
Muskingum County

Muskingum County Regional Coordinated Public Transit-Human Services Transportation Plan

2018-2020

Lead Agency: South East Area Transit (SEAT)

For more information about this plan please contact Howard Stewart Jr., Transit Director (740) 454-8574 Ext 103, or director@seatbus.org.

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EXECUTIVE SUMMARY

This plan is the Public Transit-Human Services Coordination Transportation Plan for Muskingum County Ohio. This regional plan was finalized in September 2018 and will be reviewed and updated annually. 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 Muskingum 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 complete the following activities:

1. Identify all community resources including:
 - ◆ Southeast Area Transit (SEAT)
 - ◆ Carr Center
 - ◆ Muskingum County Center for Seniors
 - ◆ Muskingum County Developmental Disabilities
 - ◆ Zanesville – Muskingum Behavior Health
 - ◆ Creative Options
 - ◆ Genesis
 - ◆ Starlight
 - ◆ Muskingum County Job and Family Services
 - ◆ Goodwill
 - ◆ Muskingum County ESC
 - ◆ Muskingum County Housing

2. Identify and Prioritize community transportation needs. A series of five public and stakeholder meetings were held in between January and May 2108, to gain insight to unmet needs for the county. In addition to the five public meetings, surveys were distributed throughout the county. The results of the public meetings and surveys revealed the following unmet transportation needs:

County Transportation Needs:

First Priority

- ◆ Sustainable funding for transportation service – capital and operating
- ◆ Secure a Regional Mobility Manager
- ◆ Increase accessible vehicle fleets
- ◆ Extended hours and days of operation
- ◆ Shared scheduling software among providers to increase coordination opportunity
- ◆ Out of county service for any trip purpose at an affordable rate

Second Priority

- ◆ Educate the public to Increase awareness and education of transportation services throughout the counties and region
- ◆ Increased same day transportation options

Third Priority

- ◆ Coordinate with the county in the development of Complete Streets and Active Transportation plans – bike and walking paths, sidewalk improvements, road improvements, curb cuts, safe routes to school, etc.

3. Establish a clear plan for achieving shared goals

The coordination partners have worked together to develop through the coordination planning effort to identify six (6) goals county specific goals. Along with sustainable funding, one of the fundamental strategies to attaining the goals established for the county is securing a Regional Mobility Manager, who will have a presence in Muskingum County and the other counties in the Ohio Department of Transportation Coordination Region. The Regional Mobility Manager will be a building block in achieving the other goals identified through this planning process. The Regional Mobility Manager will be the liaison for regional transportation needs, encouraging memorandum of understandings among partners, and increased community education.

Detailed goals including strategies to achieve the goals along with achievement timeframes as well as identification of responsible individuals to lead the effort to achieve the goals are provided in the Goals and Strategies Section of this plan.

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

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

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

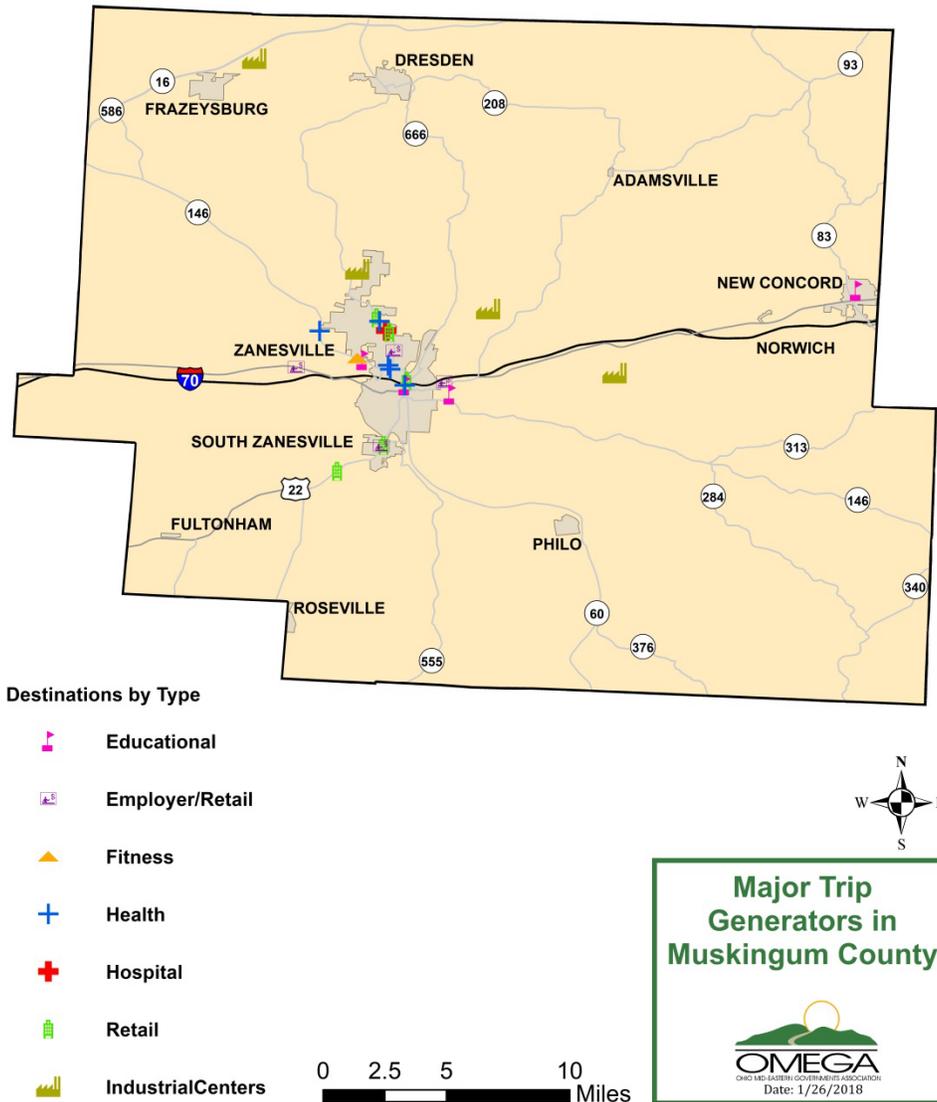
- The Leading Agencies invited potential stakeholders to five (5) public meetings
- The Leading Agencies posted a public notice of the meetings
- Email notifications were sent to identified stakeholders and stakeholders were encouraged to share the public meeting information.
- Public meetings were held in accessible facilities that were well known in the community and had adequate public parking spaces.
- Individuals were provided the opportunity to submit comments outside of the public meetings and survey process via telephone or email.

This plan was developed and adopted by a planning committee. More information about the planning committee can be found in Appendix A.

I. GEOGRAPHIC AREA, DEMOGRAPHIC, AND SOCIO -ECONOMIC CONDITIONS

Muskingum County is located east of Columbus, Ohio, Muskingum County contains a land area of 673 square miles, with Zanesville as its county seat. The population was listed at 84,884 in the 2010 census. The following map depicts the major trip generators for Muskingum County.

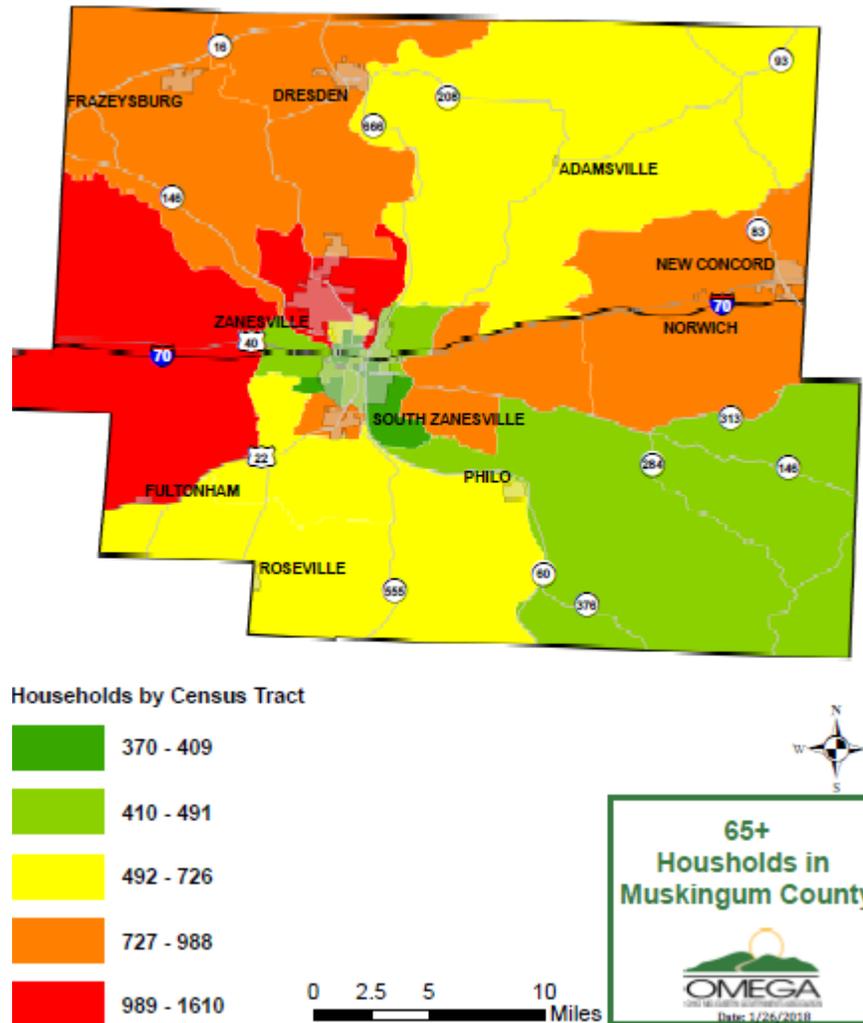
Muskingum County



II. POPULATION DEMOGRAPHICS

As of the 2010 census 86,074 people, 34,271 households, and 23,125 families reside in the county. The population density was 129.5 inhabitants per square mile (50.0/km²). There were 38,074 housing units at an average density of 57.3 per square mile (22.1/km²). The racial makeup of the county was 93.0% white, 3.8% black or African American, 0.3% Asian, 0.2% American Indian, 0.2% from other races, and 2.5% from two or more races.

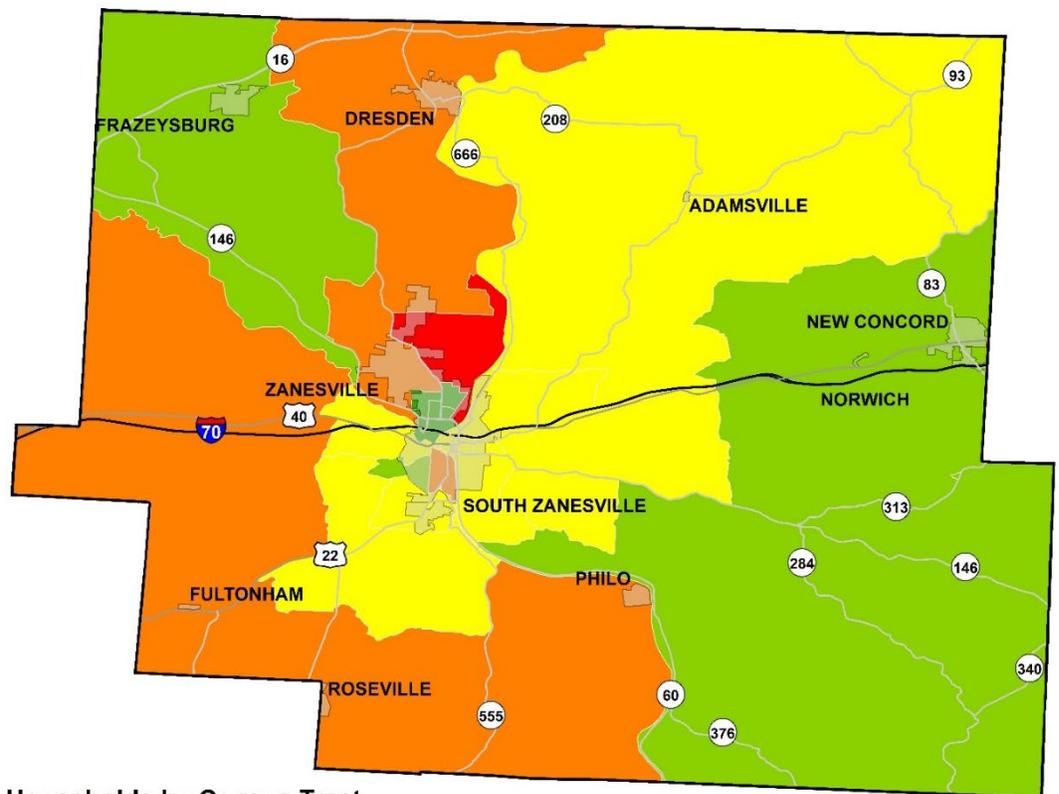
The exhibit below shows the distribution of the older adult population per square mile for Muskingum County.



INDIVIDUALS WITH DISABILITIES

Disability data was collected using the 2016 U.S. Census. The following exhibits show the number of persons in Muskingum County with disabilities and the percentage of each age group with a disability.

Muskingum County



Households by Census Tract



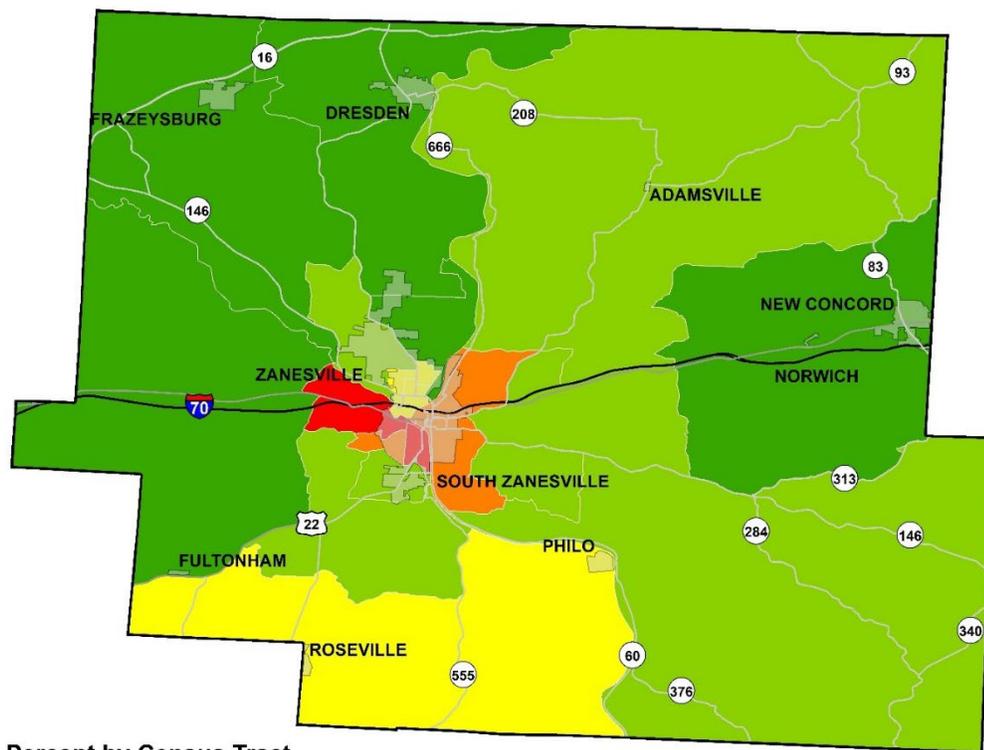
Number of Residents with a Disability in Muskingum County

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HOUSEHOLD INCOME

The median income for a household in Muskingum County was \$39,538 and the median income for a family was \$48,425. Males had a median income of \$40,183 versus \$28,668 for females. The per capita income for the county was \$20,561. About 13.0% of families and 16.6% of the population were below the poverty line, including 24.6% of those under age 18 and 9.3% of those age 65 or over.

Muskingum County



Percent by Census Tract

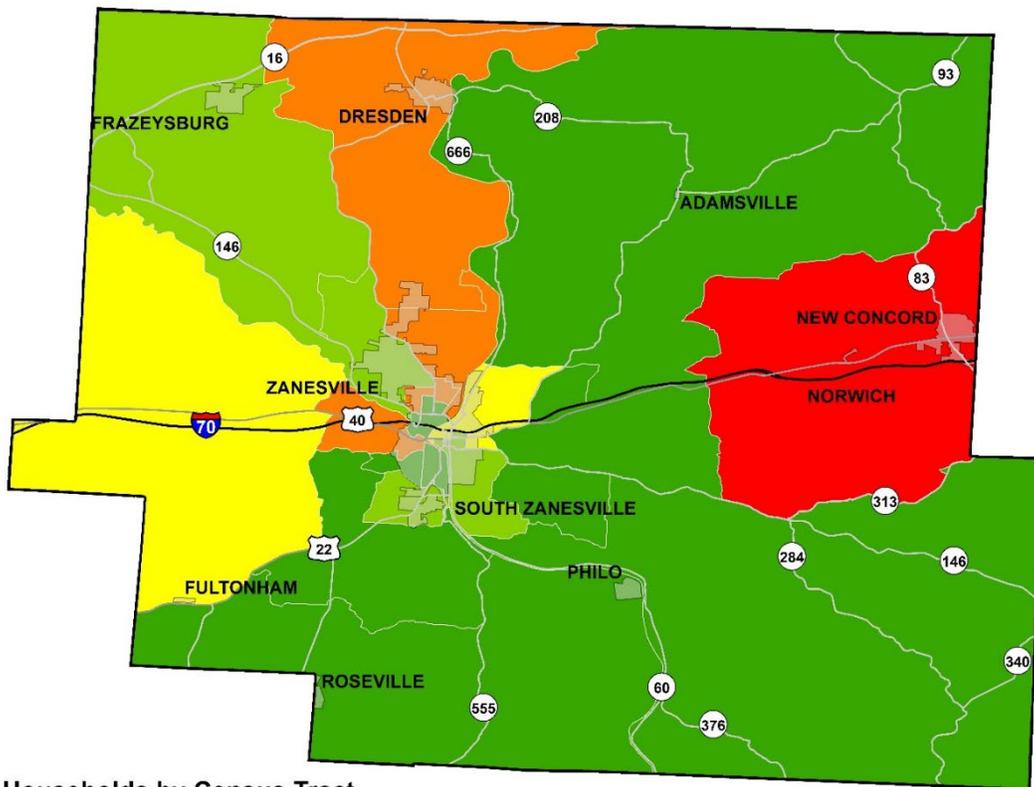


**Percentage of
Population Living
in Poverty in
Muskingum County**

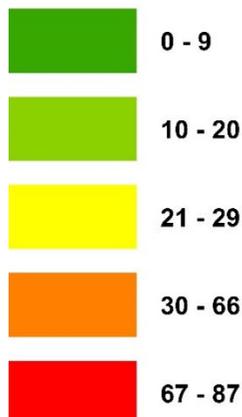
LANGUAGE

According to the 2016 US Census Data, 99.28 percent of the individuals in Muskingum County speak “English Very Well” while .72% individuals “Speak English Less than Very Well”. The exhibit depicts the breakdown of English Proficiency for Muskingum County.

Muskingum County



Households by Census Tract



Limited English Proficiency (LEP) Households in Muskingum County

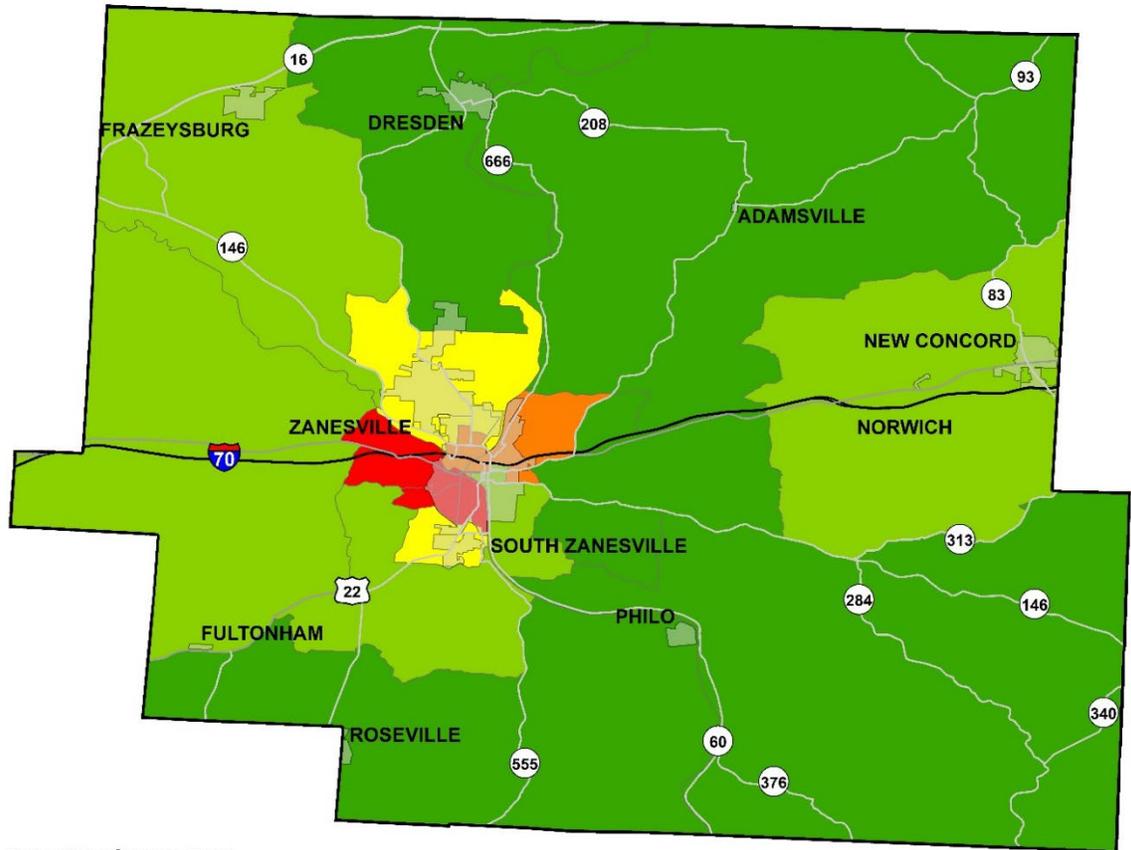
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OHIO AND EASTERN COUNTIES ASSOCIATION
Date: 1/26/2018

breakdown of English Proficiency for Muskingum County.

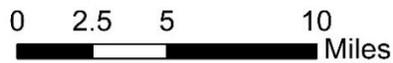
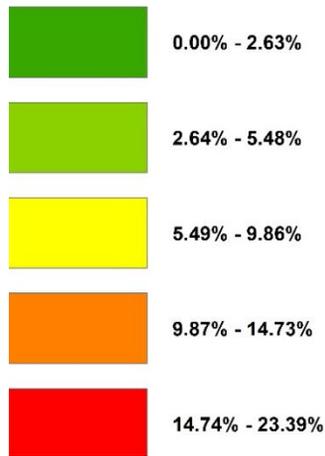
RACE BREAKDOWN

The following exhibit depicts the population race breakdown of Muskingum County.

Muskingum County



Percent by Census Tract



**Percent of
Non-White in
Muskingum County**

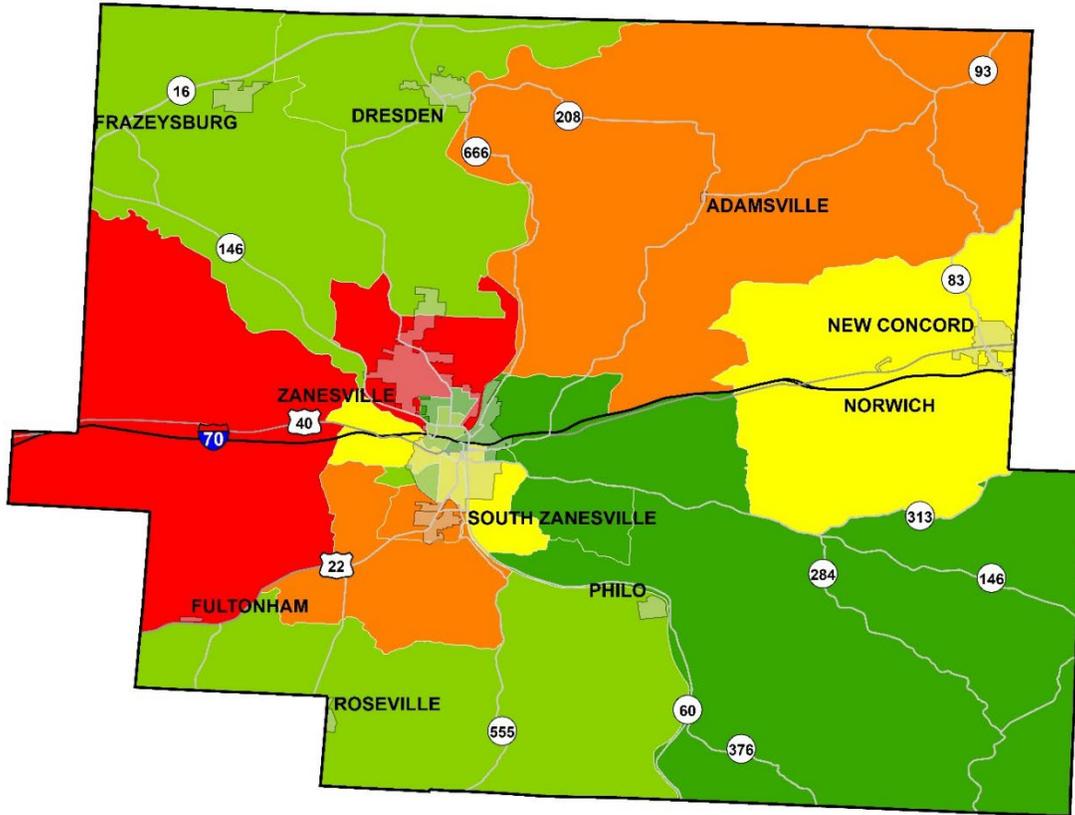


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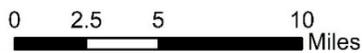
HOUSEHOLD VEHICLES

The following map depicts the breakdown of zero vehicle households in Muskingum County.

Muskingum County



Households by Census Tract



**Zero Vehical
Households in
Muskingum County**

OMEGA
OHIO MIDWESTERN GOVERNMENT ASSOCIATION
Date: 1/26/2018

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 Muskingum County.

The lead agencies identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current and past planning committees, as well as others who the planning committee identified as being appropriate stakeholders.

Surveys to gain information were distributed to each identified stakeholder. Interviews were conducted to secure additional information. It is noted some of the identified stakeholders were only able to provide limited information as they were not the direct provider of transportation service. Some stakeholders represented transit disadvantaged individuals with individual care plans whereby the individual selects and secures a transportation provider of their choice.

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

- South East Area Transit
- The Carr Center
- Muskingum County Center for Seniors
- Allwell Behavioral Health

EXISTING TRANSPORTATION SERVICES.

The following information is based on tabulations from the survey and interview results. A total of 10 organizations provided information about their services.

LIST OF TRANSPORTATION SERVICE PROVIDERS

Agency Name:	South East Area Transit
Transportation Service Type:	Human Services Agency fixed route (fixed path, schedule, stops)/Demand response (one-time & standing order appointments & group trips for agency consumers attending program activities)
Other Services Provided:	Outreach (On-The-Go), Travel Training, Greyhound Bus Terminal
Contact Information:	(740) 454-8573, Option #1
Hours:	Monday-Friday, 6am to 6pm
Service Area:	Muskingum, Guernsey and Noble Counties
Eligibility Requirements:	None. Open to the General Public
Website:	www.seatbus.org

Agency Name: The Carr Center
Transportation Service Type: Human service agency fixed route (fixed path, fixed schedule, designated stops)
Other Services Provided: Adult Day Care for Developmentally Disabled Individuals
Contact Information: (740) 453-5417
Hours: Monday-Friday, 7am to 5pm
Service Area: Muskingum and Guernsey County
Eligibility Requirements: All Transportation is provided for Carr Center clients only
Website: www.carrcenter.org

Agency Name: Muskingum County Center for Seniors
Transportation Service Type: Demand response (includes one-time and standing order appointments and group trips for agency consumers attending program activities)
Other Services Provided: Meals On Wheels, Activities, Health Assessments
Contact Information: (740) 454-9761
Hours: Monday-Friday, 8am to 4pm
Service Area: Muskingum County
Eligibility Requirements: Must be over the age of 60 and live in Muskingum County
Website: www.mccfs.org

Agency Name: Allwell Behavioral Health
Transportation Service Type: Demand response (includes one-time and standing order appointments and group trips for agency consumers attending program activities)
Other Services Provided: Mental Health Provider
Contact Information: (740) 454-9766
Hours: Monday-Friday, 8am to 5pm
Service Area: Coshocton, Guernsey, Morgan, Muskingum, Noble and Perry Counties
Eligibility Requirements: Only clients of Allwell participating in either Mental Health Day Treatment groups or Case Management Services
Website: www.allwell.org

ASSESSMENT OF COMMUNITY SUPPORT FOR TRANSIT

Community support for transportation was apparent at the stakeholder and public meetings. All meetings were well attended. Stakeholders voiced ongoing commitment toward advancing the goals and strategies identified in this coordination plan. While local government officials participation was limited, representatives did attend the first meeting and voiced support for the project.

The SEAT Board meets on a regular basis and SEAT is very active in the community. SEAT seeks agency and public comment on SEAT services on at least an annual basis.

SAFETY

This plan includes goals for Complete Streets and Active Transportation Plans that will improve the safety of pedestrians, bicyclers, and those operating vehicles. Improvements and or development to walking and biking paths in addition to sidewalk improvements will greatly increase the safety of pedestrians and bicyclers by providing dedicated paths without the congestion of vehicle traffic. Road improvements, curb cuts, strategically timed stop

lights, street lights, etc. will improve the safety of not only transit vehicles but all traffic traveling throughout the counties.

VEHICLES

A complete vehicle inventory was also conducted during this plan development. Vehicle inventories are detailed below. Currently, there have been no reports that agencies have turned away individuals requiring a wheelchair accessible vehicle. 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 #1: Vehicle Utilization Table

Veh #	Make	Vin #	Capacity	Service Days	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
Year	Model		WC Capacity	Service Hours			
South East Area Transit							
200	Jeep	1J4FF28S4YL243633	5	M-F	Good	5311	Muskingum
2000	SV		0	6A-6P			
272	Ford	1FDXE45S27DB2112	12	M-F	Good	5311	Muskingum
2007	CU		7	6A-6P			
273	Ford	1FDXE45S67DB2112	12	M-F	Good	5311	Muskingum
2007	CU		9	6A-6P			
281	Ford	1FD4E45S58DB5138	12	M-F	Good	5311	Muskingum
2008	CU		6	6A-6P			
283	Ford	1FD4E45S68DB5144	10	M-F	Good	5311	Muskingum
2008	CU		5	6A-6P			
1033	Dodge	2D4RN4DE4AR1552	4	M-F	Good	5311	Muskingum
2010	MV		77	6A-6P			
1034	Dodge	2D4RN4DE4AR1330	4	M-F	Good	5311	Muskingum
2010	MV		98	6A-6P			
1035	Dodge	2D4RN4DE6AR1654	4	M-F	Good	5311	Muskingum
2010	MV		23	6A-6P			
1036	Dodge	2D4RN4DE2AR1552	4	M-F	Good	5311	Muskingum
2010	MV		62	6A-6P			
1041	Ford	1F1E4FS0ADA48874	12	M-F	Good	5311	Muskingum
2010	CU		2	6A-6P			
1042	Ford	1F1E4FS2ADA48875	12	M-F	Good	5311	Muskingum
2010	CU		2	6A-6P			
1043	Ford	1F1E4FS4ADA48876	12	M-F	Good	5311	Muskingum
2010	CU		2	6A-6P			
1044	Ford	1F1E45SX9DA92359	16	M-F	Good	5311	Muskingum
2009	CU		2	6A-6P			
1046	Ford	1F1E4FS8ADA55507	16	M-F	Good	5311	Muskingum
2010	CU		2	6A-6P			
1161	Ford	1FD8W3DT3BEC956	6	M-F	Good	5311	Muskingum
2011	AO		98	6A-6P			
1301	Ford	1F1E4FS3DDA59565	16	M-F	Good	5311	Muskingum
2013	CU		2	6A-6P			
1401	Ford	1FTDS3EL1EDA4884	6	M-F	Good	5311	Muskingum
2014	VN		8	6A-6P			

Veh #	Make	Vin #	Capacity	Service Days	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area																																																																																																																																																																																																																													
Year	Model		WC Capacity	Service Hours																																																																																																																																																																																																																																
1402	Ford	1F1E4FS1EDA41079	16	M-F	Good	5311	Muskingum																																																																																																																																																																																																																													
2014	CU		2	6A-6P				1403	Ford	1F1E4FS8EDA83619	16	M-F	Good	5311	Muskingum	2014	CU	2	6A-6P	1404	Ford	1F1E4FS7EDB10857	16	M-F	Good	5311	Muskingum	2014	CU	2	6A-6P	1501	Ford	1F1E4FS2GDC10965	16	M-F	Good	5311	Muskingum	2016	CU	2	6A-6P	1502	Ford	1FDEE3FL2GDC1237	12	M-F	Good	5311	Muskingum	2016	CU	4	2	6A-6P	1515	Chevy	2GNFLFE39G619407	5	M-F	Good	5311	Muskingum	2016	AO	4	0	6A-6P	1601	Ford	1F1E4FS0GDC41129	16	M-F	Good	5311	Muskingum	2016	CU	2	6A-6P	1602	Ford	1F1E4FS9GDC53456	16	M-F	Good	5311	Muskingum	2016	CU	2	6A-6P	1701	Ford	1F1E4FS8HDC37802	16	M-F	Good	5311	Muskingum	2017	CU	2	6A-6P	1702	Ford	1F1E4FS1HDC37804	16	M-F	Good	5311	Muskingum	2017	CU	2	6A-6P	1703	Ford	1FTYR2CM4HKB544	4	M-F	Good	5311	Muskingum	2017	VN	55	1	6A-6P	Zanesville Civic League								1	GMC	1GJHG39R32117906	11	M-TH	Good	N/A	Muskingum	2002	Van	1	0	8 hrs	2	GMC	1GJHG39R6W10978	15	M-TH	Good	N/A	Muskingum	1998	Van	02	0	8 hrs	Muskingum County Center for Seniors								677YJ X	Ford	1FBSS31L05HA9869 7	4 Inc. driver	As Need- ed	Fair	Senior Trans.	Muskingum	2005	Van	1		656YE N	Dodge	2C4RDGBG6GR3352 00	6 Inc. driver	5 days	Good	Senior Trans.	Muskingum	2016	Van	0	7 hrs/day	OF242 3	Dodge	2C4RDGBG3GR3351 99	6 Inc. driver	5 days	Good	Senior Trans.	Muskingum	2016	Van	0	7 hrs/day	164YS F	Ford	1FBNE3BL6DDA768 88	10 inc driver	5 days	Good	Congregate Trans.	Muskingum	2013	Van	0	4 hrs/day	OF881 5	Ford	1FBNE31L78DA7348 7	10 inc driver	5 days	Good	Congregate Trans.	Muskingum
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Veh #	Make	Vin #	Capacity	Service Days	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
Year	Model		WC Capacity	Service Hours			
OD64 15	Ford	1FBNE31L76DA4382 4	10 inc driver	As Need- ed	Fair	Congregate Trans.	Muskingum
2006	Van		0				
The Carr Center							
1	VW	3VWRW31C17M604 755	4	M-F	Good	N/A	In and out of county
2007	Beetle		0	10:00- 2:00			
2	Ford	1FDFF4FL8DDA5080 6	12	M-F	Good	N/A	In and out of county
2013	F-450		2	10:00- 2:00			
Allwell Behavioral Health							
5	Ford	1FTNS24L49DA2497 1	12	M-F	Good	Day Treatment	Musk
2009	E-250		0	8-5			
10	Dodge	1D4GP25BX5B4365 32	8	M-F	Good	CPST	Musk
2005	Van		0	8-5			
11	Ford	1FBSS3BL9ADA2544 2	12	M-F	Good	Day Treatment	Musk
2010	E-350		0	8-5			
16	Ford	1FBNE3BLXDDA525 62	8-15	Intermit- tent	Good	Day Treatment	All
2013	Van		0	8-5			



SUMMARY OF EXISTING RESOURCES:

In Muskingum County, there is a great need for transportation. South East Area Transit is currently the only provider who offers transportation to the general public. All other providers transport their own clientele. Because of that, there is often a need greater than the assets available. South East Area Transit transports individuals to work, medical appointments, and the grocery and for recreation. All South East Area Transit vehicles are wheelchair lift equipped in order to accommodate disabled individuals who are in need of mobility assistance.

SEAT has been a leader in the effort to regionalize transportation so that more clients can get where they need to go in a more efficient way. Working together with other agencies and other transit authorities is the best way to accomplish this goal.

The participating organizations provide a wide range of transportation including demand response transportation. All of the participating organizations provide services on weekdays. Some operate transportation on Saturdays

and on Sundays as needed. Evening services after 6pm are operated by a few organizations. The following table depicts the transportation service characteristics by agency.

Table #2: Transportation Service Characteristics

Agency Name	Mode of Service	Service Days/Times	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers	Driver Training Instructors and/or Resources
Quality Care Partners	Refer passengers to providers	N/A	N; only refers	N/A	N/A	N/A
SEAT	Human Services Agency fixed route (fixed path, schedule, stops)/Demand response (one-time & standing order appointments & group trips for agency consumers attending program activities)	Monday – Friday 6am-6pm; contractual services operate on weekends & holidays for Medicaid recipients	Y	Curb-to-Curb; Door-to-Door; Passengers are permitted to travel with their own personal care attendant or escort	All FTA & ODOT mandated training, background checks, drug and alcohol pre/post/random testing	FTA, ODOT, OTRP, individual SEAT course training
The Carr Center	Human service agency fixed route (fixed path, fixed schedule, designated stops)	Monday – Friday 7am-5pm	Y	Door-to-Door	Ohio DRIVE, Defensive Driving	Ohio Area Agency on Aging
Muskingum County Board of DD – Starlight	Does not provide direct support transportation but do authorize the cost for individuals to access transportation through other resources. Service Coordinators will provide some occasional 1:1 transportation for individuals to appointments.	Service Coordinators are on duty from 8:30am-4pm	N; only refers & authorizes	Coordinated	Good driving record; Defensive driving course	Through Muskingum County
Muskingum	Do not directly	Office hours	N; provides	Curb-to-	None; refer all	Trained internally

County Job & Family Services	operate transportation but they do buy bus passes or purchase transportation on behalf of our consumers. Provide Muskingum County residents with services through programs such as SNAP, OWF, TANF, Medicaid & WIOA	are Monday-Friday 7am-5pm, but the transportation need is based on scheduled Doctor appointments	Muskingum County Residents with services through programs like Medicaid	Curb; Passengers are permitted to travel with their own personal care attendant or escort	customers to SEAT to arrange their own	on policy of who would qualify. Must be Medicaid eligible
Muskingum County Center for Seniors	Demand response (includes one-time and standing order appointments and group trips for agency consumers attending program activities)	Monday - Friday 8AM to 4PM	N/A	Door-to-door; Passengers are permitted to travel with their own personal care attendant or escort.	Drive Training and Defensive Driving, Sensitivity to Aging, First Aid and CPR	Area Agency on Aging, CORSA, Mid East Adult Education
Zanesville-Muskingum County Health Department	We do not directly operate transportation but we do buy bus passes or purchase transportation on behalf of our consumers.	8-4:00 M-F are our regular business hours	N/A	N/A	NA – we do require employees to complete an online safe driving course every 2 years	Online through our liability provider
Zanesville Civic League	N/A	2:30 to 3:30 pm Monday thru Thursday - After School Program	N/A	N/A	Proof of insurance, valid driver's license, age must be 25+ to drive company vehicle	N/A
Genesis HealthCare System	We do not directly operate transportation but we do buy bus passes or purchase transportation	N/A	Y	N/A	N/A	N/A

	on behalf of our consumers.					
Allwell Behavioral Health Services	Demand response (includes one-time and standing order appointments and group trips for agency consumers attending program activities) – Yes;	Monday through Friday, 8:00 am to 5:00 pm	N/A	Curb-to-curb- Yes	Safety training and driving instruction with Maintenance Director, First Aid/CPT, DART (workplace violence training), orientation and annual online training (customer service, culture awareness, fire safety, Bloodborne Pathogens, Safety in the Community, Transportation and Service Delivery, etc.)	The Maintenance Director, hired certified CPR/First Aid instructor and online portal (myLearningPointe)

The following table depicts the ridership characteristics for participating organizations. Some organizations may have eligibility requirements that are typically based on funding sources or the agency’s mission (i.e., transportation service is only available to older adults, individuals with disabilities, people with low incomes, registered consumers, etc.). Other agencies provide public transportation that is open to everyone or open to anyone in the public that has a disability, and/or meets age and/or income requirements. Still other agencies provide a combination of transportation for agency clients and older adults or people with disabilities who are not agency clients. It is important to explain each agency’s policy for passenger eligibility because it demonstrates the level of service availability for various geographic and demographic areas.

Table #3: Ridership Characteristics

Agency Name	What are the Eligibility Requirements to use Transportation Services (eg. age, income)	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week
Quality Care Partners	N/A	N/A	N/A	N/A
SEAT	None	N	Street Route 91,171; Elderly/Disabled 19,636; Demand Response GP 550; Demand Response ED 1,913; JFS Medical 15,916; Other Contracts 4,030; JFS Contract Drivers 5,209;	N/A

			TOTAL – 152,767 trips; 133,131 (total SEAT ridership)	
The Carr Center	All transportation is provided for Carr Center Clients Only	Y	0	N/A
Muskingum County Board of DD – Starlight	Riders must be eligible for their services; support individuals with developmental disabilities, their families, and providers	Y	N/A	N/A
Muskingum County Job & Family Services	Yes. Individuals must be a Medicaid recipient, attending a Medicaid covered service & meet requirements of the NET Plan.	N/A	Between 12,000-15,000 (Contract Drivers 3,062 trips; In Town Bus 8,296 trips; Bus passes 48 trips)	N/A
Muskingum County Center for Seniors	Must be over the age of 60 and live within Muskingum County.	N/A	All billing is one way (?)8122 trips for 188 clients	N/A
Zanesville-Muskingum County Health Department	Clients of our services who need transportation for related services	N/A	We don't track this	N/A
Zanesville Civic League	Yes, students have to be enrolled in our after school program.	N/A	N/A	N/A
Genesis HealthCare System	For the Genesis Providence Fund: will assist anyone whose needs have been made known through Genesis and who has not been able to obtain immediate funds or services from any other sources A maximum of \$300 for each applicant	N/A	N/A	N/A

	<p>may be allocated from the Providence Fund each calendar year. Assistance can be provided only one time per year per applicant and is intended to be short-term needs. Amounts greater than \$300 and requests for additional assistance within the same year must be approved by the Director of Mission in consultation with the Vice President of Human Development.</p> <p>Give 2- \$5.00 card if the destination is within Zanesville city limits. <input type="checkbox"/> Give 3 - \$5.00 cards if destination is outside of Zanesville City limits, but within or less than 30 miles (1/2 hour drive). <input type="checkbox"/></p> <p>Give 4 - \$5.00 cards if destination is more than 30 miles and up to 60 miles (1-hour drive).</p> <p>Genesis Service Recovery (Genesis</p>			
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	Patient Experience) oversees the distribution of assistance for rides on an as-needed basis, once other options have been considered.			
Allwell Behavioral Health Services	Transportation is only available to clients of Allwell participating in either Mental Health Day Treatment groups or Case Management Services (aka – CPST, TBS/PSR)	Y	Reporting Muskingum only: Mental Health Day Treatment = estimated 3,200 trips Case Management = estimated 27,600 trips	N/A

* “Yes” indicates that the agency is closed door. An example of an agency that is closed door is a sheltered workshop that only provides transportation to individuals who are enrolled in the sheltered workshops programs. Answering “no” indicates that the 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 anyone in the community regardless of enrollment in agency programs, can request transportation services are considered open door.

Transportation-related expenses and revenues also differ by organization. Grants and contract are common revenue sources for transportation operators in Muskingum County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table #4 : 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
Quality Care Partners	N/A	N/A	N/A	N/A	N/A	N/A

SEAT	<i>Destination location (\$0.50 - \$16.00 range)</i>	No	N/A	N/A	\$3,069,631 operating revenues – vehicles, lighting in maintenance garage, CTS Software, tire alignment machine, cameras	\$252, 124 capital expenses
The Carr Center	<i>\$1.75/loaded mile or fee reimbursable rates as provided by agencies served</i>	No	N/A	N/A	Fundraising and gifts	N/A
Muskingum County Board of DD – Starlight	N/A	No	N/A	N/A	N/A	N/A
Muskingum County Job & Family Services	<i>No charge or fee for providing transportation</i>	No	N/A	N/A	N/A	Total of Contract Drivers + In town bus + Bus passes = \$692,317.13
Muskingum County Center for Seniors	No, N/A	Y, suggested donation of \$3 ea trip EXCEPT for Title III Passport Clients	N/A	N/A	Annual Operating Revenue \$84,077.42; no other source	\$112,832.00
Zanesville-Muskingum County Health Department	No, N/A	No, N/A	N/A	N/A	0, none	We assist with transportation costs for our employees to perform their job. We don't track these expenses separately in the categories you are requesting.
Zanesville Civic League	No, N/A	N/A	N/A	N/A	None	Gas & Maintenance only
Genesis HealthCare System	N/A	No	N/A	N/A	N/A	N/A
Allwell Behavioral Health Services	N/A	No	N/A	N/A	N/A	According to the FY2018 Budget,

						<i>companywide expenses (across all six counties): Vehicle Licensing: \$1,967 Insurance: \$34,434 Gas: \$50,000 Vehicle Maintenance: \$27,060 Vehicle Lease (4 leased vehicles were returned in March, expenses not anticipated in next fiscal year): \$16,774 Employee Travel Reimbursement: \$250,000 (case management staff allocation only)</i>
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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 #5 : Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
Quality Care Partners	N/A	N/A	N/A	<i>Southeast Ohio</i>
SEAT	N/A	N/A	N/A	<i>Muskingum & Guernsey County & 150mi Med Appt Radius</i>
The Carr Center	N/A	N/A	N/A	<i>Muskingum & Guernsey Counties</i>
Muskingum County Board of DD – Starlight	N/A	N/A	N/A	<i>Muskingum County Only</i>
Muskingum County Job & Family Services	N/A	N/A	N/A	<i>Muskingum County Residents Only</i>
Muskingum County Center for Seniors	N/A	N/A	N/A	<i>Muskingum County Only</i>
Zanesville-Muskingum County Health Department	N/A	N/A	N/A	<i>Muskingum County Only</i>
Zanesville Civic League	N/A	N/A	N/A	N/A
Genesis HealthCare System	N/A	N/A	N/A	N/A
Allwell Behavioral Health Services	N/A	N/A	N/A	<i>Muskingum</i>

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

Table #6 : Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
<i>Quality Care Partners/ N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Southeast Ohio</i>
<i>SEAT</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Muskingum & Guernsey County & 150mi Med Appt Radius</i>
<i>The Carr Center</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Muskingum & Guernsey Counties</i>
<i>Muskingum County Board of DD – Starlight</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Muskingum County Only</i>
<i>Muskingum County Job & Family Services</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Muskingum County Resi- dents Only</i>
<i>Muskingum County Cen- ter for Seniors</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Muskingum County Only</i>
<i>Zanesville-Muskingum County Health Depart- ment</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Muskingum County Only</i>
<i>Zanesville Civic League</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
<i>Genesis HealthCare Sys- tem</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
<i>Allwell Behavioral Health Services</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Muskingum</i>

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

Table #7 : 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)
<i>Quality Care Part- ners</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
<i>SEAT</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
<i>The Carr Center</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
<i>Muskingum County Board of DD – Star- light</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
<i>Muskingum County Job & Family Ser- vices</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
<i>Muskingum County Center for Seniors</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
<i>Zanesville- Muskingum County Health Department</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
<i>Zanesville Civic</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>

<i>League</i>				
Genesis HealthCare System	N/A	N/A	N/A	N/A
Allwell Behavioral Health Services	N/A	N/A	N/A	N/A

IV. ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

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

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

A variety of stakeholders in the area worked together in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholder and the general public is available upon request.

The following methods were used to assess transportation needs and gaps

- Assessment of data and demographics
- Survey data of individuals who currently use public transportation
- Information gathering at public meetings
- Community and agency surveys
- Stakeholder input

Additional Provider Information:

Providers were also asked to answer a series of questions about specific to their organization about gaps in service and transportation and coordination opportunities. The responses to those questions follow below.

Agency: Quality Care Partners

Future of Coordinated Public & Human Service Agency transportation: Increased access to transportation for our region including same day service, door to door, and door through door services.

Positive Momentum & Interest: Yes, the increased need for transportation has been identified and groups have been collaborating on identifying ways to achieve additional resources.

Availability Efficiency: There has been some improvement in the transportation, but I think that the lack of publicity of available services is probably intensifying the problem.

Unmet Needs or Gaps: Same day service, door to door, and door through door, weekend

Needs & Gaps Strategies: Improved communication, more availability and flexibility

Challenges to Implementation: Cost and availability

Agency: South East Area Transit (SEAT)

Future of Coordinated Public & Human Service Agency transportation: Alignment of services between local agencies and providers

Positive Momentum & Interest: Yes, there is a strong need in the area and interest continues to grow.

Availability Efficiency: First stages show good information and a good plan is in place.

Unmet Needs or Gaps: Nights and weekends

Needs & Gaps Strategies: Working together and partnering with other community providers.

Challenges to Implementation: Financial backing to pay for the transportation costs.

Agency: The Carr Center

Future of Coordinated Public & Human Service Agency transportation: N/A

Positive Momentum & Interest: Yes

Availability Efficiency: Improvement for past previous years

Unmet Needs or Gaps: N/A

Needs & Gaps Strategies: Coordination between providers to unify the service and eliminate inefficiencies in duplication of services

Challenges to Implementation: Funding

Agency: Muskingum County Board of DD – Starlight

Future of Coordinated Public & Human Service Agency transportation: More county-wide transportation and extended hours but understand to offer these services they must be utilized.

Positive Momentum & Interest: It makes sense. Muskingum County is a large area and coordinating transportation among agencies could possibly save money.

Availability Efficiency: Unsure

Unmet Needs or Gaps: The after-hours availability.

Needs & Gaps Strategies: Unsure – need more information.

Challenges to Implementation: Unsure – need more information.

Agency: Muskingum County Job & Family Services

Future of Coordinated Public & Human Service Agency transportation: A common contact person

Positive Momentum & Interest: Yes, aware of community groups trying to do this very thing. There is always an interest with growing population.

Availability Efficiency: SEAT work well with our agency on concerns regarding client issues/concerns.

Unmet Needs or Gaps: Rural areas outside of bus line and consumers not being aware of services available.

Needs & Gaps Strategies: Public awareness and one-person contact

Challenges to Implementation: Ownership & cooperation of multiple entities

Agency: Muskingum County Center for Seniors

Future of Coordinated Public & Human Service Agency transportation: The ability to serve more seniors with extended service. Also, possible purchasing vehicles at a lower cost.

Positive Momentum & Interest: I believe there will be once the community understands the plan.

Availability Efficiency: We are moving in the right direction.

Unmet Needs or Gaps: Transportation outside the county and evening and weekend services.

Needs & Gaps Strategies: Coordination with other providers.

Challenges to Implementation: Pulling all providers together and communicating with the public the availability of services.

Agency: Zanesville Civic League

Future of Coordinated Public & Human Service Agency transportation: We would like to see more outreach and collaboration in our community.

Positive Momentum & Interest: Yes. We believe coordinated transportation is a benefit that our community can use to better our client's lifestyle.

Availability Efficiency: N/A

Unmet Needs or Gaps: Availability

Needs & Gaps Strategies: We believe that availability and dependability needs would be resourceful to our targeted audience.

Challenges to Implementation: N/A

Agency: Zanesville-Muskingum County Health Department

Future of Coordinated Public & Human Service Agency transportation: Improved access for the underserved and those with no personal transportation.

Positive Momentum & Interest: Yes.

Availability Efficiency: We are working to make medical transportation improvements but there are still gaps for seniors and low-income families.

Unmet Needs or Gaps: Unplanned needs with inability to request assistance in advance including medical, social, and daily needs (ie grocery, beauty shop, etc)

Needs & Gaps Strategies: Work together to better communicate and utilize the transportation available. And, we need more flexible funding to help us provide transportation to those that don't have a need which fits into a funded service.

Challenges to Implementation: It's everybody's responsibility and nobody's direct responsibility. Agencies are all doing more work with fewer people and communication among agencies takes time. We don't know what we don't know so it creates silos where we can only focus on what we know.

Agency: Genesis Healthcare System

Future of Coordinated Public & Human Service Agency transportation: At times Genesis pays for cab service when no other transportation is available but this comes from Providence Funding, so I'm not sure if this is an actual "Genesis" payment. I do not have the \$\$ amounts of what is spent from Providence Funding on transportation for the hospital or for the Cancer Center. Providence fund also provides \$5 gas vouchers, these are provided to patients in a last resort scenario or in the event of a wasted trip by patient to Cancer Center (example if radiation equipment down or a wrong appointment was provided to patient) This funding is utilized but I do not have any way to retrieve this information, it goes through Customer Service.

Positive Momentum & Interest: I am not aware of any programs that anyone is looking into transportation issues. Often working with the Senior Center can be challenging, Z-Bus tries their best but can fill up and only covers Muskingum County. Coshocton transit is extremely difficult, Morgan County doesn't have anything, Perry County has a transit but people would rather walk than use it.

Availability Efficiency: Transportation is only available to those on Medicaid or who live in county and fall under the Senior Center's criteria to utilize their services. If you do not fall into these categories, or live in Coshocton for example, patients are on their own to find a ride.

Unmet Needs or Gaps: Transportation is not available for everyone, the transportation entities that do exist fill up quickly.

Needs & Gaps Strategies: For our area, public transportation conjures up negative attitudes. The public attitude would need changed to be able to get more people to utilize public transportation. Even the separate Medicaid managed care plans have a transportation company that Medicaid patients can use, but people would "rather not" and prefer to receive cash assistance instead. This drains the funding in other areas for those who cannot receive "free" transportation through Medicaid. The local Cab Service allows smoking in their vehicle by the driver. I've had a case where patients will refuse to use the cab service for this reason but we have no competition in this area. An increase in availability would help but isn't practical, transportation companies have to prepare the next day's route for drivers and any last-minute add-on's or changes could cause delays for previously scheduled patients. Transportation runs thin, so there are long wait times for return rides home. So of course, in a small community where most places can be reached in less than 15 minutes a long wait is not accepted. These situations make it hard to change the negative attitude towards public transportation.

Challenges to Implementation: Transit provider were asked a series of questions to identify unmet needs realized within their organization. The information below details the responses by each organization.

Agency: Allwell Behavioral Health Services

Future of Coordinated Public & Human Service Agency transportation: Transportation options for evenings and weekends

Positive Momentum & Interest: Yes.

Availability Efficiency: Transportation is only available to clients of Allwell participating in either Mental Health Day Treatment groups or Case Management Services (aka – CPST, TBS/PSR)

Unmet Needs or Gaps: Evening and weekend services

Needs & Gaps Strategies: Better coordination of transportation between and among health care providers and employers

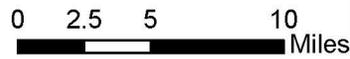
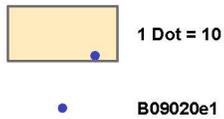
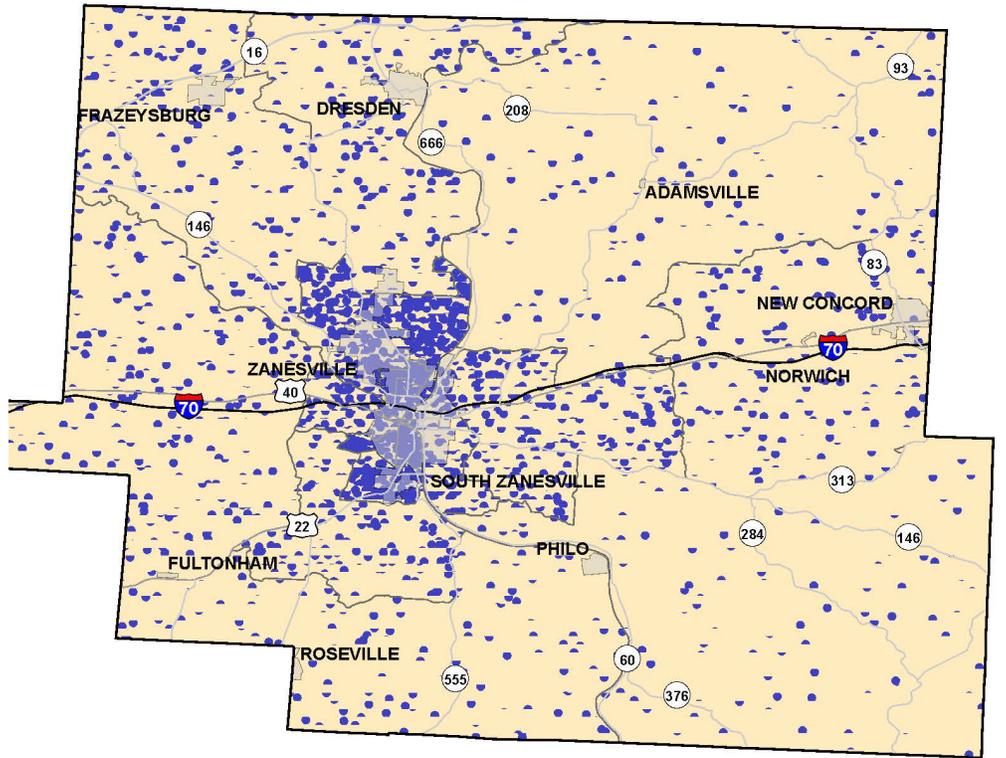
Challenges to Implementation: No coordinated plan.

LOCAL DEMOGRAPHIC AND SOCIO-ECONOMIC DATA

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

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

Exhibit #1: Map of Population Density of Individuals Age 65 or Older



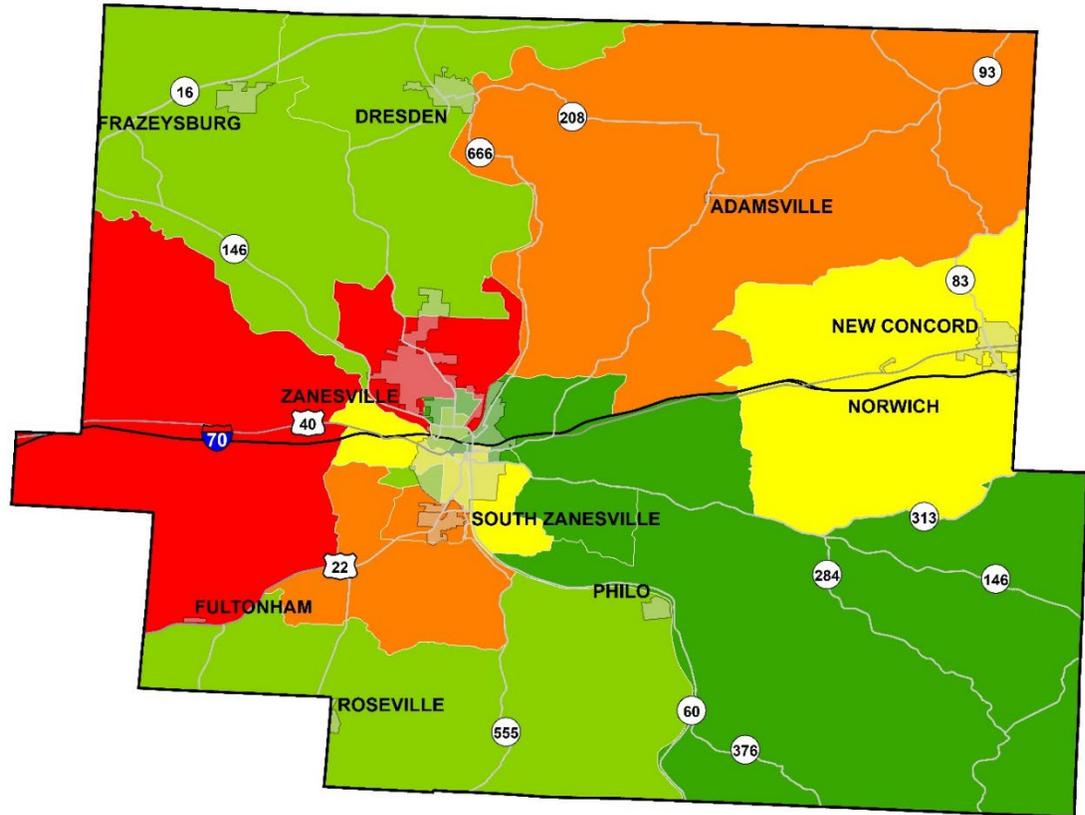
**65+
Housholds
in
Muskingum County**

OMEGA
OHIO MULTIFAMILY COUNCIL & FHB ASSOCIATION
Date: 1/26/2018

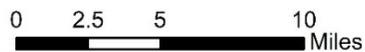
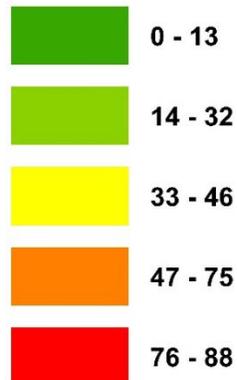
The exhibit below indicates the areas where the number of zero vehicle households is above the Muskingum County average. The absence of a vehicle in the household is often an indication of the need for transportation services.

Exhibit #2: Map of Density of Zero Vehicle Households

Muskingum County



Households by Census Tract



**Zero Vehical
Households in
Muskingum County**

OMEGA
OHIO AND EASTERN WEST VIRGINIA ASSOCIATION
Date: 1/26/2018

The next exhibit illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle.

Exhibit #3: Map of Major Trip Generators

Muskingum County

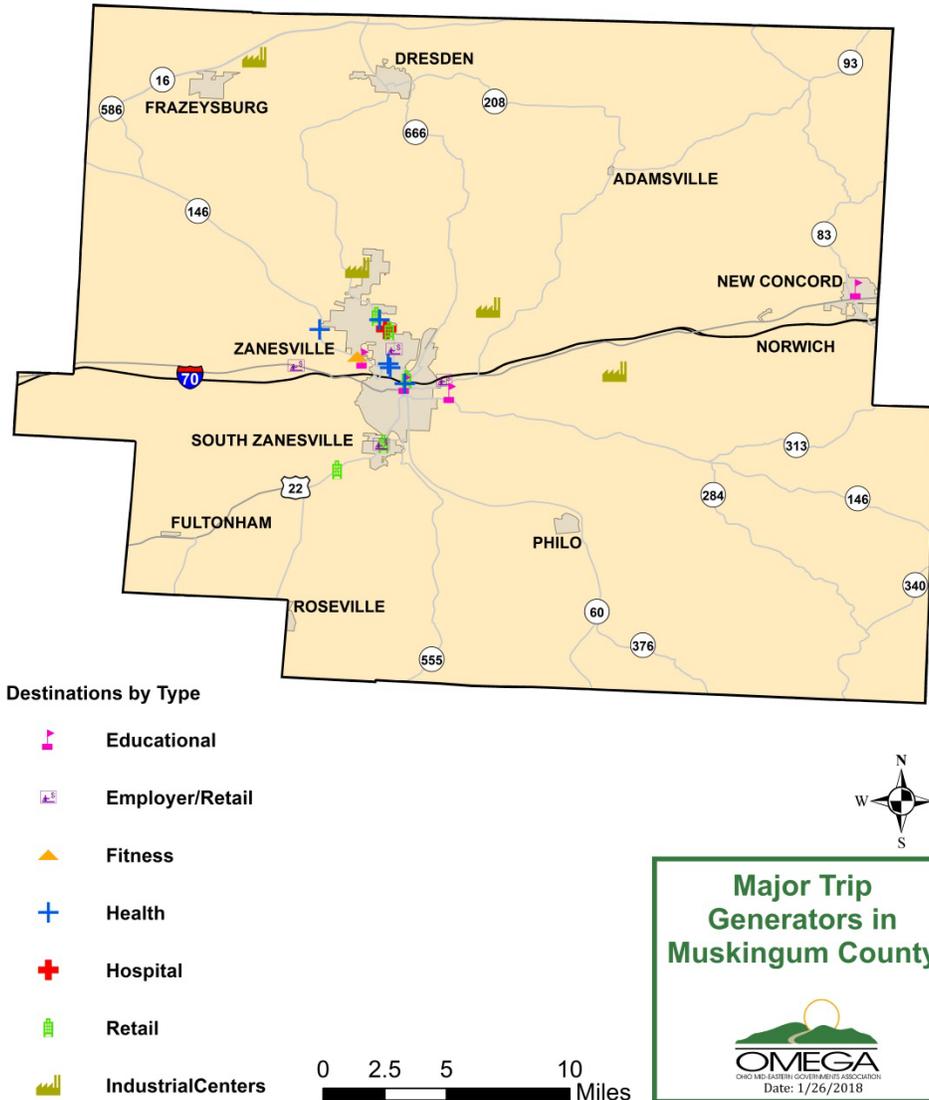


Exhibit #4: Older Adult Population

Older adults are most likely to use transportation services when they are unable to drive themselves or choose not to drive. Older adults also tend to be on a limited retirement income and, therefore, transportation services are a more economical option to owning a vehicle. For these reasons, the population of older adults in an area is an indicator of potential transit demand.

There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII “baby boom,” era defined by the Census Bureau as persons born from 1946 through 1964. These baby boomers are now reaching the age of 65 and are becoming more likely to use transportation services if they are available.

Further, the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and younger seniors are healthier than in all previously measured time in our history. Quality of life issues and an individual’s desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain independent, the potential need to provide public transit is greatly increased.

The exhibits below of population density for individuals 65 and over illustrate the population density of persons over 65 years of age by block group. The concentrations of this age group mimic the densities of the overall population for the re-

gion.

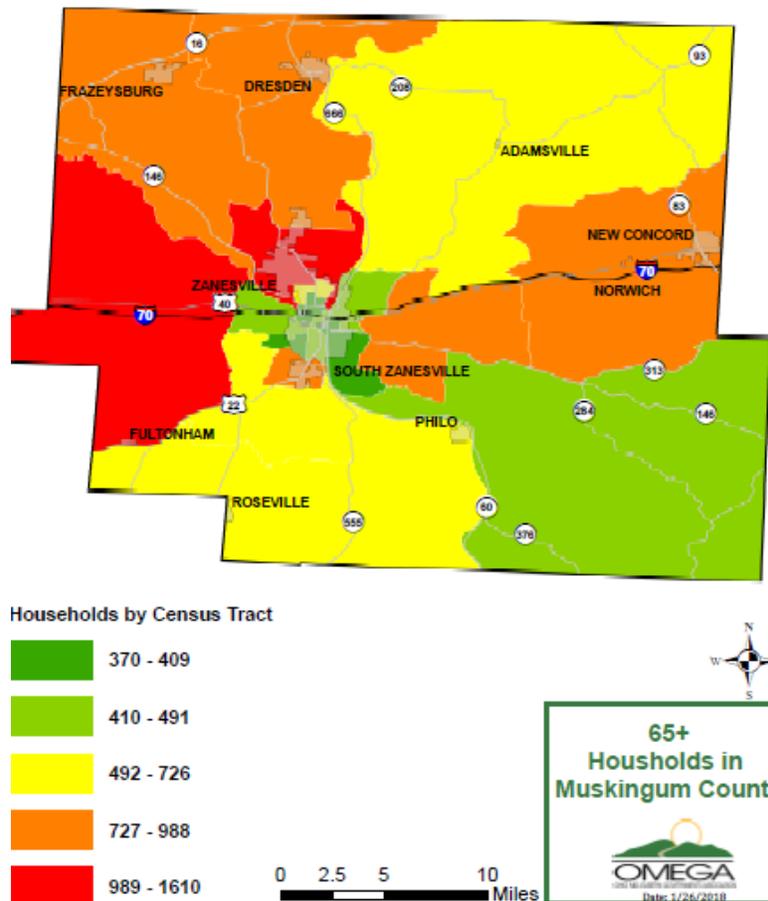
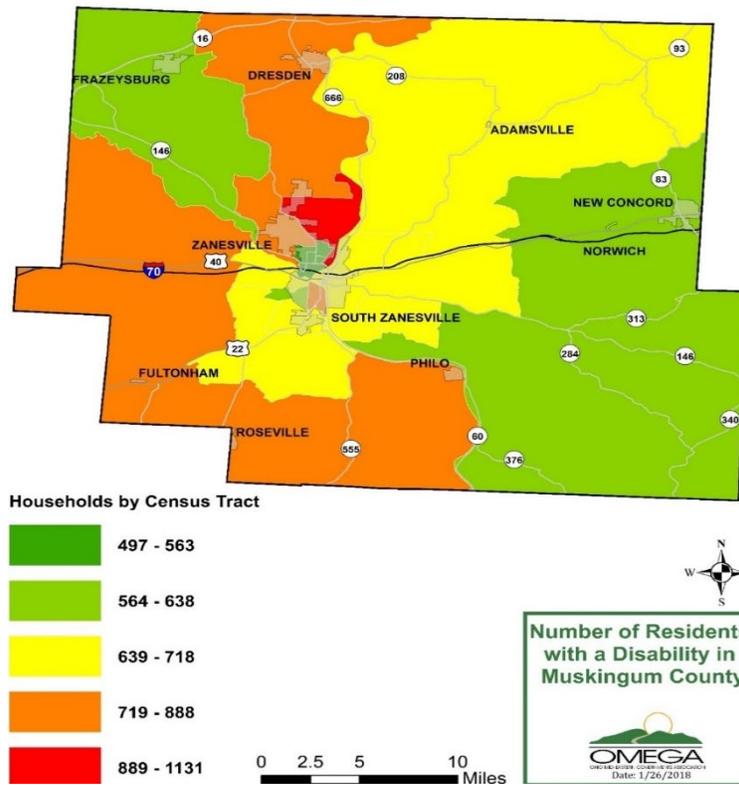


Exhibit #5: Individuals with disabilities

Enumeration of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of a person with a disability in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual's abilities to perform various life functions. In short, an individual's capabilities, rather than the mere presence of a medical condition, determine transportation disability.

Muskingum County



The U.S. Census offers no method of identifying individuals as having a transportation related disability.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS/FOCUS GROUPS

A total of five (5) local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. 60 total people participated in the meetings. Of those 60, several self-identified as older adults and at least one individual 4 self-identified as being a person with a disability. More information about the meetings, meeting participants, and meeting content is provided as an appendix to this plan.

During the meetings, highlights of historical coordinated transportation in Muskingum County.

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.

At the second meeting the changes to the needs/gaps list were presented 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.

The additional three (3) meetings held focused on potential solutions to the unmet needs identified and to share results of the community survey.

Participants discussed more than 46 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.

The final public meeting was held to review goals and strategies and establish priorities. The final meeting provided consensus of the established goals and strategies. The agreed upon goals and strategies are presented in the Goals and Strategies section of this plan.

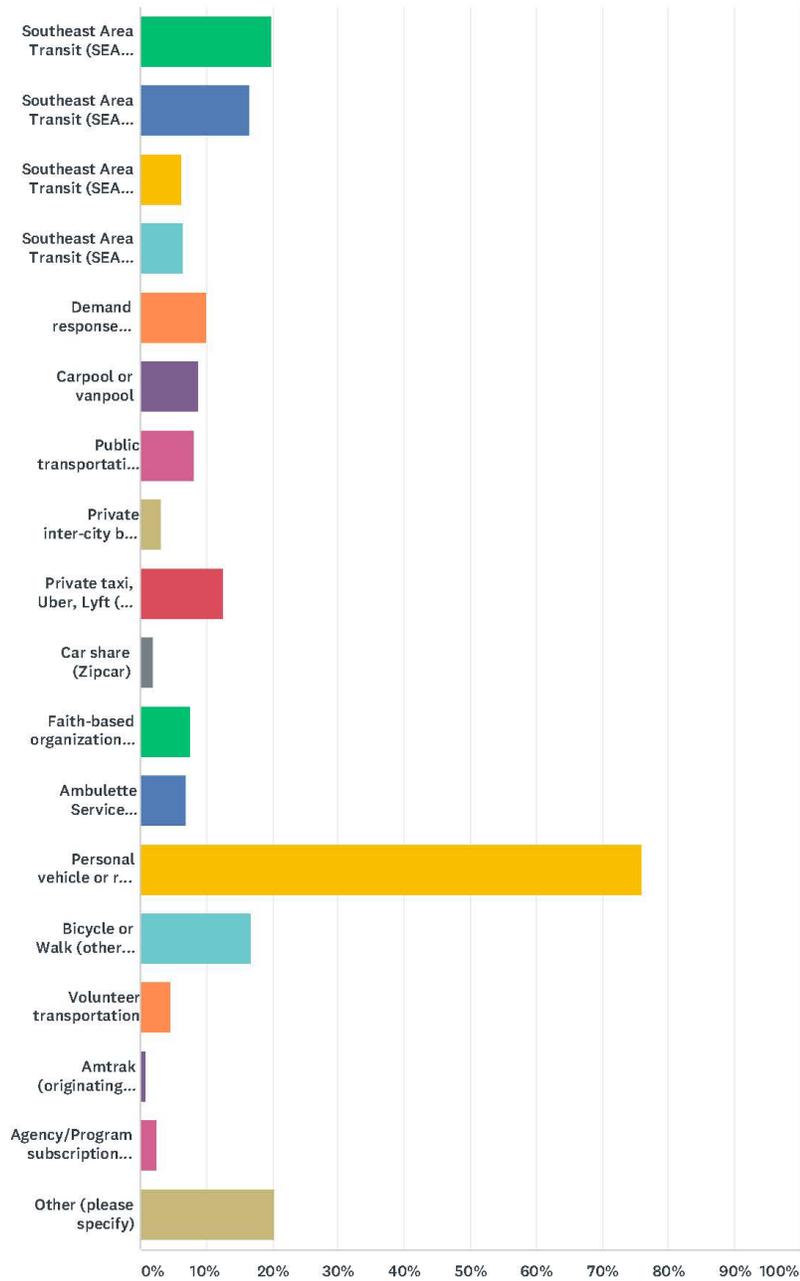
SURVEYS

Muskingum County Transportation Coordination Needs Survey

Q1 Mark ALL of the transportation you or your family have used during the past 12 months to travel to work/appointments/shopping/social activities/etc.: (check all that apply)

Answered: 321 Skipped: 11

Muskingum County Transportation Coordination Needs Survey



ANSWER CHOICES	RESPONSES
Southeast Area Transit (SEAT) fixed route public transit (with bus stops and time schedule)	19.94% 64

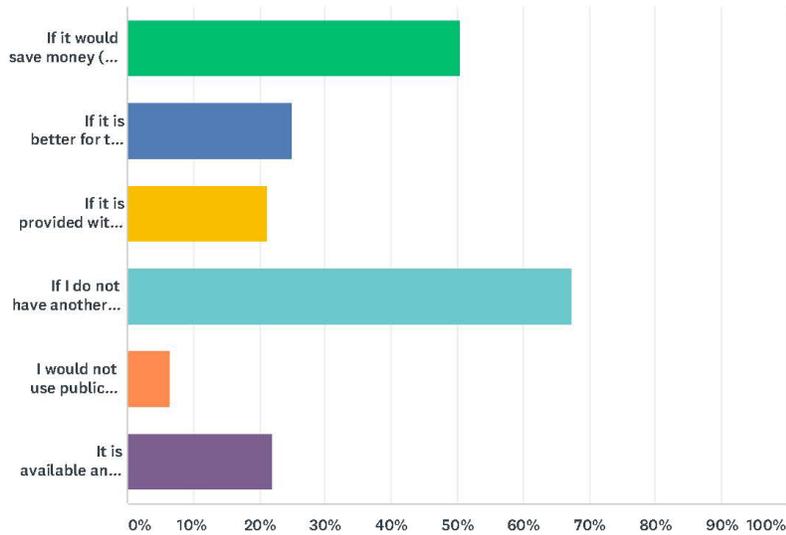
Muskingum County Transportation Coordination Needs Survey

Southeast Area Transit (SEAT) demand response transportation services (requires an advance reservation and the vehicle comes to your house for pick up and drop off)	16.51%	53
Southeast Area Transit (SEAT) deviated route transportation services (requires an advance reservation for deviation while following a time schedule)	6.23%	20
Southeast Area Transit (SEAT) public transportation subscription service (automatically recurring trip schedule to the same location at the same time - does not require making a trip reservation for the trip)	6.54%	21
Demand response agency/program-sponsored transportation services (requires an advance reservation and the vehicle comes to your house for pick-up and drop-off)	9.97%	32
Carpool or vanpool	8.72%	28
Public transportation systems or human service/senior agencies in neighboring counties	8.10%	26
Private inter-city bus (such as Greyhound or Megabus)	3.12%	10
Private taxi, Uber, Lyft (or similar)	12.46%	40
Car share (Zipcar)	1.87%	6
Faith-based organization (such as a church bus or van to go to services or activities)	7.48%	24
Ambulette Service (non-emergency medical transportation provided by a medical transportation company)	6.85%	22
Personal vehicle or ride with a friend/family member	76.01%	244
Bicycle or Walk (other than for exercise)	16.82%	54
Volunteer transportation	4.67%	15
Amtrak (originating in Ohio)	0.93%	3
Agency/Program subscription service (automatically recurring trip schedule to the same location at the same time - does not require making a trip reservation for the trip)	2.49%	8
Other (please specify)	20.25%	65
Total Respondents: 321		

Muskingum County Transportation Coordination Needs Survey

Q2 If transportation was easy to use and available to you and/or your family, which of the following would cause you to use the service? (please select all that apply)

Answered: 278 Skipped: 54

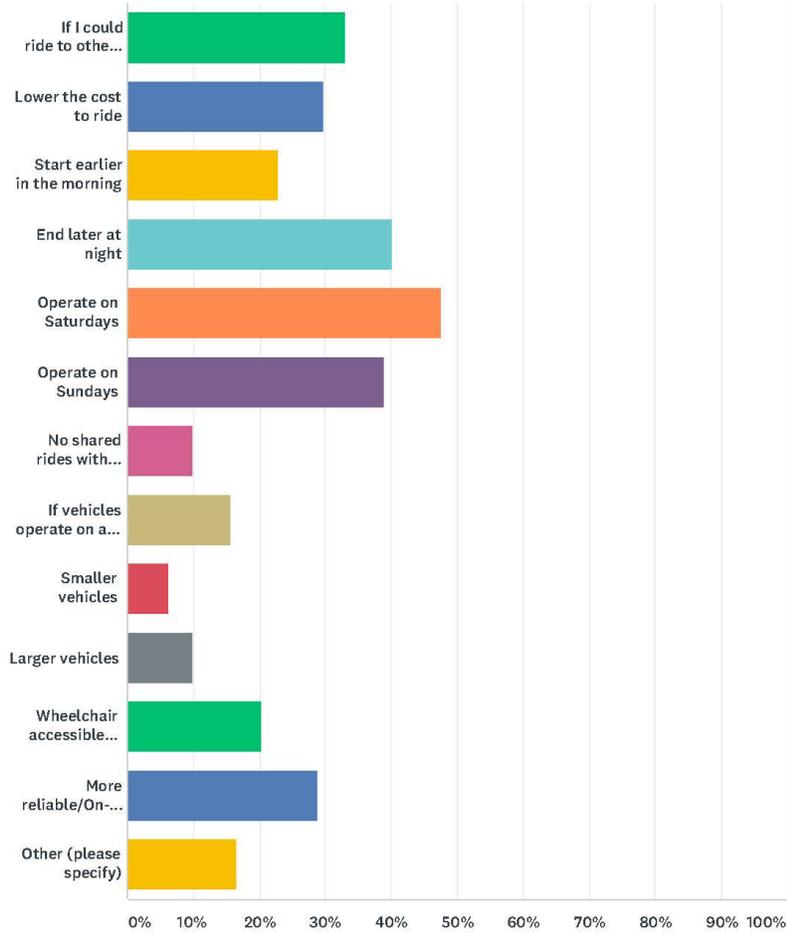


ANSWER CHOICES	RESPONSES	
If it would save money (ex. save on gas or car maintenance)	50.36%	140
If it is better for the environment	24.82%	69
If it is provided with wheelchair accessible vehicles	21.22%	59
If I do not have another transportation option	67.27%	187
I would not use public transportation under any circumstance	6.47%	18
It is available and I do use it	21.94%	61
Total Respondents: 278		

Muskingum County Transportation Coordination Needs Survey

Q3 What changes could be made to your local transportation options to make using them a more appealing to you? (select all that apply)

Answered: 242 Skipped: 90



ANSWER CHOICES	RESPONSES	
If I could ride to other parts of the state (such as to Columbus or other cities and towns)	33.06%	80
Lower the cost to ride	29.75%	72
Start earlier in the morning	22.73%	55
End later at night	40.08%	97
Operate on Saturdays	47.52%	115

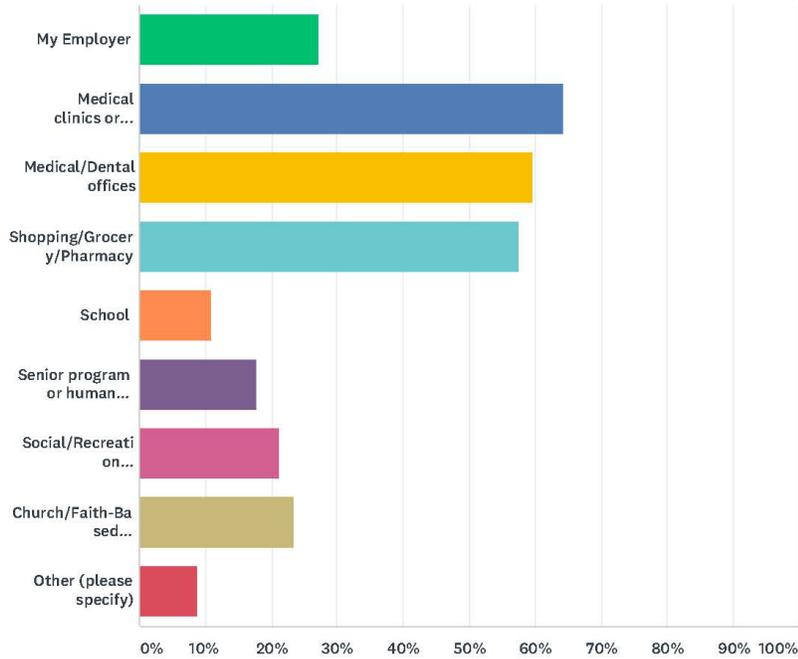
Muskingum County Transportation Coordination Needs Survey

Operate on Sundays	38.84%	94
No shared rides with others	9.92%	24
If vehicles operate on a fixed route and schedule with bus stops	15.70%	38
Smaller vehicles	6.20%	15
Larger vehicles	9.92%	24
Wheelchair accessible vehicles	20.25%	49
More reliable/On-Time for picking me up/dropping me off	28.93%	70
Other (please specify)	16.53%	40
Total Respondents: 242		

Muskingum County Transportation Coordination Needs Survey

Q4 Which of the following are your most commonly visited destinations or places you most often need to visit when transportation is available to you? (select all that apply)

Answered: 294 Skipped: 38

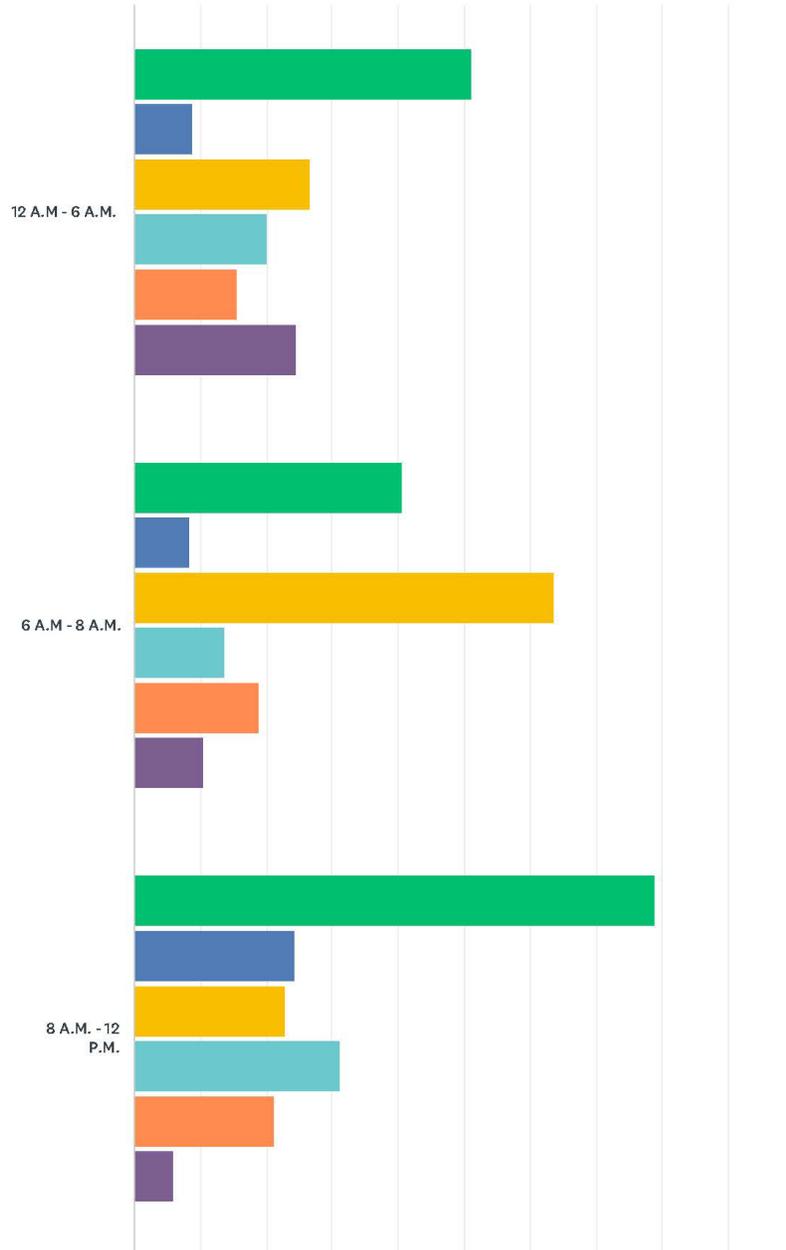


ANSWER CHOICES	RESPONSES	
My Employer	27.21%	80
Medical clinics or hospitals	64.29%	189
Medical/Dental offices	59.52%	175
Shopping/Grocery/Pharmacy	57.48%	169
School	10.88%	32
Senior program or human service agency employment or activities and appointments	17.69%	52
Social/Recreation activities/Parks	21.09%	62
Church/Faith-Based Organizations and Activities	23.47%	69
Other (please specify)	8.84%	26
Total Respondents: 294		

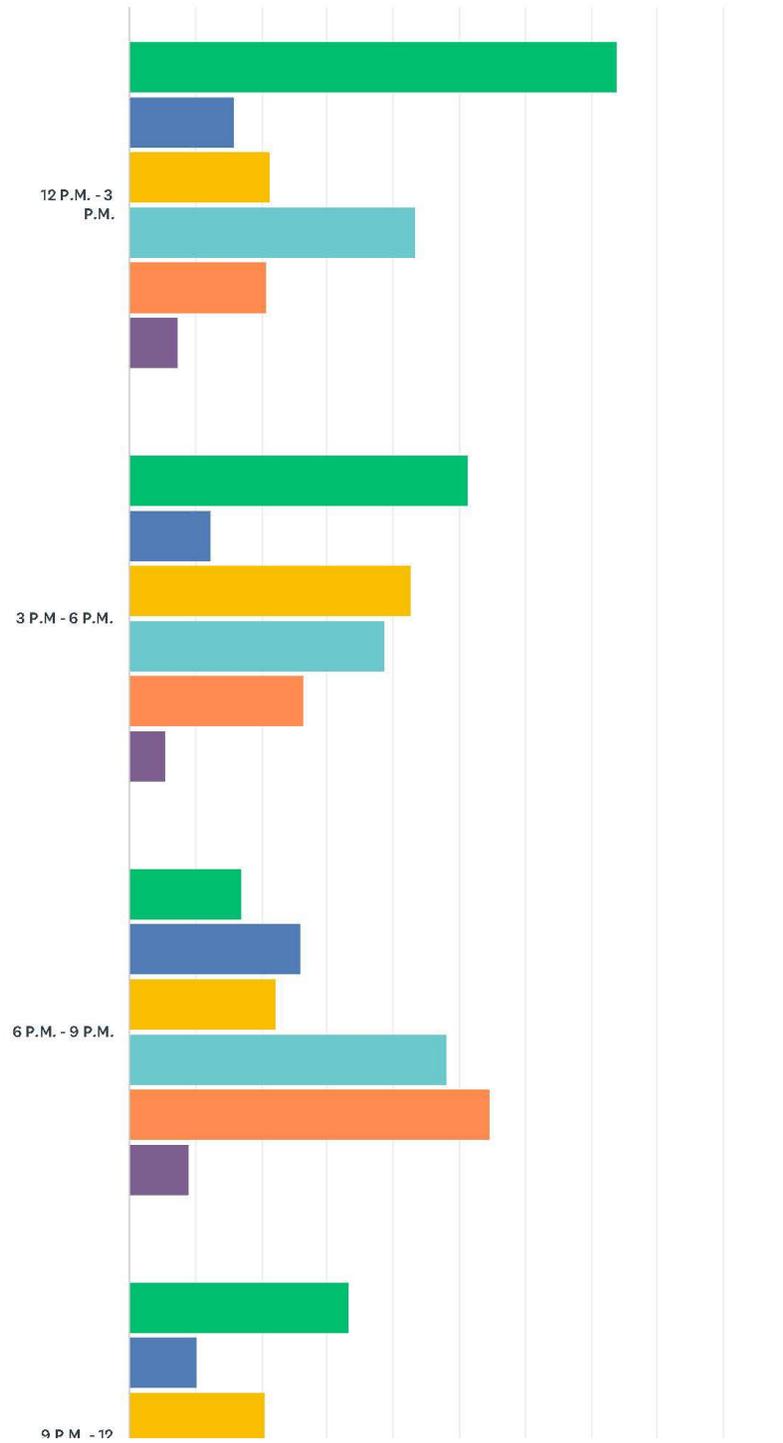
Muskingum County Transportation Coordination Needs Survey

Q5 When do you need transportation most often for each of the following general purposes? (select all that apply)

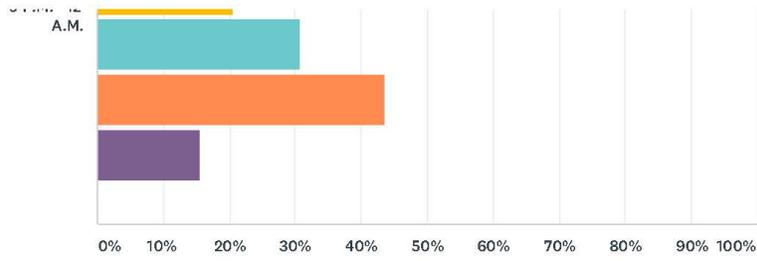
Answered: 256 Skipped: 76



Muskingum County Transportation Coordination Needs Survey



Muskingum County Transportation Coordination Needs Survey



■ Medical/Health Care
 ■ Nutrition
 ■ Employment
 ■ Shopping
■ Recreation/Social
 ■ Other

	MEDICAL/HEALTH CARE	NUTRITION	EMPLOYMENT	SHOPPING	RECREATION/SOCIAL	OTHER	TOTAL RESPONDENTS
12 A.M. - 6 A.M.	51.11% 23	8.89% 4	26.67% 12	20.00% 9	15.56% 7	24.44% 11	45
6 A.M. - 8 A.M.	40.63% 39	8.33% 8	63.54% 61	13.54% 13	18.75% 18	10.42% 10	96
8 A.M. - 12 P.M.	78.84% 149	24.34% 46	22.75% 43	31.22% 59	21.16% 40	5.82% 11	189
12 P.M. - 3 P.M.	73.78% 121	15.85% 26	21.34% 35	43.29% 71	20.73% 34	7.32% 12	164
3 P.M. - 6 P.M.	51.16% 66	12.40% 16	42.64% 55	38.76% 50	26.36% 34	5.43% 7	129
6 P.M. - 9 P.M.	16.88% 13	25.97% 20	22.08% 17	48.05% 37	54.55% 42	9.09% 7	77
9 P.M. - 12 A.M.	33.33% 13	10.26% 4	20.51% 8	30.77% 12	43.59% 17	15.38% 6	39

Muskingum County Transportation Coordination Needs Survey

**Q6 What City/Town, County or Counties are the locations from
QUESTION 6 located in?**

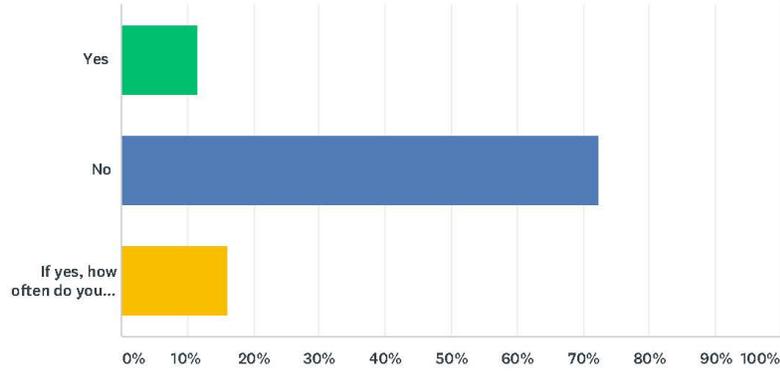
Answered: 254 Skipped: 78

ANSWER CHOICES	RESPONSES	
Medical/Health Care	88.58%	225
Nutrition	34.25%	87
Employment	32.68%	83
Shopping	58.27%	148
Recreation/Social	38.19%	97
Other	14.17%	36

Muskingum County Transportation Coordination Needs Survey

Q7 Do you or a family member need transportation outside of your County but sometimes or never have it?

Answered: 285 Skipped: 47

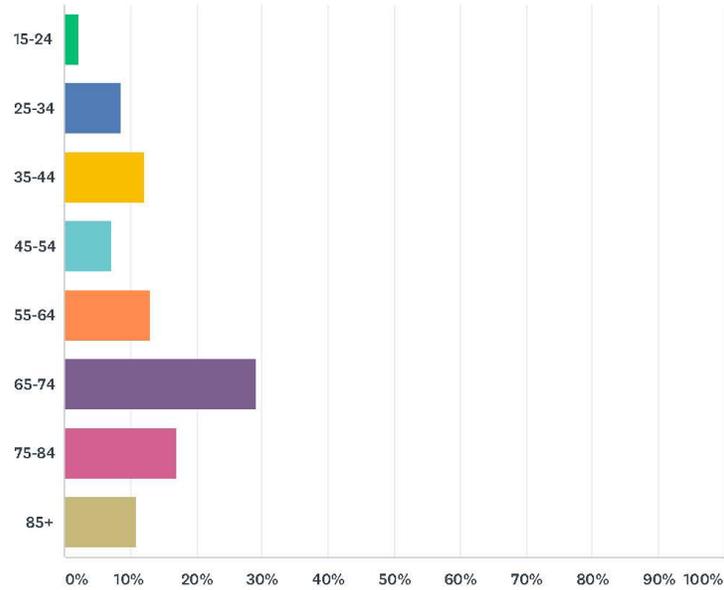


ANSWER CHOICES	RESPONSES	
Yes	11.58%	33
No	72.28%	206
If yes, how often do you need it and to what city/town?	16.14%	46
TOTAL		285

Muskingum County Transportation Coordination Needs Survey

Q8 How old are you?

Answered: 323 Skipped: 9

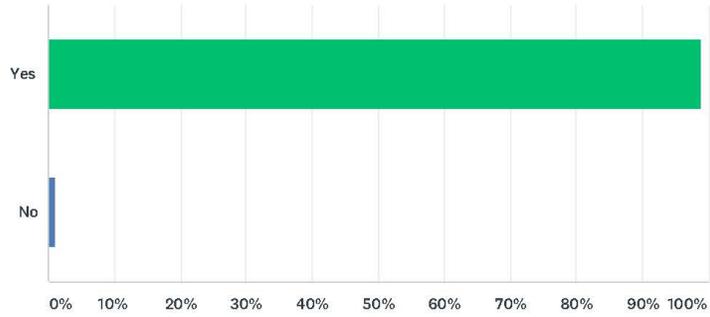


ANSWER CHOICES	RESPONSES	
15-24	2.17%	7
25-34	8.67%	28
35-44	12.07%	39
45-54	7.12%	23
55-64	13.00%	42
65-74	29.10%	94
75-84	17.03%	55
85+	10.84%	35
TOTAL		323

Muskingum County Transportation Coordination Needs Survey

Q9 Is English your first language?

Answered: 301 Skipped: 31

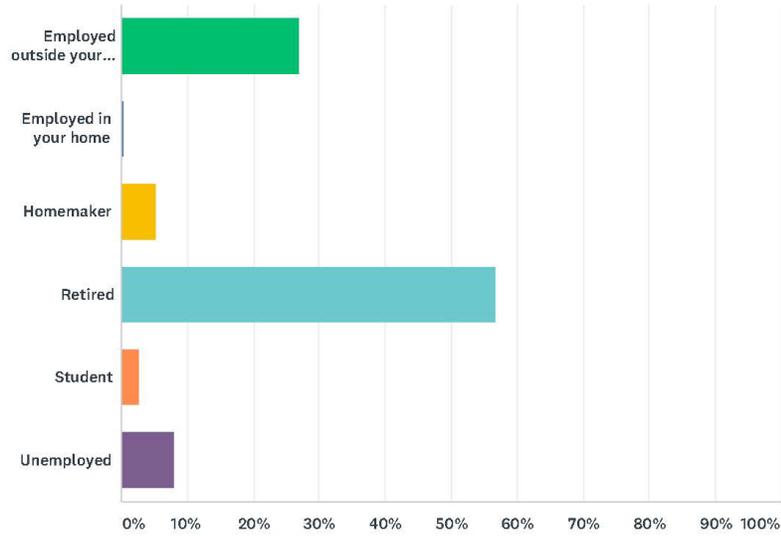


ANSWER CHOICES	RESPONSES	
Yes	99.00%	298
No	1.00%	3
TOTAL		301

Muskingum County Transportation Coordination Needs Survey

Q12 Which of the following BEST applies to you? Are you presently:

Answered: 303 Skipped: 29

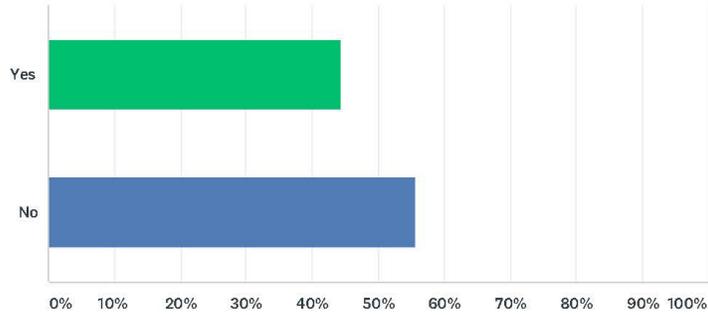


ANSWER CHOICES	RESPONSES	
Employed outside your home	27.06%	82
Employed in your home	0.33%	1
Homemaker	5.28%	16
Retired	56.77%	172
Student	2.64%	8
Unemployed	7.92%	24
TOTAL		303

Muskingum County Transportation Coordination Needs Survey

Q15 Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help you get around?

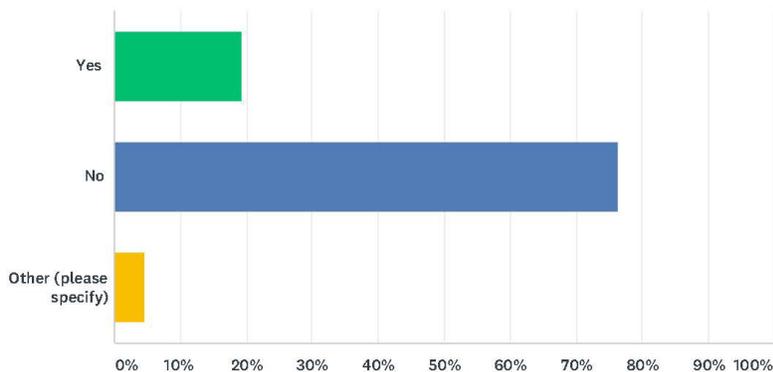
Answered: 313 Skipped: 19



ANSWER CHOICES	RESPONSES	
Yes	44.41%	139
No	55.59%	174
TOTAL		313

Q16 Are you or a family member currently using any transportation services that are available to you through the Medicaid program?

Answered: 308 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	19.16%	59
No	76.30%	235
Other (please specify)	4.55%	14
TOTAL		308

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:

- Insurance rates for sharing vehicles.
 - When discussing the option of coordinating the use of vehicles across organizations, many stakeholders brought to the attention of the group the logistical problem when it comes to insurance on the vehicles. It becomes a liability problem for multiple organizations to use the same vehicle.
- Deciding where the funding comes from when coordinating services.
 - It was discussed that some counties may have a difficult time convincing elected officials to allow resources that were purchased from one county to be used for another county.
- A lack of software that communicates with various organizations.
 - While discussing the coordination between counties and organizations to eliminate trips that arrived at the same location, it became apparent that not every organization currently has the appropriate software that would allow the various organizations to easily coordinate trips.

- Causing an inconvenience for the riders.
 - While coordinated efforts are achievable and important, there is an obvious concern of causing a longer wait time for the individuals using the transportation. One example that was made was if two individuals both had to go to the same hospital, but one rider finishes up their trip in one hour while the other individual will need two hours, there is an obvious inconvenience for the first rider. Stakeholders were concerned that if this occurred, less people would use the transportation services.
- Billing Issues.
 - Another concern that was discussed was that the current software of some organizations did not bill correctly when having multiple passengers in the same trip for their organization alone. Concerns about adding multiple organizations, multiple funding programs, or other coordinated efforts could lead to a complicated billing system.

SUMMARY OF UNMET MOBILITY NEEDS

The following tables describe the identified unmet transportation needs that were identified and the method used to identify and prioritize each need for each county within the region. Needs are listed in order of their rank in highest to lowest priority.

Exhibit [IV.10]: Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Increase the amount of funds available for coordinated public-agency transportation in the county while working cooperatively to control costs	Transportation providers meet with respective local elected officials, businesses, economic development, and others to explain the benefits of local transportation program, increase buy-in, and seek more significant financial support. Transportation providers and agencies from each county working through a Transportation Advisory Committee(TAC)
2	Establish Active Transportation Projects - bike and walking routes, safe routes to schools, improvements to roads and sidewalks	Work with economic development and planning to draft plan and participate in Active Transportation Projects. Grant funding applications. Community involvement.
3	Improve the level of service provided in the county area, thereby increasing availability of services	Expand Transit to provide, extended hours and days of operation. Hire regional mobility manager. Establish MOUs and shared scheduling software capabilities. Coordinate trips with Morgan County. Expand same day service scheduling options. Use scheduling software to increase same day scheduling options .
4	Obtain the necessary capital assistance, including vehicles and related equipment and new technology to improve existing mobility options.	Generate local funding support for new technology and new/replacement vehicles. Coordinate purchase of capital equipment and secure ongoing funding for capital equipment maintenance. Joint purchasing of services, drug testing, training, maintenance, other services.
5	Extend service days/hours to in City and to rural portions of the county.	Conduct a cost benefit analysis (SEAT). Determine fully allocated cost of service. Other provider consider expanding hours and/or sharing of vehicles and employees to extend coverage area and times. MOU for purchase of service among providers.

6	Create a transportation structure that promotes more efficient use of resources	Develop Regional TAC and meet on a regular basis. Hold county TAC meetings on at least a quarterly basis. Develop contracts and MOUs. Coordination of service – shared ride and use of shared scheduling software.
7	Increase Funding Opportunities	Public speaking, presentations, new contracts

V. DEVELOPING STRATEGIES TO ADDRESS GAPS AND NEEDS IN MUSKINGUM COUNTY

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

Based on information gathered throughout the planning process, RLS and Associates facilitated the development of 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 seven 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.

Regional Goals and Strategies:

GOAL #1: INCREASE THE AMOUNT OF FUNDS AVAILABLE FOR COORDINATED PUBLIC-AGENCY TRANSPORTATION IN THE COUNTY WHILE WORKING COOPERATIVELY TO CONTROL COSTS

Need(s) Being Addressed: Sustainable funding to maintain and grow transportation service within the county and controlling costs.

STRATEGY AND ACTION STEPS 1.1:

Transportation providers meet with respective local elected officials, businesses, economic development, and others to explain the benefits of local transportation program, increase buy-in, and seek more significant financial support.

STRATEGY AND ACTION STEPS 1.2:

Transportation providers and agencies from each county working through a Transportation Advisory Committee (TAC)

STRATEGY AND ACTION STEPS 1.3:

Develop an allocated cost model. All providers would complete the model to determine the cost of service. The TAC would review the cost model tool and agree to rates on an annual basis.

STRATEGY AND ACTION STEPS 1.4:

Submit collaborative grant applications for coordinated service. National, local, state, and Federal applications. Explore opportunities for joint grant applications, purchasing of vehicle parts, drug testing, driver training, blood-borne pathogen training, vehicle maintenance and other services to lower expenses.

STRATEGY AND ACTION STEPS 1.5:

Solicit funding from all levels of local government, local businesses, foundations, and community organizations.

STRATEGY AND ACTION STEPS 1.6:

Establish a planned giving campaign with an annual solicitation and bequeath opportunities.

STRATEGY AND ACTION STEPS 1.7:

Use vehicles as a revenue source by selling advertising and offering company sponsorships.

Timeline for Implementation: Long-Term Goal with some strategies implemented sooner than 4 years and on-going.

Responsible for Leading Implementation: TAC, Mobility Manager, Transit providers, and stakeholders.

Potential Cost Range: \$0.00 to \$25,000.00

Potential Funding Sources: 5310 Grant, 5311 Grant, 5339 Grant and local funding sources.

Performance Measures/Targets:

- 1) SEAT establishes nonprofit transit program by December 2018
- 2) Increase funding by December 31, 2019
- 3) Increase public and private support for Transportation by July 31, 2019
- 4) Funding solicitation presentation developed by March 2019
- 5) Sign MOUs with organizations and submit joint funding applications by January of 2019.
- 6) Establish planned giving plan by December 2021

GOAL #2: ESTABLISH ACTIVE TRANSPORTATION PROJECTS -BIKE AND WALKING ROUTES, SAFE ROUTES TO SCHOOLS, IMPROVEMENTS TO ROADS AND SIDEWALKS

Need(s) Being Addressed: Improved alternative transportation options in the community and improved road conditions for traditional transportation modes.

STRATEGY AND ACTION STEPS 2.1:

Work with economic development and planning to draft plan and participate in Active Transportation Projects.

STRATEGY AND ACTION STEPS 2.2:

Support county funding applications and submit grant funding applications.

STRATEGY AND ACTION STEPS 2.3:

Develop community involvement process to support and educate the community on active transportation..

Timeline for Implementation: Long Term Goal. Up to 4 years.

Parties Responsible for Leading Implementation: Economic development and county government with support of transportation providers.

Potential Cost Range: \$00 to \$10,000 for grant writing services.

Potential Funding Sources: Grants and local funding

Performance Measures/Targets:

- 1) Discussion with economic development and local leaders occur – July 2019
- 2) Community participation meetings occur – July 2020
- 3) Grants submitted to support Active Transportation – December 2020.

GOAL #3: IMPROVE THE LEVEL OF SERVICE PROVIDED IN THE COUNTY, THEREBY INCREASING AVAILABILITY OF SERVICES.

Need(s) Being Addressed: Need for additional services in county and out of county and later evening and early morning service.

STRATEGY AND ACTION STEPS 3.1:

SEAT nonprofit transit service will be able to meet need for trips outside of the SEAT regular service area and hours. The nonprofit will also be able to provide services such as charter service and special trips that SEAT is prohibited from providing.

It is noted that this strategy is well underway as SEAT is establishing a nonprofit transit agency that will be able to assist the community with many unmet needs.

STRATEGY AND ACTION STEPS 3.2:

Expand Transit to provide, extended hours and days of operation.

STRATEGY AND ACTION STEPS 3.3:

Hire regional mobility manager to serve Muskingum County. Establish MOUs and shared scheduling software capabilities.

It is noted that this strategy is well underway as a mobility manager has been assigned and is making regular visits to Muskingum County and SEAT's scheduling software is being shared with five other provider and transit consumer institutions.

STRATEGY AND ACTION STEPS 3.4:

Coordinate trips with Morgan County

It is noted conversations are already taking place between SEAT and Morgan County Transit to establish service connections points.

STRATEGY AND ACTION STEPS 3.5:

Expand same day service scheduling options. Use scheduling software to increase same day scheduling options

It is noted that SEAT has increased the level of same day service drastically since implementation of the new scheduling and dispatch software.

Timeline for Implementation: Mid-Term Goal. Approximately 2 years and ongoing

Performance Measures/Targets

- 1) SEAT nonprofit established – December 2018
- 2) Coordination with Morgan County service established – March 2019
- 3) Mobility Manager secured – January 2019
- 4) Same day scheduling of trips increases – September 2018
- 5) Joint use of scheduling software – September 2018

Parties responsible for Leading Implementation: Providers, Mobility Manager, and TAC

Potential Cost Range: \$20,000 to \$200,000 for local match money and shared scheduling software licenses.

Potential Funding Sources: Grants, purchase of service contracts, and advertising sales.

GOAL #4: OBTAIN THE NECESSARY CAPITAL ASSISTANCE, INCLUDING VEHICLES AND RELATED EQUIPMENT AND NEW TECHNOLOGY TO IMPROVE MOBILITY OPTIONS

Need(s) Being Addressed: New accessible vehicles, communications and other equipment to sustain and expand services.

STRATEGY AND ACTION STEPS 4.1:

Generate local funding support for new technology and new/replacement vehicles.

STRATEGY AND ACTION STEPS 4.2:

Coordinate purchase of capital equipment and secure ongoing funding for capital equipment maintenance.

It is noted SEAT has a maintenance facility and is able to provide maintenance for other organizations.

STRATEGY AND ACTION STEPS 4.3:

Joint purchasing of services, drug testing, training, maintenance, other services.

Timeline for Implementation: Short Term Goal and ongoing

Performance Measures/Targets

- 1) Funding presentation for local funding sources – June 2019
- 2) Meetings with economic development, planning and local leaders occur – August 2019
- 3) Agreements among providers for coordinated/joint purchase of equipment and maintenance – March 2019
- 4) Funding applications submitted – December 2019

Parties responsible for Leading Implementation: Mobility Manager, providers, TAC, business partners, economic development, planning commission, and community leaders

Potential Cost Range: \$500,000 to \$3M or more depending on the scale of the projects

Potential Funding Sources: Grants, In-kind donations, national and community foundations, fund raisers.

GOAL #5: EXTEND SERVICE DAYS/HOURS TO IN CITY AND TO RURAL PORTIONS OF THE COUNTY.

Need(s) Being Addressed: Increased mobility options for the community.

STRATEGY AND ACTION STEPS 5.1:

Conduct a cost benefit analysis (South East Area Transit). Determine fully allocated cost of service.

STRATEGY AND ACTION STEPS 5.2:

Other provider consider expanding hours and/or sharing of vehicles and employees to extend coverage area and times.

STRATEGY AND ACTION STEPS 5.3:

MOU for purchase of service among providers. It is noted that several Muskingum County providers are using shared scheduling software.

Timeline for Implementation: Short-Term and ongoing

Performance Measures/Targets

- 1) Conduct Cost Benefit Analysis – January 2019
- 2) Determine if expanding/sharing is possible – March 2019
- 3) MOUs signed – June 2019

Parties responsible for Leading Implementation: Mobility Manager, TAC, providers and coordination partners.

Potential Cost Range: \$ 5,000 to \$10,000

Potential Funding Sources: Grants, In-kind donations, national and community foundations.

GOAL #6: CREATE A TRANSPORTATION STRUCTURE THAT PROMOTES MORE EFFICIENT USE OF RESOURCES.

Need(s) Being Addressed: Increased mobility options for the community.

STRATEGY AND ACTION STEPS 6.1:

Develop Regional TAC and meet on a regular basis. Hold county TAC meetings on at least a quarterly basis

STRATEGY AND ACTION STEPS 6.2:

Develop contracts and MOUs among partners. MOU will express commitment to work together and promote coordination of service.

STRATEGY AND ACTION STEPS 6.3:

Coordination of service – shared ride and use of shared scheduling software.

It is noted that several Muskingum County providers are using shared scheduling software.

Timeline for Implementation: Short-Term and ongoing

Performance Measures/Targets

- 4) Local TAC meetings reconvened – January 2019
- 5) Regional TAC meeting established – March 2019
- 6) Shared scheduling software – September 2018
- 7) MOUs signed – March 2019

Parties responsible for Leading Implementation: Mobility Manager, TAC, providers and coordination partners.

Potential Cost Range: \$ 5,000 to \$10,000

Potential Funding Sources: Grants, In-kind donations, national and community foundations.

GOAL #7: INCREASE FUNDING OPPORTUNITIES FOR TRANSIT.

Need(s) Being Addressed: Funding shortfall to meet the mobility needs of the community.

STRATEGY AND ACTION STEPS 7.1:

Conduct presentations on public and coordinated transportation at meetings for local elected officials, businesses, and other entities.

STRATEGY AND ACTION STEPS 7.2:

Secure operating and capital grants, including vehicle maintenance grants.

STRATEGY AND ACTION STEPS 7.3:

Maintain and expand contract revenue

Timeline for Implementation: Short-Term and ongoing

Performance Measures/Targets

- 1) Local presentations to the community and local funders developed – March 2019
- 2) Funding presentations conducted – June 2019
- 3) Funding applications submitted – December 2019

Parties responsible for Leading Implementation: Providers, Mobility Manager, TAC, providers and coordination partners.

Potential Cost Range: \$ 5,000 to \$10,000

Potential Funding Sources: Grants, national and community foundations.

VI. PLAN ADOPTION

The development of this regional coordination plan was inclusive of extensive community involvement including a total of 5 stakeholder and public meetings, email communications, public announcements in local papers and community postings. Stakeholder and public meetings included representation from older adults and individuals with disabilities as well as organizations representing seniors and individuals with disabilities.

Final plan goals and strategies were presented during the final stakeholder and public meetings during the week of June 18, 2018. The goals and strategies for the region and each county were reviewed, revised, and approved by all in attendance at the meetings. Additionally, the revised goals presentation was distributed to all who had attended prior meetings for review and comment. The draft final plan was then developed and distributed to stakeholders for comment and approval. Upon receipt of comments and revisions to the plan the final plan was presented to the stakeholders and governing boards for adoption. Signatures of adoption are included in the appendix of this plan.

APPENDIX A: LIST OF PLANNING COMMITTEE PARTICIPANTS

The planning committee consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. More information about the planning committee is available upon request by contacting Howard Stewart at (740) 454-8574.

AGENCY REPRESENTATION (SEE ATTACHED APPENDIX A)

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, SEAT 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:

 Howard Stewart

Southeast Area Transit

(740) 454-8574, Ext #103

director@seatbus.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:

Howard Stewart, Transit Director, South East Area Transit, 375 Fairbanks Street, Zanesville, OH

ANNUAL REVIEW 2019

The Planning Committee with the help of RLS and Associates drafted the plan in September 2018. There will be a review yearly. If you would like to participate in the 2019 review of the Coordination Plan, please contact:

Howard Stewart, Transit Director, South East Area Transit, 375 Fairbanks Street, Zanesville, OH

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.

TOTAL

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