Guernsey County

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

Guernsey County Senior Citizens Center, Inc.

1022 Carlisle Avenue

Cambridge, Ohio 43725

Lead Agency: Guernsey County Senior Citizens Center, Inc.

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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Guernsey County. The plan was initially developed in 2007 and most recently has been updated in 2017. The planning process began with the establishment of an initial steering and planning committee meeting to oversee the transportation process (see Appendix B for a listing of invited agencies and participants). A kickoff meeting was held on September 26, 2007. Shon Gress, Executive Director of the Guernsey County Senior Citizens Center provided a PowerPoint presentation to inform those present on:

- Why a Coordinated Transportation Plan?
- 3 Phases of Development
- Presentation of Community Transportation Assessments
- Minimum Plan Requirements
- Programs Involved
- Program Requirements & Timelines
- Proposed Planning Process to Meet Federal Requirements

At the September 26, 2007 kickoff meeting participants were provided an overview assessment of current and future transportation conditions in Guernsey County, resulting in the identification of broad key issues and planning goals. The assessment is summarized in this plan under "stakeholder assessment." As a result of this assessment and subsequent meetings, the following planning goals were proposed by the Guernsey County Coordinated Transportation Committee:

Planning Goals of the Guernsey County Coordinated Transportation Plan:

The principal goals of the coordinated public transit-human services transportation action plan are to build upon Guernsey County's strengths of collaboration, communication, and "hands-on" experience with coordinating transportation services to:

- Evaluate current services in light of changing demographics and location of trip generators (e.g., jobs, medical facilities, popular destinations, etc.).
- Investigate opportunities to connect Guernsey County residents to transportation services and transport opportunities in neighboring counties and to preferred medical facilities located out-side of Guernsey County in the most economical manner possible.
- Further involve private stakeholders (e.g., employers, transportation disadvantaged not represented by human service agencies, private transportation providers).
- Provide more options to agencies for meeting the transportation needs of their client base.
- Make participation in coordination efforts an attractive proposition for public and private trans-portation services within Guernsey County.
- Identify gaps in service and where there are unmet needs.
- Make recommendations on how to address these gaps and unmet needs.

- Provide more access to transportation for the targeted populations in a cost-effective manner by assuring the best use of available resources.

Section 5310 Elderly and Individuals with Disabilities Program Strategies:

1. Maintain existing service / fleets
2. Maintain and increase coordination / efficiency between all transportation providers
3. Expand existing service / fleets
4. Increase public awareness of available services and programs offered by providers that are available to them
5. Provide transportation to destinations outside of the current service area
6. Provide transportation within and in particular outside of the current service schedules
7. Facilitate multiple destination trips from "most appropriate" service provider. (ie. daycare/job)
8. Inform the public about transportation services available in the community and train
9. them to use the services to access services, obtain medical care, get to work, job training, and child care as efficiently as possible

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 Guernsey County. Transportation provides access to jobs, education, health care, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. It is the purpose of this plan for local stakeholders to work collaboratively to do the following activities:

1. Promote opportunities to connect Guernsey County residents to transportation services and transport opportunities within Guernsey County and when possible outside of the county to preferred medical facilities and other community assets and resources.
2. Identify and Prioritize community transportation needs:
3. Out of county transport
4. Expand hours of Operation
5. Meet the needs of the smaller rural area
6. Coordination and Customer Experience

7. Establish a clear plan for achieving shared goals

8. Build on Guernsey County's strength in collaboration, communication and "hands-on" experience with coordinating agency transportation services. Continue supporting existing transportation services while exploring other organizational models that expand general public transportation options.

9. Maintain and enhance existing collaboration agreements among key transportation service providers.

10. Increase general public resident awareness of/appreciation for how to obtain access to Guernsey County services.

11. Build further planning participation. Further encourage all private companies, public agencies (City of Cambridge, smaller rural townships, and Guernsey County), providers/funders to join the planning process to assure best use of resources based on a needs-driven delivery system.

12. Increase participation/discussion with employers and locally elected officials – assure they are informed and involved.
    a. Define how to enhance mobility options of Guernsey County residents.
        i. Investigate connections from rural areas to Cambridge and Cambridge to areas located outside of Guernsey County.
    b. Develop work-related access to newly identified employment sites.

13. Further explore options (e.g., transfer relationships) to connect with transportation providers in adjacent and other frequently requested counties (Tuscarawas, Muskingum, Noble, Belmont, Franklin, and Cuyahoga,).

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.

Guernsey Co. Senior Citizens Center, Inc.

Through the input and involvement of various community agencies it was hoped to obtain each agency's and/or representative's perception(s) of transportation needs of target populations; and to develop inventories of available services for target populations. Responses from 13 stakeholders were tabulated and shared with participants in a follow-up meeting held on October 24, 2007. The responses are summarized in this plan under "stakeholder assessment" and "inventory of transportation services."

In addition, an assessment survey and further meetings can be viewed (SEE APPENDIX D) was developed and will be made available through various participating agency's website links throughout Guernsey County, as well as through distribution of the Guernsey County Coordinated Transportation Planning Committee to their clients, customers, and other county residents. A news article was included in *The Daily Jeffersonian* reporting on the planning process.

Action Planning (Strategies and Priorities).

Consistent with the Guernsey County Coordinated Transportation Committee-adopted work plan, an action planning session was held on October 24, 2007. Invitations and information packets were mailed to 15 persons/agencies representing Guernsey County Coordinated Transportation Planning Committee members and additional stakeholders who indicated an interest in participation. The goal of the session was to think strategically about each planning goal and key issues/gaps identified through the assessment process by exploring the following questions:

- What are our priorities?
- Where, as a committee, is a good starting point?
- Where do we have leadership to move forward?
- Where are we likely to already have existing success?

The following represent the prioritized implementation strategies based upon a discussion of resources, time and feasibility for implementing specific strategies and activities identified in the October 19th action planning session. Appendix A includes the minutes and a listing of the October 24th, 2007 participants. Appendix A includes consensus action items identified to address service gaps, enhance existing collaborations and minimize duplication where permissible. These items were prioritized and further discussed to reach consensus on the prioritized implementation strategies. The participants agreed that further planning participation could be encouraged by requesting that CEOs of all major publicly supported agencies and the County Commissioners to sign off on the final plan. More information about the planning committee can be found in Appendix A.

I. Geographic Area

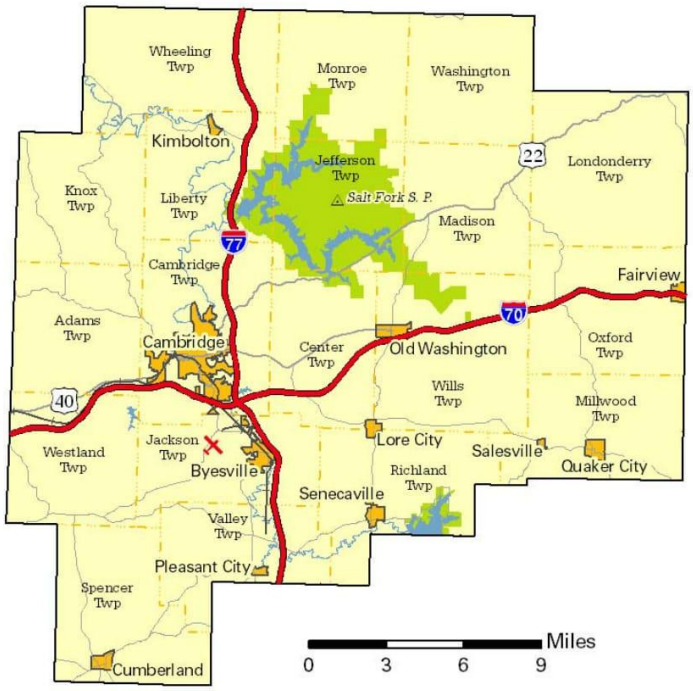
Ohio County Profiles

Ohio

Prepared by the Office of Research

Guernsey County

Established: Act - March 1, 1810
2016 Population: 39,063
Land Area: 522.0 square miles
County Seat: Cambridge City
Named for: English Channel Island



Taxes

Taxable value of real property	$718,591,060
Residential	$422,096,800
Agriculture	$120,917,740
Industrial	$18,241,700
Commercial	$97,934,440
Mineral	$59,400,380
Ohio income tax liability	$17,846,635
Average per return	$1,053.58

Land Use/Land Cover

	Percent
Developed, Lower Intensity	8.78%
Developed, Higher Intensity	0.59%
Barren (strip mines, gravel pits, etc.)	0.22%
Forest	62.71%
Shrub/Scrub and Grasslands	2.25%
Pasture/Hay	14.09%
Cultivated Crops	9.53%
Wetlands	0.28%
Open Water	1.55%

Largest Places

	Est. 2016	Census 2010
Cambridge city	10,433	10,635
Cambridge twp UB	3,846	3,935
Jackson twp UB	2,679	2,782
Byesville vlg	2,382	2,438
Westland twp	2,015	2,073
Adams twp	1,992	2,036
Valley twp UB	1,763	1,816
Center twp UB	1,666	1,711
Richland twp UB	1,485	1,529
Wills twp UB	1,169	1,207

UB: Unincorporated balance.

Total Population

Census

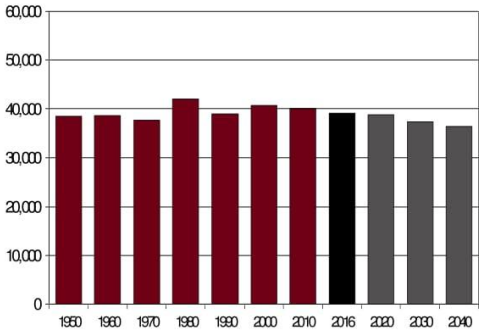
1800		1910	42,716
1810	3,051	1920	45,352
1820	9,292	1930	41,486
1830	18,036	1940	38,822
1840	27,748	1950	38,452
1850	30,438	1960	38,579
1860	24,474	1970	37,665
1870	23,838	1980	42,024
1880	27,197	1990	39,024
1890	28,645	2000	40,792
1900	34,425	2010	40,087

Estimated

2011	39,862
2012	39,836
2013	39,627
2014	39,594
2015	39,269
2016	39,063

Projected

2020	38,750
2030	37,310
2040	36,390



II. Population Demographics

Ohio County Profiles

Guernsey County

Population by Race	Number	Percent
ACS Total Population	39,626	100.0%
White	37,981	95.8%
African-American	617	1.6%
Native American	25	0.1%
Asian	125	0.3%
Pacific Islander	1	0.0%
Other	92	0.2%
Two or More Races	785	2.0%
Hispanic (may be of any race)	393	1.0%
Total Minority	1,951	4.9%

Educational Attainment	Number	Percent
Persons 25 years and over	27,307	100.0%
No high school diploma	4,060	14.9%
High school graduate	11,756	43.1%
Some college, no degree	5,282	19.3%
Associate degree	2,533	9.3%
Bachelor's degree	2,326	8.5%
Master's degree or higher	1,350	4.9%

Family Type by Employment Status	Number	Percent
Total Families	10,300	100.0%
Married couple, husband and wife in labor force	3,828	37.2%
Married couple, husband in labor force, wife not	1,335	13.0%
Married couple, wife in labor force, husband not	707	6.9%
Married couple, husband and wife not in labor force	1,850	18.0%
Male householder, in labor force	410	4.0%
Male householder, not in labor force	277	2.7%
Female householder, in labor force	1,167	11.3%
Female householder, not in labor force	726	7.0%

Household Income	Number	Percent
Total Households	15,558	100.0%
Less than $10,000	1,488	9.6%
$10,000 to $19,999	2,156	13.9%
$20,000 to $29,999	2,102	13.5%
$30,000 to $39,999	1,879	12.1%
$40,000 to $49,999	1,503	9.7%
$50,000 to $59,999	1,501	9.6%
$60,000 to $74,999	1,412	9.1%
$75,000 to $99,999	1,667	10.7%
$100,000 to $149,999	1,392	8.9%
$150,000 to $199,999	308	2.0%
$200,000 or more	150	1.0%
Median household income	$40,930	

Percentages may not sum to 100% due to rounding.

Population by Age	Number	Percent
ACS Total Population	39,626	100.0%
Under 5 years	2,332	5.9%
5 to 17 years	6,886	17.4%
18 to 24 years	3,101	7.8%
25 to 44 years	9,113	23.0%
45 to 64 years	11,401	28.8%
65 years and more	6,793	17.1%
Median Age	42.2	

Family Type by Presence of Own Children Under 18	Number	Percent
Total Families	10,305	100.0%
Married-couple families with own children	2,700	26.2%
Male householder, no wife present, with own children	333	3.2%
Female householder, no husband present, with own children	1,071	10.4%
Families with no own children	6,201	60.2%

Poverty Status of Families By Family Type by Presence Of Related Children	Number	Percent
Total Families	10,305	100.0%
Family income above poverty level	8,604	83.5%
Family income below poverty level	1,701	16.5%
Married couple, with related children	368	3.6%
Male householder, no wife present, with related children	101	1.0%
Female householder, no husband present, with related children	859	8.3%
Families with no related children	373	3.6%

Ratio of Income To Poverty Level	Number	Percent
Population for whom poverty status is determined	39,078	100.0%
Below 50% of poverty level	3,752	9.6%
50% to 99% of poverty level	4,032	10.3%
100% to 124% of poverty level	1,995	5.1%
125% to 149% of poverty level	2,286	5.8%
150% to 184% of poverty level	3,157	8.1%
185% to 199% of poverty level	1,208	3.1%
200% of poverty level or more	22,648	58.0%

Geographical Mobility	Number	Percent
Population aged 1 year and older	39,190	100.0%
Same house as previous year	34,711	88.6%
Different house, same county	2,850	7.3%
Different county, same state	1,242	3.2%
Different state	363	0.9%
Abroad	24	0.1%

III. Assessment of Available Services

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

The Guernsey County Senior Citizens Center 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

Astoria Place of Cambridge
Open 24 Hours
8420 Georgetown Rd
Cambridge, OH 43725
(740) 439-4401…….1 van

Cardinal Place
Open 24 Hours
163 Meadow park Drive
Cambridge, OH 43725
(740) 421-3228…….1 van shared with sister facility in Woodsfield, Oh

Cambridge Place
Open 24 Hours
1480 Deerpath Drive
Cambridge, OH 43725
(740) 255-5005…….1 3 passenger van w/ wheel chair lift
thitzel@cambridgeplaceal.com

Cambridge Care and Rehab
Open 24 Hours
1471 Wills Creek Valley Dr.
Cambridge, OH 43725
(740) 439-4437
kthomas@cambridgecareandreehab.com

Southeastern Ohio Regional Medical Center
Open 24 Hours
1341 Clark St.

Cambridge, OH 43725
(740) 439-8000……. None (outsourced to united)
jdyke@seormc.org

Maple Heights Apartments
Open 7:30 a.m. to 4:00 p.m. M-F
1100 Maple Court
Cambridge, OH 43725
(740) 439-0731……. 1 7 passenger mini van

Greystone
Open 24 Hours
66731 Old Twenty One Rd.
Cambridge, OH 43725
(740) 432-771..... 1 15 passenger van w/ wheel chair lift
carl.grewell@greystonehealth.com

Country View Assisted Living
Open 24 Hours
62825 County Home Rd.
Lore City, OH 43755
(740) 489-5351…….1 10 passenger van w/ wheel chair lift
sbennett@guernseycounty.org

Cambridge Heights Apartments
Open 8 a.m. to 5 p.m. M-F
1525 Elm St.
Cambridge, OH 43725
(740) 439-2079…….1 15 passenger van w/ wheel chair lift
kgrey@erslife.org

Southeast Area Transit
Open 8 a.m. to 4 p.m. M-F
756 Wheeling Avenue
Cambridge, OH 43725
(740) 439-3393
(740) 454-8573…….5 14 passenger bus w/ wheel chair lift
10 passenger bus w/ wheel chair lift
7 passenger van w/ wheel chair lift

Community Development Corp
Open 8 a.m. to 4:30 p.m. M-F
905 Wheeling ave
(740) 439-0020…….1 7 passenger van 4 10 passenger buses w/ wheel chair lift
rgombeda@guernseycountycdc.com

United Ambulance
Open 24 hours
1331 Campbell Avenue
Cambridge, OH 43725

(740) 439-4880…….2 2 passenger ambulette w/ lift
jstar@seormc.org

Mayor Estates
Open 8:30 a.m. to 4:30 p.m. M-F
Mayor Estates Dr
Cambridge, OH 43725
(740) 439-0414…….1 7 passenger van

VA Department
Open 8 a.m. to 4 p.m. M-F
627 Wheeling Ave # 102
Cambridge, OH 43725
(740) 432-9294……..1 5 passenger station wagon and 1 7 passenger van

Society of Equal Access
Open 8 a.m. to 4:30 p.m. M-F
Open Saturdays by Appt. Only
1458 5th St NW
New Philadelphia, OH 44663
(888) 213-4452…….24 Vans (Only Operate in Guernsey County through PassPort)
amears@seailc.org

Job and Family Service's
Open 7:30 am – 4:00 pm
324 Highland Ave
Cambridge, OH 43725
(740) 432-2381……. Able to contract transportation services
Neal.Murdock@jfs.ohio.gov

Guernsey County Senior Citizens Center Transportation
Open 8 a.m. to 8 p.m. M-F
1022 Carlisle Ave
Cambridge, OH 43725
(740) 439-6681…….4 Vans and 5 wheelchair capable vans

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 2 organizations provided information about their services. *Please note all survey results have not been sent back from local agencies. As results are sent back this section will be updated.

List of Transportation Service Providers

Agency Name: Guernsey County Senior Citizens Center
Transportation Service Type: Demand Response
Other Services Provided:
Contact Information: Michael Hess 740-432-3838
Hours: 8am to 8 p.m.
Service Area: Guernsey County
Eligibility Requirements: Age 60 or older
Web-site: www.guernseysenior.org

Agency Name: Guernsey County Department of Job and Family Services
Transportation Service Type: Non-Emergency Transportation, Medicaid
Other Services Provided:
Contact Information: Elizabeth Watson, Transportation Coordinator, Neal A Murdock, Supervisor
Hours: 7:30 am – 4:00 pm
Service Area: 150 mile radius from Medicaid recipient household
Eligibility Requirements: Determined eligible for Ohio Medicaid coverage and requested transportation services
Web-site: www.guernseycountyjfs.org

Agency Name: Countryview Assisted Living
Transportation Service Type: N/A
Other Services Provided: Countyhome
Contact Information: Shannon Bennett (740) 489-5351
Hours: 8 a.m. to 4 p.m.
Service Area: N/A
Eligibility Requirements: N/A
Web-site: http://www.ohiocountyhomes.org/guernsey.html

Agency Name: South East Area Transit
Transportation Service Type: Demand Response
Other Services Provided:
Contact Information: Howard Stewart (740) 454-8573
Hours: 8 a.m. to 5 p.m.
Service Area: Guernsey County, Muskingum County, Trips one-way up to 150 miles
Eligibility Requirements: None
Web-site: http://seatbus.org/

Agency Name: Veteran's Services
Transportation Service Type: Demand Response
Other Services Provided:
Contact Information: Karen Johnson (740) 432-9295
Hours: 8 a.m. to 4 p.m. M-F
Service Area: VA medical facilities in Cleveland, Canton, and Chillicothe, Ohio
Eligibility Requirements: Veteran
Web-site: http://guernseycounty.org/veterans-service/

Agency Name: Society for Equal Access
Transportation Service Type: Passport program based
Other Services Provided:
Contact Information: Ada Mears (330) 343-9292
Hours: 8 a.m. to 5 p.m.
Service Area: Tuscarawas County and elsewhere as instructed by PassPort Program
Eligibility Requirements: Resident of the County
Web-site: http://seatbus.org/

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 Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
Guernsey County Senior Citizens Center	Yes	No	Private Non-Profit	1,300	.25	No
Guernsey County DJFS	No	Yes, G. Co. Senior Citizens Center, South East Area Transit	Gov't/Public	N/A	N/A	Yes, through contract
CountryView	No	Yes, Senior Center and others	Gov't/Public	N/A	N/A	No
South East Area Transit (SEAT)	Yes	Yes Independent Contractors	Reginal Transit Authority	30,483	6 to 7	No
Veteran's Services	Yes	No	Gov't	450	none	No
Society for Equal Access	Yes	No	Non-Profit	26,000	none	No

* Answering "Yes" indicates that your agency is closed door. Your agency is considered closed door if you ONLY provide transportation to your facility as a courtesy or if you ONLY serve a particular clientele that are enrolled in your agency programs (i.e. members of a sheltered workshop, or residents in a nursing home). Answering "No" indicates that your agency is open door. This means the service is open to the public or a segment of the general public defined by age, disability, or low income. For example, if an agency provides general transportation for anyone in the community who is over the age of 60, they are considered "open door". For example, an individual who is 60 or over can request transportation to a doctor's appointment or the grocery store regardless of their affiliation with your agency.

The participating organizations provide a wide range of transportation including fixed route, ADA paratransit, demand response, on-demand, and human service agency fixed routes. All of the participating organizations provide services on weekdays. No agency operate transportation on Saturdays and none on Sundays. Evening services after 4 p.m. are operated by 3 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
Guernsey County Senior Citizens Center	Demand Response	8 am to 8 pm M-F	Yes	Any	Drive Training, Defensive Drive, CPR, First-Aid
CountryView	N/A	24 hours	N/A	N/A	N/A
SEAT	Fixed Route, ADA Paratransit, Demand Response,	8am to 5pm M-F	Only under NEMT from JFS	Curb to Curb Door to door	FTA and ODOT Compliance Training
Veterns Services	Fixed Route and Demand Response	Depends on the Client and Procedure	No	None	Physicals
Society of Equal Access	Demand Response and JFS	Whatever is Needed for the client	Yes	Door to Door	Drive Training, Defensive Drive, CPR, First-Aid

Transportation-related expenses and revenues also differ by organization. Fares and donations are common revenue sources for transportation operators in Guernsey 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
Guernsey County Senior Citizens Center	Donation	Yes	8 Part time drivers and 5 sub drivers	2	Public Donations, State Subsidy, Area Agency Revenue, JFS Medicaid, Passport, Levy Support, 5310, Capitalized Maintenance,	137,995.98

					Operating Assistance	
SEAT	Fixed Route $1.00 Demand Response $4.00 County Demand Response $8.00	No	6 Full-Time	2 Full-Time	FTA/ODOT 5311	Guernsey County $700,000
Veterans Services	No Fare because they are a Veterns	No	2 full time 2 part time	4 full time	Guernsey County County and VA	15,000
Society for Equal Access	Depends on Income (free rides from Hospital)	Yes	28 Part-time drivers	2	ODOT, JFS, Capitalized Maintenance, Operating Assistance	800,000

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
Not A Available Service	N/A	N/A	N/A	N/A

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

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Senior Center New Rider Orientation	Twice a year	Free	Varies	Guernsey County

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

Table 6: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/ GPS (Y/N)
Guernsey County Senior Citizens Center	**Fleetmatics**	**No**	**Fleetmatics**	**Yes**
SEAT	**CTS**	**No**	**CTS**	**Yes**
Veterans Services	**None**	**No**	**None**	**Yes**
Society for Equal Access	**ParaPlan**	**No**	**ParaPlan**	**No**

Vehicles

Survey/Interview participants listed a combined total of 72 vehicles. Approximately 52 % of the vehicles are wheelchair accessible. A vehicle utilization table is provided (Table 7)

All of the transportation providers have access to at least one vehicle. 59 % of agencies have wheelchair accessible vehicles, while some organizations have an entire fleet of wheelchair accessible vehicles. As time goes on it is hoped more vehicles are wheelchair accessible. As to ensure the fleet is able to be used by any and all people.

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
Guernsey County Senior Citizens Center Vehicles											
2	Ford	Ford Taurus	2002	169242	3	0	M-F	60	Poor		Guernsey County
4	Ford	MMV	2004	B10560	5	0	M-F	60	Good		Guernsey County
5	Dodge	MMV	2008	184834	5	0	M-F	60	Good		Guernsey County
6	Dodge	MMV	2008	184833	5	0	M-F	60	Good		Guernsey County
7	Chevy	MMV	2007	189084	3	1	M-F	60	Good		Guernsey County
11	Ford	LTV	2007	B47670	10	2	M-F	60	Good		Guernsey County
12	Chevy	MMV	2007	207478	3	1	M-F	60	Good		Guernsey County
13	Chevy	MMV	2007	207657	3	1	M-F	60	Good		Guernsey County
14	MV-1	MMV	2014	102028	2	2	M-F	60	Excellent		Guernsey County
15	Ford	LTV	2016	C54946	16	2	M-F	60	Excellent		Guernsey County
SEAT VEHICLES											
273	Ford	LTV	2007		12	2	M thru F	8 to 5	Good	5311	G & M
1034	Dodge	MMV	2010		4 or 6	1	M thru F	8 to 5	Good	5311	G & M
1036	Dodge	MMV	2010		4 or 6	1	M thru F	8 to 5	Good	5311	G & M
1041	Ford	LTV	2010		12	2	M thru F	8 to 5	Good	5311	G & M

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
1042	Ford	LTV	2010		12	2	M thru F	8 to 5	Good	5311	G & M
1043	Ford	LTV	2010		12	2	M thru F	8 to 5	Good	5311	G & M
1401	Ford	CV	2014		10 or 6	1	M thru F	8 to 5	Good	5311	G & M
1502	Ford	LTV	2015		12	2	M thru F	8 to 5	Good	5311	G & M

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand Guernsey County 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.

As the lead agency, Guernsey County Senior Center reached out to 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. Methods used are TAC meetings, provider input and public input

The following methods were used to assess transportation needs and gaps

- Assessment of data and demographics obtained and discussed with other agencies.
- Meetings with members of the general public and Seniors that use and/or are interested in using transportation.
- Public Input
- Provider Input
- Organized meetings
- Survey Responses
- Focus Groups

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.

In Guernsey County the population that is over 65 is 15.5 percent.

Major area trip generators are in order from highest to lowest.

Cambridge,

Byesville, Quaker City, Kimbolton, Senecaville, Pleasant City, Cumberland, Lore City, Buffalo, and Salesville.

In County	Out of County
Cambridge	Zanesville
Bysville	Columbus
Lore city	New Concord
Kimbolton	Wheeling
Senecaville/Buffalo	Marietta
Pleasant City	Cleveland

Analysis of Demographic Data

Age

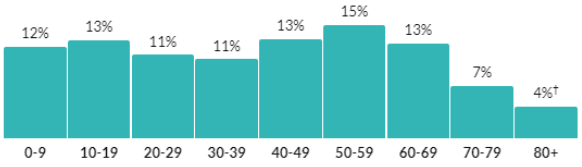
42.2 ±0.4

Median age

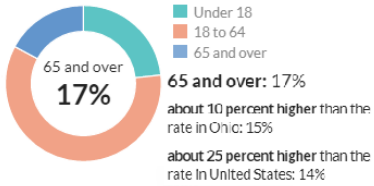
about 10 percent higher than the figure in Ohio: 39.2 ±0.2

about 10 percent higher than the figure in United States: 37.6 ±0.1

Population by age range



Population by age category



65 and over: 17%

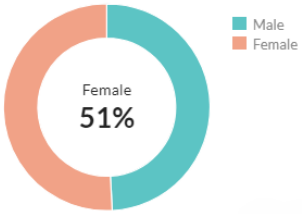
about 10 percent higher than the rate in Ohio: 15%

about 25 percent higher than the rate in United States: 14%

Population by age category

Column	Guernsey County				Ohio				United States			
Under 18	23.3%	±0.9%	9,218	±345.8	22.9%	±0.1%	2,656,019	±5,736.3	23.3%	±0%	73,683,825	±36,209.6
18 to 64	59.6%	±1.3%	23,615	±507.1	62%	±0.1%	7,172,677	±9,802.4	62.6%	±0%	198,215,719	±61,590.7
65 and over	17.1%	±0.8%	6,793	±322.8	15.1%	±0.1%	1,747,281	±6,199.2	14.1%	±0%	44,615,477	±33,210.5

Sex



Race & Ethnicity

* Hispanic includes respondents of any race. Other categories are non-Hispanic.

Column	Guernsey County				Ohio				United States			
White	95.1%	±0%	37,675	±12	80.3%	±0%	9,291,303	±1,133	62.3%	±0%	197,258,278	±8,320
Black	1.6%†	±0.4%	614	±143	12%	±0%	1,393,528	±3,648	12.3%	±0%	38,785,726	±29,509
Native	0.1%†	±0.1%	25	±31	0.2%	±0%	17,079	±963	0.7%	±0%	2,078,613	±8,434
Asian	0.3%†	±0.1%	125	±41	1.9%	±0%	214,337	±1,934	5.1%	±0%	16,054,074	±22,347
Islander	0%	±0%	1	±2	0%	±0%	2,619	±394	0.2%	±0%	499,531	±4,183
Other	0%†	±0%	8	±12	0.1%	±0%	14,124	±1,284	0.2%	±0%	638,429	±10,520
Two+	2%†	±0.4%	785	±159	2.2%	±0%	252,017	±4,503	2.2%	±0%	6,968,165	±46,700
Hispanic	1%	±0%	393	±0	3.4%	±0%	390,970	±68	17.1%	±0%	54,232,205	±2,036

General Public and Stakeholder Meetings/Focus Groups

Guernsey County Senior Center hosted and facilitated 6 local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. Of those, 80 percent self-identified as older adults and 10 percent self-identified as being a person with a disability. Please refer to Appendix D for meeting minutes.

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

Surveys

The following summary includes the information gained from the following surveys that were performed.

Guernsey County Resident Survey:

Coordinated Public Transportation Plan

1. Are you a resident of Guernsey County?

- Yes: 482
- No: 4

2. Which Guernsey County city or village do you live in?

- Cambridge: 88
- Byesville: 11
- Kimbolton: 3
- Pleasant City: 2
- Buffalo: 2
- Cumberland: 1
- Lore City: 1
- Old Washington: 3
- Antrim: 1
- Center: 2
- Claysville: 1
- Indian Camp: 4
- Other: Zanesville (1); Westland (2); Sarasota, FL (2); New Concord (2); Middlebourne (1); Ox-ford (1).

3. Please check your age range.

- 51-64: 10
- 65+: 392

4. What is your gender?

- Male: 130
- Female: 296

5. Do you have access to a reliable car?

- Yes: 112
- No: 107

6. Please check all of the places you regularly need to go. Check all that apply.

- Work: 12
- School: 2
- Doctor: 297
- Hospital: 45
- Therapy: 18
- Parks: 19
- Grocery Store: 102
- Drug Store: 78
- Department Store: 58
- Barber Shop/Salon: 50
- Restaurant/Dining: 77
- Personal Business: 57
- Recreational Activities: 33
- Visit Family/Friends: 63
- Post Office/Bank: 80
- Social Service Agency: 12
- Day Care: 1
- Senior Center: 196

7. How do you get to the places check in Question 6? Please check all that apply.

	Usually	*Occasionally*	*Very Seldom*	*Never*
Public Transportation	*2*	*1*	*2*	*18*
Drive my own car	*102*	*3*		*2*
Borrow a car			*1*	*15*
Call a family member or friend	*14*	*5*	*7*	*10*
Walk or ride a bicycle	*4*	*7*	*4*	*11*
Use a social service transportation provider	*1*	*2*	*1*	*15*
Taxi				*16*
Guernsey Co. Senior Citizens Center	*215*	*7*	*1*	*11*
Society for Equal Access				*16*
United Ambulance			*2*	*12*
SEAT	*1*		*1*	*13*
Guernsey County Veterans Services	*2*	*1*	*1*	*12*

MRDD			*1*	*13*
Guernsey County Dept. of Job & Family Services			*2*	*13*
Guernsey Co. Children Services			*1*	*13*

8. Are there certain days of the week when you cannot get a ride?

- Does not apply to me: 97
- Yes: 1

	Before 7 a.m.	*7 a.m. to 10 a.m.*	*10 a.m. to 4 p.m.*	*4 p.m. to 7 p.m.*	*7 p.m. to 9 p.m.*	*After 9 p.m.*
Monday		*2*				
Tuesday		*2*				
Wednesday		*2*				
Thursday		*3*	*1*			
Friday		*2*				
Saturday	*2*	*3*	*1*	*1*	*1*	*1*
Sunday	*2*	*3*	*1*	*1*	*1*	*1*

9. Guernsey County provides public transportation through a variety of transportation service providers, including South East Area Transit (SEAT BUS). Are you aware of this?

- Yes: 292
- No: 6

10. Do you use SEAT?

- Yes: 4
- No: 292

11. If SEAT is not available, whom do you call next? •
Friend: 5 • Neighbor: 1 • Relative: 1 • Taxi: 1 •Wife: 1

•Call Dr. or Medical Office: 1

12. Have you been denied a ride from SEAT?

- No: 23
- Yes: 24

13. Do you prefer to utilize transportation services provided by the Guernsey County Senior Citizens Center over any other local transportation service provider (SEAT; Taxi; etc…)

• Yes: 323 • No: 21

14. Which of the following ranges includes your household income?

• Below: $15,000: 236 • $15,000-$25,000: 121 • $25,000-$50,000: 23

• $50,000-100,000: 5

15. Do you require wheelchair accessible transportation?

• Yes: 13 •No: 182

16. Do you require ADA special assistance and/or assistive services or devices when trans-ported? (Interpreter, hearing or visually impaired equipment, etc…)

• Yes: 3 • No:

17. What transportation services that ARE NOT CURRENTLY AVAILABLE in Guernsey County would best meet your transportation needs for you personally?

• Public train • Am Track • Transportation to out-of-town Dr. Appointments •City bus •Airplane

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:

- Funding
- Political support
- Lack of knowledge
- Understanding Coordination
- Problems of billing and accounting, Program-by-program variations in eligibility for services, reporting requirements, funding issues including differing matching ratios and funding cycles and Service regulations (such as prohibitions on crossing local or state boundaries)

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 1: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Expanded Hours (goal achieved)	Poll
2	Out of County Transportation	Poll
3	Are needs of smaller rural areas being met	Poll
4	Transportation to Sunday Services	Poll
5	Are Needs of the smaller rural areas being met?	Poll

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, the Guernsey County Senior Citizens Center 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 #1:

To expand operating hours M-F

Strategy 1.1: Hired a evening driver and dispatcher

Timeline for Implementation: Goal achieved

Goal #2:

To achieve a fixed route service outside of Guernsey County to help clients with out of county medical appointment needs.

Strategy 1.1: The Guernsey County Senior Citizens Center and TAC has met with other Agencies that are familiar with out of county transport. With this information and given the chance to increase fleet size it would be possible to expand to out of county transportation.

Timeline for Implementation: 2018

Action Steps:

1. Apply for 5310 funds in the 2018-2019 ODOT grant cycle to obtain additional vehicles.
2. 4 vehicles to replace current fleet vehicles and 2 new vehicles.
3. All wheelchair accessible.
4. Survey major cities seniors want transportation too.

Parties Responsible for Leading Implementation: Guernsey County Senior Citizens Center

Parties Responsible for Supporting Implementation: Other agencies with feedback that are located in Guernsey County and also involved in the County Wide Coordinated Transportation Plan.

Resources Needed: Additional wheelchair accessible vehicles obtained through the Ohio Department Of Transportation 5310 program 2018-2019 grant cycle

Potential Cost Range: Depending on Vehicle cost and number obtained. $10,000 to $53,000

Potential Funding Sources: Ohio Department Of Transportation 5310 program, Capitalized Maintenance grant to save in repairs, and Operating Assistance grant.

Performance Measures/Targets: Number of trips per month, number of labor hours needed, Maintenance and repair intervals

Goal #3:

To better meet needs of smaller rural areas .

Strategy 1.2: The Guernsey County Senior Citizens Center and TAC has met with other Agencies that are familiar with the smaller rural areas of Guernsey County as are we. Since then we have launched a Radio based Marketing Campaign to reach out to potential clients that need transportation.

Timeline for Implementation: On going

Action Steps:

1. Decide on information included in ad
2. Put out radio ad
3. Ensure drivers are explaining our services to new and current clients.

Parties Responsible for Leading Implementation: Guernsey County Senior Citizens Center

Parties Responsible for Supporting Implementation: Other agencies with feedback that are located in Guernsey County and also involved in the County Wide Coordinated Transportation Plan.

Resources Needed: Additional wheelchair accessible vehicles obtained through the Ohio Department Of Transportation 5310 program 2018-2019 grant cycle

Potential Cost Range: Depending on Vehicle cost and number obtained. $10,000 to $53,000

Potential Funding Sources: Ohio Department Of Transportation 5310 program, Capitalized Maintenance grant to save in repairs, and Operating Assistance grant.

Performance Measures/Targets: Number of trips per month, number of labor hours needed, Maintenance and repair intervals

Goal #4:

Transportation to Sunday Services

Strategy 1.3: The Guernsey County Senior Citizens Center and TAC has met with other Agencies and have found that there are not any options when it comes to Sunday transportation. If successful in obtaining vehicles through the 5310 program this can change.

Timeline for Implementation: Currently being evaluated

Action Steps:

1. Apply for 5310 funds in the 2018-2019 ODOT grant cycle to obtain additional vehicles.
2. 4 vehicles to replace current fleet vehicles and 2 new vehicles.
3. All wheelchair accessible.
4. Talk with Churches to establish possible contracts.

Parties Responsible for Leading Implementation: Guernsey County Senior Citizens Center

Parties Responsible for Supporting Implementation: Other agencies with feedback that are located in Guernsey County and also involved in the County Wide Coordinated Transportation Plan.

Resources Needed: Additional wheelchair accessible vehicles obtained through the Ohio Department Of Transportation 5310 program 2018-2019 grant cycle

Potential Cost Range: Depending on Vehicle cost and number obtained. $10,000 to $53,000

Potential Funding Sources: Ohio Department Of Transportation 5310 program, Capitalized Maintenance grant to save in repairs, and Operating Assistance grant. Church Contracts.

Performance Measures/Targets: Number of trips per month, number of labor hours needed, Maintenance and repair intervals

Goal #5:

Weekend operating hours.

Strategy 1.3: The Guernsey County Senior Citizens Center and TAC has met with other Agencies and have found that there are not any options when it comes to weekend transportation. If Sunday services are successful hours of operation will change to include operating on Saturday's giving the community more options on the weekend.

Timeline for Implementation: Currently being evaluated

Action Steps:

1. Apply for 5310 funds in the 2018-2019 ODOT grant cycle to obtain additional vehicles.
2. 4 vehicles to replace current fleet vehicles and 2 new vehicles.
3. All wheelchair accessible.

Parties Responsible for Leading Implementation: Guernsey County Senior Citizens Center

Parties Responsible for Supporting Implementation: Other agencies with feedback that are located in Guernsey County and also involved in the County Wide Coordinated Transportation Plan.

Resources Needed: Additional wheelchair accessible vehicles obtained through the Ohio Department Of Transportation 5310 program 2018-2019 grant cycle

Potential Cost Range: Depending on Vehicle cost and number obtained. $10,000 to $53,000

Potential Funding Sources: Ohio Department Of Transportation 5310 program, Capitalized Maintenance grant to save in repairs, and Operating Assistance grant.

Performance Measures/Targets: Number of trips per month, number of labor hours needed, Maintenance and repair intervals

VI. Plan Adoption

The Guernsey County Coordinated Transportation Plan has been in existence since 2007. The plan development process is always underway involving older adults, individuals with disabilities, representatives from the public, private and non-profit transportation providers.

Successfully meeting the needs of transit-dependent populations requires the coordination and cooperation of private, public, and nonprofit entities willing to share resources in order to maximize their effectiveness and efficiency. Based on the self-assessment exercise, participation of meeting attendants, and past experience of the program, goals and strategies have been prioritized for the region.

Appendix A: List of Planning Committee Participants

The planning committee consists of representation from local agencies. More information about the planning committee is available upon request by contacting:

Agency Representation

Name	Agency
Shon Gress and Michael Hess	Guernsey County Senior Citizens Center
Howard Stewart and Aldrea Thompson	South East Area Transit
Gary Lucas and Karen Johnson	Veterans Service
Melissa Best	Cardinal Place
Ron Gombeda	Community Devlopment Corportion
Neil Murdoch	Job and Family Services (JFS)

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, Guernsey County Senior Center 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:

Shon Gress

Guernsey County Senior Center

740-439-6681

sgress@guernseysenior.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:

Shon Gress

Guernsey County Senior Citizens Center

(740) 439-6681

sgress@guernseysenior.org

Annual Review April 2018

2007: Plan created

2010: Plan Updated

2012: Plan updated

2014: Plan Updated

2016: Plan updated with county wide agency fleet info and surveys

2017: Plan updated with past meeting minutes and updated to conform to new ODOT template standard.

Appendix C: Definitions

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

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

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

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

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

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

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

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

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

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

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

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

Appendix D: Meeting Minutes

Senior Transportation Advisory Council Meeting

April 22, 2016

10:30 AM – 12:00 PM

Meeting was called to order by Shon Gress

Members in attendance:

Shon Gress, Executive Director

Roger Davis, Transportation Supervisor

Stephanie Pfalzgraf, Community Outreach Coordinator

Mary Cowgill, Council Member

Janet Snodgrass, Council Member

Nancy Daniele, Council Member

Introduction

Shon Gress began the meeting by welcoming council members

- Explained what is a Coordinated Transportation Plan
- Discussed the purpose of organizing an advisory council
    - -feedback on concerns and needs of community
    - -share info with other providers to help improve issues
- Categories of discussion
    - Top 5 Concerns
    - Top 5 Needs
    - Goals

Top 5 Concerns Discussion

- Out of County Transport
    - Individuals with Doctors' or medical treatment in Cleveland, Columbus, etc.
    - Discussion about larger baby boomer population-increased activity after business hours into evening-causing Doctors' offices, clinics needing later hours of operation
- Hours of Operation
    - Days and hours available to be transported should be increased

        - Geared around rush hour traffic and weather conditions
        - Discussion about individuals who do not like driving in larger cities (Columbus, Cleve-land, etc.)due to rush hour traffic (find it intimidating)
        - Discussion about individuals who do not like to drive in snow, rain, etc.
        - No weekend transport at all
        - What do individuals do for groceries on weekends
    - Are we meeting the needs of the smaller rural areas
        - Increasing isolation due to closing "mom and pop" stores, small bank branches, etc.
        - Discussion about how things have changed, some women didn't drive, men did driving
        - Discussion about individuals not having family to help without "benefits"
        - Maintaining independence
    - Transportation to Sunday Services
        - 75 yrs of age and older majority of rural church population, backbone of most congregation

- How do most non driving seniors get there-may not have a way there but may have way home
    - Create fixed route (i.e. school bus route) of individual churches
- Coordination and Customer Experience
    - Affordable and Accessible transportation
    - Improved experience when transit system can utilize efficiencies, cut waste
    - Discussion about interactions between clients and drivers of transportation very positive
    - Anecdote about individuals having issues with family not visiting them. Tricked them by sending family members unsigned checks-had to visit for individual to sign them

Discussion on segment of Senior Center Coordinated transportation Services

Shon Gress distributed copy of the" Identified Gaps in Guernsey County Transportation Services" segment of the Coordinated Transportation Plan to committee members for overview.

- Biggest concern is the out of county transportation
    - Cost of other options (taxi, ambulance, etc.) very unaffordable
- Expand service hours
- Under age 60 transportation limited to SEAT, Job & Family Services, etc.
    - Working to drop age restriction from 60 years of age or older to 55 years of age or older
- Concern voiced by committee member about the inability to reach anyone at SEAT and
        - Another member agreed, having the same issue

Prioritized Goals-Objectives for Guernsey County Senior Citizens Center transportation

Would happen in phases

Phase One

Expanding our hours-Monday through Friday, 8:00 AM – 8:00 PM, two drivers and dispatcher

Discussion about the discovery of need for service by the need of a family member and their dialysis treatments

Ambulances doing most of the late return trips for dialysis patients due to no transporta-tion options

Agreement with JFS to transport Medicaid clients anywhere in Guernsey County and New Concord

Can transport Passport/Medicaid clients out of county

Received grant for a technology update (radio transmitters)

Better service in rural/"dead" zones

RFP next few months-hope to put into effect late summer, early fall

Phase Two

Weekend transportation

Gradual steps-see response to evening hours first

Top 5 Needs Discussion

- Other providers increase quality of answering phone (customer service), no answering machine-human contact preferred
    - Attentive dispatcher must be a problem solver
- Pillow or blanket in vans for comfort
- 4 prong walker/cane (tall stool)
    - Respecting individual space (sanitary issues) by allowing them to use assisting de-vice if they choose instead of human contact
- Emergency kit in vans to include emergency blanket, glucose tablets, bucket, disposable bags etc.)
    - Discussion about the training of drivers, statistics of department.
- Marketing and Promotion for all transportation providers
    - What do they do and how are they utilized
    - Postings in newsletter and social media
- Discussion about how the use of services has changes as the population has changes (baby boomers)

Goals of collected feedback

- Schedule meeting with relevant providers
    - Discuss concerns
- SEAT-why empty vans, no answer on phone calls, why are fixed routes only visible online, no benches or signs at stops
- Discuss schedule set trips out of county for a set fee
- Establish fixed (all day) routes to out of county apartments (ex. Columbus on Friday, Cleveland on Wednesday, etc.)
- Private pay option for out of county trips
    - what do members think is affordable
    - calculate cost of service in formula
    - escort companion rate option (extra fee)-what is affordable
- Discussed that once everything would like to do is finalized, can look at grant options to offset cost
- Look into what other counties have established for out of county transport
- Discussion about experience member had in Henry County, Virginia shuttle several clients to out of town medical appointments-driver was very attentive and checked on all passengers throughout the day.
- Expanded service can open up volunteer opportunities
- Discussed timeline
- How quickly will things get established
- Things will happen in phases-not everything at once
- Will work with our group-then providers-then commissioners etc. (chain of command)

Comments or Concerns

There were no additional comments or concerns voiced. Shon informed members if they ever had any comments or concerns at later date to contact him. “If a problem is unknown, it cannot be fixed”.

LOCATION:

SOUTH EAST AREA TRANSIT 375 Fairbanks Street * Zanesville, Ohio 43701 * (740) 454-8574 TRANSPORTATION ADVISORY COMMITTEE MEETING Monday March 9, 2015

MEMBERS PRESENT:

Kurt Ufholz, Cathy Smith

Michael Curtis, Tina Guthrie, Pat Denbow

MEMBERS ABSENT:

Kathy Jamiel

Jennifer Westfall

ALSO PRESENT:

Howard Stewart, SEAT Transit Director

Dianne Gill, SEAT Business Director

Linda Minter, SEAT Operations Director

Rich Wood, SEAT Maintenance Director

Arlene Johnson, SEAT Transportation Supervisor

CALL TO ORDER:

Mr. Stewart called the initial Transportation Advisory Committee (TAC) meeting to order at 10:00am.

APPROVAL OF MINUTES:

First meeting… no minutes from previous meeting

REPORTS:

Mr. Stewart welcomed the newly appointed members of the TAC to the first meeting. A round of introductions took place with each person present introducing themselves. All SEAT Employees introduced themselves and gave a brief review of their job duties. Mr. Stewart said that the committee is comprised of members from varying organizations.

Mr. Stewart referred all present to the By-Laws that were distributed. He stated that all members had been approved and appointed by the South East Area Transit Board of Trustees. He stated that the committee is charged with making recommendations for service issues that can be brought to him to research and present to the Board if applicable.

Mr. Stewart stated that Section 2.1(C) needs to be revisited.

Information sheets were distributed for each of the members to complete and return.

Mr. Stewart stated that there would need to be a Chairperson and a Vice-Chair elected from the committee members. He asked that people let him know if they are interested and to take time to think about it. He stated that we should wait until all members are present in order to make the offer to them as well.

Mr. Stewart reviewed what SEAT does. He shared the Rider's guide. Mr. Stewart also stated that the guide is on our website. He stated that scheduling individuals is like a puzzle. Every day there is a different puzzle to complete.

Cathy Smith asked if we provided transportation to schools, other than the transportation provided for Muskingum DD and Mr. Stewart stated that we do not. Michael Curtis asked why we don't use vans to transport an individual instead of using a large bus. Mr. Stewart explained that the vans do not support a large wheelchair. It also isn't efficient in our scheduling to always use a van to pick up one person. That driver may have to pick five people up at the next stop, so taking time to drive back to the garage in order to change vehicles isn't time efficient.

Mr. Curtis asked about offering Saturday service. Mr. Stewart explained that it is too costly. We would need to come up with an additional local match of approximately $75,000 just to offer Saturday service. He stated that not only would we need drivers, we would also need mechanics, dispatch and management to be present as well.

Mr. Curtis complimented Ms. Minter and her staff. She said that they always treated him courteously and gave him great treatment.

Mr. Curtis asked about having a driver on the TAC. Mr. Stewart explained that it is difficult because of scheduling, but we will consider it. We would have to take a bus and driver out of revenue service in order to do so.

Ms. Minter reviewed the Operations report showing the numbers of riders we have had this year. The weather has caused ridership to drop in the month of February. She explained different services we offer.

Mr. Stewart wrapped up by saying that Transit is a different type of operation. The regulations, rules and compliance are very stringent and must be adhered to.

The next scheduled TAC meeting is for Monday June 8th, 2015 at the Transit Center at 224 Main Street, Zanesville, OH.

Meeting was adjourned at 10:51 a.m.

_____ _____

___ TAC Chairperson Witness

LOCATION:

SOUTH EAST AREA TRANSIT 375 Fairbanks Street * Zanesville, Ohio 43701 * (740) 454-8574
TRANSPORTATION ADVISORY COMMITTEE MEETING Monday June 9 2015

MEMBERS PRESENT:

SEAT Transit Center, 224 Main Street, Zanesville, Ohio 43701

Shon Gress

Cathy Smith

Tina Guthrie

Jennifer Westfall

Michael Hess

Pat Denbow

Jodi Paul

MEMBERS ABSENT:

Michael Curtis

Kathy Jamiel

ALSO PRESENT:

Howard Stewart, SEAT Transit Director

Dianne Gill, SEAT Business Director

Linda Minter, SEAT Operations Director

Rich Wood, SEAT Maintenance Director

Arlene Johnson, SEAT Transportation Supervisor

CALL TO ORDER:

Mr. Stewart called the Transportation Advisory Committee (TAC) meeting to order at 10:03am.

REPORTS:

Mr. Stewart reviewed the by-laws with the committee to see if they feel any changes need to be made. Mr. Stewart stated that Cathy Smith volunteered to be the Chair of the Committee and Michael Curtis volunteered to be Vice-Chair. No suggestions were made for changes of the by-laws by the committee.

Mr. Stewart informed the committee that SEAT would be getting two new vehicles this year from ODOT. One is a 16 passenger, 2-wheelchair vehicle and the other is a 12 passenger, 2-wheelchair vehicle. The 16+2 will be for Muskingum County and the 12+2 will be for Guernsey County. Mr. Stewart explained that the vehicles are funded 80% ODOT, 20% Local match. He stated that our fleet was outdated and that we were trying to update it.

We are transitioning to tablets for the buses instead of pen & paper. We will be starting the tablets with the street routes first, then demand response.

Our grant will be submitted in October for 2016 funding. We are given a dollar amount by ODOT, and we have to write the budget around it. Mr. Stewart stated that our contracts keep us going with Local match.

Mr. Stewart stated that he met with Mr. Gress and Mr. Hess to discuss the Guernsey County Coordinated Transportation Plan. They plan on getting together to update it. Muskingum County does not have one. Ms. Smith spoke up and said a plan would be very helpful for them.

Ms. Minter reviewed the Operations reports for March, April & May. The three month period of ridership (March – May) is up over last year at this time. Ms. Minter said the ridership increases during the summer months due to the children being home from school and medical appointments for them.

Ms. Guthrie spoke up and said in addition to the JFS medical transportation done by SEAT, they issued well over 600 gas cards last month as well. She said that the struggles they have are with documentation of the visit and the lack of notice given by the client for this need. The JFS numbers were discussed.

Discussion was held concerning public transportation and the negative attitudes toward riding it. Weekend and evening hours were also discussed.

Mr. Stewart said that we cover North, South, East and West of the areas. We try to plan routes so that they are environmental justice appropriate. Mr. Stewart said we will speak to any groups that would like us to speak to let the population know what services we have available.

Mr. Wood spoke about our Maintenance Department. He reviewed the May report and explained what each line item means.

The election of officers was held. Ms. Cathy Smith and Mr. Michael Curtis were nominated for the position of Chairperson and Vice-Chairperson respectively. A motion was made by Ms. Westfall to approve and elect Ms. Smith as Chairperson and Mr. Curtis as Vice-Chairperson, second by Mr. Denbow. **Vote: (Verbal) In Favor – Unanimous at 10:41am.**

Ms. Smith explained that things are changing at the MRDD. The Olmstead class action suit stated that people should not be living in institutions or developmental centers. Now the DOJ is carrying that class action suit further by stating that the county board should not be providing adult services. Because of that, they are looking at privatization. Transportation is one of the services that would be privatized. This should be in place by the end of 2016. There are waiver dollars available.

Mr. Stewart stated that SEAT has met with Guernsey Industries. He explained that we used to have a Medicaid number but we let it go due to the fact that we weren't providing transportation under it. We are working on updating our number.

Ms. Smith said that the individuals will have free choice of provider. She stated that this is the biggest change she has ever seen in this field. She stated that they have to help the individuals down the "path of employment" and to keep trying to make them employable.

Ms. Stewart passed out the Transit Needs Study for Muskingum and Guernsey Counties. There were 63 entities who had input on this study. Muskingum County was the number one county contributing input.

Ms. Guthrie spoke up and said that they have a new Director at the Muskingum County JFS. His name is Troy McCollister. He comes from Guernsey County JFS. He is very community oriented. Mr. Gress stated that Mr. McCollister was very instrumental in the developing of the Coordinated Transportation Plan in Guernsey County.

Mr. Denbow said that the City of Zanesville is doing their comprehensive plan. He stated that Mr. Stewart would be asked to take part in it. Mr. Stewart said that Jay Bennett had already been in touch with him.

Ms. Paul stated that the new Director is doing well at the Muskingum County Center for Seniors.

Mr. Stewart said both Muskingum County and Guernsey County are very lucky to have fixed route and demand response service.

The next scheduled TAC meeting is for Monday September 14, 2015 at 10:00am at the Transit Center at 224 Main Street, Zanesville, OH.

Meeting was adjourned at 11:00 a.m.

_____ _____

___ TAC Chairperson Witness

SOUTH EAST AREA TRANSIT 375 Fairbanks Street * Zanesville, Ohio 43701 * (740) 454-8574
TRANSPORTATION ADVISORY COMMITTEE MEETING Monday December 7, 2015

LOCATION:

SEAT Transit Center, 224 Main Street, Zanesville, Ohio 43701

MEMBERS PRESENT:

Mike Hess

Roger Davis

Cathy Smith

Tina Guthrie

Pat Denbow

Kathy Jamiel

Jodi Paul

MEMBERS ABSENT:

Michael Curtis

Jennifer Westfall

ALSO PRESENT:

Howard Stewart, SEAT Transit Director

Dianne Gill, SEAT Business Director

Linda Minter, SEAT Operations Director

Rich Wood, SEAT Maintenance Director

Arlene Johnson, SEAT Transportation Supervisor

APPROVAL OF MINUTES:

The June minutes were reviewed. A correction was made changing MRDD to DD. Ms. Guthrie made a motion to accept the minutes as corrected, with a 2nd by Mr. Denbow. **Vote: (In Favor) – Unanimous at 10:04am.**

REPORTS:

Mr. Hess announced that they had received a grant for two vehicles. One is a 16 and 2 bus and the other is a wheelchair accessible van. They've been seeing an increase in riders in Guernsey County. They have had to hire another driver. He said that he is working on getting his staff CDL trained.

Ms. Smith stated that the County Board is working on privatizing the Adult transportation. Their goal is to have it done by the end of August. They will start separating students and adults at that time.

Mr. Stewart stated that the reason the Guernsey County Senior Center was able to get a vehicle off the ODOT State Term Contract was because they have a coordinated transportation plan in Guernsey County. Mr. Stewart said he is working on getting one in Muskingum County as well. He stated that the current TAC committee would probably become the Coordinated Transportation Plan committee when it is created. He would like to have it created by the first quarter of 2016. He stated that the last time there was a meeting to get the plan started, of the 40 people who showed up, 38 of them were looking for transportation.

Ms. Smith asked Mr. Stewart to give his report. He stated that our 5311 application has been submitted to ODOT. He stated that ODOT is using a new Grants Management Program called Black Cats. Ms. Smith asked what 5311 was. He stated it was the Operating funding from ODOT for us. Mr. Stewart said that there are changes to the ADA policies. One example is the No-Show policy. There are several concurrences that have to be submitted for approval. We also have the Inter City, Intermodal grant for ticketing assistance. This is known as 5311(f).

Ms. Minter presented August through November Operations Reports for the TAC committee to review. Ms. Minter stated that the report shows all ridership in both counties. She stated that October was extremely high. She stated that everything was up in numbers. She stated that we also have private contract drivers who use their own vehicles driving out of town for JFS recipients. She stated that our biggest issue in operations is cancellations and no-shows. Mr. Stewart said the biggest thing is education of the passengers. Once the passengers are educated, things flow smoothly. Ms. Minter stated that the radius for contract drivers in Guernsey County JFS is 150 miles and for Muskingum County, there is no radius.

Mr. Stewart said that we received a support vehicle. We also had a new floor put in as well as some new doors. He stated that our Board has a vehicle donation program and stated that if anyone knew of a 501 C (3) who needed a vehicle, they could let us know. Ms. Gill stated that the application was on our website and could be submitted through the website.

Ms. Gill gave the Business Director's report. She stated that we are in the process of getting our Medicaid number to become a provider. Through our research we discovered that our old number never was retired. Ms. Gill was told initially that our number was no longer in the system. During a follow up phone call, she was told that the number is not inactive, and that we were still in the system as active. Ms. Guthrie asked if that meant that we would be able to bill Medicaid under waiver for transportation. Ms. Gill stated that we haven't had a chance to look into it further. Ms. Smith mentioned that the certification to transport DD individuals was different that just a regular waiver. Ms. Jamiel asked if we could bill Medicaid now for transportation instead of going through them. Ms. Gill stated that at this point, we do not know. All we know is that we have an active number and that it is waiver transportation, but we are not sure of what type of waiver. The billing is all done online. Mr. Stewart stated that this is a new area for us. Ms. Gill stated that she asked Medicaid about training and the agent told her that the trainings were available online, but we would be more than happy to travel for the trainings in order to assure that the billing was being done correctly.

OLD DISCUSSIONS:

There were no old discussions.

NEW DISCUSSIONS:

Mr. Stewart said that in early spring, 2015, ODOT looked into the rural transit providers and their lack of communication equipment, dispatching software and infrastructure. They had a goal to get all rural transit providers on the same wavelength. The TIGER grant was approved and SEAT's portion of the grant is $177,000. That money will not come directly to us. ODOT will tell us what we are to spend it on and how much. They will control the money. Ms. Gill stated that they will also be increasing the availability of broadband into rural areas. Mr. Stewart said that they are working with Connect Ohio. The TIGER grant is a four year grant.

Mr. Stewart also said that we have been working with the City of Zanesville to get a new fuel pump for the facility. The City of Zanesville is responsible for everything above ground, and we are responsible for everything underground. There are currently two diesel pumps and one regular. As it stands right now, if the regular pump were to go down, there wouldn't be another pump available, like there is for the diesel. Because of that, the City of Zanesville and SEAT joined together to purchase one of the new Regular fuel pumps, and to add a new island for it. Since we are part of the EMA/LEPC Emergency Response for the County, we need to have access to fuel. Because of that, we are also looking into purchasing a generator to keep the pumps running.

Ms. Guthrie stated that in May or June of 2016, they will start converting some Medicare individuals to Medicaid as part of the Medicaid expansion. She also said that they now have a Resource Self-Service Room for people to use. It has computers for those who don't have access to one. It can be used for applying for services as well.

Mr. Denbow stated that they are on the tail end of the Comprehensive Planning process. As soon as there is a good working document, they will submit it to council for approval. They will also be receiving input from the public as well.

Motion to adjourn at 10:45am by Ms. Guthrie, 2nd by Mr. Denbow.

_____ _____

___ TAC Chairperson Witness

PRELIMINARY UNAPPROVED Minutes from June 6, 2016 TAC Meeting:

SOUTH EAST AREA TRANSIT 375 Fairbanks Street * Zanesville, Ohio 43701 * (740) 454-8574 TRANSPORTATION ADVISORY COMMITTEE MEETING Monday June 6, 2016

LOCATION AND CALL TO ORDER:

SEAT Transit Center, 224 Main Street, Zanesville, Ohio 43701. Meeting called to order at 10:03am.

MEMBERS PRESENT:

Cathy Smith

Kathy Jamiel

Pat Denbow

Roger Davis

Stephanie Newhart (Guest)

Jodi Paul

MEMBERS ABSENT:

Michael Curtis

Jennifer Westfall

Tina Guthrie

Shon Gress

ALSO PRESENT:

Howard Stewart, SEAT Transit Director

Dianne Gill, SEAT Business Director

Linda Minter, SEAT Operations Director

Rich Wood, SEAT Maintenance Director

Arlene Johnson, SEAT Transportation Supervisor

APPROVAL OF MINUTES:

The December 7, 2015 minutes were reviewed. Mr. Denbow made a motion to accept the minutes as presented, with a 2nd by Ms. Jamiel. **Vote: (In Favor) – Unanimous at 10:05am.**

Mr. Stewart stated that the 2017 Application will be coming out soon and we'll be working on that. He stated that the applications will most likely be due in August this year.

He also said that SEAT is in contract negotiations currently with Teamsters Local 637.

SEAT is being audited currently.

Ms. Minter gave the Operations Report. She stated that overall ridership is up. She stated that road construction has caused diversions, but people are adjusting to the time fluctuations.

Ms. Johnson gave the Guernsey County Operations Report. She stated that JFS contracts are up but street route is down, but only by approximately 30 riders. Contract rides are down a little. She stated that they are currently hauling a day care to and from the pool, two days a week. It is working out great for them. Ms. Minter said that SEAT is constantly evaluating routes and stops in order to improve our service and get people transported.

Mr. Wood gave the Maintenance Report. He stated that we just received a new bus and are preparing it for service. Once this bus is on the road, we will retire an older vehicle, or donate it to a 501 C 3. He reviewed the line items within his report. Total miles were a 7% decrease over the previous month.

Ms. Gill gave the Business Director's report. She stated that in April, all staff members present at this meeting attended the Ohio Public Transit Association's annual conference. Ms. Gill and Ms. Johnson attend a session given by Mr. Ken Albert of the Medicaid Consulting Group, Inc. Ms. Gill said that the day after our last TAC committee meeting, we had received a letter stating that our Medicaid number was no longer valid due to the fact that we hadn't billed with it in the past two years. Because of that, we have to go through the process of applying all over again. We were informed by Mr. Albert that in the invoicing process, if we were to pick up 5 individuals in one trip, we wouldn't be able to invoice the flat trip cost for each of those individuals. We would either have to take the total trip cost and divide it by the number of individuals, and bill for just that $1/5^{th}$ amount, or if mileage was used, take the total number of miles for the trips and divide that number by 5 and bill Medicaid for each person's share. Ms. Gill stated that the majority of the audience were very surprised and said that it couldn't be right. Mr. Albert assured everyone that it was. Ms. Gill said that Mr. Chuck Dyer, Director of the ODOT Office of Transit, said that he has met key players to try to make this financially feasible for all of us. So as of right now, we are on standby. Ms. Smith said that it didn't sound right. Ms. Gill agreed and said that after the session, we were all walking up to each other saying "Is this what you are understanding?" and everyone left with the same consensus. Mr. Stewart said we are going to wait until we hear from ODOT. Ms. Smith said she thought it was the full amount for the first person, and half the amount for the 2^{nd}, but she wasn't 100% certain. Mr. Stewart said that Mr. Dyer is still working with the Department of Aging, Department of Job and Family Services, Department of Insurance and the Department of DD to meet and talk about this. They are also looking at the regulations to combine them so it is a one fits all. Ms. Gill also said that they learned that if we were to pick up a DD individual whom we were billing Medicaid for, along with an Elderly individual who pays only $2.00 for the trip, the all we could bill Medicaid for would be that $2.00.

Ms. Jamiel expressed concern due to the fact that nothing has been changed in the Ohio Revised Code in regards to this, so she doesn't understand these reasons. Ms. Gill stated that was why we aren't moving forward until we have the guidance from ODOT. Ms. Gill stated that during the conference, the concentration was on DD due to the changes taking place

Ms. Gill said that many other transit authorities have also stated that it is taking up to a year to become approved to be a Medicaid provider. Ms. Johnson said in her discussions with Golden Rule, she was told that SEAT would get $18.00 per person but that wasn't how it was presented at the conference.

The consensus is that it was extremely confusing to all who attended and that we would just wait for guidance from ODOT.

OLD DISCUSSIONS:

There were no old discussions.

NEW DISCUSSIONS:

Mr. Stewart stated that SEAT is in the process of having public meetings concerning our Express Service. Express Service is same day service that is not guaranteed. If someone calls in and says they need a ride somewhere, if we have a vehicle available, we will transport them. We have people who want to travel from the far northeast corner of Guernsey County to the far southwest corner of Muskingum County and $10.00 just isn't feasible for us to do that. Mr. Stewart passed out a map of Guernsey County. He stated that in the city limits (Zone A), the cost would be $7.00. In the next ring (Zone B), the cost would be $10.00. In the 3rd ring, (Zone C) would be $20.00. If someone crosses into the next county, that zone cost would be added. For example, the trip mentioned earlier, would now be $40.00 each way instead of $10.00 ($20.00 Guernsey and $20.00 Muskingum). The SEAT Board has approved it as well as ODOT. We are in the public meeting process currently. Those meetings will be the 17th of June in Muskingum County at the Library, and then on the 20th of June in the County Government building in Guernsey County, at 10:00am for each meeting.

Ms. Jamiel asked what the cost would be if it was pre-planned and scheduled ahead of time. Mr. Stewart said the cost would be the same. Ms. Gill stated that the difference would be that since it would be planned, you are guaranteed trip versus running the chance of a driver not being available by calling same day.

Mr. Stewart stated that the terms for TAC Committee members are one year. Ms. Smith is resigning so this is her last meeting. Mr. Stewart stated he will email all members to request they serve again. A new chair will need to be elected at the September 2016 meeting.

Mr. Davis stated that the Guernsey County Senior Center Transportation was extending their hours on June 13th to run in the evening until 8:00pm, Monday through Friday, for seniors, aged 60 and over. No out of town. They are hiring 3 new staff members to work in the transportation department. In the last 3 months, they have acquired a new van and a 16 passenger bus. Mr. Davis anticipated that there will be enough service to keep this running.

Our next TAC committee meeting will be September 12th at 10:00am at the Transit Center, 224 Main Street, Zanesville, OH.

Motion to adjourn at 10:31am by Ms. Jamiel, 2nd by Mr. Denbo

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_____ TAC Chairperson Witness

Senior Transportation Advisory Council Meeting

April 22, 2016
10:30 AM – 12:00 PM

Meeting was called to order by Shon Gress

Members in attendance:
Shon Gress, Executive Director
Roger Davis, Transportation Supervisor
Stephanie Pfalzgraf, Community Outreach Coordinator
Mary Cowgill, Council Member
Janet Snodgrass, Council Member
Nancy Daniele, Council Member

Introduction
Shon Gress began the meeting by welcoming council members

- Explained what is a Coordinated Transportation Plan
- Discussed the purpose of organizing an advisory council
  -feedback on concerns and needs of community
  -share info with other providers to help improve issues
- Categories of discussion
  - Top 5 Concerns
  - Top 5 Needs
  - Goals

Top 5 Concerns Discussion

- Out of County Transport
  - Individuals with drs/medical treatment in Cleveland, Columbus, etc.
  - Discussion about larger baby boomer population-increased activity after business hours into evening-causing dr offices, clinics needing later hours of operation
- Hours of Operation
  - Days and hours available to be transported should be increased
  - Geared around rush hour traffic and weather conditions
  - Discussion about individuals who do not like driving in larger cities (Columbus, Cleveland, etc.)due to rush hour traffic (find it indimidating)
  - Discussion about individuals who do not like to drive in snow, rain, etc.
  - No weekend transport at all
  - What do individuals do for groceries on weekends
- Are we meeting the needs of the smaller rural areas
  - Increasing isolation due to closing “mom and pop” stores, small bank branches, etc.

- Discussion about how things have changed, some women didn't drive, men did driving
- Discussion about individuals not having family to help without "benefits"
- Maintaining independence

- Transportation to Sunday Services
  - 75 yrs of age and older majority of rural church population, backbone of most congregations
  - How do most non driving seniors get there-may not have a way there but may have way home
  - Create fixed route (i.e. school bus route) of individual churches
- Coordination and Customer Experience
  - Affordable and Accessible transportation
  - Improved experience when transit system can utilize efficiencies, cut waste
  - Discussion about interactions between clients and drivers of transportation very positive
  - Discussion about individuals having issues with family not visiting them. Tricked them by sending family members unsigned checks-had to visit for individual to sign them

Discussion on segment of Senior Center Coordinated transportation Services

Shon Gress distributed copy of the" Identified Gaps in Guernsey County Transportation Services" segment of the Coordinated Transportation Plan to committee members for overview.

- Biggest concern is the out of county transporation
  - Cost of other options (taxi, ambulance, etc.) very unaffordable
- Expand service hours
- Under age 60 transportation limited to SEAT, Job & Family Services, etc.
  - Working to drop age restriction from 60 years of age or older to 55 years of age or older
- Concern voiced by committee member about the inability to reach anyone at SEAT and Another member agreed, having the same issue

Prioritized Goals-Objectives for Guernsey County Senior Citizens Center transportation

- Would happen in phases
  - **Phase One**
  - Expanding our hours-Monday through Friday, 8:00 AM – 8:00 PM, two drivers and dispatcher
  - Discussion about the discovery of need for service by the need of a family member and their dialysis treatments
  - Ambulances doing most of the late return trips for dialysis patients due to no transportation options
  - Agreement with JFS to transport Medicaid clients anywhere in Guernsey County and New Concord
  - Can transport Passport/Medicaid clients out of county

- Received grant for a technology update (radio transmiters)
    - Better service in rural/"dead" zones
    - RFP next few months-hope to put into effect late summer, early fall
- **Phase Two**
- Weekend transporation
- Gradual steps-see response to evening hours first

Top 5 Needs Discussion

- Other providers increase quality of answering phone (customer service), no answering machine-human contact preferred
    - Attentive dispatcher must be a problem solver
- Pillow or blanket in vans for comfort
- 4 prong walker/cane (tall stool)
    - Respecting individual space (sanitary issues) by allowing them to use assisting device if they choose instead of human contact
- Emergency kit in vans to include emergency blanket, glucose tablets, bucket, disposable bags etc.)
    - Discussion about the training of drivers, statistics of department.
- Marketing and Promotion for all transportation providers
    - What do they do and how are they utilized
    - Postings in newsletter and social media
- Discussion about how the use of services has changes as the population has changes (baby boomers)

Goals of collected feedback

- Schedule meeting with relevant providers
    - Discuss concerns
- SEAT-why empty vans, no answer on phone calls, why are fixed routes only visible online, no benches or signs at stops
- Discuss schedule set trips out of county for a set fee
- Establish fixed (all day) routes to out of county apts (ex. Columbus on Friday, Cleveland on Wedesday, etc.)
- Private pay option for out of county trips
    - what do members think is affordable
    - calculate cost of service in formula
    - escort companion rate option (extra fee)-what is affordable
- Discussed that once everything would like to do is finalized, can look at grant options to offset cost
- Look into what other counties have established for out of county transport
- Discussion about experience member had in Henry County, Va shuttle several clients to out of town medical appointments-driver was very attentive and checked on all passengers throughout the day.

- Expanded service can open up volunteer opportunities
- Discussed timeline
    - How quickly will things get established
    - Things will happen in phases-not everything at once
    - Will work with our group-then providers-then commissioners etc. (chain of command)

Comments or Concerns

There were no additional comments or concerns voiced. Shon informed members if they ever had any comments or concerns at later date to contact him. "If a problem is unknown, it cannot be fixed".

Meeting Adjourned

Senior Transportation Advisory Council Meeting

March 15, 2017

12:00 PM – 1:30 PM

Meeting was called to order by Shon Gress

Members in attendance:

Shon Gress, Executive Director
Michael Hess, Transportation Supervisor
Stephanie Pfalzgraf, Community Outreach Coordinator
Mary Cowgill, Council Member
Janet Snodgrass, Council Member
Nancy Daniele, Council Member
George Kohlman, Council Member
Joan Boyd, Council Member
Lucy Wolfe, Council Member

Habiba Nunn, Council Member

Copies of minutes from meeting held on April 22nd, 2016 were distributed to council members

Introduction

Shon Gress began the meeting by welcoming council members

- Explained/Overview of Coordinated Transportation Plan
- Discussed the purpose of advisory council

Reviewed Top 5 Concerns Established in April 22nd Meeting

- **Out of County Transport**
  - Out of County Transportation – Still an Issue
  - Discussed agreement with Job & Family Services (Medicaid Waver Transports)
    - Increased initial agreement
  - Discussed agreement with Area Agency on Aging Region 9 (Passport Transport)
  - Problems with Third Party Providers
- **Hours of Operation**
  - Discussed new extended hours
    - How things are working
  - Generation change
    - Later appointments at doctor, dentist, etc causing offices to extent their hours
  - Look to expanding into weekend hours (8:00 AM – 12:00 PM)
  - Discussion about individuals who do not like to drive in snow, rain, etc.
  - Discussed upcoming Coordinated Transportation Meeting
- **Meeting the needs of the smaller rural areas**
  - Still an issue
  - Community members becoming more resourceful
  - Discussion new software (Fleetmatics)

        - Improved efficiency
        - Funding received from ODOT
    - Grant received for vehicle maintenance-operation assistance
    - Will possibly be applying for grant in fall for new vehicles
- **Coordination and Customer Experience**
    - Members expressed issues with late pickups
    - Member would like to watch transportation department manager work
    - Discussed pros/cons of going all digital

Comments or Concerns

There were no additional comments or concerns voiced. Shon informed members if they ever had any comments or concerns at later date to contact him. “If a problem is unknown, it cannot be fixed”.

Meeting Adjourned

Guernsey County Coordinated Transportation Plan
Providers & Partners Meeting
March 23, 2017
1:00 PM – 2:00 PM

Meeting was called to order by Michael Hess

Members in attendance:
Michael Hess, Transportation Supervisor
Stephanie Pfalzgraf, Community Outreach Coordinator
Karen Johnson, Guernsey County Veterans Services
Ron Gombeda, Guernsey County Community Development Corporation
Frank Toth, Guernsey County Community Development Corporation
Arlene Johnson, Southeast Area Transit
Neal Murdock, Guernsey County Job & Family Services

Introduction
Michael Hess began the meeting by welcoming providers & partners in attendance
Apologized for Shon Gress absence, informed everyone he was at State House giving important testamony
Each individual stated name and organization in which they were representing

Overview & History of Guernsey County Coordinated Transportation Plan

- Michael began with a brief history of the Guernsey County Senior Citizens Center, it's transportation department and the Guernsey County Coordinated transportation Committee
    - GCSCC in operation since 1972
    - Appointed lead agency in creation of Coordinated Transportation Plan
    - Plan is requirement of Safe, Accountable, Flexible, Efficient transportation Equality Act: A Legacy for Users
- Stephanie spoke on how Guernsey County Senior Citizens Center became lead on creation of the Plan
    - Ohio Department of Transportation had made efforts with County Commissioners to provide individuals to aid in the development of County Coordinated Transportation plans
    - Our local commissioners did not respond
    - Shon Gress addressed issue with commissioners expressing that if there was not a plan developed, no applications for grants/funds could be made
    - Commissioners appointed Shon at that time
- Michael then discussed what the benefits of the plan are
    - Enables GCSCC to be eligible to apply for ODOT 5310 Specialized Transportation funding

        - Purchase new vehicles
    - Plan updated in 2014 and 2016
    - Would like to update plan in 2017 to include
        - Profiles for each transportation provider
        - Review and confirm priority points
        - Incorporate and include new updated county profiles & demographic data

Review of Current Guernsey County Coordinated Transportation Plan

- Distributed copies of the copies of Coordinated Transportation Plan
- Informed members the plan can also be viewed on our website: www.guernseysenior.org

Planning Goals of the Guernsey County Coordinated Transportation Plan

- Michael discussed the goals of coordinated public transit-human services transportation action plan
    - Bring everyone back to the table to review plan and help make it better
    - Build upon the County's strengths of collaboration, communication, and "Hands on" experience
        - Evaluate current services
        - Investigate opportunities to connect County residents to transportation services
        - Further involve private stakeholders
        - Provide more options to agencies
        - Make participation an attractive proposition for transportation services
        - Identify gaps
        - Make recommendations on how to address gaps
        - Provide more access to transportation in cost effective manner

Senior Transportation Advisory Council Meetings

- Stephanie discussed the creation of the Senior Transportation Advisory Council
    - Have had two meetings to date
        - April 22, 2016
        - March 15, 2017
    - Distributed copies of the minutes from both meeting to members
    - She then went into review of the one major component of the meetings was to identify Top 5 concerns they (Seniors) have
        - **Out of County Transportation**
            - An ongoing problem
            - Individuals with medical appointments out of County (Cleveland, Columbus, Zanesville, etc.)
            - With "baby boomers" population increasing, later appointments=doctors, clinics with later hours
        - **Expanded Hours of Operation**
            - Evening transportation was a concern at first meeting

        - Since then, GCSCC has extended hours until 8:00 PM on weekdays
        - Weekend transport still concern
        - With success of expanded hours may lead to
            - "Phase 2"-Saturday transport possible 8:00 AM – 12:00 PM
            - "Phase 3"-Sunday transport
            - Set routes to churches
        - Gear toward rush hour and weather conditions
        - Dislike of driving in larger cities (intimidating)
    - **Are we meeting the needs of the smaller rural areas & villages**
        - Transportation needs increased
            - Increased isolation due to closing small stores, small banks, etc.
            - Individuals not having family to help without "benefits"
            - Maintaining independence
    - **Transportation Weekends/Sunday Services**
        - 75 yrs of age + majority of rural church population
    - **Improve Coordination and Customer Experience**
        - On going
        - Affordable/accessible
        - Improve experience when system can use efficiencies
        - Discussion with relationships between drivers/clients very positive

What' Needed in 2017 Plan

- Provider & Partner Profiles were distributed to members (were also mailed to them with their invite to the meeting)
- Asked to complete them and return them to GCSCC, or could be faxed
- South East Area Transit, Guernsey County Veterans Services, and Guernsey County turned their profiles in at this time
- Stephanie asked if there were any revisions that should be made to the Top 5 concerns discussed with the Senior Advisory Council
    - Nothing was mentioned

Roundtable Discussion

- Michael opened up to roundtable discussion
    - **GCSCC**
        - Ridership up
        - Increased Medicaid transportation
        - Introduction of evening hours
            - Slow increase at first but hope warmer weather and longer days will increase participation
        - Use of Fleetmatics system
    - **Southeast Area Transit**

- Introduced new Demand Response Program
    - Took place of express services
    - Can take individuals straight to dr apts
    - For general public
    - In town transport-$2.00
    - $2.00 trip
    - Discussed pick up points specific to each route
    - Gave Michael copies of route maps etc.
- Guernsey County & Zanesville trips
    - $12.00 each way for those younger than 60
    - $12.00 round trip for those 60 and older
- Columbus trips can be upwards of $300 - $400

- **Guernsey County Veterans Services**
    - Distributed a copy of their scheduled routes out of county and pick up points
    - Problems with getting clients to pick up points
    - Discussed with Southeast Area Transit about purchasing "tickets" for riders
        - Expire? (SEAT responded no)
        - Will be having a meeting on Monday with assistants – will discuss purchase of SEAT "tickets" since there is no expiration date
    - New addition of a 2016 Dodge Van (not handicap accessible)
        - Very lengthy process
        - Everything must be approved through VA
        - Then must go through Washington to accept
        - Must always take most direct route to out of county destinations
            - Chillicothe – Columbus
- **Guernsey County Community Development Corporation**
    - Services are for Veterans only
    - Hours are Monday through Friday 8:00 AM – 4:30 PM
    - Small Company
        - Not enough resources or man power
    - Are looking to expand to non-veteran services
        - Senior Citizens
        - Rural areas
    - Fuel costs hindering expansion
- **Guernsey County Department of Job & Family Services**
    - Discussed issues going on with state
        - Going to managed care
    - Increased transports with Senior Center transportation

Additional Questions/Comments

- Southeast Area Transit asked where funding for Guernsey County Senior Citizens Center transportation evening hours came from
    - Michael explained the grant received from ODOT
- Stephanie asked at this time if there was anyone else that members thought should have a presents around the table
    - JFS thought that Guernsey Industries should
    - Invite will be extended to them for next meeting

Future Meetings

- Michael expressed getting back on a regular schedule with meetings
    - Asked members if members would like to have quarterly or bi-annual meetings
        - CDC suggested quarterly
        - Opinion was noted and noticed will be sent out with date/time of next meeting

Wrap up/Adjourn

- Stephanie asked if there were any other questions/concerns or if there was anything that members thought should be discussed/covered that wasn't
    - Nothing was mentioned
- Members were thanked for being in attendance and meeting was adjourned at this time

Guernsey County Coordinated Transportation Plan
Providers & Partners Meeting
Tuesday, October 24, 2017
1:00 PM – 3:00 PM

Meeting was called to order by Michael Hess

Members in attendance

Andrea Thompson, South East Area Transit
Howard Stewart, South East Area Transit
Gary Lucas, Guernsey County Veterans Services
Karen Johnson, Guernsey County Veterans Services
Shon Gress, Executive Director, Guernsey County Senior Citizens Center
Michael Hess, Transportation Supervisor, Guernsey County Senior Citizens Center
Stephanie Pfalzgraf, Outreach Coordinator, Guernsey County Senior Citizens Center
Melissa Best, Director, Cardinal Place Assisted Living

Introduction

Michael Hess began the meeting by welcoming providers & partners in attendance.

- Each attendee stated their name and organization in which they were representing.
- Made special mention of the newest member, Melissa Best of Cardinal Place.
    - She was given a profile to complete about the Cardinal Place facility and transportation services they have available (if any).
- Howard Stewart asked to have a copy of their profile, which was completed previously, to be emailed to him.
- Michael said that he would do that as soon as possible.

Coordinated Transportation Plan

Michael then began speaking on the new updates on the coordinated transportation plan

- Need to identify community resources
- What programs do other organizations use for their clients who need transport

Shon asked if Michael could define exactly what information was needed from the organizations

- Items he needed were
    - Fleet size (if any)
    - Names of organizations/programs other individuals use if clients need transportation but they do not offer that service

Organizational Transportation Descriptions

- Shon (Senior Center)
    - Senior Center transportation program only transports within the county, often must work with outside programs to assist their clients with out of town appointments
        - Work closely with
            - Southeast Area Transit
            - Veterans Services
            - Guernsey County Community Development Corporation
                - Revamping Veterans Services (primary clientele)
        - profile should be sent to Kelly at Guernsey Industries to be completed

- Karen (veteran's services)
    - Just added Columbus to the prepared routes that their drivers make each month
        - Will have an article in the Daily Jeffersonian Newspaper soon to announce this addition and make public more aware
        - If clients need to go to Columbus on days that are not pre-determined days for the trip, arrangements can still be made to make trip
    - On trips to Cleveland with a stop in Canton first
    - Trips to Columbus then go to Chillicothe
    - All trips are done on set days of the week
    - Clients simply need to call the office to set up appointments for transport
    - Have 2 vehicles
        - Dodge Grand Caravan
        - Not wheelchair accessible but can transport the chair itself
        - Client must be able to get in and out of vehicle on own

- Shon noted that both Senior Center and South East Area Transit both have wheelchair accessible vehicles
    - Huge need for out of county transportation
        - In the future (phase 3) hope to begin
            - Out of county trips (routes on specific days)
            - Limited weekend hours
        - Discussed 5310 funding
            - 80/20 cash match (state 80/local 20)
            - Could apply for new vehicles-low cost
            - Newest opportunity-apply for operating assistance
        - Always looking at what the community need is and what they look for

- Karen (veteran's services)
    - requires that if the client would like either a healthcare provider, spouse or family member to accompany them on transport, the attendant is required to sign a paper to enable them to ride
    - can transport service animals (dogs) but must have carrier

- Shon asked veteran services the sort of challenges they face most often
  She commented
    - More and more people are wanting to go to Columbus for services/treatment
        - Too long of a ride to Cleveland
        - Often have a long wait before returning home
        - Same scenario with Chillicothe

- Shon (Senior Center)
    - original thought behind coordinated plan
        - Everyone in area (county, town, city) share everything (vehicles, fleet)
        - Just not feasible due to each program/organization having own set of guidelines and regulations required to follow

- Melissa (Cardinal Place (assisted living facility))
    - Have a 2016 van
    - Transport residents only
    - Some residents are private pay and veterans
    - Biggest challenge is finding someone to drive vehicle
    - For most transport, use South East Area Transit or Senior Center

Prioritize Needs

Michael began the conversation on what others deem priority transport need

- Senior Center puts medical transports over all other destinations

- Shon (Senior Center)
    - Original plan for updating Senior Center transportation was to expand into evening hours-Done
    - Upcoming meeting with Senior Advisory Group
        - Identify what they see as need
        - Discuss out of county transport (set routes)
    - Surveys to clients will also be distributed soon
    - Job & Family Services has independent drivers and go up to 150 – 200 mile radius of Cambridge
        - Would like to prioritize destination requests (James, Riverside (medical))
    - Non-medical transports are just as important

- Keep independence
- Next step in update
    - Out of county
    - Limited weekend
        - Start with either Saturday or Sunday (8:00 AM – 12:00 PM)
        - May request assistance

- Melissa (Cardinal Place)
    - Need more Zanesville trips
    - Only negative she hears from residents is complaints about long wait times
        - Dialysis patients
    - No funds available to take caregiver other than passport
    - Issues with client getting in/out of chairs
    - Physical limitations

- Shon (Senior Center)
    - state is looking at
        - Challenges at the transportation level and also customer service
        - Transporting Alzheimer's patients very challenging
        - Importance on building client profiles to assist drivers on being more aware of each individual and their needs
    - Weights of clients are increasing
        - Limiting ability to transport larger wheelchairs/scooters
        - Ramps not large enough-exceed weight limits
        - Had to deny services due to inability to transport large equipment

- Howard (Seat) agreed-sees several clients more and more

- Shon -With the changing of Medicare plans in our area
    - More clients coming from Coshocton (cancer patients)
    - In/out of networks
    - Causing more problems with transportation (unable to cross county lines)

Expansion on Profiles

Michael distributed new updated profile sheets for organizations to complete and return

- Two week deadline to return

Asked organizations for basic rundown on fleet/ridership

- Howard (Seat)
    - All vans handicap accessable

- Highest priority for them to transport

- Shon (Senior Center)
  - Only 2 of senior center vehicles not ODOT
  - Looking to replace them with upcoming grant
  - Last grant
    - Able to purchase 16 passenger (2 wheelchair)
    - May be used for out of county routes in future
  - Under 5310-can't charge /excessive fees
  - Under title III-absolutely cannot charge-must be donation only

Needs? Gaps?

Michael asked what kind of needs/gaps organizations face

- Howard (Seat)
  - Funding is key
  - Lack of understanding – not taxi service
    - Other organizations
    - Passengers
  - Why wait time is what it is
  - Medicaid changes coming
    - If paying-what will wait times be worth

- Shon (Senior Center)
  - Advanced notifications a problem
    - Need to have passengers understand –cannot be on demand
    - On demand-not able to make routes
      - No way to know when finished
- Howard (Seat)
  - Dialysis
    - Let riders know schedule
    - ½ hour pick ups
  - Biggest complaint-not taxi service
  - Would like to schedule more groups instead of individuals
  - More transports in Zanesville than Guernsey County

- Karen (Veteran services)
  - Clients know routes
    - Don't schedule appointments
      - Get upset when van doesn't show

- Howard (Seat)
  - Installing new software

        - Call night before
    - Client schedule to call 10-15 minutes before pickup
    - Centralizing call stations
        - Done in Zanesville
    - May be looking to be expanding into Noble County
    - 17 transit agencies through state
    - With new things coming from state
        - Could have issues with ability to fund

- Shon (Senior Center)
    - Recently met with Guernsey County Job & Family Services
        - See challenges with on dispatch coordination
    - Test in Hamilton of what State wants
    - Other problems
        - Take jobs away from local area
        - Each program unique
        - Not one size fits all
    - Need more education in plan
    - Providers should share marketing, routes, etc

Victories

What victories organizations have had organizations would like to share, Michael asked

- Howard (Seat)
    - Newest member of team-Andrea
        - 5 years of experience with North Carolina Department of Transportation
        - Member of CommunityColaboration Health Plan Committee
    - Combat no shows-cancellations
    - Lack of understanding of how public transit works
        - Scheduler need to explain to client
    - All agencies need to know what's available
        - Dr offices and medical community need to understand as well
        - Running behind-let client know
        - Explain how it works and transport will be there

- Shon (Senior Center)
    - Senior Center distributed flyers/business cards to dr offices
        - Educated them
        - Helpful for clients
            - Back of card has place for office to write client appointment
        - Most office personnel very familiar with us
            - Phone number

        - Drivers
- Howard (Seat)
    - Would like to have lifts instead of ramps on vehicles
    - When ordered vans-have larger door installed
        - Small door causes too many problems for passengers (36")
        - Pay out of town company to install

- Shon (Senior Center)
    - Hoping to replace 2 vehicles and add 2 additional
    - May have at total 6 apply for
    - Have 3 CDL drivers on staff currently

- Howard (Seat)
    - Would be able to include Senior Center CDL drivers into their trainings
    - Andrea also certified in teaching defensive driving course

- Shon (Senior Center)
    - Extended invitation to other organizations to attend our trainings as well
        - CPR
        - First Aid
    - Area Agencies often unavailable for trainings
    - Train our own staff
    - Regional groups easier to work with
    -

Michael asked groups to keep the question of the challenges they face in mind to discuss at next meeting.

- Will have changes made to plan by December

Major Trip Generators

What are the main needs for transportation seen by organizations?

- Howard (Seat)
    - Grocery store
    - Work
    - Pharmacy (Medicaid does not cover pharmacy trips)

- Melissa (Cardinal)
    - Medical
    - Errands (Shopping, Banking)
    - Can take them but residents prefer to go on own
        - Independence

- Karen (Veteran's Services)

        - Medical

- Shon (Senior Center)
    - Medical
    - Errands
    - All trips will increase with weather change
        - Will transport up to a level 2 ¾

- Karen (Veteran's services)
    - When weather is bad, leave transport up to the discretion of the driver

Michael again asked to keep in mind

- Strategies to combat
    - If can't meet less than 24 hour notice
    - Weight limits
- Shon (Senior Center)
    - A lot of previous concerns of Senior group covered with updated expanded hours
    - Still opportunities to improve
        - Regional
        - Out of county
        - Work together to coordinate services
    - By 2020, 53% of residents of Noble county will be 60 or older
    - Question for state
        - Why can't use existing providers instead of creating new one (out of county transports)

Closing thoughts

Michael then asked group if there were any other ideas of things that needed to be included in the plan

- Nothing was mentioned

Once plan is completed

- Each organization will have an opportunity to review and make any adjustments needed before submission
- Will be "our" group plan
- Before last plan was compiled
    - Over 800 surveys were distributed to clients/passengers
    - Items from that survey drove the items for the current plan
    - Not going to do those again
        - Things haven't changes much

Asked for any closing remarks

- Shon

- Would like to work closer with Geri Beckner
    - Incorporate EMA into next group

Next meeting will be held in either February or March

Will send new plan to group in email

- review before incorporating anything
- Can vote electronically through email

Then will take to commissioners for approval
Once approved

- Will become county plan

Wrap up/Adjourn

Michael asked if there were any other questions/concerns of if there was anything that members thought should be discussed/covered

- Nothing was mentioned

Members were thanked for being in attendance and the meeting was adjourned at that time

Senior Transportation Advisory Council Meeting

Monday, November 13, 2017
10:30 AM – 12:00 PM

Meeting was called to order by Michael Hess

Members in attendance:
Michael Hess, Transportation Supervisor
Stephanie Pfalzgraf, Community Outreach Coordinator
Mary Cowgill, Council Member
Nancy Daniele, Council Member
George Kohlman, Council Member

Introduction
Michael began the meeting by welcoming council members

- Explained/Overview of purpose of meeting
    - ODOT (Ohio Department of Transportation) wants each company/organization to have own plan
    - All plans varied (why set up)
    - Sent out template for each company/organization to use for their plan
    - Two main services in county
        - Guernsey County Senior Citizens Center
            - Have
        - SEAT
- Taken current plan and transferred into new template
    - Condensed
    - Small formatting errors/cleaning up still needed
    - Same plan
        - Biggest difference
            - List of providers

- Reached out to all agencies with transportation services over 20 (public/private)
- Need to provide complete agency survey

Council Members Began Reviewing Plan

- Nancy noticed that page numbers on plan would be beneficial
- Mary asked if Merle Bell (independent transportation driver) was asked to be included in local service
    - Michael said he would check into it

Overview of Plan

Michael spoke about with this plan

- Use to apply for 5310 funds
    - 80/20 share to purchase vehicles
    - Now can apply for operating costs

Then began a quick review of sections of plan/areas plan addresses

Technology

- What do other organizations use
    - Unsure of other organizations methods until surveys come back
    - Senior Center uses Fleetmatics
        - Can view where each vehicle is on map
        - Fuel consumption/mileage
        - Doesn't do schedules

Transportation Needs/Gaps

- Discussed with group at prior meeting
- Will have meeting first quarter of 2018
    - Reassess gaps
    - Weekend transport next on agenda to address
        - Start with either Saturday or Sunday
            - 8:00 AM – 12:00 PM
            - Main goal may be Sunday
                - Church services

County Profiles

- Review economic/socioeconomic data
    - Population demographics

Major Trip Generators

- Follows population size
- Senior Center main trip generator-Medical
- Dialysis/Dr
    - Evening hours
        - 4-15 trips daily
        - Winter months-always see an increase

Surveys

- Review of surveys sent to 500 participants of services previously sent
    - Will do new surveys in future
    - For all transportation services in County
        - We just lead agency

Plan Adaptation

- Process of adopting plan
    - Meet with
        - Agencies
        - Seniors
        - Public
            - Senior approval first
            - Agency approval
            - Guernsey County Commissioner approval
            - Submit to ODOT
                - Becomes official County plan

Final Plan Review

Michael asked group to look over plan for final time

- Group quietly read/reviewed plan

- After a short time, Michael asked if there were any questions/concerns
    - None were voiced

- Michael then asked for a motion to vote on plan
    - Stephanie asked for all those who approve
        - Mary-yay
        - Nancy-yay
        - George-yay
    - All apposed
        - Nothing was said
- Michael announced that the plan has been approved
- Asked if the group had any other questions or concerns would like to address
    - Mary asked if they will be receiving a final copy of plan once all have approved
        - Michael said that once everything was completed will call group back to discuss

Closing

Michael thanked the group for coming together and for their contribution in coordinating transportation services throughout the county.

Will contact everyone once complete

Meeting Adjourned

Meeting Sign-In

Project: ODOT Coordinated Transportation-Senior Advisory Committee

Place: Guernsey County Senior Citizens Center, Inc.

Date: Friday, April 22, 2016

Time: 10:30 am-

	Print Name	Phone	Email
1.	Shan Gress	740-439-6681	Sgress@guernseysenior.org
2.	Margie L. Cargill	740-439-[illegible]2	[illegible]
3.	Nancy Daniels	740-452-5872	ndaniels3@gmail.com
4.	[illegible]	740-594-4238	[illegible]
5.	Stephanie Palczak	740-439-[illegible]	outreach@guernseySenior.org
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

Guernsey County Coordinated Transportation Plan
Providers & Partners Meeting
Thursday, March 23, 2017 1:00 PM - 3:00 PM

Name	Agency	Email Address
KAREN JOHNSON	VETERANS	kjohnson@guernseycounty.org
Ron Gombeda	CDC	rgombeda@guernseycounty.cdc.com
FRANK TOTH	CDC	FRANKETOTH@GMAIL.COM
Arlene Johnson	South East Area Transit	ajohnson@seatbus.org
Neal C Murdock	Guernsey County JFS	neal.murdock@jfs.ohio.gov

Name	Agency	Email Address
Nancy Daniele		ndaniele3@gmail.com
George Kohlman		geo.kohl@yahoo.com
Mary L. Lassiek Cargill (rider) to Center		no e-mail get me at Center

Coordinated Plan Sign-In-Sheet

Name of Meeting/Focus Group: _____
Date of Meeting/Focus Group: Tuesday, Oct. 24, 2014
Location of Meeting/Focus Group: GCSCC

Please Print

Name & Agency	E-mail Address	Telephone	I am a person with a Disability	I am an older adult
Andrea Thompson South East Area Transit	athompson@seatbus.org	740 454-8574		
Howard Stewart SEAT	director@seatbus.org	740-454-8574		
Gary V. Lucas Veterans Service	LuVAMS@RoadRunner.com	748-432-8258		
KAREN JOHNSON VETERANS SERVISES	kjohnson@guernseycounty.org	740-432-9295		
Shon Gress Guernsey Co. Senior Center	sgress@guerneyseniors.org	740-439-6681		
Stephanie Pfalzgraf GCSCC	outreach@guernseysenior.org	740-439-6681		
Michael Hess GCSCC	transportation@guernseysenior.org	740-432-3838		
Melissa Best Cardinal Place	mbeste enlivant.com	740-439-5710		