

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 Put a line through anything that is no longer valid.

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

Existing Transportation Services

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

List of Transportation Service Providers

Agency Name: Carroll County Transit

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

Other Services Provided: None

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

Hours: Monday – Friday, 6 a.m. – 6 p.m. **(Temporarily reduced hours 7:00am-4:30p)**

Service Area: Carroll

Eligibility Requirements: None

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

Table 1: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number of Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
Carroll County Transit	Yes	No	Public – Local Government	24,105 14,610	2.5 3	No

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

“open door”. For example, an individual who is 60 or over can request transportation to a doctor’s appointment or the grocery store regardless of their affiliation with your agency.

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

Table 2: Transportation Service Characteristics

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
Carroll County Transit	Demand response, origin to destination, advanced reservations, and shared ride transportation	Mon-Fri 6a-6p. Temporarily 7a-4:30p	No	Drivers will assist as needed, but are required to stay within eyesight of the vehicle always for safety and security reasons; no extra charge for Personal Care	Exposure Control Plan (ECP) – annual; Bloodborne Pathogens – annual; Passenger Assistance Training (PAT) – annual; Drug & Alcohol – annual; Fire Extinguisher Training – annual; CPR/First Aid – every 2 years; Defensive Driving – every 3 years; Major Unusual Incident (MUI) – annual; Health & Welfare Alerts – Monthly (per person); Pre-Post Vehicle Inspection & Evacuation – annual;

				Attendants	Title VI & LEP – annual; Personnel/Policies & Procedures – upon hiring & updating
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Table 3: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/ Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
Carroll County	\$2.50 \$3.50 w/in Village of	Yes	7	21	Federal – State-	\$683,323

Transit	<p>Carrollton; \$5.50 w/in County; \$7.50 \$8.50 out of Carroll County;</p> <p>Same day service - \$1.00 additional per one way trip based upon availability</p> <p>Trips over 40 miles one-way additional \$0.25 \$.035/mile;</p> <p>Wait time longer than 1 hour 15 minutes is an additional \$10/hour;</p> <p>Rides that originate out of county and transport to Carroll County will be charged \$15/one way</p> <p>Children 5 & under under 5 ride FREE w/adult;</p> <p>Personal Care Attendants – No Charge</p>		19	2	Local Gov't. – Passenger Fares – Contract Fares	\$560,180
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Tale 4 provides basic information about transportation options other than the traditional public and human services transportation. Transportation options might include bike share, ride share, intercity, or taxi services, and more.

Table 4: Alternative/ Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
Carroll County Transit – Ride Share	M-F, 6a-6p Temporarily 7a-4:30p	Same as fare structure	When needed	Carroll

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

Table 5: Transportation Resources

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

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

Table 6: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/ GPS (Y/N)
Carroll County Transit	CTS Software	No	CTS Software	Yes

Assessment of Community Support for Transit

Overall, of the five agencies who have participated from Carroll County, Carroll County Transit appears to handle most if not all the transit and transportation demand with the four other agencies. The Carroll County Board of DD provides transportation to students with any disability and other students enrolled in their

educational program. ~~Carroll County Transit provides Non-Medical Transportation for DODD;~~ Veteran services have vehicles, but Carroll County Transit ~~takes one veteran three times a week for dialysis~~ **now transports Veterans and widows of veterans for any transportation needs.** Currently, Carrollton Exempted Village School District has ~~had a student with a behavioral disability and one student with a broken hip disability.~~ All trips are managed Monday – Friday from 6 a.m. – 6 p.m., but there are currently no services past 6 p.m. or on the weekends. **However, we are currently on reduced operating hours 7:00am – 4:30pm due to staff shortages** More community support from all the stakeholders, the commissioners, other governing agencies may be able to provide extra services as necessary if these gaps continue to impede progress to assist the public.

Safety

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

Vehicles

Transportation providers listed a combined total of ~~21~~ **18** vehicles. Approximately ~~76%~~ **82%** of the vehicles are wheelchair accessible. A vehicle utilization table is provided in Table 7.

Two of the transportation providers provide at least ~~16~~ **17** wheelchair accessible vehicles, while some organizations have an entire fleet of wheelchair accessible vehicles. A brief description from each of the agencies below lists the accessibility and availability of vehicles that provide access to wheelchairs. As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

Carroll County Transit

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

Table 7: Vehicle Utilization Table

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
Carroll County Transit											
01	Dodge	Braun (Caravan)	2019	2C7WDGBG4KR740552	4	2	Mon.-Fri.	6am-6pm	Good	5311	Carroll
02	Dodge	Braun (Caravan)	2019	2C7WDGBG0KR728575	4	2	Mon.-Fri.	6am-6pm	Good	5311	Carroll
03	Dodge	Braun (Entervan)	2019	2C7WDGBG1KR800819	4	2	Mon.-Fri.	6am-6pm	Good	5311	Carroll
04	Dodge	Braun (Entervan)	2019	2C7WDGBG1KR799347	4	2	Mon.-Fri.	6am-6pm	Good	5311	Carroll
17	Ford	BU	2011	1FDEE3FL6BDA43484	8	2	Mon.-Fri.	6am-6pm	Good	5311	Carroll
18	Ford	BU	2012	1FDEE3FL4CDA87193	8	2	Mon.-Fri.	6am-6pm	Good	5311	Carroll
21	Ford	BU/Gosher Pacer II	2015	1FDEE3FL3FDA32884	8	2	Mon.-Fri.	6am-6pm	Great	5311	Carroll
22	Dodge	Braun Van	2016	2C7WDGBG4GR262334	4	2	Mon.-Fri.	6am-6pm	Great	5311	Carroll
23	Dodge	Braun Van	2017	2C7WDGBGXHR743027	4	2	Mon.-Fri.	6am-6pm	Excellent	5311	Carroll
24	Dodge	Braun Van	2017	2C7WDGBGXHR743058	4	2	Mon.-Fri.	6am-6pm	Excellent	5311	Carroll
25	Dodge	Braun Van	2018	2C7WDGBG8JR243762	4	2	Mon.-Fri.	6am-6pm	Excellent	5311	Carroll
26	Dodge	Braun Van	2018	2C7WDGBG8JR243776	4	2	Mon.-Fri.	6am-6pm	Excellent	5311	Carroll

Summary of Existing Resources

Table 7 describes in detail the ~~21~~ 18 different vehicles used by the transportation providers in Carroll County.

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

Carroll County Board of Developmental Disabilities is divided into two programs, Carroll Hills School for students from age 3-21, and the Community Employment program for anyone with developmental disabilities for work. Carroll Hills School has five vehicles, all yellow buses, to transport their students to and from the

school to their homes. All these buses are wheelchair accessible. Community Employment has ~~four~~ 1 van to provide transportation to anyone with a developmental disability. However, none of these vehicles is wheelchair accessible.

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

Vehicle mileage is ending 9/30/21

<u>Vehicle #</u>	<u>Mileage</u>
• 01	70939
• 02	73022
• 03	22047
• 04	26869
• 17	246037
• 18	234420
• 21	139357
• 22	178851
• 23	129130
• 24	139688
• 25	100782
• 26	111264

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• Thank you

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• *Sonja G. Trbovich*