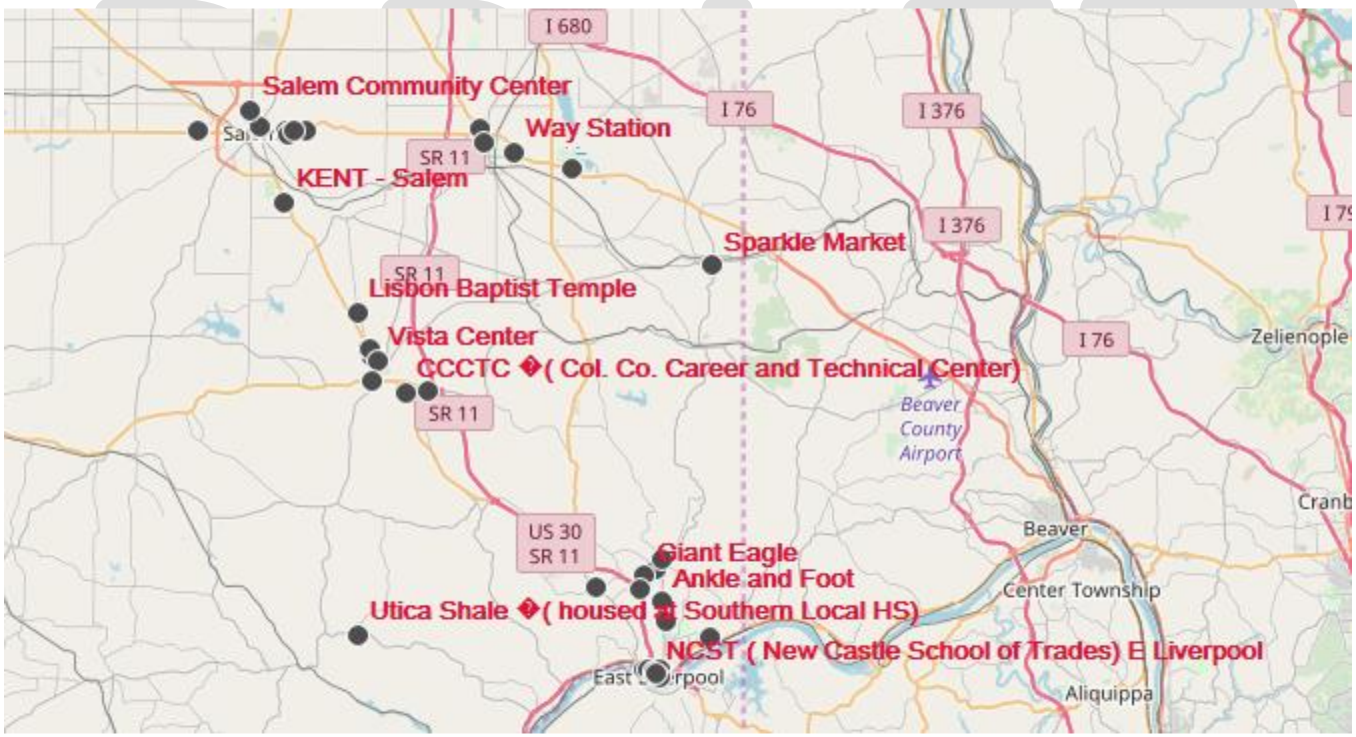
The exhibit below indicates the areas where the number of zero vehicle households is above the Columbiana County average. The absence of a vehicle in the household is often an indication of the need for transportation services.

Exhibit 9: Map of Density of Zero Vehicle Households


Number of Homes Without Vehicles Per Tract
2033
2225
1568
1679
2714
1699
2246
2004
2341
1865
1772
2102
2101
2170
1734
1459
2080
1688
1159
1539
1141
780
677
1211
N
0 3.25 6.5 13 Miles
Credit: Chaz Chavara and Jake Miller
Coordinate System: GCS North American 1983
Datum: North American 1983
Units: Degree
Legend
Number of homes without a vehicle
Vehicles
1141
1159
1211
1459
1539
1568
1679
1688
1699
1734
1772
1865
2004
2033
2080
2101
2102
2170
2225
2246
2341
2714
677
780

The next exhibit 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. These include Salem Regional Hospital and East Liverpool City Hospital; Fresenius DCI- Salem and DCI – East Liverpool; Walmart – all locations; Senior Link; Sparkle markets – all locations; Giant Eagle markets – all locations; Family Recovery Centers -Lisbon and East Liverpool; CCCTC; Peer Resource; The Orchards of East Liverpool; Salem Visiting Nurses; YMCA; Salem Community Center; Food Bank; Community Action Agency; NCST; Utica Shale; and Kent State University - Salem.

Exhibit 10: Map of Major Trip Generators


Salem Community Center
Way Station
KENT - Salem
Sparkle Market
Lisbon Baptist Temple
Vista Center
CCCTC �(Col. Co. Career and Technical Center)
Giant Eagle
Ankle and Foot
Utica Shale �(housed at Southern Local HS)
NCST (New Castle School of Trades) E Liverpool
I 680
I 76
I 376
I 376
I 76
SR 11
SR 11
SR 11
US 30
SR 11
Zelienople
Beaver County Airport
Beaver
Center Township
Aliquippa
East Liverpool

Analysis of Demographic Data

The demographic data for Columbiana County belies the struggle faced by residents and transportation providers alike. There are a disproportionately large number of elderly, disabled and low-income residents along with many households which lack personal cars. We also see an increasing need for wheel chair transportation and have limited capacity for this population. Our most vulnerable populations are dispersed fairly evenly throughout the County, though the majority of residents are located in one North and one South population center. This means that the vulnerable community is equally occupying the more rural parts of our county making both the availability/accessibility and the cost of transportation difficult for residents and providers. The critical need for transportation for all of these groups continues to escalate with their numbers. Our county is growing older and poorer faster than most in Ohio and with it the demands for basic services (health care, food, and social services programs) rise placing increasing burdens on public transit. Most rides taken are ones that are for a need, typically medical or food related, rather than to enhance social connection. Unfortunately, the disposable income available to these needy populations remains stagnant or nearly non-existent with little to nothing available to allocate to transportation, which then becomes paradoxically both critical to them and not on their financial priority list. This is the dilemma that transportation poses in our County – the ever expanding need for trips to an ever expanding service area but no expansion of funds to help secure those trips. The financial cost of private transportation is one that most simply cannot bear leaving the public transit system, and its limitations, as the only option to most. Difficulties are magnified by the fact that standard or fixed routes which might be more cost effective are non-existent. Lastly the unique location of Columbiana County at the convergence of three states means that many in the county need and seek medical treatment and other services that are “nearby” in terms of miles or minutes but in other counties or even two other states (PA and WV) again complicating transportation issues for both residents and providers. Though Ohio may be an initiator in terms of transportation advancements, these advancements have many barriers in a very rural county such as Columbiana so the foreseeable future still remains to seek funding for expansion of service times and days, expansion of service areas, and to develop more cooperative services both between public and private transportation providers and between counties and regions including, for us, the Tri-State region.

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General Public and Stakeholder Meetings/Focus Groups

CARTS hosts and facilitates quarterly meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. There are currently 13 Committee members and meetings are open to the public. Typically an average of about 10 people participated in each of the quarterly meetings. Of those, 6 self-identified as older adults and 3 self-identified as being a person with a disability. More information about what meetings were held and attendance at those meetings is available upon request.

During the meeting, the Transportation Director presents highlights of historical coordinated transportation in Columbiana County, and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the previous plan/or update and identify any gaps that were no longer valid and any new needs/gaps, which the facilitator deleted/added to/from a list. 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 the changes to the needs/gaps list were completed and new needs/gaps were added, each participant was asked to rank the needs/gaps using colored dots representing a high, medium, or low priority or that the remaining gap/need should be deleted.

Participants discussed more than 15 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.

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Surveys

The following survey summary includes the information gained from the following surveys that were performed. 239 surveys from the general public: 18% of individuals with disabilities completed the survey; 17% of older adults (aged 65 and older) completed the survey.

As part of the coordinating planning process, an assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes was conducted. The assessment was in the form of two (2) surveys, a Stakeholders Survey (Appendix 11-D) and a Client/Customer Survey (Appendix 11-E). The first survey (Stakeholders Survey) was sent to possible stakeholders including individuals from the public, private, and non-profit sectors representing both transportation and human service providers, included an inventory of specific program information and included questions to identify potential gaps in services. The questions on this survey asked participants to provide information in areas such as: organizational characteristics and services, their geographic service area, modes of transportation currently provided, transportation services, ridership, annual expenditures and revenues, and currently purchased transportation services. The second survey (Client/Customer Survey) was distributed to local community/senior centers, health and dental centers, Head Start centers, and given to local transportation providers/stakeholders, to distribute to customers, at pick up and drop off points or in their place of business. This survey was sent to potential customers and clients insuring that individuals using/likely to use the various transportation services within Columbiana County were included in the needs assessment and able to voice individual needs that may not of been taken in to consideration and identified by the agency stakeholders (Appendix 13-F

Outreach Documentation Summary). All survey participants were instructed to return the information to the person indicated on the form by March 31st. The information will be/was collected, analyzed, and shared at the Stakeholders Meeting on April 6, 2009.

B. Results of Customer/Client Survey (including input from the general public):

1. Number of Surveys Distributed/Returned: 26%

Distributed	Approximately 890
Returned	239
Declined	0

2. Number of Respondents residing in Columbiana County: xx%

Reside in county	239
Do not reside in county	0

3. Where Respondents Reside:

Salem	**55**
East Liverpool	**49**
Lisbon/Guilford Lake	**32**
Wellsville	**23**
Left Blank	**16**
Rogers	**11**
Salineville	**8**
Columbiana	**8**
Hanoverton	**6**
Winona	**6**
East Palestine	**6**
Negley	**5**
New Waterford	**3**
Leetonia	**3**
East Rochester	**2**

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Damascus	**2**
Elkton	**1**
Minerva	**1**
Irondale	**1**
Kensington	**1**

4. Age of Respondents:

Less than 18	0
18-30	35
31-50	60
51-64	65
65+	80

5. Gender of Respondents: 77.08% female

Number of Males	55
Number of Female	185

6. Mobility Type of Respondents

Able to Walk	197
Uses a Walker	20
Uses a Cane	15
Uses a Wheelchair	8

7. Race of Respondents

Caucasian/White	229
African American	4
Hispanic	2
Asian	0
Native American	4

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Other	1

8. Current Household Status of Respondents

Single	99
Single with Children	32
Married	67
Married with Children	41

9. Respondents indicating that they have/do not have a reliable car: 72.5% do

Have a Reliable Car	174
Do not have a Reliable Car	66

10. Forms of Transportation that respondents use (Check all): 34% ask relatives

Relatives	80
Friends/Neighbors	43
Taxi	13
CARTS	53
Social Worker	1
Drive Own Car	142
Other	6

11. The form of transportation respondents use the most to take them to appointments(check one): xx% drive own car the most

Form	I use this one the most
Relatives	25
Friends, Neighbors	7
Taxi	1
Social Worker	0
Drive Own Car	116
Walk	3

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CARTS	41
Other (explain)	34

12. Where respondents are going when they need a ride:

:

Trip Purpose	Number of respondents	How many times per month
Health/medical (Doctor/Dentist)	117	Average =2x
Health maintenance (e.g., dialysis)	19	Average =4x
Education (School)	6	Average =1x
Work	50	Average =11
Shopping/ Recreational	75	Average =3
Day Care	2	Average =4
Adult Day Care	9	Average =1
Other (Specify) • Haircuts • WIC • Post Office • Meetings/Groups	72	Average =2

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13. Number of respondents that indicate transportation needs are currently being/not being met and if not, why:

Yes, being met	201
No, not being met	12
If no, why?	• Don’t have a ride • Not available when needed Dr Appt • Not allowed to bring children • Weather conditions too bad

	• No transportation to church on Sun • Takes too long to get an appt • Gas money • Need a ride to the ER

14. Certain days of the week respondents have Indicated that they cannot get a ride:

Day of Week	Before 7am	7am-10am	10am-4pm	4pm-7pm	After 7pm
Monday	3	2	1	3	4
Tuesday	4	2	1	3	4
Wednesday	3	2	1	3	4
Thursday	3	2	2	3	4
Friday	3	2	1	3	4
Saturday	9	6	6	7	7
Sunday	7	6	9	7	6

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15. Respondents were asked to provide input as to ways to improve the current transportation systems within Columbiana County. The following ideas were suggested by the respondents:

Weekend Service/ extended hours	31
Cost Less/ Make services Free	14
Provide service with no advance reservation required	17
Travel Further	12
Other	6

16. Number of respondents indicating that they are aware of the CARTS Public Transit System:

Were aware	194
Were not aware	19

17. Household Income of Respondents:

Under $10, 000 per year	80
Between $10,000 and $15,000 per year	51
Between $15,000 and $25,000 per year	44
Between $25,000 and $50,000 per year	33
Between $50,000 and $1000,000 per year	33
Over $100,000	5

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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:

1. *Lack of funds and personnel to increase number of busses and /or times of operation.*
2. *Desire for weekend service and extended hour of operation during the week.*
3. *Ability to travel further distances.*
4. *Ability to secure services with little or no advanced reservation required.*
5. *Ways to reduce costs to riders.*

Summary of Unmet Mobility Needs

The following table describes the identified 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.

Exhibit 11: Prioritized Unmet Mobility Needs

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Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Provide readily available, user friendly information about transportation options throughout the County as a whole	Discussions at TAC meetings and Rider/Stakeholder survey
2	Provide one centralized source/resource for entire County and all Providers and riders with comprehensive "transportation" information and help	Discussions at TAC meetings and need identified by CAA
3	Create and Coordinate combined provider services	Discussions at TAC meetings and need identified by CAA
4	Expand or reinvision Ride to and from Work Program(s)	Rider/Stakeholder survey, feedback from riders and TAC discussions
5	Provide extended areas of service specifically across state lines to the Tri- State area (OH-PA-WV) and specifically to Cleveland, Akron and Pittsburgh	Survey of Riders/Stakeholders, feedback from riders and discussions at TAC meetings

6	Provide a way to make last minute trips and increase same day add-on availability	Survey of Riders/Stakeholders, feedback from riders, and TAC meeting discussions
7	Provide extended hours of service during the week – before 5:30am and after 6pm	Survey of Riders/Stakeholders, feedback from riders and discussions at TAC meetings
8	Reduce the costs of trips by providers other than CARTS	Survey of Riders/Stakeholders and feedback by riders
9	Provide more Saturday travel – extended times and extended service areas	Survey of Riders/Stakeholders, feedback from TAC meetings and requests by riders to providers
10	Provide Sunday travel	Survey of Riders/Stakeholders, feedback from TAC meetings and requests by riders to providers

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V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for the Columbiana County ,Ohio region 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, the Mobility Manager in conjunction with the Community Action Agency and CARTS management 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 this unmet need 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 4 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 ONE:

Describe Goal: Collect, coordinate and disseminate usable information, in consumer friendly formats, about all current transportation options throughout the county.

What needs are being addressed? The need for coordinated information; need to reach consumers who are unaware of what transportation is available; need to facilitate transportation for underserved or vulnerable populations; need for a "help line".

Define the strategy being implemented to achieve goal: Mobility Manager will create a general brochure as well as brochures to target markets (senior, disabled, Veteran, low income and ride to work for example). Mobility Manager will create, update and maintain a dedicated Mobility Management website. Mobility Manager will conduct interviews/informational meetings with stakeholders, service providers, consumer groups, political officials, job providers and economic development boards to help identify needs, gather information and promote transportation goals. Mobility manager will provide a visible public presence, provide group and individual rider training, create TCC and hold quarterly meetings.

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Timeline for implementation:

Q1: website up, general brochures written and begin distribution, letters out for TCC and for Chambers, letters out for transportation providers' list inclusion

Q2: write and market specific brochures, provide transportation utilization training, hold first TCC meeting

Q3: update website, hold TCC meeting, distribute brochures and merchandise liberally through county

Q4: continue outreach efforts, hold final TCC meeting of the year, begin updates for CTP for CY 2019

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Action Steps associated with strategy:

1. Create website
2. Create brochures with general information
3. Create letters to Chambers to help get accurate and complete transportation providers data
4. Meet at least 2x/year with all providers to update information for website and literature
5. Provide info and transportation utilization training to groups/individuals
6. Create TCC – send invitations to participate and hold quarterly meetings starting Q2
7. Be present and participate in public forums as often as possible

Parties responsible for leading the implementation: Mobility Manager, CAA and TCC

Parties responsible for supporting the implementation: CAA, TAC, TCC, all transportation providers, Chambers of Commerce

Resources needed: M/M time, funds and time for travel, funds for printing and distribution, merchandise, meeting space for TCC meetings, minimal website training

Potential Cost Range: $1500 - $3000

Potential Funding Source: Mobility Management Grant

Performance Measurements/Targets:

1. Dedicated Website is up and running.
2. Creation of at least four brochures.
3. At least 6 meetings/trainings provided.
4. Create and send letters to at least 5 Chambers and meet with at least 3.
5. Meet with all providers in county at least 2x/year and get updated information.
6. Participate in at least 12 public forum events (info fairs, county events, etc).

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GOAL TWO

Describe Goal: Create standardized safe driver training curriculum and offer the training through the Mobility Management office to all provider's drivers in the County and providers who serve the county from neighboring counties.

What needs are being addressed? Currently the level of driver training required and/or provided is not standardized and sometimes even non-existent creating safety concerns and haphazard levels of professionalism among providers. This puts the riding public (as well as all others on the roads) in physical jeopardy and causes both stress and unmet expectations with riders.

Define the strategy being implemented to achieve goal: Identify current trainings being provided and develop a curriculum based on best practices and state requirements. Source qualified teachers and certified programs. Provide curriculum to all provider's drivers in county and those that provide service in our county from neighboring counties, as needed. Attempt to have county commissioners mandate the curriculum for drivers that are required to get licenses or permits that are not under other state training mandates.

Timeline for implementation:
Q1: indentify current training practices
Q2: develop potential curriculum, propose to commissioners and stakeholders, TAC and TCC for feedback
Q3: offer curriculum and collect feedback from participants
Q4: offer curriculum, collect feedback and review for potential changes for CY 2019

Action steps associated with the strategy:

1. Identify current training practices and availability
2. Develop a curriculum
3. Gain general wide spread support – TCC and TAC approval, provider feedback, Commissioner approval
4. Approach Commissioners for County wide support in the form of a mandate and possible funding
5. Identify qualified teachers, certified programs and potential dates and locations for trainings
6. Advertize training and invite all County provider's drivers and those drivers whose providers service our county from neighboring counties to attend at no cost
7. Hold the training sessions
8. Obtain feedback via survey from participants and providers

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Parties responsible for leading implementation: Mobility Manager

Parties responsible for supporting the implementation: Stakeholders, Providers, local officials, county commissioners, CAA, providers from neighboring counties that already provide services inside our county

Resources needed: Funding for the costs of training materials, certificates, teachers and locations for trainings. Funding for literature, advertising, and printing. Mobility Manager's time and travel, qualified teachers for curriculum, availability of convenient training times/days and location(s)

Potential Cost Range: $4000-$9000

Potential Funding Sources: Mobility Management Grant, possibly some County funds

Performance Measurements/Targets
1. Curriculum is established.
2. Curriculum has good support, TAC and TCC approval, stakeholder/provider approval.
3. County Commissioner endorsement is obtained.
4. All courses within the curriculum are offered at least once in CY2018.
5. Attendance is at least 50% of capacity for attendance, feedback is obtained and analyzed.

GOAL THREE

Describe Goal: Expand current service time, days and areas of service to include neighboring counties and crossing state lines, especially for CARTS which is our public transit system.

What needs are being addressed? Because of the specific geography of Columbiana County, there are many citizens who need trips to neighboring counties and to PA and WV for medical treatments and services. There is also a consistently expressed need to expand travel availability thru the week and on weekends, especially for ride to work and medical treatment reasons within the county.

Define the strategy being implemented to achieve the goal: Identify some specific destination needs and then identify and coordinate potential combined provider rides – this would include the potential of including providers from neighboring counties and states who are already providing some service in our county. Potential destinations are Cleveland, Akron and Pittsburgh all of which are highly desired but underserved currently. Support CARTS in securing funding and approval for Tri-State transportation provisions. Increase awareness of travel needs with providers other than CARTS and increase awareness in the general population of service providers other than CARTS. Identify and contact providers from neighboring counties and states that are already providing some services in our county for dialog and potential shared solutions. Expand the ride to work program through CARTS and/or other providers.

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Timeline for implementation:
Q1: identify 3 or 4 specific destination needs, and identify out of county providers who are servicing this county currently
Q2: begin to identify/develop potential combined provider rides for identified needs, this includes solutions that incorporate neighboring counties/states‘ providers and trips for work and medical reasons
Q3: support CARTS as appropriate, promote awareness of options, investigate the possibility of fixed route solutions that may require shared provider participation
Q4: continue expanding conversation with regards to both expansion of service times/days and areas and expansion of potential shared provider services which might include neighboring counties and the tri-state area providers

Action Steps associated with the strategy:

1. Identify 3 or 4 specific destination needs not currently being met

2. Start a combined provider conversation with providers identified as potential " mates" for service, including providers from neighboring counties and from neighboring states
3. Through outreach, website and brochures increase awareness and availability of all transportation options
4. Continue support of CARTS to help them move toward expanded service areas

Parties responsible for leading the implementation: CARTS, CAA, Mobility Manager

Parties responsible for supporting the implementation: CARTS, all providers, TCC, stakeholders

Resources needed: ODOT and/or additional funding sources for CARTS expansion of services. Funds and time from Mobility Management for literature, outreach, and travel. Development of a sense of cooperation between and among providers

Potential Cost Range: unable to be specifically determined

Potential Funding Sources: ODOT and other funding sources, Mobility Management Grant

Performance Measurements/Targets
1. 3 or 4 specific destination needs/priorities are defined.
2. Combined provider rides are organized and provided.
3. CARTS completes the process to begin expanded tri-state travel.
4. Costs for ride providers – other than CARTS- are able to be reduced or subsidized for specific destinations providing better access for riders
5. Introduce this concept (shared provider and fixed specific destination rides) in conversation with neighboring counties and explore regional common needs through at least three meetings with transportation leaders or providers in other counties

GOAL FOUR

Describe Goal: Integrating transportation in future planning

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What needs are being addressed? Making “transportation” part of the economic development conversation in the county and the region. Providing a foundation for the future of transportation options to more easily evolve in the county and tri-county area, for example the creation of a one-call system for the county or tri-county region and the need for tri-state travel provisions. Creating the groundwork and framework for transportation and it’s evolution to be considered a vital part of the county as it moves forward. Creating a fail-safe for the continuing compassionate awareness and provision for the changing and expanding needs of the most vulnerable populations (seniors, veteran, low income and disabled) whose number and needs are going to continue to increase over the next years.

Define the strategy being implemented to achieve goal: Partner with economic development organizations, the Port Authority and Chambers of Commerce to cross purpose goals for the future. Identify the need/desire/barriers and interest in a one-call system for the county or the tri-county area. Support CARTS and other providers in expanding services. Provide better training practices through a multi- county wide curriculum offering. Develop Tri-State travel options through CARTS and/or other providers. (For Columbiana County, Tri-State IS local/regional travel). Develop conversations with neighboring counties, specifically Jefferson and Carroll, with respect to shared needs, gaps in service and the potential for shared solutions. Through constant outreach, to keep the needs of the most needy in the minds of the decision makers and planners

Timeline for implementation:

As these goals are more long range, the time line is present to 5 years. For CY2018, establishing a foothold and creating a climate of inclusion of transportation in strategic planning within the county and within the region would be a step forward. Beginning the basis for conversation, cooperation and coordination with respect to medium and long range strategic vision and planning in the county, tri-county area and Tri-State region are all possible and desirable because of significant growth potential in the region which will inevitably force the expansion and evolution of transportation options that are currently available.

Actions steps associated with the strategy:

1. Write and secure the Mobility Management grant for CY2019.
2. Meet with economic development associations and create mutual participation in their organizations and TCC.
3. Develop and implement standardized safe driver training curriculum county wide, tri-county wide, Tri-State wide.
4. Begin discussions of medium and long range vision for transportation with providers.

5. Build close relationship with ODOT and other transportation- influential bodies to keep abreast of and help guide the discussion and planning of transportation's future in Ohio. Take gathered insights back for discussion on a county and tri- county level with transportation providers.
6. Open a dialog with neighboring counties, specifically Carroll and Jefferson, to consider common needs, shared gaps in service and possible shared solutions to regional transportation issues.
7. Begin to develop a regional presence (for Columbiana County that means Tri-State) through association with the Port Authority to be part of the regional growth conversation.
8. Through literature and a constant awareness of who the riding public is, to keep the needs of the underserved and vulnerable populations forefront in planning considerations.

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Parties responsible for leading the implementation: Mobility Manager, CAA, TCC

Parties responsible for supporting the implementation: Mobility Manager, CAA, TCC, TAC, stakeholders, providers, officials, ODOT, Port Authority, county business owners, planning committees, etc

Resources needed: funds for printing and travel, Mobility Manager time, surveys to assess changing needs and priorities over time, funding sources for advancement and expansion of transportation services, funding for advertizing and locations for meetings and focus groups

Potential Cost Range: unable to be defined, but for CY 2018 $500-$1500

Potential Funding Sources: Mobility Management Grant for CY 2018

Performance Measurements/Targets:

1. Secure Mobility Management Grant.
2. Meet with at least four economic development associations or Chambers of Commerce.
3. Develop and implement standardized safe driver training curriculum, offer classes, and collect feedback data.
4. Attend all ODOT roundtable events and take all training available and feasible (4 roundtable events, at least two trainings).
5. Encourage diverse participation in TCC, actively seeking and securing non- homogeneous membership.
6. Using conscious decision making, and through feedback from TCC and TAC meetings and through rider satisfaction/needs surveys, insure that transportation needs for the elderly, disabled, low income, and Veteran populations continue to be compassionately and adequately met.

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VI. Plan Adoption

The plan revision was approved by the Coordinated Transportation Plan Committee on June 16, 2015 and again in June of 2017. The committee was comprised of local non-profit agencies, employers, direct service providers, and members of the general public. The CAA Board approved the 2017 revision and on February 22, 2018 the CAA board also approved the FY2019 submission. The Mobility Manager was established on January 1, 2018. The plan was adapted in this format. The summary of unmet needs was approved by the TAC committee on February 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
Zeb Locklear	Southern Community Center
Eunice Burkey	CARTS rider
Maureen Waybright	CC Mental Health and Recovery Serv. Board
Janeen Myers	Columbiana County DJFS
Linda Kinsley	CARTS rider
Carol McArthur	The Counseling Center
Dorothy Roberts	CARTS rider
Gail Richards	CARTS rider
Tom Andrews	Chief Executive Officer, CAA
Gina Leslie	Transportation Manager, CARTS
Shari Green	Transportation Director, CARTS
Tosca Kemp	Transportation Coordinator, CARTS
Deborah Hill	Mobility Manager

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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, CARTS 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:

Shari Green

Transportation Director, CARTS

330-424-4015

Sgreen@caaofcc.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:

Shari Green

Transportation Director, CARTS

330-424-4015

Sgreen@caaofcc.org

Annual Review

This plan was reviewed and revised on June 20,2017.

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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.

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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.

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.

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