

# 2021

## Appendix Q: Regional Coordinated Public Transit / Human Services Transportation Plan Annual Update



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## APPENDIX Q

### REGION 9 REGIONAL COORDINATED PUBLIC TRANSIT / HUMAN SERVICES TRANSPORTATION PLAN 2021 ANNUAL UPDATE

ODOT requires that this plan be reviewed annually by the local and regional planning committees. For more information regarding this process please contact: Deborah Hill, Regional Transit Planner, Ohio Mid-Eastern Governments Association (OMEGA), [dhill@omegadistrict.org](mailto:dhill@omegadistrict.org) or phone 740-439-4471.

Beginning in 2021, ODOT will no longer require updates to the locally developed, county level, coordinated public transit-human services transportation plans for those counties included inside a region. However, the Regional Coordinated Public Transit / Human Services Transportation Plan will be updated yearly and include county level input. The Regional Coordinating Agency (RCA) will serve as the lead in this process to ensure each of the county coordinated planning committees participates in the regional coordinated planning process. The Region 9 Plan includes nine counties in Eastern Appalachian Ohio: Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum, and Tuscarawas. In Region 9, OMEGA is the Regional Coordinating Agency.



The Steering Committee and the Regional Coordinated Council developed updated SWOT Analysis, Unmet Needs, and Goals and Strategies for the region in CY 2021 for utilization in CY 2022. The CY 2022 Region 9 Updated SWOT Analysis, the CY 2022 Regional Goals and Strategies Revisions, and the CY 2022 Regional Unmet Needs Analysis were all accomplished through a series of review, discussion, comment, final revised presentation, and adoption by vote by both the Region 9 Steering Committee and the Region 9 Regional Coordinated Council (RCC). Survey results from the Regional Survey of Unmet Needs Assessment provided input from senior, low income, and disabled populations in the region. The Regional Survey of Unmet Needs Assessment yielded 1,800 responses: over 1,130 survey responses were from those over 60 years of age (63% of responses), and nearly 400 responses were from those using a mobility device (22% of responses). Survey results data is in Attachment A to this appendix.

Though it is acknowledged that the disabled population is much broader than just those using mobility devices, the restrictions imposed by COVID protocols limited in person meetings with these vulnerable groups and so survey responses were more heavily relied upon during this time. Mobility managers in each county also met with, and have on their respective transportation committees, members from the senior, low income, and disabled populations and they bring forward the needs and inputs from those populations.

The Region 9 Steering Committee is comprised of all the regional transit directors, all the regional mobility managers, and advocates for both the senior and disabled populations. Each county in the region has equal representation on the committee. The transit directors and mobility managers ensure that while the focus remains on the regional level issues, we do not fail to consider, or unintentionally omit, important issues occurring at the local (county) level throughout the region. The advocate members ensure that equity and inclusion are built into all steps of the decision-making processes and that the needs of the senior, disabled, and low-income populations are always held in the forefront of considerations at the regional level. The number of Steering Committee members from each individual county is equal within Steering Committee membership (two representatives per county) so that equal access and representation of all counties is established and maintained. The Steering Committee meets monthly to discuss, review, and address regional issues. This committee also provides recommendations for adoption to the general RCC membership.

The RCC meets quarterly, in combination with the Steering Committee, and is presented with items recommended for adoption by vote for the region. All items and documentation are presented to all members at least one week before the meeting for review and reflection. Discussion takes place during the RCC meetings with time for comment afterward. The final revised proposals are brought before the RCC, after all members have adequate time for comment. The RCC votes to adopt the regional motions. All issues brought to the RCC have been considered, discussed, and voted on by the Steering Committee.

Both groups have access to the Regional Coordinated Public Transit / Human Services Transportation Plan, all prior year(s) documentation, and all current documentation for consideration at least one week prior to the meeting allowing adequate time for review and contemplation before the discussions at the meetings. A comment period is also offered to take every opportunity for feedback from stakeholders, Steering Committee and RCC members, seniors, disabled persons, and low -income individuals.

## Section One: The Regional SWOT Analysis

The CY 2022 Region 9 SWOT Analysis went through rigorous discussion at both the Steering Committee and RCC levels. The CY 2021 SWOT Analysis was presented for discussion and revision at the July 21, 2021, Steering Committee meeting. Following a detailed point by point discussion, the revised CY 2022 SWOT analysis was developed with a vote to adopt at the conclusion of the meeting. The proposed SWOT analysis was sent out to the RCC members for review and comment. At the August 18, 2021, RCC meeting, the revised SWOT analysis was adopted by vote. It is worth noting that several items that had previously been listed as threats were moved to opportunities, and several new strengths acknowledged which both serve to confirm the advancement and ongoing success of the regional pilot program. The results of the CY 2022 SWOT analysis are presented on the following page.

# CY 2022 REGION 9 SWOT ANALYSIS

## STRENGTHS

1. Commitment to provide excellent services
2. Strong and beneficial relationships with clients and stakeholders
3. Steering Committee and OMEGA support
4. History of reliable/dependable services
5. Region 9 Resource Guide

## WEAKNESSES

1. Lack of vehicles to meet need
2. Lack of employees/CDL drivers
3. Lack of, or very limited, weekend services
4. Lack of extended service hours for employment transportation/lack of coordinated and local job transportation efforts
5. Lack of broadband, and reliable cell phone service in rural areas
6. Lack of available/affordable Out of County (OOC)/Out of Region (OOR) transportation



## OPPORTUNITIES

1. Enhance rider experience through improved customer service
2. Mobility Solutions Center
3. Increase/expand transportation providers in very rural areas
4. Educate and inform the region (public and providers) to produce a common regional knowledge of transportation options
5. Creation of regional standards/best practices/policies
6. Partner and coordinate with all available resources to improve collaboration and enhance mobility options
7. Enhanced initiatives utilizing ODOT support
8. Meet regional performance measures
9. Develop creative transportation funding strategies for those riders who fall outside other transportation program guidelines but still face financial hardship in securing transportation.
10. Overcome negative public perceptions and stereotypes of public transportation.

## THREATS

1. Loss/lack of adequate funding and match
2. Loss of personal connection with customers
3. Loss of ridership and other sustained negative effects due to telehealth/COVID
4. "Turfism"
5. Federal, state, or local laws or regulations which threaten, or conflict with, multi-state transportation initiatives.
6. The inability to obtain new/additional vehicles sufficient to provide transportation services due to current ODOT regulations, and current vehicle production delays extending for an unknown/unforeseeable period into the future.

## Section Two: The 2022 Regional Unmet Needs

The CY 2022 Region 9 Unmet Needs Assessment was completed considering several factors including the 2021 Regional Assessment of Unmet Needs Survey results. The survey was distributed throughout the region and produced over 1,800 responses. Results (see Attachment A) were tabulated for each individual county in the region as well as for the region as a whole. The region- inclusive results were presented to the Steering Committee at the October 20, 2021, meeting. Also considered were the unmet needs contained in the “current” Regional Coordinated Plan. The unmet needs in the current plan were developed during the planning phase of the pilot program (2018-2019) and were originally divided into unmet needs from the stakeholder perspective (gathered at the coordinated council meetings held during the planning phase) and unmet needs from the public perspective (gathered during initial public meetings in each county). In addition to these factors, consideration of current economic, social, health and safety, and regional climates was considered. There was robust discussion at the Steering Committee meeting and revised unmet needs were developed and adopted by vote. The revised CY 2022 Region 9 Unmet Needs list was sent to all RCC members for comment and review and then was formally presented to the RCC at their November 17, 2021, meeting. The revised unmet needs were adopted by vote at the meeting and are presented below:

### REGION 9 UNMET NEEDS FOR CY 2022

1. Expansion of transportation services.
  - Including, non- medical service hours
  - Saturday and Sunday service
  - Coverage in rural areas
  - Service options after hours
  - OOB / OOR transportation
2. Education of, advertising to, and increased awareness by the public of available transportation options, including understanding about funding sources.
3. Short-notice trip services, potentially considering Uber or micro mobility options.
4. Transfer points and development of coordinated routes especially for OOR trips.
5. Adequate funding sources including increased availability of coordinated funding sources.
6. Available and adequate number/sources of rider escorts/rider guardians.
7. Adequate sidewalks and pathways.

## Section Three: The CY 2022 Regional Goals and Strategies

The revision of Regional Goals and Strategies began at the January 20, 2021, Steering Committee meeting. The CY 2021 Goals and Strategies were reviewed and a comprehensive discussion about how best to present the regional goals to ODOT was conducted. The considered change was a change in format/presentation only and not a change in basic content. Better defined, SMART goals with expanded strategies for achieving the goals, were ultimately developed by the committee. The decision was made to adopt an inverted funnel structure to best access federal and ODOT funding opportunities, thus best serving the providers and ultimately the citizens of the region. Care was taken not to exclude prior content but only to alter the format of presentation to ODOT of goals and strategies. At the July 21, 2021, Steering Committee meeting, the revised goals were presented, discussed, and adopted by vote. Once this was accomplished, revised strategies were developed, discussed, and reviewed by the Steering Committee. The strategies for the revised goals were presented in advance of the August 18, 2021, Steering Committee meeting where they were discussed and adopted by vote. At the September 24, 2021 meeting of the Regional Coordinated Council, the newly revised goals and corresponding strategies were presented for comment and were adopted by vote at that time. The updated Goals and Strategies are as follows.

### REGION 9 GOALS AND STRATEGIES FOR CY 2022

#### **GOAL 1: To Maintain and Expand Transportation Services and Options.**

*Strategy 1.1* Support initiatives for cost effective vehicle replacement, fleet expansion, and needed safety adjustments

*Strategy 1.2* Increase access to affordable and available employment transportation options

*Strategy 1.3* Create more affordable, efficient, and available Out of County (OOC)/Out of Region (OOR) transportation

*Strategy 1.4* Create or expand weekend services

*Strategy 1.5* Enhance and support the creation and use of regionally beneficial technologies

#### **GOAL 2: To Educate and Inform the Public, HHS Agencies and Organizations, and other Stakeholders as to the Transportation Services and Options Available.**

*Strategy 2.1* Support and utilize Mobility Management Program

*Strategy 2.2* Continue quarterly RCC and monthly Steering Committee and Regional Council of Mobility Management meetings

*Strategy 2.3* Increase marketing and advertising of transportation services and options

*Strategy 2.4* Enhance and support the use of regionally beneficial technologies

*Strategy 2.5* Continue annual Origin-Destination (O-D) mapping

**GOAL 3: To Ensure and Increase Equity, Access, Inclusivity, and Safety in Transportation Services and Options.**

*Strategy 3.1* Build collaborative network of new and existing providers and other stakeholder agencies to promote affordable, available, collaborative regional transportation access for all

*Strategy 3.2* Support initiatives that promote broadband, cell phone, and internet access, and connectivity, for the region

*Strategy 3.3* Standardize regional forms, policies, and procedures

*Strategy 3.4* Examine current and alternative fare structures

*Strategy 3.5* Utilize and promote Mobility Solutions Center

*Strategy 3.6* Create innovative pilot programs (OOC/OOR, volunteer companions, volunteer drivers, innovative fund braiding, media outreach, etc.)

*Strategy 3.7* Establish and maintain infectious disease/Emergency specific responses (COVID, Natural Disasters, Etc.)



## Section Four: 2021 County Updates

The Region 9 counties were each asked to provide updated information to be included in the Regional Coordinated Plan update. This information included updated county level unmet needs, and goals and strategies. Also requested were updates to the vehicle utilization tables. Jefferson County is served by the BHJ (Brooke-Hancock-Jefferson) Metropolitan Planning Commission and therefore did not submit vehicle utilization updates. Holmes County does not provide information though they are asked to participate in the regional plan, its ongoing design, and its implementation on a regular basis.

This update section will be presented in the following format: Unmet Needs, Goals and Strategies, and Vehicle Utilization. For each county, the mobility manager presented a brief overview of the methodology used to revise the unmet needs, and the goals and strategies as well as to include information on the ways and methods used to encourage participation in these processes by persons of advanced age, persons with disabilities, and persons of low-income. The vehicle utilization tables for all counties may be found by following the link below:

<https://omegadistrict.org/2021ctpupdates/>

## BELMONT COUNTY:

Unmet Needs were determined by TAC meetings and the results of the 2021 Regional Transportation Survey. The Regional Survey was distributed in various forms throughout the county. A strong majority of surveys returned were from age 60 plus individuals. The surveys were distributed by Senior Services of Belmont County (SSOBC) with home delivered meals. We were able to reach the senior, disabled and low-income population with this distribution. SSOBC serves many meals at the local low income/HUD housing apartment communities in the county. Many responses came from apartments specifically designed to house the low income/disabled populations. The 10 local senior centers also responded well. Some input was given by TAC members to identify the Unmet Needs, Goals and Strategies for the 2022 updates to the Coordinated Plan. The Updates have been sent to the TAC members for their approval/and or comments.

### Unmet Needs, Goals, and Strategies

#### **1. Unmet Need: Travel Companions**

- GOAL: To provide riders with a travel companion so they are able to have procedures they medically need. To accompany riders to and from medical appointments. Especially needed when sedation is being received during an outpatient procedure and the medical facility will not discharge unless being released to a responsible person. (This cannot be done by the transportation drivers)
- STRATEGY: Locate agencies that will provide this service, locate/develop volunteer programs to this service, have discussions with local hospitals/medical providers, approach local home health agencies to negotiate a low rate for riders to pay for a home health aide to travel with them.

#### **2. Unmet Need: Underserved/Unserved Areas of the County**

- GOAL: Expand service areas in the county. Have more transit options in western Belmont and southeast parts of the county not served by public transit. Especially the DD/MM, seniors and the work force and higher education population.
- Strategy: Support 5311 service in the county, Secure 5311 Funding

#### **3. Unmet Need: Wheelchair Accessible Vehicles**

- Goal: Attain additional wheelchair accessible vehicles/ additional vehicles with lifts to accommodate extra wide/bariatric wheelchairs for private providers.
- Strategy: Private nonprofit providers secure 5310 funding from ODOT

### Vehicle Utilization Data

In Belmont County, four transportation providers have provided vehicle data. These providers are Martin's Ferry, SEAT (South East Area Transit), SSOBC (Senior Services of Belmont County), and Neff's Fire Department. All vehicle utilization tables can be found by following the link below:

<https://omegadistrict.org/2021ctpupdates/>

## CARROLL COUNTY:

### Carroll County Unmet Needs

1. Create, sustainable solutions to current driver shortage
2. Create, sustainable solutions to current vehicle shortage
3. Expansion of affordable and cost-effective ways to have Extended Hours
4. Increase and expand the limited public knowledge of local transportation services
5. Create and support resources for residents unable to pay for transportation services and do not qualify for other available assistance

### Goals and Strategies

Goal 1: Maintain and increase current transportation services and options

- a. Create, expand, or find funding for better incentives for new and current drivers
- b. Support inventive ways for cost effective vehicle replacement/maintenance plan
- c. Expand services hours

Goal 2: Increase public knowledge of local transportation service options

- a. Increase marketing and advertising of transportation services and options
- b. Maintain and expand community outreach through networking with local stakeholders, agencies, and organizations
- c. Maintain and collaborate with Mobility Management program

Goal 3: Increase access and inclusivity in transportation services and options

- a. Expand or created transportation options for low-income residents that do not qualify for other available services
- b. Maintain and expand involvement with Caring Hands

### Vehicle Utilization Data

In Carroll County, four transportation providers have provided vehicle data. They include Carroll County Board of Developmental Disabilities, Carroll County Council on Aging, Carroll County JFS, and Carroll County Public Transit. All vehicle utilization tables can be found by following the link below:

<https://omegadistrict.org/2021ctpupdates/>

## COSHOCTON COUNTY:

### UNMET NEEDS, GOALS, AND STRATEGIES

The Coshocton County Mobility Manager (MM) conducted a countywide survey to assist in identifying the unmet needs mentioned above. OMEGA provided an online link and QR code to access the survey. The survey link and QR code were published in the Coshocton County Beacon. The ad was posted in all CCCTA vehicles, the office window and on the MM and CCCTA websites/Facebook pages. The survey was sent out to all county agencies through the countywide email and the agencies were asked to share with staff and individuals served by their agencies. Steve Oster, Superintendent of the Coshocton County Board of DD made the survey available through email to everyone served by their agency/school. Coshocton Senior Center delivered the survey to 500 seniors along with their home delivered meals. The MM also delivered surveys to senior and low-income housing complexes. The CCCTA Director and MM sponsored a stand at the Coshocton County fair and promoted the survey. Residents of neighboring counties completed several surveys. Those surveys were forwarded to the MM in the corresponding counties. CCCTA drivers distributed surveys to their passengers. The MM frequently receives calls from collaborating agencies, medical providers, CCCTA drivers and family members who report unmet needs for those in their care. The unmet needs were derived from the efforts describe above. Survey results showed the original unmet needs are continuing and two new unmet needs were realized.

The CCCTA/MM Advisory Board met on June 15<sup>th</sup> to review and discuss dissemination of the surveys. The Board met again on September 9<sup>th</sup> and discussed the preliminary results of the survey and reviewed the goals and strategies. The MM advised the board the survey would continue through October 7<sup>th</sup> so we could do surveys throughout the Coshocton County Fair. The MM emailed the proposed update to the Board on September 22<sup>nd</sup> and the Board met again on September 23<sup>rd</sup> for discussion. There were no additional changes or comments, so the update is approved unless the final survey results reveal additional unmet needs.

The following **unmet needs** have been identified in Coshocton County:

- Need for multi-use paths/repairs to existing sidewalks & paths
- Need for advertising/promotion of existing transportation services
- Expansion of transportation services in Coshocton County
- Need for a Personal Care Attendant Program
- Need for Mobility/Independence: Wheelchair ramps, Assistive equipment, Housing and Training

## **GOAL#1 (Continuing)**

**To secure funding for sidewalks/multi-use paths improvement and installation of new and to improve access by implementing curb cuts/ramps for mobility users.**

### **NEED FOR MULT-USE PATHS/REPAIRS TO EXISTING SIDEWALKS & PATHS**

Needs being addressed: Areas of high pedestrian travel where multi-use paths do not exist

- Browns Lane
- Roscoe Village
- Lake Park
- SR 621 (to Walmart)
- Otsego Avenue/Kids America
- Chestnut Crossing
- Rural Amish Areas
  - SR 643
  - SR 83
  - CR 12

#### **STRATEGY 1.1:**

Implement multi-use paths where they do not exist and repairs to existing multi-use paths/sidewalks where needed.

#### **ACTION ITEMS:**

- Transportation/Pedestrian Survey...OMEGA/ODOT
- Analyze safety data in target areas
- Photo documentation of pedestrian traffic in target areas
- Documentation of user's personal experiences
- Consider business impact along target areas
- Safe Routes to School
- Apply for funding. Possible funding sources include (but not limited to) CDBG, ODOT TAP, ODNR (Clean Ohio Trail Program), America In-Bloom, local businesses

Updates:

- South 6<sup>th</sup> Street
  - Multi-use path from Magnolia Street to Plum Street is complete
  - Tuscarawas Twp. Discussed Applying for CDBG funding to continue the multi-use path from Plum Street to Bank Street
- CR 12 – Coshocton County Engineer's Office successfully applied for Road Safety funding
- CR 621 – I proposed a 3-phase multi-use path project to the Coshocton County Engineer's Office & Coshocton County Commissioner Dane Shryock
  - Seeking letters of support from businesses and organizations in the targeted area
  - Collecting photos of pedestrians, bicyclists and individuals using mobility devices in the targeted area
  - Engineer's Office will do traffic counts in targeted area
  - LOI was submitted in October for TAP funding to complete phase one of the project
- Safe Routes to School – City of Coshocton
  - City is working with OMEGA on the safe route to school plan

- City is also initiating a multi-use path. Michelle Turner Gantz is the lead on this project. They are working on acquiring railroad property that will be used for the project.

**GOAL #2 (Continuing)**

**NEED FOR ADVERTISING/PROMOTION OF EXISTING TRANSPORTATION SERVICES**

Need being addressed: Marketing of providers and services available on a local and regional level.

STRATEGY 2.1: Build a marketing campaign to increase ridership and public knowledge

**ACTION ITEMS:**

- Mobility Manager build partnerships
  - Social Service Agencies, Government Officials, Local Businesses
- Understand audiences
  - Elderly, disabled, low-income, and general public
- Social Media
- Publications
  - The Beacon
  - The Coshocton Tribune
  - WTNS Radio
  - Coshocton Directory/Visitors Guide (CVB)
- Signage
  - Billboards
  - Chamber of Commerce
  - Rotary
- Presence at public functions
- Information/promotional giveaways
- Employers/Job Fairs
- COTC
- Faith Based Organizations/Ministerial Organizations
- Tag Chamber in social media posts/Newsletter
- WTNS talk show

**Updates:**

- In-person outreach is slowing returning
- Publications
  - CCCTA publishes weekly ads in the Coshocton Beacon
  - Billboards
  - Regional Resource Guide
  - Regional Public Service Announcements
  - Surveys
- Public Outreach
  - First Farm Fridays
  - Job Fair
  - Coshocton county Fair
  - Novelty Giveaways
  - Signage

### **GOAL #3 (Continuing)**

#### **EXPANSION OF TRANSPORTATION SERVICES IN COSHOCTON COUNTY**

**Needs being addressed:** Coshocton County residents need transportation for non-medical purposes such as employment, special events and after school needs for school age children

**STRATEGY 3.1:** Develop affordable and dependable transportation programs for non-medical needs

#### **ACTION ITEMS:**

- Conduct a feasibility study
- Expand providers capacity
  - Service hours
  - Vehicles
  - Staff
  - Drivers
- Public routes in rural areas of county
- Create a ride share program
- Employment transportation both locally and regionally (out-of-county)
- Lower fares for back to work employees
- Seek Funding
  - ODOT 5311 Rural Public Transit
  - ODOT 5310 Specialized Transportation/Mobility Management
  - OMEGA
  - Local grants, foundations, and businesses

#### **Update:**

- Employment Transportation Study is underway
- Continued need for new vehicles to support public transportation

#### **Proposed New Unmet Needs:**

- Need for Personal Care Attendants
- Need for Mobility/Independence: Wheelchair ramps, Assistive equipment, Housing, Training

#### **Proposed Projects:**

- Personal Care Assistant Program (regional) BPW Women
  - Foster Parenting
  - Children visiting incarcerated parents
- Wheelchair Rental Program for public transportation
- Bicycle/Wheelchair Rental Program
- CCCTA partnering with local agencies to utilize their vehicles when down.
- Committee to develop resources to create pole of funding to support transportation services for those with no funding source.

#### **GOAL #4 (NEW)**

**Our goal is to develop a volunteer based Personal Care Attendant Program to assist individuals who do not have anyone who is able to travel with or attend medical appointments and act on their behalf.**

#### **NEED FOR A PERSONAL CARE ATTENDANT PROGRAM**

**STRATEGY 4.1:** To establish a volunteer-based program to provide personal care attendants to passengers who may be required to have someone attend their appointment to act on their behalf and or those who could benefit from the service.

#### **ACTION ITEMS:**

- **Seek Funding**
  - **Local Foundations**
  - **ODOT**
  - **COAD**
- **Establish Community Relationships**
  - **Churches**
  - **Senior Center**
  - **United Way**
- **Review Existing Models**
- **Recruitment**
- **Training**
- **Advertising**

#### **GOAL #5 (NEW)**

**To create or collaborate with existing programs to build an inventory of assistive equipment and initiate programs to support housing and training needs.**

#### **NEED FOR MOBILITY/INDEPENDENCE: Wheelchair ramps, Assistive equipment, Housing and Training**

**STRATEGY 5.1:** To develop a program that would provide assistive equipment/devices as well as mobility solutions for those in need.

#### **ACTION ITEMS:**

- **Create Focus Group**
- **Establish the Needs**
- **Funding**
- **Volunteers**
- **Collaborate with The Coshocton County Handicapped Society**
- **Donation Program for Equipment/Devices**

The goals, strategies and action steps were established and approved by the CCCTA/MM Advisory board during our quarterly meetings.



**Vehicle Utilization Data**

All vehicle utilization tables can be found by following the link below:

<https://omegadistrict.org/2021ctpupdates/>

## GUERNSEY COUNTY:

In Guernsey County, at the Senior Center, we include seniors, disabled persons, and low-income individuals within our Senior Coordinated Transportation Advisory Committee to provide valuable input toward creating & updating our Coordinated Transportation Plan; identify needs and gaps; as well as our goals and strategies. The Committee meets at least two times per year and/or up to quarterly, especially if we are updating the entire county plan. In 2020 we had a meeting in February, but all other meetings were suspended due to Senior Center's being mandating by The Governor to be closed to the public due to COVID-19. Advisory meetings have not resumed due to no in-person meetings being preferred among advisory members; little or nothing new has changed/been identified; and limited computer access within the population we specifically work with, thus preventing Zoom meetings. In accordance with Title III regulations, we distribute customer surveys to our transportation clients on a quarterly basis. Surveys as well as all rider comments and rider suggestions are managed and reviewed on a constant on-going day-to-day basis. We take client feedback very seriously and we have very often modified our program based upon trending needs, local demands, as well as budgetary constraints within our funding & revenue sources.

### Unmet Needs

#### **Guernsey County Senior Transportation Survey & Coordination Member**

#### **Needs & Gaps Identified:**

- Expanded Hours of transportation services (Evenings are needed) *Update: GCSCC expanded our M-F hours until 8:00 PM pre-COVID. During COVID we have had to cut back evening transport services to 5pm.*
  - SEAT is not preferred and does not work well for most senior citizens (i.e., curb to curb, lack of shelters, etc.)
  - More affordable & easily accessible transportation options for out of county transport. *Update: GCSCC is currently planning to launch out-of-county transport pilot program to include Muskingum County Nov/Dec 2021.*
  - No weekend services. Expanded days transportation is available should include Saturdays and Sundays (even if only limited). *Update: GCSCC began Saturday transportation services 8:00 am-1:00 pm in 2020.*
  - Lack of bus routes, Uber drivers, taxis, trains, subways available in rural Guernsey County, Ohio.
  - Shuttle services are needed to and from hospitals and medical offices located outside of the county. *Update: GCSCC has begun tracking our transport and referrals to and from SEORMC back in 2018 and we continue to share these reports with SEORMC.*
  - Need for shopping shuttles that go outside of the county.
  - Seniors like and prefer working with established local providers with locally known drivers (know & trust).
  - Need for additional new & available handicapped accessible vans, buses, and vehicles. *Update: GCSCC continues to apply for new vehicles funded via ODOT 5310 grant funding, however, new vehicle availability has been challenging due to the national vehicle and part shortages nationwide because of COVID.*

- Need for transportation shuttle to/from small rural churches so senior citizens can attend church services. *Update: GCSCC continues to explore expanding and partnering with churches to provide transport. Unfortunately, due to COVID many churches have seen decreased attendance, especially among the elderly.*
- Need for more afternoon & evening “social/non-medical transportation”—i.e., to/from restaurants, movies, events, theatre, plays, and community events. *Update: GCSCC continues to provide social, recreational, cultural enrichment, educational, and other non-medical transportation for older adults residing throughout Guernsey County.*

### **Vehicle Utilization Data**

All vehicle utilization tables can be found by following the link below:

<https://omegadistrict.org/2021ctpupdates/>

## HARRISON COUNTY:

### Unmet Needs

- Create a sustainable solution to the current driver shortage
- Maintain and expand affordable and cost effective Out of County transportation options
- Create a sustainable cost-effective way to extended service hours
- Maintain and expand shopper shuttle options
- Increase or expand greater public knowledge of local transportation services

### Goals and Strategies

Goal 1: Maintain and expand current transportation services and options

- a. Create and maintain incentives/benefit package for new and current drivers
- b. Maintain and expand affordable out of county transportation
- c. Visit or find additional funding to extend service hours
- d. Maintain and expand shopper shuttle program

Goal 2: Increase access and inclusivity in transportation services and options

- a. Increase marketing and advertising of transportation services and options
- b. Maintain and expand community outreach through networking with local stakeholders, agencies, and organizations
- c. Maintain and collaborate with Mobility Management program

### Vehicle Utilization Data

Harrison County provided vehicle utilization data from five transportation providers. They include Harrison County JFS, Harrison County Senior Center, Harrison County Public Transit, Harrison County Veteran's Services, and the Harrison County Home. All vehicle utilization tables can be found by following the link below:

<https://omegadistrict.org/2021ctpupdates/>

## Jefferson County:

The 2021 updated needs and goals statements were developed through BHI staff discussions with two focus groups hosted in September 2021. Focus group attendees included representatives of 3 for-profit transit companies as well as non-profit leaders from: Urban Mission Ministries, the Community Action Council, the Board of Developmental Disabilities, Eastern Gateway Community College, and the County Joint Vocational School.

### Unmet Needs, Goals and Strategies

#### Unmet Needs:

1. Expanded geographic coverage of transit options for rural residents to access employment, healthcare, and quality-of-life opportunities throughout the region.
2. Improved coordination among transit companies throughout the region to better serve Jefferson County residents, including jobseekers in rural areas.
3. Expansion of service hours to offer transit options for evening travel.

#### Goals:

1. Develop an actionable plan to expand transit options to the rural areas outside of Steel Valley Regional Transit Authority's (SVRTA) fixed routes in Steubenville-Wintersville-Mingo Junction.

#### Strategies:

- a. Document the specific data of rural jobseekers, disabled, and medical patients who are struggling to find transit solutions for their respective travel needs. Data will be derived through follow-up discussions with the training providers and non-profit leaders who attended the September 2021 focus group discussion.
  - b. Document the process of expanding publicly subsidized transit service to all areas of Jefferson County for review with Jefferson County leaders.
  - c. Research nationwide best practice examples of non-profit and/or volunteer structures for rural transit service.
2. Improved regional coordination of all transit services, with a focus on minimizing travel time for jobseekers and patients requiring travel to Western PA and throughout Jefferson County.

#### Strategies:

- a. Brooke-Hancock-Jefferson Metropolitan Planning Commission (BHI) will focus on regional transit coordination efforts in 2022, as the Weirton Transit Corp. has hired a new Executive Director and SVRTA has implemented new and streamlined route systems in October 2021.

### Vehicle Utilization Data

Jefferson County is served by the BHI (Brooke-Hancock-Jefferson) Metropolitan Planning Commission and did not provide any transportation provider vehicle utilization data.

## Muskingum County:

All goals and strategies along with unmet needs were gathered by Regional Surveys and holding quarterly TAC meetings with local Stakeholders.

Unmet needs were looked at and discussed during the TAC meeting using the data gathered by the Regional Surveys.

Goals and Strategies were also formed on the same platform and will continue to be looked at, measured, and voted on annually.

### Unmet Needs, Goals, and Strategies

#### Muskingum County Unmet Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	A Lack of Funding	Stakeholders determined that without proper funding, other unmet needs can't be addressed.
2	Weekend and Evening Services	Regional and County Surveys concluded that weekend and evening services were a huge unmet need.
3	Out-of-County trips including trips to Columbus and other Cities	Regional and County Surveys concluded that weekend and evening services were a huge unmet need.
4	Special Project Funding	Regional and County Surveys concluded that there is a huge need for but not limited to: wheelchair ramps/wheelchair ramp programs.
5	Complete Streets and Bike Trails	Mobility is not limited to transportation using vehicles. It's important to add sidewalks and other options for biking, walking, or running.

**Goal #1: Increase funding and or funding opportunities for transit and coordinating transportation within the County(ies).**

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.

1.2 Enter into MOU agreements for purchase of service agreements among agencies

1.2.1 Transportation providers and agencies from Muskingum and neighboring counties working through a Transportation Advisory Committee (TAC) for shared service agreements.

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

Completed	Not Completed	Ongoing	Comments
		X	SEAT on the Muskingum County Workforce Advisory board as of October. SEAT meets with COZ City Council, Muskingum County Commissioners, City of Cambridge Mayor, Guernsey County Commissioners and Noble County Commissioners Working with agencies on purchase of service for NEMT
		X	The Mobility Manager created a TAC in 2020 and holds quarterly meetings.
		X	

**Goal #2: Establish Active Transportation Projects – Bike and Walking Routes, Safe Routes to Schools, Improvements to Roads and Sidewalks**

	Completed	Not Completed	Ongoing	Comments
2.1 Work with economic development and planning to draft plan and participate in Active Transportation Projects.			X	SEAT was part of the City of Zanesville Comprehensive Plan Transportation Element. The Mobility Manager also holds quarterly TAC meetings to support these meetings.
2.2 Support County funding applications and submit grant funding applications.			X	The Mobility Manager will help seek and support funding applications.
2.3 Develop community involvement process to support and educate the community on active transportation.			X	The Mobility Manager will collaborate with SEAT’s travel trainer to provide passenger(s) with travel training.



**Goal #3: Improve the level of service provided in the county, thereby increasing availability of services.**

	Completed	Not Completed	Ongoing	Comments
3.1 Expand Transit to provide, extended hours and days of operation.			X	Independent Contracted Vendors NEMT only 24-hour operating service OMEGA pilot, MOMS
3.2 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.	x			Mobility Manager was hired March 16 <sup>th</sup> , 2020 and will now measure and monitor the Goals and Strategies of the Coordinated Plan moving forward.
3.3 Expand same day service scheduling options. Use scheduling software to increase same day scheduling options.			X	SEAT's scheduling software has helped to increase same day service on average of 200 trips per month. It is noted that SEAT has increased the level of same day service drastically since implementation of the new scheduling and dispatch software. SEAT's service hours have expanded and will do so on an as need basis.

**Goal #4: Obtain the necessary capital assistance, including vehicles and related equipment and new technology to improve mobility options.**

	Completed	Not Completed	Ongoing	Comments
4.1 Generate local funding support for new technology and new/replacement vehicles			X	
4.2 Coordinate purchase of capital equipment and secure ongoing funding for capital equipment maintenance.  It is noted that SEAT has a maintenance facility and can provide maintenance for other organizations.			X	SEAT is servicing and providing preventive maintenance on Senior Centers vehicles, Public Transit vehicles, private and public Non-Profit vehicles, Church vehicles, Fire and EMS vehicles
4.3 Joint purchasing of services, drug testing, maintenance, and other services.			X	

**Goals #5: Create a Transportation Structure that Promotes More Efficient Use of Resources**

	<b>Completed</b>	<b>Not Completed</b>	<b>Ongoing</b>	<b>Comments</b>
5.1 Develop Regional TAC and meet on a regular basis. Hold county TAC meetings on at least a quarterly basis.			X	The Mobility Manager created a TAC in 2020 and holds quarterly meetings.
5.2 Develop contracts and MOUs among partners. MOU will express commitment to work together and promote coordination of service.			X	
5.3 Coordination of service – shared ride and use of shared scheduling software.			X	Several agencies are using the scheduling software to schedule transportation for client through the software portal
It is noted that several Muskingum County providers are using shared scheduling software.				

**Goals #6: Increase Awareness and Presence for social media and Web Pages**

	Completed	Not Completed	Ongoing	Comments
6:1 Increase presence of social media- First quarter 2021			x	<p>The Mobility Manager will engage with the public via social media, web pages and community outreach beginning the first quarter in 2021.</p> <p>Provide the public and Human Service Agencies with Mobility Management and Transportation information.</p> <p>2021- The Mobility Manager created a Regional Resource Guide for Region 9 that will continue to grow and be active to the general public and agencies.</p>

**Vehicle Utilization Data**

All vehicle utilization tables can be found by following the link below:

<https://omegadistrict.org/2021ctpupdates/>

## **TUSCARAWAS COUNTY:**

All Tuscarawas County's unmet needs, goals and strategies are a compilation of survey data that was distributed to health care providers, Senior Centers, Board of DD, residents of low-income housing, nursing homes residents, senior nutrition program and local residents both English and non-English speaking. Considerations for unmet needs were also derived from requests verbalized throughout the community and needs within stakeholder organizations. An open discussion and vote for all unmet needs; goals and strategies took place at our quarterly TuscoBus advisory board meeting on October 21, 2021.

### TuscoBus Advisory Board Meetings:

March 11, 2021, via zoom

July 15, 2021, via zoom

October 21, 2021, in person

### Local Organizations meet and greet:

Mineral City Senior Center- June 22, 2021

Cleveland Clinic Union Hospital Nurse Navigators-June 25, 2021

Sugarcreek Senior Center- June 29, 2021

Claymont Senior Center- July 26, 2021

West Chester Senior Center- August 13, 2021

### Unmet Needs, Goals, and Strategies

#### Tuscarawas County Unmet Needs

1. Increase or expand greater public knowledge of local transportation services
2. Creative and sustainable solutions to the current driver shortage
3. Creative and sustainable solutions for the current vehicle shortage
4. Create and support resources for county residents unable to pay for transportation services and that do not qualify for other available assistance
5. Creative solutions to communication barriers (non-English speaking, hearing impaired, sight impaired)

### **Tuscarawas County Goals and Strategies**

1. Increase public knowledge of local transportation service options
  - a. Increase marketing and advertising of transportation services and options
  - b. Maintain and expand community outreach through networking with local stakeholders, agencies, and organizations
  - c. Maintain and collaborate with Mobility Management program
  
2. Maintain and increase current transportation services and options
  - a. Create or find funding for better incentives for new and current drivers
  - b. Support cost effective vehicle replacement/maintenance plan
  - c. Create collaborative program to assist capacity with county's network of providers
  - c. Formalize vehicle disposition program
  - d. Create affordable funding for out of county transportation
  
3. Increase access and inclusivity in transportation services and options
  - a. Expand knowledge and insight for providing non-English speaking, hearing impaired, sight impaired population with transportation options

### **Vehicle Utilization Data**

In Tuscarawas County, six transportation providers provided vehicle utilization updates. They included Access Tusc (public transit), Community Mental Healthcare Inc. (CMH) now Springvale Health Centers, Inc., Horizons, Tuscarawas County JFS, Tuscarawas Senior Center (SC), and the Society for Equal Access (SEA). All vehicle utilization tables can be found by following the link below:

<https://omegadistrict.org/2021ctpupdates/>

## Section Five: Changes to Regional Transportation Provider List

In CY 2021, one agency ended transportation service and four agencies were added to the regional provider list in the Coordinated Transportation Plan.

### **Ceased Transportation Services:**

National Church Residences, Belmont County.

### **Transportation Services Added:**

#### **Community Action Commission of Belmont County (CAC)**

152 1/2 W Main St  
St Clairsville Oh 43950  
740- 695-0293

They currently have 1 van and 1 driver. They mainly provide transportation to and from the CAC office for heap and other social service application appointments. Any other transportation availability is very limited at this time. They serve Belmont County.

#### **Harrison County Council on Aging**

120 North Main Street  
Cadiz, Ohio 43907  
740-942-3238

They provide service Monday-Friday from 8-4. They serve seniors over 60 years old in Harrison County. It is door to door, demand response service. They do not provide Medicaid trips.

#### **Starlight Enterprises, Inc.**

Tuscarawas County Addresses:  
400 East High Ave. PO Box 1054  
New Philadelphia, Ohio 44663  
and  
246 East High Ave.  
New Philadelphia, Ohio 44663  
330-339-2020

Carroll County Addresses:  
705A Canton Road NW  
Carrollton, Ohio 44615  
and  
713 Canton Road NW  
Carrollton, Ohio 44615  
330-339-2020

They provide private transportation for persons with disabilities that are enrolled in their programs. It is demand response transportation to and from their programs. They serve both Tuscarawas and Carroll counties with several dozen vehicles in total.

#### **Carroll Hills Industries**

1182 Roswell Road NW  
Carrollton, Ohio 44615  
330-627-5524

They provide private, demand response trips for disabled persons to and from their workshops and for some personal, non-Medicaid, care appointments. They serve Carroll County.

## **Attachment A: REGIONAL SURVEY OF UNMET NEEDS ASSESSMENT**

The survey was conducted region wide, with data assembled for both single county results and region-wide results. This data was used in conjunction with the development of regional CY 2022 Unmet Needs and CY 2022 Goals and Strategies. The survey results summary may be found by clicking on the link below:

<https://omegadistrict.org/2021ctpupdates/>