

Wayne County, Ohio

Locally Coordinated Transportation Plan

2018-2023

Community Action Wayne/Medina

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Executive Summary

The Public Transit-Human Services Transportation Plan for Wayne County, Ohio, was initially created in 2008 under the auspices of the Holmes, Wayne, Tuscarawas Transportation System and covered three counties; however it was never adopted in Wayne County. In 2014, Wooster Hospitality Transit, a non-profit transportation provider located in Wooster, was awarded a grant from the Federal Transit Administration to hire a Mobility Manager to, among other duties, revise the Coordinated Public Transit Human Services Plan. The 2014 revised plan was created only for Wayne County and was adopted in 2014.

In 2016, Community Action Wayne/Medina, became the lead agency for the Mobility Manager grant and for the Locally Coordinated Public Transit-Human Services Transportation Plan. Leslie Baus was hired as the Mobility Coordinator, and in 2016 worked with the Wayne County Transportation Coalition to update the plan. The Wayne County Transportation Coalition is comprised of people from human services agencies, local governments, Area Agency on Aging, the Wayne County Board of Developmental Disabilities, private citizens who are seniors or have disabilities, and private transportation providers. 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 Wayne County. Transportation provides access to jobs, education, healthcare, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. It is the purpose of this plan for local stakeholders to work collaboratively to do the following activities:

1. Identify all community resources including:
 - A. Cab companies (Five Star Taxi, Wooster Express, Wooster Taxi)
 - B. Senior services transportation (Gilcrest Transportation)
 - C. Transportation providers for the Wayne County Board of Developmental Disabilities (Angels Transportation, D & D Transportation, Horizons, Outreach Community Living Services, and Wooster Transit)
 - D. Agencies that provide transportation assistance (Community Action, Wayne County Job and Family Services)
 - E. Agencies that transport only their clients (Adaptive Sports Program of Ohio, Anazao, Aultman Orrville Hospital, Counseling Center, Goodwill, NAMI, OneEighty, Veterans Services Commission, Wooster Community Hospital)
 - F. Churches that provide transportation assistance (Central Christian, Green Ministerial Association, Trinity United Methodist)
2. Identify and Prioritize community transportation needs:
 - A. Public transportation
 - B. Wheelchair-accessible transportation

- C. Employment-related transportation
 - D. More coordination between service providers in Wayne County
 - E. More coordination between service providers in neighboring counties
 - F. More transportation services on nights and weekends
 - G. Door-to-door transportation for seniors and people with disabilities
3. Establish a clear plan for achieving shared goals:
- A. The transportation plan is the guiding document for achieving the shared goals, and the Transportation Coalition serves as the governing body that reviews the plan's goals and strategies and works together to achieve the agreed upon shared goals.
 - B. The Transportation Coalition reviews the current transportation needs and determines what strategy (ies) from the plan applies, looks at funding opportunities that may arise, and collaborations that are planned as well as those that are spontaneous.
 - C. The Transportation Coalition partner members will decide collectively what agencies shall take lead on a project and what agencies will provide support.
 - D. The Transportation Coalition will review the plan to see if lead agency and funding sources are still appropriate.
 - E. The Transportation Coalition will keep abreast of current and developing transportation needs and collaborate on goals and strategies to address these issues.

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

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

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

Two surveys were created, 1 for citizens and 1 for agencies and public officials. In 2014, 250 surveys were distributed to private citizens (senior citizens, teens ages 15 to 18, wheelchair-bound residents, low-income, and avid cyclists) and 165 were completed (66% return rate). Seventy-five surveys were distributed to individuals from 45 of the human service, non-profits, religious, business, education, judicial, political, and medical sectors of Wayne County and 53 were completed (70% return rate). For the 2016/17 update 1,500 paper Citizen surveys and 75 Agency surveys were distributed and both surveys were also available online at SurveyMonkey. Five hundred and nine (509) Citizen surveys and 61 Agency surveys were completed, making a return rate for Citizen surveys of 33% and Agency surveys of 81%.

In 2014, seventy individuals from 45 human service, non-profit, religious, business, education, judicial, political, and medical entities of Wayne County were interviewed in person or by phone for 15 to 30 minutes. Interviews were conducted with 70 citizens who were elderly, disabled or transportation disadvantaged and 70 employees of health and human services agencies and local leaders. In 2016/17 75 Citizen interviews and 70 Agency interviews were conducted.

In 2014, 12 public meetings were held throughout the county. In 2016/17, 26 public meetings were held in various locations in Wayne County where attendees reviewed the goals and strategies of the 2014 Plan, provided ideas and input on each goal and strategy, and were able to recommend new goals and strategies. Meetings were held at: branches of the Wayne County Public Library, senior living communities, Village halls, community centers, at the Wayne County Board of Developmental Disabilities (WCBDD), Community Action Wayne/Medina, Wayne Metropolitan Housing apartments, low-income apartment complexes, and living communities for people with disabilities. Focus groups were held with clients of the WCBDD, seniors, clients of CAW/M's transportation program, members of the Wayne Holmes Senior Services Coalition, the Wayne County Reentry Coalition and Diversion Team, and leaders from various churches and faith-based organizations.

The Wayne County Transportation Coalition reviewed the data from the surveys, interviews and public meetings in 2014 and set 5 goals. In 2017, the Transportation Coalition amended the Goals which are now:

Goal #1: Coordinate/pool resources whenever possible and eliminate duplication of services

GOAL #2: Increase the volume of affordable transportation to support employment trips

GOAL #3: Increase transportation services for older adults, individuals with disabilities, people with lower incomes, and the general public

GOAL #4: Expand services and service hours in existing service areas and throughout Wayne County

GOAL #5: Increase transportation assistance programs for seniors, people with disabilities, and low-income individuals to include but not be limited to gas voucher programs, cab voucher programs, vehicle repair assistance, car insurance payment assistance, driver's license assistance programs and car loan programs

GOAL #6: Make Wayne County more bicycle accessible

This plan was developed and adopted by a planning committee that is comprised of Wayne County Transportation Coalition members. More information about the planning committee can be found in Appendix A.

I. Geographic Area

According the Ohio Profiles prepared by the Ohio Office of Research, in 2016, the Wayne County population was estimated to be 116,470, while the 2015 American Community Survey reported it to be 115,371. Wayne County is 555 square miles and it is the 13th largest county in Ohio based on land area. The county seat is

In addition to the aforementioned facilities, also located in Wooster is Viola Startzman Clinic, which provides low to no cost medical and dental services, 2 urgent care facilities, a pediatric dental practice that will accept Medicaid clients, and 2 dialysis centers.

Orrville is home to Aultman Orrville Hospital, which is affiliated with Aultman Hospital in Stark County, and numerous physicians who have privileges at Aultman Orrville Hospital and Wooster Community Hospital.

Human Services

Most of the human service agencies are centralized in the county seat of Wooster, however a few operate satellite branches in Orrville and Rittman.

Employment:

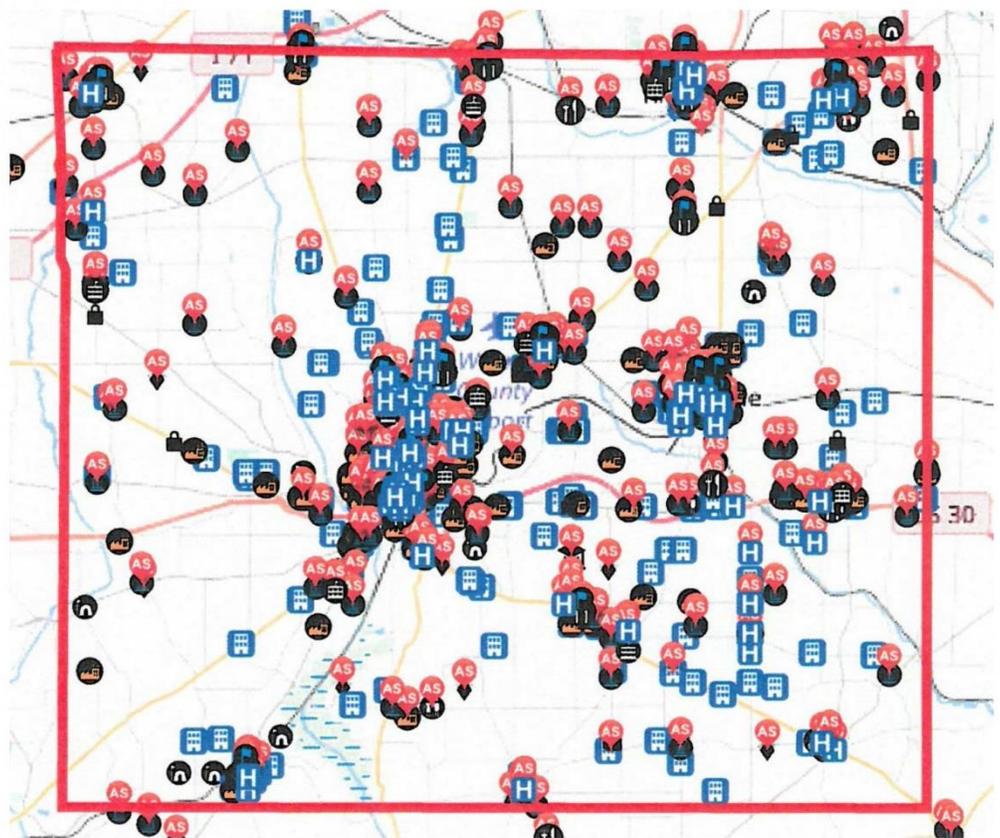
The major employers are:

- Buehler Food Markets Inc.- Wooster and Orrville
- College of Wooster- Wooster
- Frito-Lay Inc.- Wooster
- JM Smucker Co.- Orrville
- LuK Inc.- Wooster
- State of Ohio- Wooster
- Will-Burt Co.- Orrville
- Wooster Brush Co.- Wooster
- Wooster City Schools-Wooster
- Wooster Community Hospital- Wooster
- Worthington Ind./Artiflex Manufacturing- Wooster

Map 2: Map of Major Trip Generators in the Geographic Area

Legend

- | | |
|----------------------------|-----------------|
| Healthcare | Worship Spaces |
| Social Services | Grocery Stores |
| Career Centers | Major Employers |
| Food Services | Schools |
| Access Services | Retail |
| Parks and Recreation sites | |
| Government Buildings | |
| Colleges | |
| Child Care Centers | |
| Adult Day Care | |



The above map was created by students in the College of Wooster’s Applied Methods in Research Experience Program working with the Wayne County Mobility Coordinator and Community Action Wayne/Medina. This project was to map the locations of major trip generators in Wayne County, assess the transportation that was available, and to determine the best routes and options to fill the transportation gaps. Partners on this project were the Wayne County Economic Development Council, the Wooster Area Chamber of Commerce, Fund for Our Economic Future non-profit, the Wayne County Department of Job and Family Services, and The Donald and Alice B. Noble Foundation.

II. Population Demographics

According to the U.S. Census Bureau, American Community Survey 5-Year Estimates the 2015 population in Wayne County was 115,371 (49% urban, 51% rural), up from 111,564 in 2000. Approximately 11% of Wayne County’s population has some form of disability, 13.2% of the population is below the national poverty level, 8.9% of Wayne County households have no vehicle available, and 15.7% of the population is above the age of 65. The Ohio Department of Aging predicts that by 2040, the state’s senior citizen population will double.

Poverty Level

Data from the 2011-2015 American Community Survey 5-Year Estimates show that an estimated 1,775,836 (15.8%) people in Ohio were below poverty level. In Wayne County 14,758 people or 13.2% of the population are below poverty level.

For statistical purposes (e.g., counting the poor population), the United States Census Bureau uses a set of annual income levels, the poverty thresholds, slightly different from the federal poverty guidelines. As with the poverty guidelines, they represent a federal government estimate of the point below which a household of a given size has pre-tax cash income insufficient to meet minimal food and other basic needs.

Household Income

According to the Office of Policy, Research and Strategic Planning profile for Wayne County, the median household income in Wayne County is \$50,383. Of the 42,910 total households in Wayne County, 21,261 or 49.54% of them have a total household income below \$50,000.

Travel Time to Work, Major Employers and Automobile Ownership

In Wayne County, workers 16 years and over numbered 50,801 and their mean travel time was 20 minutes. Of Wayne County’s 11 major employers, 8 are located in Wooster, 2 are in Orrville and 1 is in both Wooster and Orrville.

As for car ownership, according to the 2011-2015 American Community Survey 5-Year Estimates, there were 3,836 (8.9%) households that reported zero automobile ownership.

Chart 1: Total Population Current and Projected for Five Years

(Data is from the 2015 ACS 5-Year Estimate)

County	2015	2020	2025	2030	2035
Wayne	114,530	114,390	113,920	113,400	113,000

Chart 2: Total Population by Age Group

(Data is from the 2015 ACS 5-Year Estimate)

Age	Total	Percentage of Total Population
Under 5 years	7,604	6.6%
5 to 17 years	20,998	18.2%
18 to 24 years	11,631	10.1%
25 to 44 years	26,202	22.7%
45 to 64 years	30,818	26.7%
65 years and more	18,118	15.7%

Chart 3: Total Population by Race

(Data is from the 2015 ACS 5-Year Estimate)

Race	Total	Percentage of Total Population
White	110,015	95.4%
African-American	1,944	1.7%
Native American	217	0.2%
Asian	935	0.8%
Pacific Islander	0	0%
Other	454	0.4%
Two or More Races	1,806	1.6%
Hispanic (may be of any race)	1,984	1.7%

Chart 4: Number and percentage of people with disabilities

(Data is from the 2011-2015 American Community Survey 5-Year Estimates)

Subject	Wayne County, Ohio	
	With a disability	Percent with a disability
	Estimate	Estimate
Total civilian noninstitutionalized population	12,516	11.0%
DISABILITY TYPE BY DETAILED AGE		
With a hearing difficulty	3,973	3.5%
With a vision difficulty	1,951	1.7%
With a cognitive difficulty	4,257	4.0%
With an ambulatory difficulty	5,954	5.6%
With a self-care difficulty	2,070	1.9%
With an independent living difficulty	4,250	5.0%

Chart 5: Number and percentage of households with incomes below the federal poverty level

(Data is from the 2011-2015 American Community Survey 5-Year Estimates)

Subject	Wayne County, Ohio	Wayne County, Ohio	Wayne County, Ohio	Wayne County, Ohio	Wayne County, Ohio
	All families	All families	Married-couple families	Married-couple families	Female householder, no husband present
	Total	Percent below poverty level	Total	Percent below poverty level	Total
	Estimate	Estimate	Estimate	Estimate	Estimate
Families	30,420	9.7%	24,728	5.4%	3,907
With related children of householder under 18 years	13,470	16.9%	10,058	9.6%	2,643
With related children of householder under 5 years	2,542	19.8%	1,883	8.6%	444
With related children of householder under 5 years and 5 to 17 years	3,024	26.0%	2,384	18.5%	511
With related children of householder 5 to 17 years	7,904	12.6%	5,791	6.3%	1,688

Chart 6: Number and percentage of individuals with incomes below the federal poverty level

(Data is from the 2011-2015 American Community Survey 5-Year Estimates)

Subject	Wayne County, Ohio	Wayne County, Ohio	Wayne County, Ohio
	Total	Below poverty level	Percent below poverty level
	Estimate	Estimate	Estimate
Population for whom poverty status is determined	111,438	14,758	13.2%
AGE			
Under 18 years	28,206	5,740	20.4%
18 to 64 years	65,872	8,095	12.3%
65 years and over	17,360	923	5.3%

Chart 7: Percent of population that speak English "Less than very well"

(Data is from the 2011-2015 American Community Survey 5-Year Estimates)

	Wayne County, Ohio Estimate		Wayne County, Ohio Estimate
Total:	107,767	Other Indo-European languages:	11
Speak only English	95,908	Speak English less than "very well"	0
Spanish or Spanish Creole:	1,914	Chinese:	133
Speak English less than "very well"	571	Speak English less than "very well"	53
French (incl. Patois, Cajun):	171	Japanese:	27
Speak English less than "very well"	32	Speak English less than "very well"	27
French Creole:	0	Korean:	90
Speak English less than "very well"	0	Speak English less than "very well"	65
Italian:	55	Mon-Khmer, Cambodian:	0
Speak English less than "very well"	0	Speak English less than "very well"	0
Portuguese or Portuguese Creole:	22	Hmong:	0
Speak English less than "very well"	5	Speak English less than "very well"	0
German:	2,328	Thai:	29
Speak English less than "very well"	945	Speak English less than "very well"	5
Yiddish:	0	Lactian:	37
Speak English less than "very well"	0	Speak English less than "very well"	35
Other West Germanic languages:	6,246	Vietnamese:	169
Speak English less than "very well"	3,612	Speak English less than "very well"	32
Scandinavian languages:	0	Other Asian languages:	33
Speak English less than "very well"	0	Speak English less than "very well"	2
Greek:	0	Tagalog:	114
Speak English less than "very well"	0	Speak English less than "very well"	28
Russian:	10	Other Pacific Island languages:	0
Speak English less than "very well"	0	Speak English less than "very well"	0
Polish:	26	Navajo:	0
Speak English less than "very well"	0	Speak English less than "very well"	0
Serbo-Croatian:	28	Other Native North American languages:	7
Speak English less than "very well"	18	Speak English less than "very well"	0
Other Slavic languages:	49	Hungarian:	48
Speak English less than "very well"	12	Speak English less than "very well"	12
Armenian:	0	Arabic:	92
Speak English less than "very well"	0	Speak English less than "very well"	10
Persian:	37	Hebrew:	7
Speak English less than "very well"	0	Speak English less than "very well"	0
Gujarati:	13	African languages:	8
Speak English less than "very well"	0	Speak English less than "very well"	0
Hindi:	70	Other and unspecified languages:	0
Speak English less than "very well"	31	Speak English less than "very well"	0
Urdu:	14		
Speak English less than "very well"	14		
Other Indic languages:	71		
Speak English less than "very well"	0		

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 Wayne County and across county lines.

Community Action Wayne/Medina identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others who the planning committee identified as being appropriate stakeholders.

Interviews were conducted with each of the identified stakeholders.

The purpose of the interview was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities.

When applicable, information reported in the previous coordinated plan was used to supplement information gathered during this planning effort.

Inventory of Transportation Providers

Interviews were conducted in person and via phone to collect information about existing transportation services/assistance and about the transportation gaps in Wayne County. Throughout this process, a transportation system that was built out of necessity, creative thinking and problem solving became evident. Out of sheer resourcefulness, the various sectors of Wayne County created a system comprised of six groups:

- For-profit transportation providers (this includes taxis and ambulance services that provide wheelchair transportation)
- Non-profit transportation providers
- Agencies that provide transportation for their clients
- Transportation providers for the Wayne County Board of Developmental Disabilities
- Agencies that provide transportation assistance
- Municipalities that provide transportation assistance
- Churches that provide transportation assistance

These groups have proven vital to filling the transportation gaps that were left after the Holmes Wayne Tuscarawas Transportation System ceased operation in 2008. In the following pages members of each of these groups and their contributions to the transportation system will be described.

The following information is based on tabulations from the survey and interview results. A total of 31 organizations and transportation companies provided information about their services.

List of Transportation Service Providers

For profit transportation providers:

Five Star Taxi

Transportation Service Type: For profit private cab company

Other Services Provided: transportation provider for the Wooster Transportation Pass Program and for the free transportation benefit programs operated by Community Action Wayne/Medina.

Contact Information: 330-262-0123

Hours: 24/7/365

Service Area: Wayne County

Rates (if applicable): Wooster rates: \$5 for pick up, first mile is free, then \$2 per mile; various rates for outside of Wooster. For the Wooster Transportation Pass Program \$4.00 per trip

Eligibility Requirements: None

Web-site: None

Major Mary Concierge Service

Transportation Service Type: For profit private transportation company for seniors

Other Services Provided: Airport trips, shopping service

Contact Information: (330) 601-0464, 93wave93@gmail.com

Hours: Anytime if not already booked

Service Area: Wayne County

Rates (if applicable): \$16.00 per hour plus .55 cents per mile

Eligibility Requirements: None

Web-site: None

Wooster Express

Transportation Service Type: For profit private cab company

Other Services Provided: It is a transportation provider for the Wooster Transportation Pass Program and for the free transportation benefit programs operated by Community Action Wayne/Medina.

Contact Information: 330-202-9000

Hours: 24/7/365

Service Area: Wayne County

Rates (if applicable): Wooster: \$5 for the first mile, \$2 for additional mile. Fixed rates for outside of Wooster. For the Wooster Transportation Pass Program \$4.00 per trip

Eligibility Requirements: For regular service none. For

Web-site: None

Wooster Taxi

Transportation Service Type: For profit private cab company

Other Services Provided: It is a transportation provider for the Wooster Transportation Pass Program and for the free transportation benefit programs operated by Community Action Wayne/Medina.

Contact Information:

Hours: 24/7/365

Service Area: Wayne County

Rates (if applicable): \$5.00 for pick up and first mile, then \$2.00 per mile.

Eligibility Requirements:

Web-site: None

Wooster Transit (formerly Wooster Hospitality Transit)

Transportation Service Type: For profit, fixed route bus service

Other Services Provided: Transportation provider for the Wooster Transportation Program, transportation provider for the Wayne County Board of Developmental Disabilities, has contracts with College of Wooster and OSU/ATI for students to use bus

Contact Information: 330-601-1616

Hours: Monday- Friday 10:00 a.m. - 2:00 p.m. and 5:00 p.m. - 9:00 p.m.; Saturday 10:00 a.m. -10:00 p.m.

Service Area: City of Wooster

Rates: Regular: \$2 per ride. \$6 all day, \$24 all week, \$70 all month. Subsidized WTP rates: \$1 per ride, \$3 all day, \$12 all week, \$35 all month

Eligibility Requirements: Open to the public

Web-site: www.woostertransit.com

Non-profit transportation providers

Gilcrest Center

Transportation Service Type: Non-profit transportation provider- on-demand,

Other Services Provided: Senior Day-care Center; transportation provider for the Wooster Transportation Program and Community Action Wayne/Medina Free Transportation program

Contact Information: 330-601-0363

Hours: Transportation Monday -Friday. 7:00 a.m. - 4 p.m.

Service Area: Wayne County

Rates (if applicable): Accepts United, CareSource and Passport clients. Private pay fee depends upon mileage. For the Wooster Transportation Pass Program \$4.00 per trip.

Eligibility Requirements: Transport to medical appointments. Accepts Buckeye, CareSource, UnitedHealthcare and Passport clients.

Web-site: www.gilcrestcenter.com

Agencies that provide transportation for their clients

Aspire Wayne County (formerly ABLE)

Transportation Service Type: Vouchers

Other Services Provided:

Contact Information: Emily Hartzler

Hours: Monday and Thursday 9:00 a.m. to 3:00 p.m., Tuesday and Wednesday 5:30 to 8:00 p.m.

Service Area: Wayne County

Rates (if applicable): N/A

Eligibility Requirements: Must be an Aspire student with a need for transportation assistance to attend Aspire related programming.

Web-site: <http://www.wayne-jvs.k12.oh.us/adulted/programs/aspire-adult-readiness-education>

Aultman Orrville Hospital

Transportation Service Type: Contracts with Holmes County Transportation

Other Services Provided:

Contact Information: 1-855-HTS-RIDE (855-487-7433)

Hours: Calls taken Monday – Friday 10:00 a.m. - 3:30 p.m.

Trips provided Monday – Friday 6:00 a.m. – 5:00 p.m.

Service Area: Wayne County within 25 miles of Aultman Orrville Hospital

Rates (if applicable): None

Eligibility Requirements: Patients and their families going to Aultman Orrville Hospital or any of its medical staff offices located in Apple Creek, Dalton, Kidron, Mt. Eaton and Orrville.

Web-site: www.aultmanorrville.org

Adaptive Sports Program of Ohio

Transportation Service Type: Transport disabled athletes to their sporting events

Other Services Provided: Competitive and recreational adaptive sport opportunities throughout the State of Ohio

Contact Information: 330-985-0085, www.adaptivesportsOhio.org

Hours: As needed for sporting events

Service Area: Wayne County

Rates (if applicable): None

Eligibility Requirements: Participating in one of their adaptive sports

Web-site: None

Anazao

Transportation Service Type: Purchases passes from the Wooster Transportation Pass Program for Wooster residents,

Other Services Provided: Treatment, intervention and prevention services to residents and organizations throughout Wayne and Holmes Counties

Contact Information: 330-264-9597

Hours: Monday – Friday 9:00 a.m.- 5:00 p.m.

Service Area: Wayne and Holmes Counties

Rates (if applicable): N/A

Eligibility Requirements: Varies depending upon Anazao's programs. For Wooster Transportation Pass Program must live within Wooster city limits and meet income qualification of up to 200% Federal Poverty Level. Income requirement waived if disabled

Web-site: www.anazao.co

The Counseling Center of Wayne and Holmes Counties

Transportation Service Type: Provide transportation for clients to medical and behavioral health appointments, income and benefit meeting appointments, job seeking, job interviews, and temporary transportation to/from jobs.

Other Services Provided: Comprehensive mental health services in Wayne and Holmes Counties

Contact Information: (330) 264-9029

Hours: Monday – Friday 9:00 a.m.–4:30 p.m.

Service Area: Wayne and Holmes Counties

Rates (if applicable): Free

Eligibility Requirements: Varies depending upon CCWH'S programs. For Wooster Transportation Pass Program must live within Wooster city limits and meet income qualification of up to 200% Federal Poverty Level. Income requirement waived if disabled

Web-site: www.ccwhc.org

Goodwill Industries

Transportation Service Type: Direct transportation for its clients to get to work or to attend work training programs, also purchases passes from the Wooster Transportation Pass Program.

Other Services Provided: Education, job training and placement for people with disabilities and barriers to employment.

Contact Information: 330-264-1300

Hours: Monday – Friday 9:00 a.m. – 5:00 p.m.

Service Area: Wayne and Holmes Counties

Eligibility Requirements: Varies depending upon Goodwill's programs. For Wooster Transportation Pass Program must live within Wooster city limits and meet income qualification of up to 200% Federal Poverty Level. Income requirement waived if disabled

Rates (if applicable): Free

Web-site: www.woostergoodwill.org

OneEighty

Transportation Service Type: The agency provides some direct transportation to its domestic violence program client and also purchases passes from the Wooster Transportation Pass Program.

Other Services Provided: The agency operates as a private, nonprofit corporation and offers services to families and victims of domestic violence and sexual assault and it provides prevention programs and treatment for substance abuse disorders.

Contact Information: (330) 264-8498

Hours: Monday – Thursday 8:00 a.m. – 9:00 p.m., Friday 8:00 a.m. – 5:00 p.m.

Service Area: Wayne and Holmes Counties

Rates (if applicable): Free

Eligibility Requirements: Varies depending upon OneEighty's programs. For Wooster Transportation Pass Program must live within Wooster city limits and meet income qualification of up to 200% Federal Poverty Level. Income requirement waived if disabled

Web-site: www.one-eighty.org

Wooster Community Hospital

Transportation Service Type: Provides free transportation to Wooster Hospital affiliated medical appointments.

Other Services Provided: Hospital services

Contact Information: 330-263-8144

Hours: Monday - Friday 7:00 a.m. - 4:00 p.m.

Service Area: Wayne County

Rates (if applicable): Free

Eligibility Requirements: The transportation service transports patients to the Hospital (main campus), HealthPoint (north campus), and to physician offices on our Active Medical Staff located in Wooster. One stipulation in order to utilize the service, patients must be able to get in and out of the van on your own, unassisted.

Web-site: www.woosterhospital.org/services/transportation-services

Wayne County Veterans Service Commission (WCVSC)

Transportation Service Type: Provides free transportation to the VA medical facilities in Cleveland, Parma and Canton

Other Services Provided:

Contact Information: 330-345-6638 or 1-800-335-6638

Hours: Monday - Friday 8:30 a.m. - 4:30 p.m.

Service Area: Wayne County

Rates (if applicable): Free

Eligibility Requirements: Veteran

Web-site: www.waynecountyveterans.org

Transportation providers for the Wayne County Board of Developmental Disabilities**D & D Transportation**

Transportation Service Type: For profit transportation provider for Wayne County Board of Developmental Disabilities

Other Services Provided: Provides private-pay transportation to dialysis

Contact Information: 330-416-2830, email: transportation.dd@gmail.com

Hours: As needed

Service Area: Wayne County

Rates (if applicable): For private pay \$25 per hour

Eligibility Requirements: Medicaid-eligible

Web-site: None

Horizons Inc. of Tuscarawas and Carroll Counties

Transportation Service Type: private, non-profit

Other Services Provided: Home-like living environments, Adult Day care facility with habilitation services that help a person learn, keep or improve skills and functional abilities.

Contact Information: 330-262-4183, email: horizonswayne@embarqmail.com

Hours: Monday – Saturday 6:00 a.m. to 11:00 p.m., Sunday 7:00 a.m. to 4:00 p.m.

Service Area: Ashland, Carroll, Coshocton, Harrison, Jefferson, Knox, Tuscarawas, and Wayne Counties

Rates (if applicable):

Eligibility Requirements: provides transportation for adult Wayne County Board of Developmental Disabilities clients

Web-site: www.horizonsoftuscardcarroll.org

OUTREACH Community Living Services, Inc.

Transportation Service Type: It provides transportation to medical appointments and non-medical transportation for enrolled clients to and from their work environment, five days a week. Transportation Provider for the City of Wooster Transportation Pass Program and for Community Action Wayne/Medina's Transportation Program.

Other Services Provided: Operates group homes in the Wooster, Ohio area and provides supported living services

Contact Information: (330) 263-0862

Hours: Rides: Monday - Friday 9:30 a.m. to 1:30 p.m.

Service Area: Wayne and Holmes Counties

Rates (if applicable): For the Wooster Transportation Pass Program \$4.00 per trip

Eligibility Requirements: Clients for their direct service must be developmentally disabled. For the Wooster Transportation Pass Program and Community Action Wayne/Medina Transportation Program must meet each programs requirements (see individual listings).

Web-site: None

Precious Angels Transportation

Transportation Service Type: For profit transportation provider for Wayne County Board of Developmental Disabilities

Other Services Provided: Provides chartered trips and private pay dialysis trips

Contact Information: 330-231-9016

Hours: As needed

Service Area: Wayne County

Rates (if applicable): Private pay is \$25 per hour

Eligibility Requirements: Medicaid-eligible

Web-site: None

Wayne County Board of Developmental Disabilities

Transportation Service Type: School Transport

Other Services Provided: Medicaid NMT Provider Portal

Contact Information: transportation@waynedd.org

Hours: Monday - Friday 8:00 a.m. to 4:00 p.m.

Service Area: Wayne County

Rates (if applicable): Depends upon program

Eligibility Requirements: WCBDD Services

Web-site: waynedd.org

Agencies that provide transportation assistance

Direction Home Area Agency on Aging

Transportation Service Type: Area agencies distribute Title III funding for transportation.

Other Services Provided: Assisted Living Waiver, Care Coordination, Community-Based Care Transitions

Program (CCPT), HOME Choice, Information and referrals for community resources,

Long-Term Care Ombudsman Program, MyCare Ohio, Ohio Home Care Waiver, Disease prevention, wellness promotion programs

Contact Information: 330-896-9172

Hours: Monday - Friday 8:00 a.m. - 5:00 p.m.

Service Area: Portage, Stark, Summit and Wayne Counties

Rates (if applicable): N/A

Eligibility Requirements: Senior or person with disability, depends upon program

Web-site: www.dhad.org

Community Action Wayne/Medina (CAWM)

Transportation Service Type: Its free transportation benefit program provides once a month transportation for trips to medical appointments, shopping, court-ordered appointments and other needed trips. A car repair fund provides a one-time benefit to eligible households in need of car repair. Gas cards are available for adults who are working more than 20 hours per week or are enrolled in school. It also has limited funds for out-of-county medical trips.

Other Services Provided: Utilities assistance, HEAP, Home Weatherization Assistance Program, Head Start, Car Seat Program

Contact Information: 330-264-8677

Hours: Monday - Friday 8:00 a.m. - 4:00 p.m.

Service Area: Wayne and Medina Counties

Rates (if applicable): Free

Eligibility Requirements: Varies depending upon program

Web-site: www.cawm.org

Kidney Foundation of Ohio

Transportation Service Type: This program is based on the amount of funding available and is limited to the Foundation's thirty-seven county service area. The program provides financial aid to people who need help paying for safe, reliable, and affordable transportation to and from dialysis or transplant appointments. The maximum reimbursement is \$50.00 per month. Reimbursement checks are mailed out bi-monthly. In

emergency situations bus passes and cab vouchers are issues to patients. Priority is given to individuals who travel long distances.

Other Services Provided: Provides a broad program of direct assistance to persons with kidney disease and promoting and providing educational programming.

Contact Information: 216-771-2700, e-mail: info@kfohio.org

Hours: Monday - Friday 8:00 a.m. - 4:00 p.m.

Service Area: Ashland, Ashtabula, Athens, Belmont, Carroll, Columbiana, Cuyahoga, Erie, Gallia, Geauga, Guernsey, Harrison, Holmes, Huron, Jefferson, Lake, Lawrence, Lorain, Mahoning, Medina, Meigs, Monroe, Morgan, Noble, Portage, Richland, Stark, Summit, Trumbull, Tuscarawas, Washington, Wayne

Rates (if applicable): N/A

Eligibility Requirements: Applicants must have at least one standing appointment per month related to kidney disease.

Web-site: www.kfohio.org

Salvation Army in Orrville

Transportation Service Type: Provides gas vouchers to people for medical appointments and work

Other Services Provided: Food pantry; assist with disconnections; assist with utility bills 1x per fiscal year; assist with the cost of prescriptions; Beyond the Band-Aid assists with prescription assistance, assistance in finding a lower cost in long term medications, advocacy with pharmaceutical companies, help with navigations of the Market Place with the Affordable Care Act and assistance with application for Medicaid; assist with finding job placement and mentoring.

Contact Information: 330-683-3138

Hours: Monday - Friday 8:00 a.m. - 4:00 p.m.

Service Area: Orrville area

Rates (if applicable): N/A

Eligibility Requirements: Client must show proof of medical appointment or employment and within 24 hours of getting voucher client must verify attending work or medical appointment

Web-site: www.salvationarmyohio.org/orrville

Salvation Army in Wooster

Transportation Service Type: Purchases City of Wooster Transportation Passes for clients

Other Services Provided: Homeless shelter, free meal program

Contact Information: (330) 264-4704

Hours: Monday – Friday, 8:30 a.m. – 4:00 p.m.

Service Area: Wayne County

Rates (if applicable): N/A

Eligibility Requirements:

Web-site: www.salvationarmyohio.org/wooster

Wayne County Family and Children First Council

Transportation Service Type: It provides gas cards and cab passes.

Other Services Provided: It helps coordinate services for families with children prenatal through age 24, as a part of the Ohio Family and Children First initiative.

Contact Information: 330-264-2527

Hours: Monday - Friday 8:00 a.m. - 5:00 p.m.

Service Area: Wayne County

Rates (if applicable): N/A

Eligibility Requirements: Transportation to appointments relating to services that they are receiving including physical and mental health appointments

Web-site: www.waynefcfc.org

Municipalities that provide transportation assistance

Wooster Transportation Program (administered by Community Action Wayne/Medina)

Transportation Service Type: Subsidized taxi and bus passes

Other Services Provided: Municipality

Contact Information: 330-264-8677

Hours: Monday – Friday 8:15 a.m. - 3:30 p.m.

Service Area: Wooster city limits

Rates (if applicable): Cab trips: \$4.00 per one-way trip regular trips, 10 for \$35 for employment and education trips; Wooster Transit bus: \$1 for single ride, \$3 for unlimited ride day pass, \$12 for unlimited ride week pass, \$35 for unlimited ride month pass

Eligibility Requirements: Must live within Wooster city limits, income requirement of up to 200% of Federal Poverty Level, no income requirement for people with disabilities

Web-site: www.cawm.org

Churches that provide transportation assistance

Central Christian Church Disciples of Christ

Transportation Service Type: Provides five \$20 gas vouchers per month on a first-come-first-served basis

Other Services Provided: Church, clothing giveaway,

Contact Information: (330) 262-4652

Hours: Monday-Friday, 8:30 a.m. - 4:30 p.m.

Service Area: Wayne County

Rates (if applicable): N/A

Eligibility Requirements: Wayne County residency

Web-site: www.cccwooster.org

Green Ministerial Association (GMA)

Transportation Service Type: Operates a gas pantry that provides assistance with purchasing gasoline to anyone who needs to get to medical appointments and other emergencies

Other Services Provided: Each church provides various services

Contact Information: The GMA is comprised of the following 5 churches that are located in Green Township:

St. Paul Lutheran Church- (330)-669-2111

Paradise Church of the Brethren- (330) 669-2847

East Chippewa Church of the Brethren - (330) 669-3262

Oak Grove Mennonite Church- www.oakgrovemc.org

Smithville Mennonite Church- (330) 669-3601

Hours: Monday – Friday 8:00 a.m. to 4:00 p.m.

Service Area: Wayne County

Rates (if applicable): N/A

Eligibility Requirements: Wayne County residency, valid driver’s license, proof of insurance

Web-site: www.stplcsmithville.org; www.brethren.org; www.eastchippewachurchofthebrethren.org;
www.oakgrovemc.org; www.smc585.org

Trinity United Church of Christ

Transportation Service Type: Car loan program

Other Services Provided: Church, free breakfast program

Contact Information: 330-264-9250

Hours: Monday – Friday 8:00 a.m. - 4:00 p.m.

Service Area: Wayne County

Rates (if applicable): N/A

Eligibility Requirements: Car loans average between \$2,000 and \$3,000. The applicant must have regular income (SSI qualifies) and must make regular payments. Existing Transportation Services

Web-site: <http://www.trinityucc.org>

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

Table 1: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
Adaptive Sports Program of Ohio	Yes	No	Private non-profit	Not tracked	N/A	Y
Anazao	No	Yes-Wooster Transportation Pass Program (CAW/M)	Private non-profit	Not tracked	Not tracked	N/A
Aspire Wayne County	No	Yes-Wooster Transportation Pass Program (CAW/M)	School District	130	N/A	N/A
Aultman Orrville Hospital	No	Yes, Holmes County Transportation	Public non-profit	Didn't provide	Didn't provide	Y
Central Christian Church	No	Yes, provides gas cards	Church	Didn't provide	N/A	N/A
Community Action Wayne/Medina	No	Yes, Wooster Transportation Pass Program, Five Star Taxi, Gilcrest Center, OUTREACH, Wooster Express, Wooster Transit	Private non-profit	2,310	Not tracked	Services are for clients who apply
The Counseling Center	No	No	Private non-profit	600 (provided by employees)	Not tracked	N/A

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
D & D Transportation	Yes	No	Private For-Profit	Didn't provide	Didn't provide	No
Direction Home Area Agency on Aging	No	Yes, multiple	Private non-profit	Not known	Not known	N/A
Gilcrest Center	Yes	No	Private non-profit	Didn't provide	0	Y
Goodwill Industries of Wayne & Holmes Counties, Inc.	Yes	Yes, subsidized passes from City of Wooster Transportation Pass Program	Private non-profit	Didn't provide	0	Y
Green Ministerial Association	No	Yes, purchases gas at local stations	Churches	N/A	N/A	N/A
Horizons	Yes	No	Private non-profit	Didn't provide	Didn't provide	Y
Kidney Foundation of Ohio	No	Provides gas reimbursement	Private non-profit	N/A	N/A	N/A
NAMI-MOCA House	Yes	No	Private Non-profit	Didn't provide	N/A	Y
OneEighty	Yes	Yes, subsidized passes from City of Wooster Transportation Pass Program	Private Non-profit	Didn't provide	Didn't provide	Y
OUTREACH	Yes	No	Private Non-profit	Unknown	0	N
Precious Angels	Yes	No	Private Non-profit	Didn't provide	Didn't provide	N
Salvation Army-Orrville	No	Yes, provides gas cards	Public Non-profit	Didn't provide	Didn't provide	N/A

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
Salvation Army- Wooster	No	Yes, subsidized passes from City of Wooster Transportation Pass Program	Public Non-profit	Didn't provide	Didn't provide	N/A
Trinity United Church of Christ	No	Yes, provides car loans	Church	N/A	N/A	N/A
Viola Startzman Clinic	No	Yes, subsidized passes from City of Wooster Transportation Pass Program	Private non-profit	Doesn't track	Doesn't track	N/A
Wayne County Board of Developmental Disabilities	Yes	Yes – Medicaid Providers	Public non-profit	N/A	0	Y
Wayne County Family and Children First Council	No	Yes, purchases gas cards	Government	N/A	N/A	N/A
Wayne County Job and Family Services	No	Yes, subsidized passes from City of Wooster Transportation Pass Program	Public non-profit	1,212	0	Y
Wayne County Veterans Service Commission	Yes	No	Government	Didn't provide	Didn't provide	Y
City of Wooster	No	Yes, Five Star Taxi, Gilcrest Center, OUTREACH, Wooster Express, Wooster Transit	Municipality	21,202	N/A	N/A

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
Wayne County Veterans Service Commission	Yes	No	Government	Didn't provide	Didn't provide	Y
Wayne Community Hospital	Yes	No	City of Wooster	Didn't provide	Didn't provide	Y

The participating agencies and transportation companies provide a wide range of transportation including fixed route, demand response, and human service agency fixed routes. Listed on the table below are the agencies and transportation providers that have vehicles or hire providers to supply transportation services. All 20 of the listed agencies/transportation providers have service on weekdays. Fourteen operate transportation on Saturdays and 10 on Sundays. Evening services after 9 p.m. on weekdays are operated by 12 agencies/transportation providers, however all of these trips must be scheduled in advance. The following table depicts the transportation service characteristics.

Table 2: Transportation Service Characteristics

Agency/Transportation Provider Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
Adaptive Sports Program of Ohio	Demand response	As needed for program events	N	Door-through-Door	N/A
Aultman Orrville Hospital	Demand response	Monday – Friday 6 am – 5 pm	N	Door-to-Door	Didn't provide
Community Action Wayne/Medina	Demand Response	As needed	N	Curb-to-Curb	None
D & D Transportation	Demand response	As needed	Y	Door-to-Door	First Aid, CPR, CPI

Agency/Transportation Provider Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
Direction Home Area Agency on Aging	Varies	Varies	Yes	Door-to-Door	Yes
Five Star Taxi	Demand response	24/7/365	N	Curb-to-Curb	No
Gilcrest Center	Demand response	Monday - Saturday 6 am to 5 pm	Y	Door-through- Door	First Aid, CPR, Defensive Driving, Driving Older Adults, In-services for HIPAA, Hearing and Impairment, and Elder Abuse and Neglect.
Goodwill Industries of Wayne & Holmes Counties, Inc.	Demand response	Monday – Friday 9 am.– 5 pm	N	Curb-to-curb	None
Horizons	Demand response	Monday – Saturday 6 am – 11 pm Sunday 7 am- 4pm	Y	Door-through-Door	First Aid, CPR, CPI
Major Mary Concierge Service	Demand response	As needed	N	Door-to-Door	None
NAMI-MOCA House	Demand response	As needed for events at MOCA House	N	Curb-to-Curb	None
OneEighty	Demand response	As needed by clients	N	Curb-to-curb	None
OUTREACH	Demand response	Monday – Friday 8 am to 5 pm	Y	Door-to-Door	NSC defensive driver course
Precious Angels	Demand response	As needed	Y	Door-to-door	First Aid, CPR, CPI
Wayne County Board of Developmental Disabilities	School Bus	Monday - Friday 8 am – 4 pm	N	Door-through-door	CDL+

Agency/Transportation Provider Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
Wayne County Veterans Service Commission	Demand response	Monday - Friday 8:30 am - 4:30 pm	N	Door-to-Door	CDL
Wooster Community Hospital	Demand response	Monday-Friday 7 am. – 4 pm	N	Curb-to-Curb	None
Wooster Express	Demand response	24/7/365	Y	Curb-to-Curb	None
Wooster Taxi	Demand response	24/7/365	N	Curb-to-Curb	None
Wooster Transit	Fixed route, limited demand response	Fixed route-Monday-Friday, 9 am – 2 pm 5 pm -9 pm Saturday 10 am.– 10 pm Demand response as needed	Y	Fixed route and Door-to-Door	First Aid, CPR, CPI

Transportation-related expenses and revenues also differ by organization. Private pay, insurance, Medicaid, Passport and contracts with non-profits are common revenue sources for transportation operators in Wayne County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs. Many of the agencies and transportation providers did not complete this section despite being asked to do so numerous times.

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
Wayne County Board of Developmental Disabilities	NA	N	12	2	Local Tax	Didn't provide
OUTREACH	\$10	Y	2 PT	1	State of Ohio/CMS	\$25,404.41

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
Community Action Wayne/Medina	N/A	N	N/A	N/A	Community Development Block Grant	\$28,165.00
Direction Home	Allowable cost contract	Y	N/A	N/A	PASSPORT Medicaid Waiver and Older Americans Act	\$359,580* <i>*Does not count trans billed to other payor sources</i>
Gilcrest Center	Weekly Billing	N	12	4	Passport, United Health Care, Care Source, Title XX, Private Pay, MTM	\$762,234.60
City of Wooster	N/A	N	N/A	N/A	City income tax	\$49,784.50

The following table provides basic information about transportation options other than the traditional public and human services transportation. Wayne County doesn't have any car or bike share programs.

Table 4: Alternative/ Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
5 Star Taxi	24 hours a day, 365 days a week	\$5 for pick up, first mile is free, then \$2 per mile; various rates for outside of Wooster.	Didn't provide	Wayne County, operates primarily in Wooster
Major Mary Concierge Service	As needed	\$16 per hour and \$.55 per mile	Didn't provide	Wayne County
Wooster Express	24 hours a day, 365 days a week	Wooster: \$5 for the first mile, \$2 for additional mile. Fixed rates for	Didn't provide	Wayne County, operates primarily in Wooster

		outside of Wooster.		
Wooster Transit	Monday- Friday, 10 a.m. to 2 p.m. and 5 p.m. to 9 p.m. Saturday, 10 a.m. – 10 p.m.	Unsubsidized \$2 per trip, \$6 day pass, \$24 week pass, \$70 month pass	Didn't provide	City of Wooster
Wooster Taxi	24 hours a day, 365 days a week	\$5.00 for pick up and first mile, then \$2.00 per mile.	Didn't provide	Wayne County

The following table provides basic information about local travel training program options. The only training that is available is through Community Action Wayne/Medina's Mobility Coordinator and Direction Home Area Agency on Aging.

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Community Action Wayne/Medina	Any time	Free	Upon request	Wayne County
Direction Home's DRIVE	2 x/year	\$100+/person	Meet PASSPORT training requirements	Statewide program

The following table illustrates the technology used by each transportation provider for scheduling, dispatching, and/or GPS tracking vehicles. Not all of the transportation providers

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)
Adaptive Sports Program of Ohio	None	N	N/A	N
The Counseling Center	None	N	N/A	N
D and D Transportation	None	N	N/A	N

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/ GPS (Y/N)
Five Star	None	N	N/A	N
Gilcrest Center	Google	Google	N/A	Y
Goodwill	None	N	N/A	N
Horizons	ParaPlan	N	ParaPlan	N
Major Mary West	None	N	N/A	N
NAMI-MOCA House	None	N	N/A	N
Precious Angels	None	N	N/A	N
OUTREACH	None	N	N/A	N
Wayne County Board of Developmental Disabilities	None	N	N/A	Y
Wooster Community Hospital	None	N	N/A	N
Wooster Express	Verizon Networkfleet	N		
Wooster Taxi	None	N	N/A	N
Wooster Transit	None	N	N/A	N

Assessment of Community Support for Transit

Transportation has been a great need in Wayne County for years, and it appears repeatedly on the various surveys that are done by agencies in the community. On the 2016 Community Health Assessment, “lack of transportation” was listed as the third highest significant community issue in Wayne County, just below drug abuse (#1) and low income/poverty (#2). In this same assessment, transportation was listed as the number one resource needing to be increased, followed by higher paying employment and drug counseling.

Community support for transit is the strongest from the agencies that serve the very people in need of transportation. Many of these agencies participated in completing the first adopted Wayne County Locally Coordinated Transportation Plan in 2014 and in the 2016/2017 updating of the plan. They also joined together to form the Transportation Coalition in 2015 and are current members. Many agencies have employees who are using their personal vehicles to transport clients.

As far as local government support for transit, the city of Wooster has the Wooster Transportation Pass Program, which provides subsidized bus and cab passes to residents of Wooster who live and travel within the city limits. It also allows for travel for work or education up to three miles outside of the city limits. This program is funded through the city income tax. In 2016, Community Action Wayne/Medina was appointed by the city of Wooster to operate the Wooster Transportation Pass Program (WTP). A collaboration was formed between various agencies, Community Action and the City of Wooster to allow the agencies to enroll their eligible clients in the WTP and to also allow the agencies to pay for passes to distribute to clients.

Until the summer of 2014, the city of Orrville contracted with a local cab company to provide free twice a week transportation for senior residents. This was a door-to-door service and once a month trips to Wooster were provided. This service stopped when the cab company cancelled their contract.

The County’s support for transit is in the form of the Community Development Block Grant that it awards annually. While this is a competitive grant, Community Action Wayne/Medina has consistently been awarded funding to operate its free transportation program that provides qualifying residents one free trip a month. In the past, the funding from this grant was used to provide medical trips outside of the county, however, as the funding from this grant decreased over the years, the out-of-county medical trips were stopped in mid-2016. In 2017, Community Action was awarded grants from Austin Bailey Health and Wellness Foundation and the North Canton Medical Foundation, both Stark County non-profits, to provide out-of-county medical transportation.

Local foundations have shown their support in the past through providing agencies with funding to purchase vehicles that serve their clients. The Donald and Alice Noble Foundation provided funds to NAMI to purchase a van to transport people to events at their MOCA House. The Wayne County Community Foundation also provided funds to Horizons, Inc. to purchase a wheelchair accessible van to transport people with developmental disabilities to work, school, medical appointments, shopping, and other activities.

There is one limited fixed-route bus service that operates only in Wooster. Wooster Transit is privately owned and works closely with the College of Wooster and the Ohio State and ATI campuses to serve

their students and faculty with trips between campuses and the major shopping areas. Their route is also open to the general public, and it participates in the Wooster Transportation Pass Program.

Safety

In 2016, Community Action Wayne/Medina, worked closely with the City of Wooster on its taxi regulations and safety requirements. Taxi providers who participate in the City of Wooster's Transportation Pass Program were required to have their vehicles inspected by either a certified mechanic or the Ohio Highway Patrol, and all drivers were required to undergo background checks.

Vehicles

Survey/Interview participants listed a combined total of 25 vehicles. Approximately 24% of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 7), however not all of the transportation providers submitted vehicle information.

Not all of the transportation providers have wheelchair accessible vehicles, nine of the 20 agencies or companies that provide transportation that were interviewed didn't have wheelchair accessible vehicles (Five Star Taxi, The Counseling Center, Goodwill, Major Mary Concierge Service, MOCA House, OneEighty, Veterans Service Commission, Wooster Community Hospital, Wooster Express Taxi, and Wooster Taxi).

Some agencies and transportation providers have a small number of wheelchair accessible vehicles (Aultman Orrville Hospital, Horizons, MOCA House, Outreach Community Living Services, Precious Angels Transportation, and Wooster Transit).

A small number of agencies and companies have almost an entire fleet of wheelchair accessible vehicles, such as Adaptive Sports Program of Ohio, D and D Transportation, Gilcrest Transportation, and the Wayne County Board of Developmental Disabilities.

Wheelchair transportation for non-medical trips is practically non-existent aside from the ambulance companies that serve Wayne County. The City of Wooster's Transportation Pass Program and CAW/M's free transportation program are the only providers of low to no cost wheelchair transportation that is not exclusively for medical trips. These programs are extremely limited, with the Wooster program only serving those residents who reside and travel with the Wooster City limits and the CAW/M program which only provides one free benefit a month. CAW/M was awarded two grants to provide free out-of-county medical trips to low-income residents.

The transportation providers for these programs also provide transportation for the Board of Developmental Disabilities (Outreach) or senior day care (Gilcrest), which limits their hours of availability.

Only Aultman Orrville Hospital provides wheelchair accessible transportation to their patients. Wooster Community Hospital used to but discontinued this service to wheelchair-bound patients.

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.

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
Goodwill											
	Ford	E350	2003	Didn't Provide	14	0	Mon.- Fri.	9 am.- 5 pm	Good	Work	Wayne
	Ford	Freestar	2005	Didn't Provide	7	0	Mon.- Fri.	9 am.- 5 pm	Good	Work	Wayne
	Ford	Freestar	2006	Didn't Provide	7	0	Mon.- Fri.	9 am.- 5 pm	Good	Work	Wayne
	Chrysler	Town & Country	2007	Didn't Provide	7	0	Mon.- Fri.	9 am.- 5 pm	Good	Work	Wayne
	Dodge	Caravan	2009	Didn't Provide	6	0	Mon.- Fri.	9 am.- 5 pm	Good	Work	Wayne
	Ford	E350	2011	Didn't Provide	6	0	Mon.- Fri.	9 am.- 5 pm	Good	Work	Wayne
	Dodge	Caravan	2011	Didn't Provide	6	0	Mon.- Fri.	9 am.- 5 pm	Good	Work	Wayne
	Dodge	Caravan	2013	Didn't Provide	6	0	Mon.- Fri.	9 am.- 5 pm	Good	Work	Wayne
Veh #	Make	Model	Year	Vin #	Capacity	WC Cap.	Days of the Week Vehicle	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned	Service Area

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
							is in Service			(if applicable)	
One-Eighty											
	Chrysler	Town & Country Van	1996	Didn't provide		0	As needed	As needed	Good	Shelter	Wayne
	Ford	Transit Van	2016	Didn't provide		0	As needed	As needed	Good	Shelter	Wayne
	Ford	Transit Van	2016	Didn't provide		0	As needed	As needed	Good	Shelter	Wayne
	Ford	Fleet Van	2008	Didn't provide		0	As needed	As needed	Good	Shelter	Wayne
Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
Major Mary West Concierge											
	Toyota	Mini-van		Didn't provide	5	0	As needed	As needed	Good	N/A	Wayne
OUTREACH Community Living Services, Inc.											
1	Ford	E150	2011	1FBNE3BLXBDA18067	9	0	5	9:30 am -1 pm	Good	NMT & Pub. Trans.	Wayne

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
2	Chevy	Express	2009	1GAHG35K091182633	9	0	5	9:30 am -1 pm	Good	NMT & Pub. Trans.	Wayne
OUTREACH Community Living Services, Inc.											
3	Ford	E150	2001	1FDRE14L31HB55689	5	Y	2	9 am- 2 pm	Fair	NMT, W/C & Pub. Trans.	Wayne
4	Dodge	Grand Caravan	2007	2D4GP44K97R313265	5	Y	5	9 am- 2 pm	Good	WC/ Pub. Trans.	Wayne

Existing Resources

The existing community resources can be broken down into eight (8) categories:

- A. Cab companies (Five Star Taxi, Wooster Express, Wooster Taxi)
- B. Senior transportation (Gilcrest Transportation and Major Mary West's Concierge Service)
- C. Transportation providers for the Wayne County Board of Developmental Disabilities (D & D Transportation, Horizons, Outreach Community Living Services, Precious Angels Transportation and Wooster Transit)
- D. Agencies that provide transportation assistance (Community Action Wayne/Medina, Wayne County Job and Family Services)
- E. Agencies that transport only their clients (The Counseling Center, Goodwill, NAMI's MOCA House, OneEighty, Veterans Services Commission)
- F. Churches that provide transportation assistance (Central Christian, Green Ministerial Association, Trinity United Methodist)
- G. A privately operated fixed route bus service that operates a limited route within the Wooster City limits
- H. County/Municipal funding: (City of Wooster Transportation Pass Program and Community Development Block Grants awarded by Wayne County)

IV. Assessment of Transportation Needs and Gaps

To better understand the Wayne County needs, the planning committee examined research and data, as well as solicited input from the community 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.

The Mobility Coordinator at Community Action Wayne/Medina contacted a variety of stakeholders in the area in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholder and the general public is available upon request.

The following methods were used to assess transportation needs and gaps:

- Assessment of data and demographics
- Distribution of Citizen surveys to 1,500 Wayne County residents and 75 Other Stakeholders
 - 509 Citizen surveys returned (33% return rate)
 - 61 Other Stakeholders surveys returned (81% return rate)
- Interviews with the following stakeholders:
 - Economic sector
 - Wooster Transit, cab, and Wooster Transportation Program users
 - Seniors
 - People with disabilities
 - Low-income residents
 - Faith leaders
 - Government officials
 - Health and Human services agencies
 - Transportation Providers
 - Education (adult, career, developmentally disabled, high school)
 - Staff and administration from the Wayne County Board of Developmental Disabilities
 - Hospitals
 - Healthcare Providers
- Public meetings, 26 total, were held in 8 communities throughout Wayne County
- Focus groups with:
 - Seniors
 - People with disabilities
 - Faith leaders
 - Low income residents
 - Individuals who work with ReEntry population
 - Health and Human Services agencies

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 it shows where the highest densities of individuals are who 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.

Exhibit 1. illustrates the areas where the number of older adults (age 65 and older) is in Wayne County.

Exhibit 1: Map of Population Density of Individuals Age 65 and Older

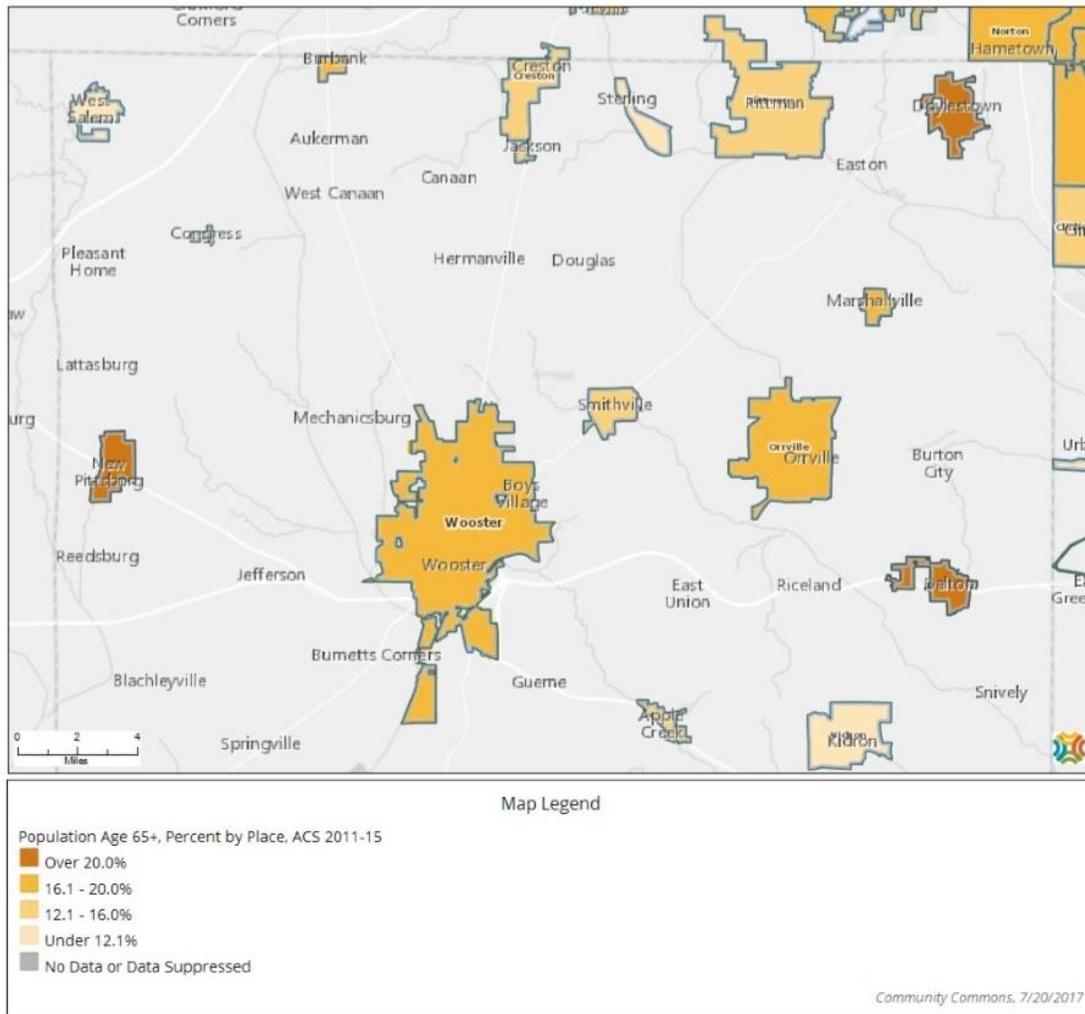
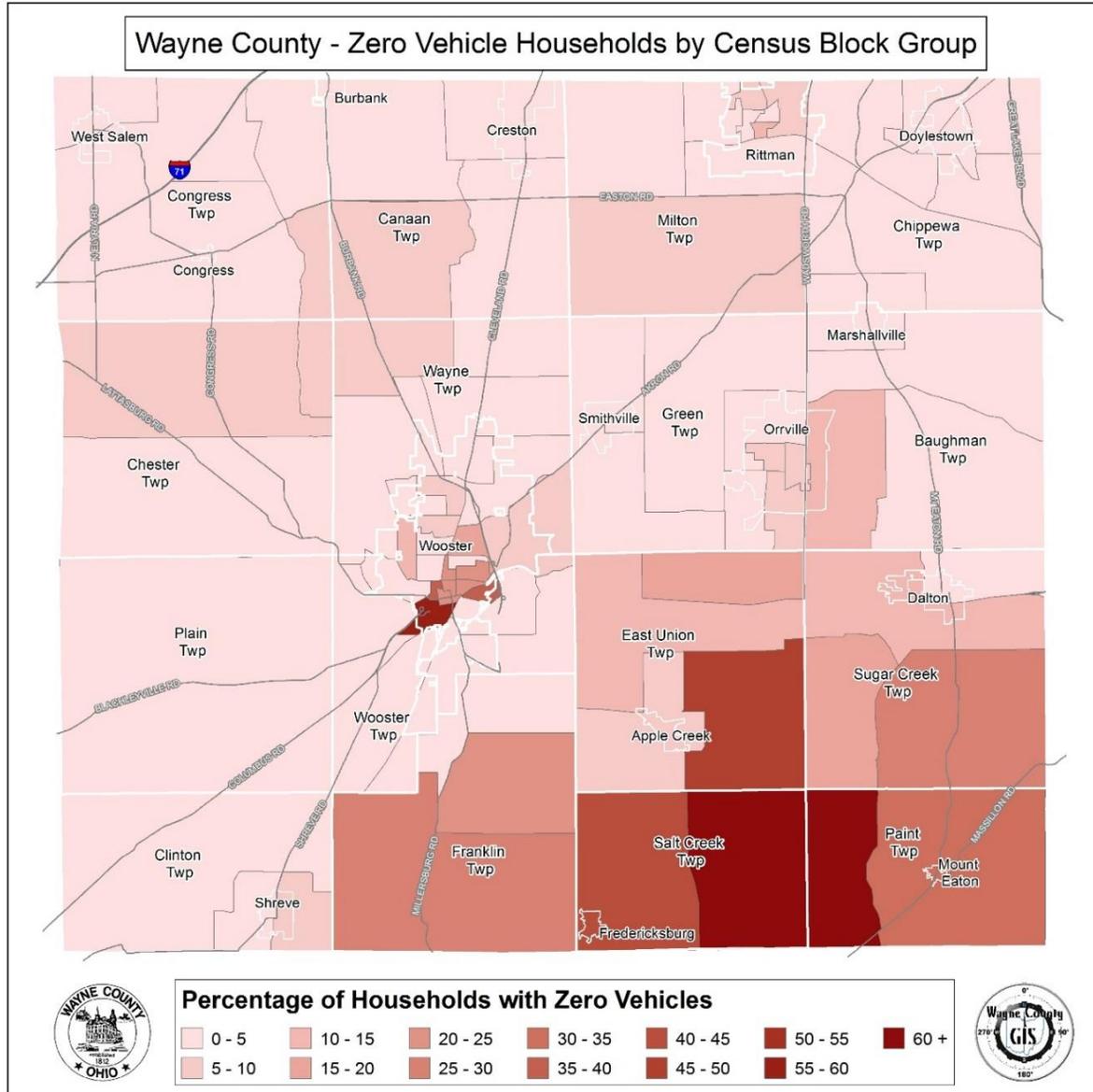


Exhibit 2 indicates the areas where there are zero vehicle households in Wayne County. The absence of a vehicle in the household is often an indication of the need for transportation services.

Exhibit 2: Map of Density of Zero Vehicle Households

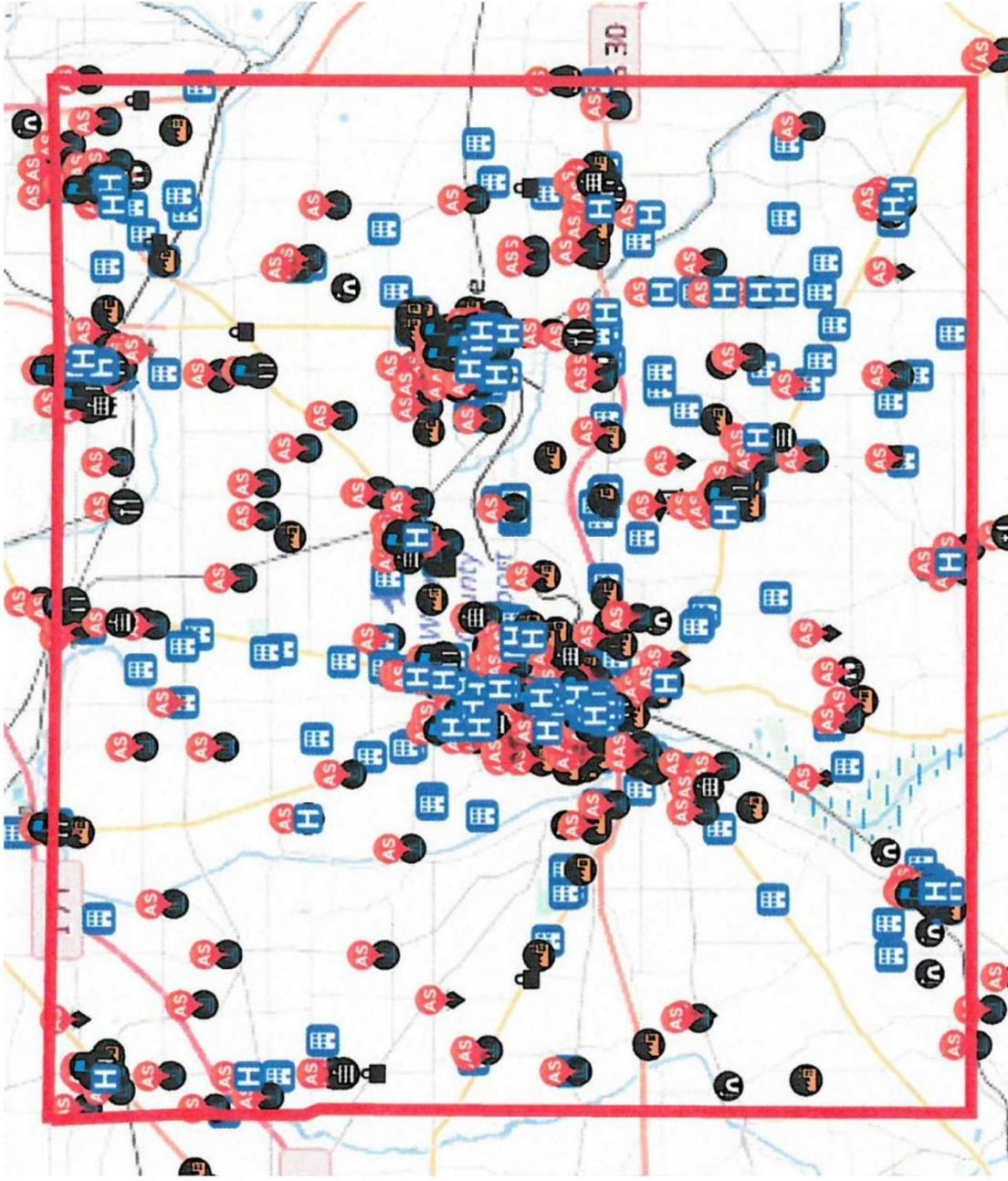
(Data is from the 2011-2015 American Community Survey 5-Year Estimates. Map created by Wayne County Auditor’s Office.)



The exhibit on the next page 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

- Legend**
- Healthcare H
 - Worship Spaces ●
 - Social Services ●
 - Grocery Stores ●
 - Career Centers ●
 - Major Employers ●
 - Food Services ●
 - Schools ●
 - Access Services ●
 - Retail ●
 - Parks and Recreation sites ●
 - Government Buildings ●
 - Colleges ●
 - Child Care Centers ●
 - Adult Day Care ●



General Public and Stakeholder Meetings/Focus Groups

Community Action Wayne/Medina hosted and facilitated 26 local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. One hundred thirty-five people participated in the meetings. Of those, 81 self-identified as older adults (65 and older) and 43 self-identified as being a person with a disability. More information about what meetings were held and attendance at those meetings is available upon request.

During the meeting, the Mobility Coordinator for CAW/M presented highlights of historical coordinated transportation in Wayne County, and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the previous plan/or update and identify any gaps that were no longer valid and any new needs/gaps, which the facilitator deleted/added to/from a list. The focus of the discussion was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also impact mobility options for the general public.

After the changes to the needs/gaps list were completed and new needs/gaps were added, each participant was asked to rank the needs/gaps.

Participants discussed 25 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

Surveys

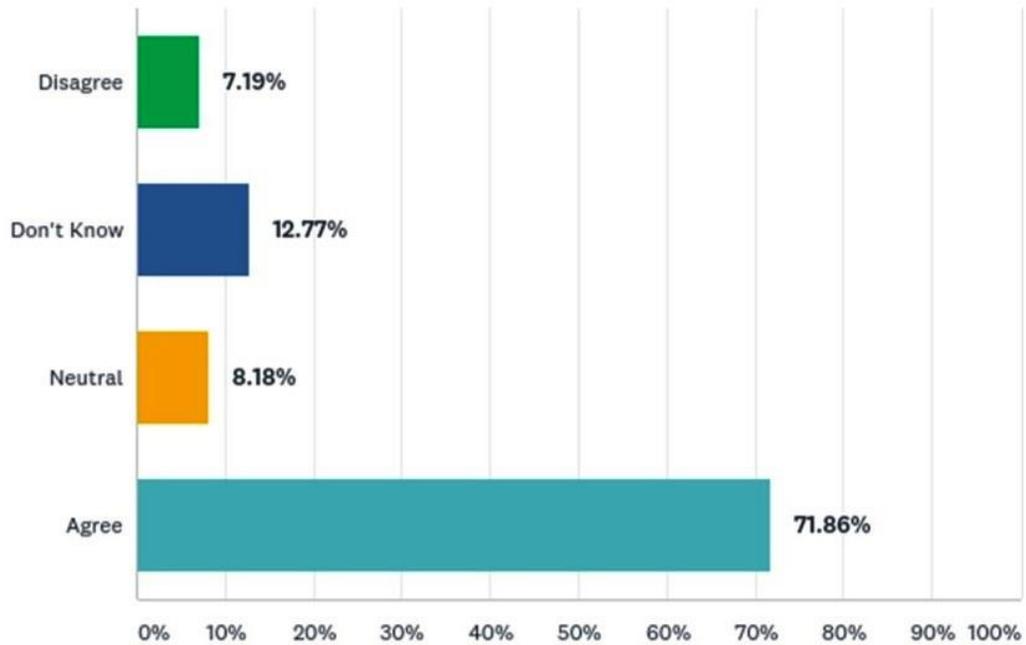
The following survey summary includes the information gained from the Citizen surveys that were performed in 2016 and 2017. Five hundred and nine (509) surveys from the general public: 30% of individuals with disabilities completed the survey; 27% of older adults completed the survey.

Surveys were created on SurveyMonkey. Posters with a link to this survey and a QR code for the survey were posted around Wayne County in various locations including laundry mats, stores, area churches, food pantries, free meal sites, and agencies that serve senior, disabled and low-income populations.

Paper surveys were made available at all of the Wayne County Public Library branches, agencies to give to clients, the Wooster Community Center, the Heartland Point center in Orrville, New Hope Center in Wooster, the Wayne County Fair, the Touch a Truck event in Wooster, Orrville Boys and Girls Club, Wooster Area Boys and Girls Club, Doylestown Laundromat, the Senior Affair and the Senior Forum, the Creston Senior Community group, Creston Station (apartments for seniors, low-income and disabled), College Hill Retirement Community, OrrVilla Senior Living, and all of the Wayne Metropolitan Housing aggregate living buildings.

The charts for each question reflect the answers from the Citizen surveys. Results from the Agency surveys are addressed in the text that accompanies the charts. Percentages have been rounded up.

Chart 8: There is not enough public transportation

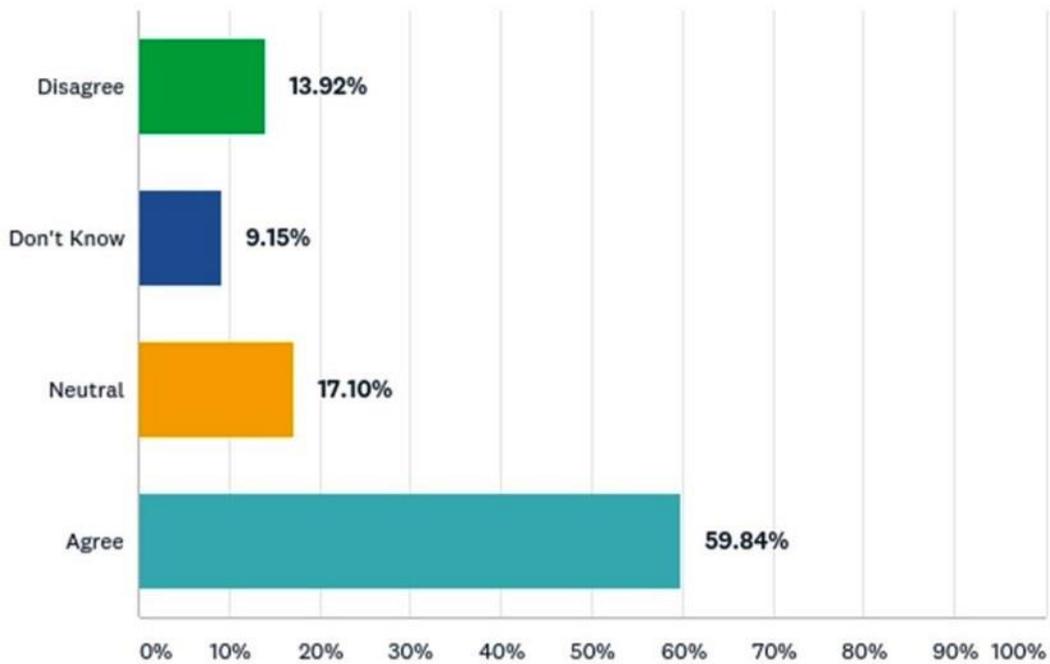


ANSWER CHOICES	RESPONSES	
Disagree	7.19%	36
Don't Know	12.77%	64
Neutral	8.18%	41
Agree	71.86%	360
TOTAL		501

Of the 501 Citizens who answered this question, 360 or 72% agreed that there is not enough public transportation. For the agency survey, 52 or 88% of the 59 respondents also agreed.

Eighty people (16%) who self-identified as having a disability agreed that there is not enough public transportation. When looking at age groups, 105 (21%) people ages 65 and older agreed that there is not enough public transportation. The next highest age group in agreement is those 50 to 54 with 36 (7%) respondents answering, "Yes."

Chart 9: Transportation Needs to be 24 Hours a Day



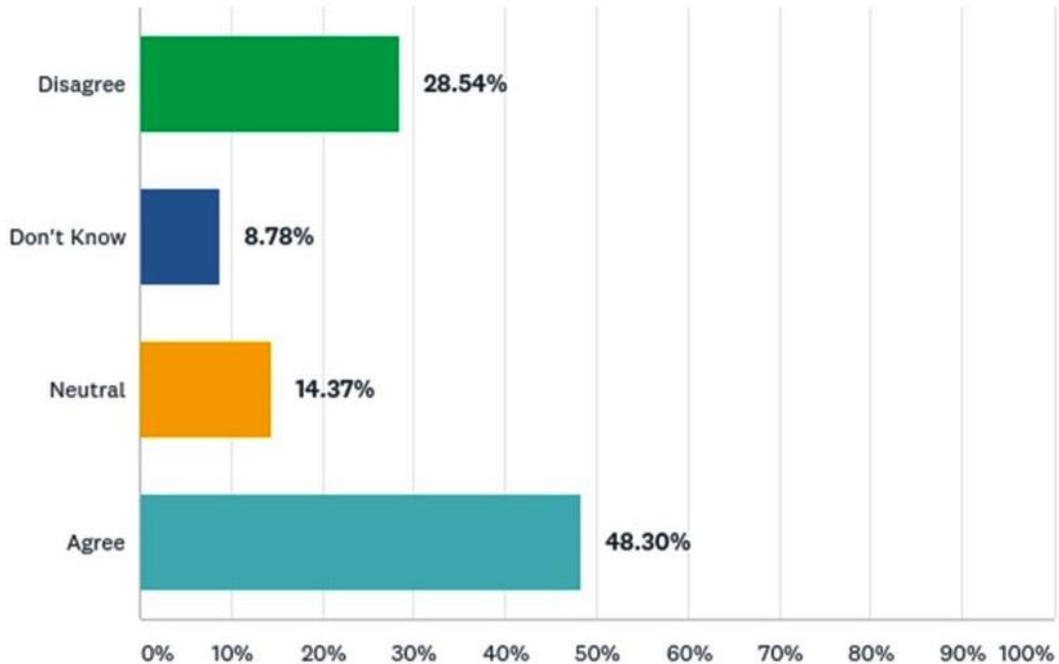
ANSWER CHOICES	RESPONSES	
Disagree	13.92%	70
Don't Know	9.15%	46
Neutral	17.10%	86
Agree	59.84%	301
TOTAL		503

Of the 503 Citizens who responded to this question, 301 or 60% felt that transportation needs to be 24 hours a day. Of the 60 Agency respondents, 27 or 45% agreed.

Eighty-eight people (17%) who self-identified as having a disability agreed that transportation needs to be available 24 hours a day.

Of the Citizen respondents, 68 (14%) people ages 65 and older agreed that there should be transportation available 24 hours a day. The next highest age groups in agreement were 18 to 24 with 39 (8%) and 30 to 34 with 34 (7%).

Chart 10: Transportation needs to be nights and weekends but not 24 hours a day.



ANSWER CHOICES	RESPONSES	
Disagree	28.54%	143
Don't Know	8.78%	44
Neutral	14.37%	72
Agree	48.30%	242
TOTAL		501

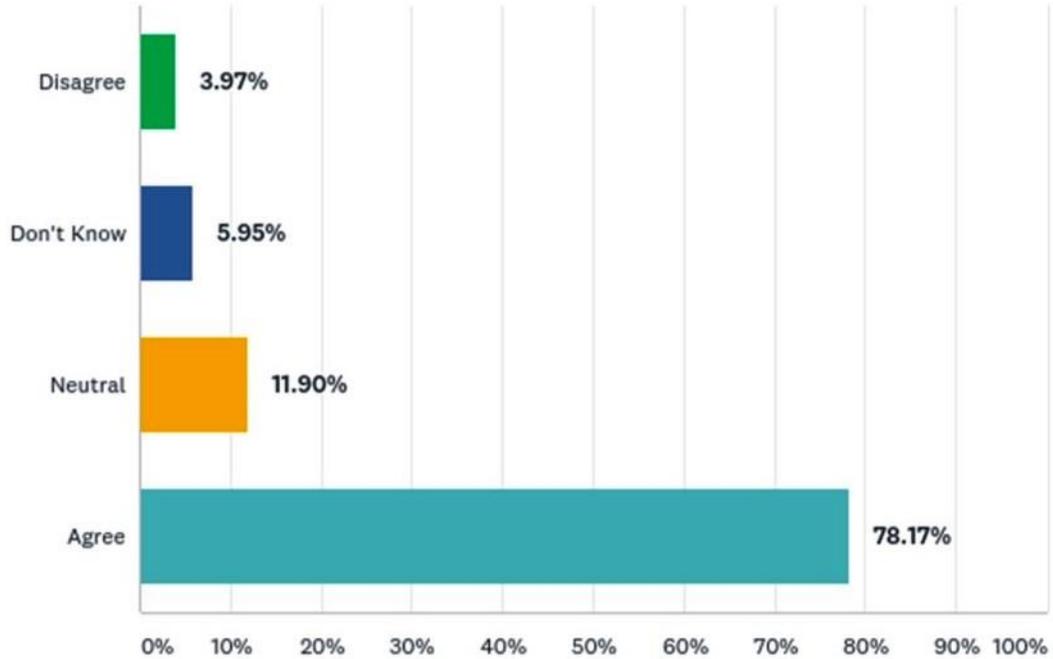
Of the 501 Citizens who responded to this question, 242 or 48% agreed that transportation needs to be nights and weekends but not 24 hours a day. Of the 61 agency respondents, 45 or 75% agreed.

Seventy-seven people (15%) who self-identified as having a disability agreed that transportation needs to be nights and weekends but not 24 hours a day.

Of the Citizen respondents, 76 (15%) people ages 65 and older agreed that there should be transportation available nights and weekends but not 24 hours a day.

The next highest age groups in agreement were 50 to 54 with 26 (5%) and 30 to 34 and 55 to 59 with 23 (5%).

Chart 11: There needs to be work-related transportation



ANSWER CHOICES	RESPONSES	
Disagree	3.97%	20
Don't Know	5.95%	30
Neutral	11.90%	60
Agree	78.17%	394
TOTAL		504

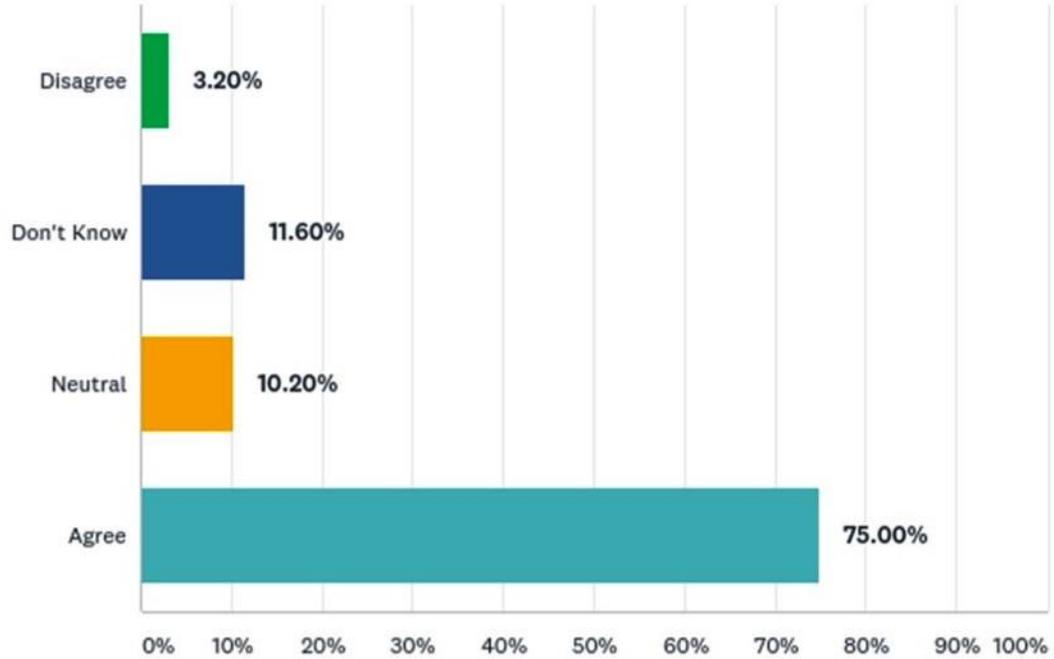
Three hundred and ninety-four or 78% of the 504 Citizen respondents to the statement, “There needs to be work-related transportation” agreed. Of the 60 Agency respondents, 50 or 83% agreed.

One hundred and four people (21%) who self-identified as having a disability agreed that there needs to be more work-related transportation.

Citizen respondents ages 65 and older were the highest in agreement with 85 (17%) selecting “Yes.”

The next highest age groups in agreement were 30 to 34 with 45 (9%) and 18 to 24 with 42 (5%).

Chart 12: There needs to be more medical-related transportation



ANSWER CHOICES	RESPONSES	
Disagree	3.20%	16
Don't Know	11.60%	58
Neutral	10.20%	51
Agree	75.00%	375
TOTAL		500

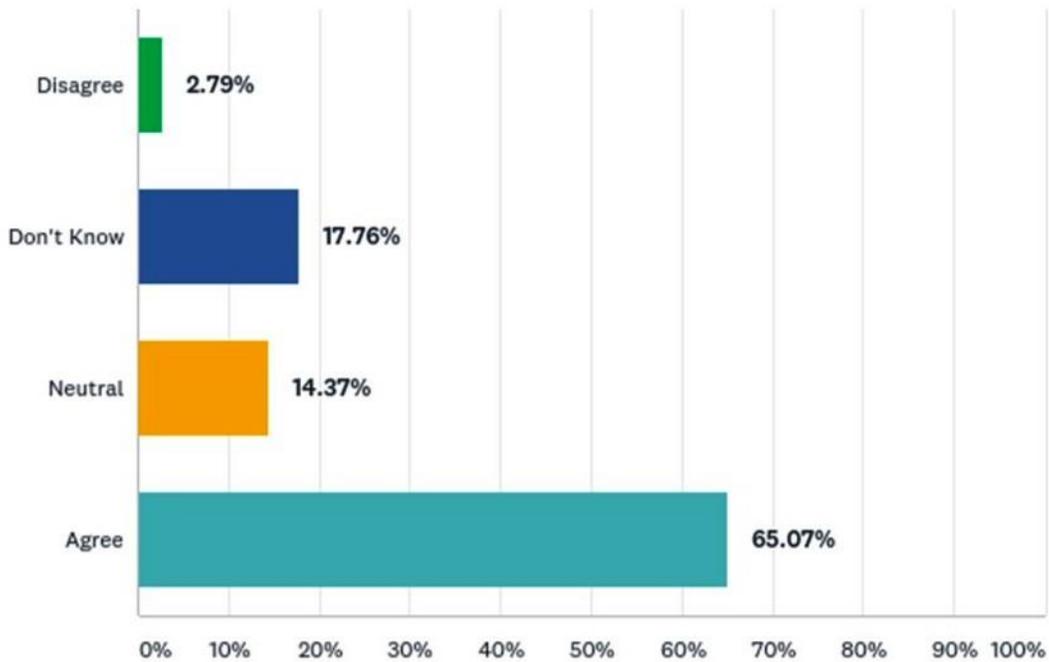
Of the 500 Citizens who responded to the statement, “There needs to be more medical-related transportation,” 375 or 75% of them agreed. Of those people, 141 (38%) reported using transportation assistance to get to medical appointments.

Of the 58 Agency respondents, 44 or 76% of them agreed.

One hundred and fifteen people (23%) who self-identified as having a disability agreed that there needs to be more medical-related transportation.

Citizen respondents ages 65 and older were the highest in agreement with 102 (20%) answering “Yes.” The next highest age group in agreement were 30 to 34 with 38 (8%) and 18 to 24 with 37 (7%) answering, “Yes.”

Chart 13: There needs to be more wheelchair transportation



ANSWER CHOICES	RESPONSES	
Disagree	2.79%	14
Don't Know	17.76%	89
Neutral	14.37%	72
Agree	65.07%	326
TOTAL		501

Of the 501 Citizens who responded to the statement, “There needs to be more wheelchair transportation,” 326 or 75% of them agreed. Of the Agency respondents, 38 (62%) of 61 people agreed.

One hundred and five people (21%) who self-identified as having a disability agreed that there needs to be more wheelchair transportation.

Citizen respondents ages 65 and older were the highest in agreement with 84 (17%) answering “Yes.” The next highest age groups in agreement were, surprisingly, 18 to 24 with 37 (7%) and 30 to 34 with 32 (6%).

Chart 14: There needs to be door-to-door transportation for seniors and disabled



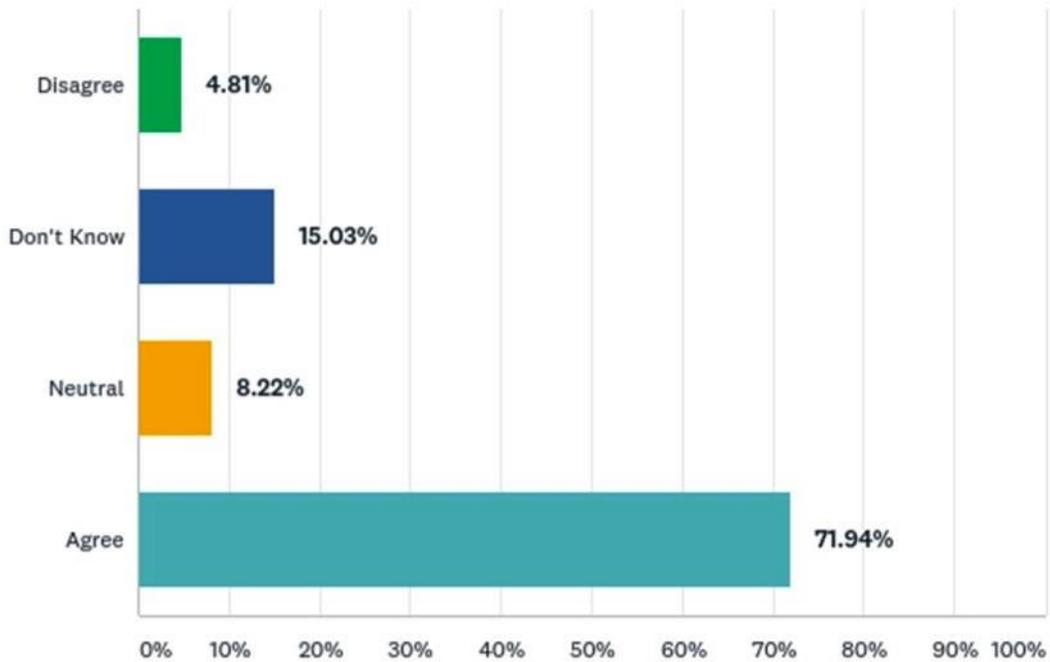
ANSWER CHOICES	RESPONSES	
Disagree	2.77%	14
Don't Know	5.54%	28
Neutral	6.73%	34
Agree	84.95%	429
TOTAL		505

Of the 505 Citizens who responded to the statement, “There needs to be more wheelchair transportation,” 429 or 85% of them agreed. Of the Agency respondents, 43 (72%) of 60 people agreed.

One hundred and thirty-two people (26%) who self-identified as having a disability agreed that there needs to be door-to-door transportation.

Citizen respondents ages 65 and older were the highest in agreement with 117 (23%) answering “Yes”. The next highest age groups in agreement were 50 to 54 and 30 to 34 ones with 42 (8%).

Chart 15: There are areas of Wayne County that are underserved by transportation



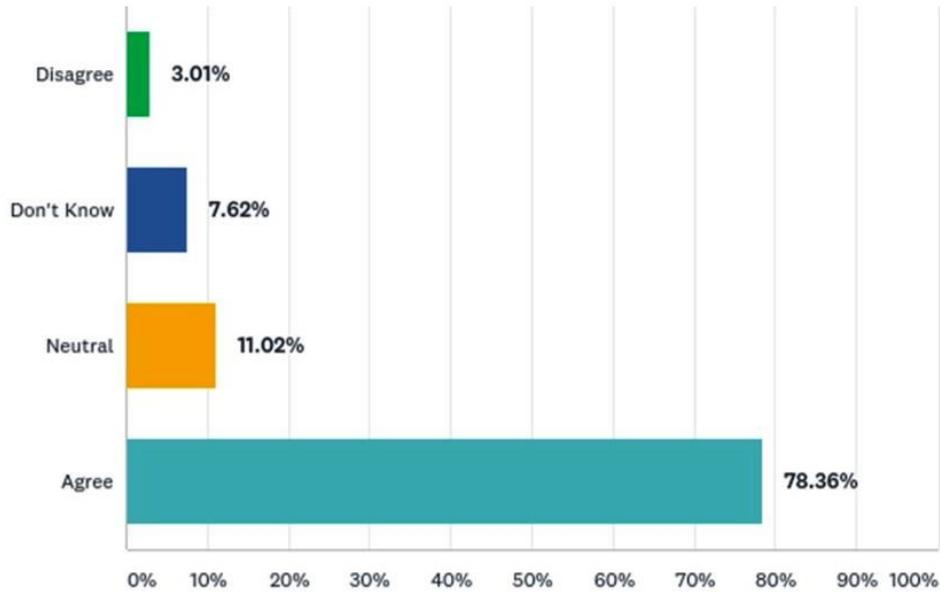
ANSWER CHOICES	RESPONSES	
Disagree	4.81%	24
Don't Know	15.03%	75
Neutral	8.22%	41
Agree	71.94%	359
TOTAL		499

Of the 499 Citizens who responded to the statement, “There are areas of Wayne County that are underserved by transportation,” 359 or 72% of them agreed. Of the Agency respondents, 51 (85%) of the 60 respondents agreed.

One hundred and nine (22%) of respondents who self-identified as having a disability agreed that there are areas of Wayne County that are underserved.

Citizen respondents ages 65 and older were the highest in agreement with 99 (20%) answering “Yes.” The next highest age groups in agreement were 30 to 34 with 39 (8%) and 50 to 54 with 37 (7%).

Chart 16: There needs to be more education on transportation services, programs and requirements



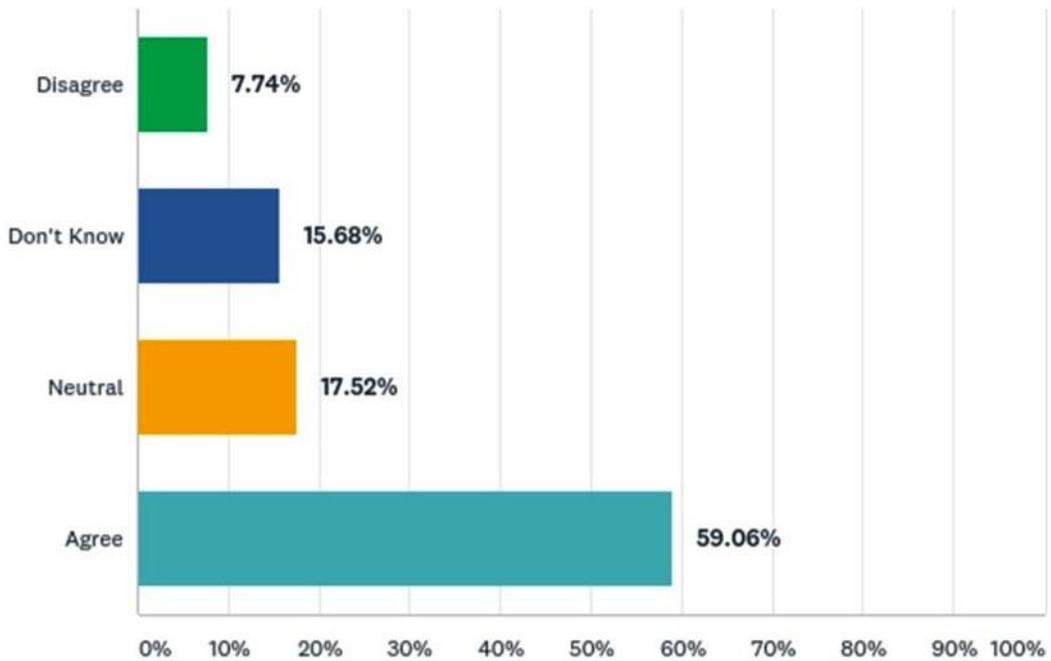
ANSWER CHOICES	RESPONSES	
Disagree	3.01%	15
Don't Know	7.62%	38
Neutral	11.02%	55
Agree	78.36%	391
TOTAL		499

Of the 499 Citizens who responded to the statement, “There needs to be more education on transportation services programs and requirements,” 391 or 78% of them agreed. Of the Agency respondents, 52 (87%) of the 60 respondents agreed.

One hundred and twelve people (22%) who self-identified as having a disability agreed that there needs to be more education on transportation services and requirements.

Citizen respondents ages 65 and older were the highest in agreement with 112 (22%) answering “Yes.” The next highest age groups in agreement were 30 to 34 with 39 (8%) and 50 to 54 with 38 (8%).

Chart 17: Wayne County needs more bicycle-friendly streets and lanes



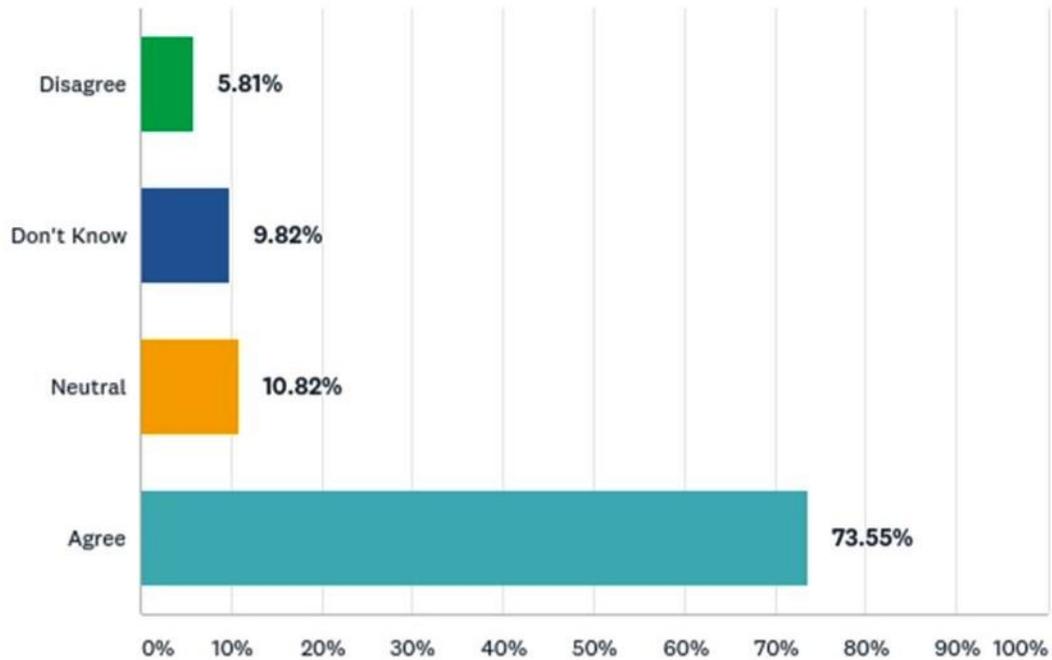
ANSWER CHOICES	RESPONSES	
Disagree	7.74%	38
Don't Know	15.68%	77
Neutral	17.52%	86
Agree	59.06%	290
TOTAL		491

Of the 491 Citizens who responded to the statement, “There needs to be more bicycle-friendly streets and lanes,” 290 or 59% of them agreed. Of the Agency respondents, 46 (77%) of the 60 respondents agreed.

Sixty-eight people (14%) who self-identified as having a disability agreed that there needs to be more bicycle-friendly streets and lanes.

Respondents ages 65 and older were the highest in agreement with 69 (14%) answering “Yes.” The next highest age groups in agreement were 30 to 34 with 33 (7%) and 18 to 24 with 32 (7%).

Chart 18: There needs to be more sidewalks and safe walkways



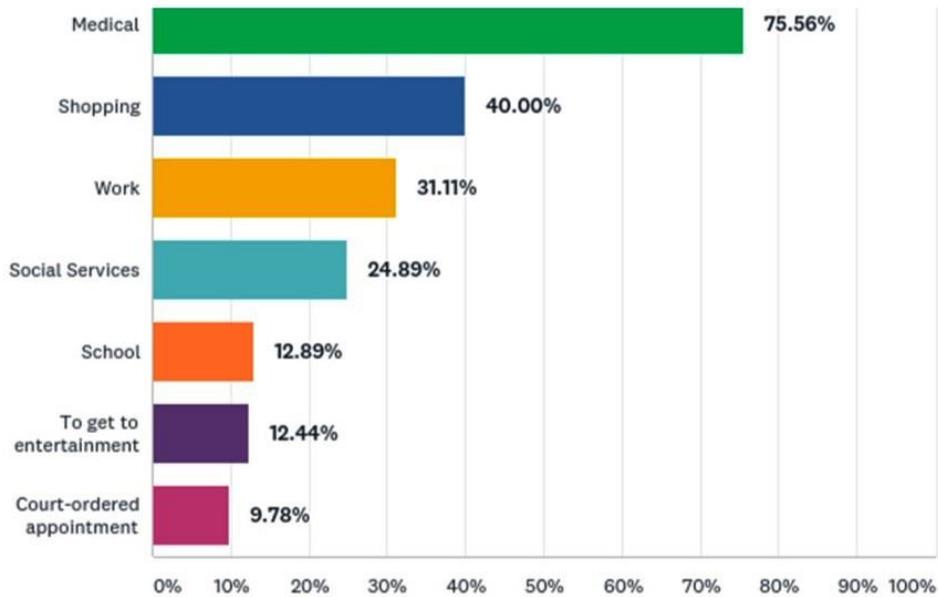
ANSWER CHOICES	RESPONSES	
Disagree	5.81%	29
Don't Know	9.82%	49
Neutral	10.82%	54
Agree	73.55%	367
TOTAL		499

Of the 499 Citizens who responded to the statement, “There needs to be more sidewalks and safe walkways,” 367 or 74% of them agreed. Of the Agency respondents, 44 (73%) of the 60 respondents agreed.

One hundred and six people (21%) who self-identified as having a disability agreed that there needs to be more sidewalks and safe walkways.

Citizen respondents ages 65 and older were the highest in agreement with 92 (18%) answering “Yes.” The next highest age groups in agreement were 18 to 24 and 30 to 34 with 40 (8%).

Chart 19: Types of trips for which transportation assistance was used

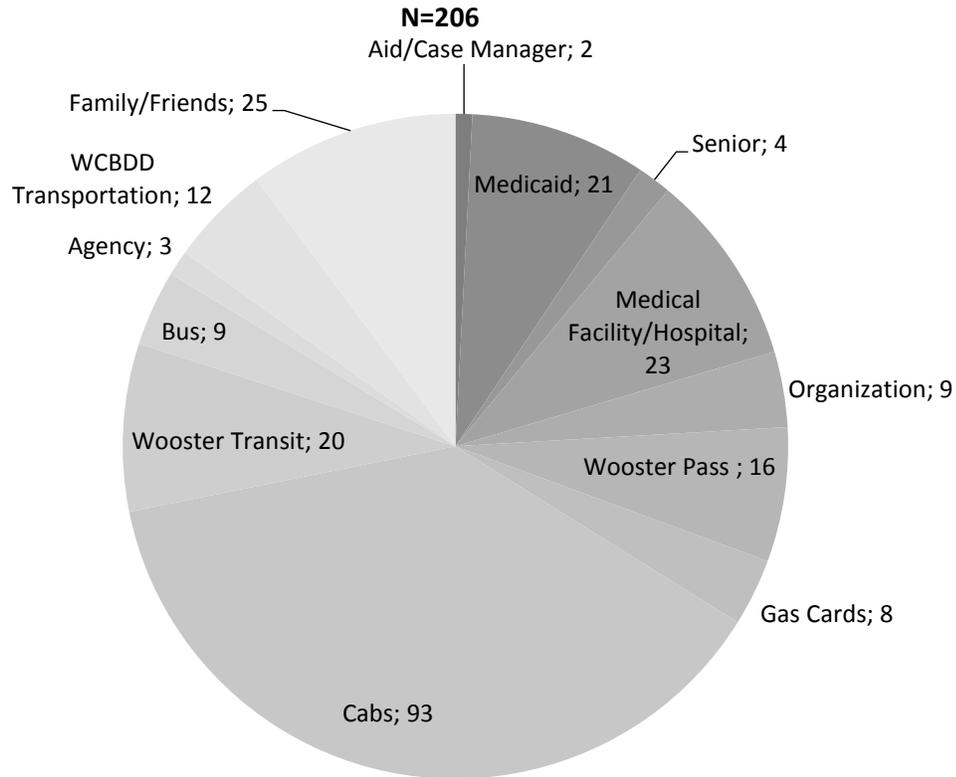


ANSWER CHOICES	RESPONSES
Medical	75.56% 170
Shopping	40.00% 90
Work	31.11% 70
Social Services	24.89% 56
School	12.89% 29
To get to entertainment	12.44% 28
Court-ordered appointment	9.78% 22
Total Respondents: 225	

Two hundred and twenty-five (46%) of the 485 respondents to this question reported using some type of transportation assistance. Respondents could select multiple answers. In addition to the reasons for using, they listed others. Getting to church was mentioned 3 times, visiting friends and family was mentioned twice and one said that they would take the bus but it is too far to walk.

When asked what type of transportation service was used, the most used was a cab (45%). Family and friends were named 12%, Wooster Transit was specifically name by 10% of the respondents, while just the “bus” was mentioned by 9%. Ten percent of the respondents reported using their Medicaid transportation. The Wooster Transportation Pass program was mentioned by 8% of the respondents.

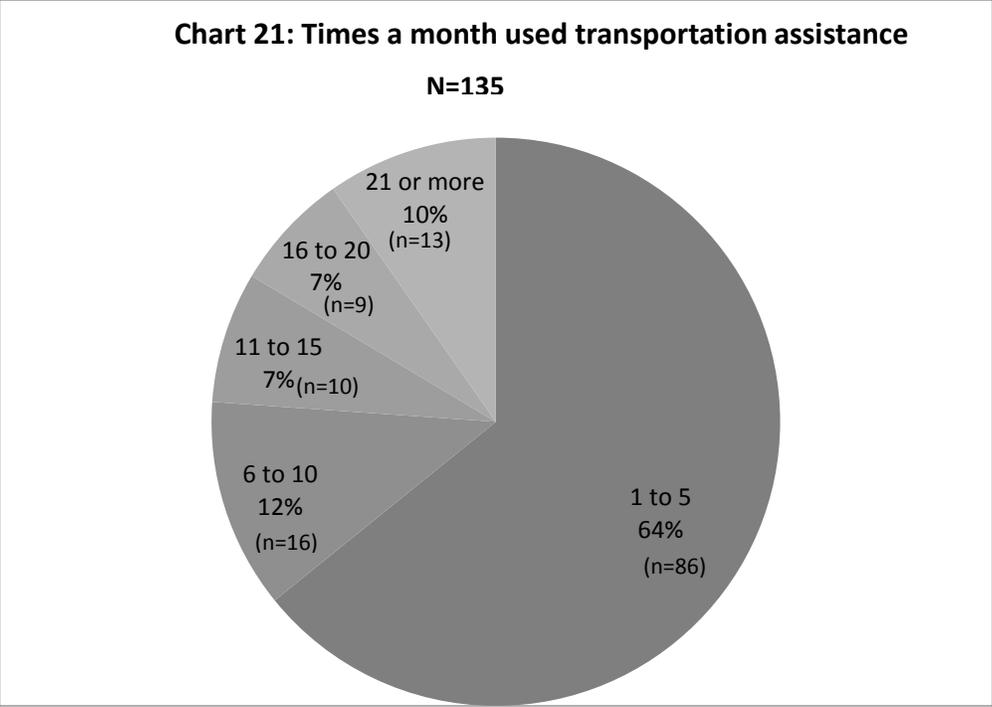
Chart 20: What transportation assistance have you used in the past year?



Two hundred and thirty-one (46%) of the 498 respondents to the question: “Have you used transportation assistance within the last year “answered that they had. When asked what transportation assistance they have used in the past year, 206 people responded, and they could select multiple answers.

Two-hundred and six people reported what transportation assistance they have used within past year. The most used transportation assistance was cab service with 93 (45%) people reporting using it. The next most used transportation assistance was family, friend and church, with 25 (12%) respondents reporting using this. Other door-to-door services that were also reported were: Medicaid (21 people or 10%), Hospital//Medical Facility (23 people or 11%), Ambulance (4 people or 2%), Agency (3 people or 2%), and Senior Living or Day Care (4 people or 2%). Twelve (6%) of respondents reported using specific companies (D & D Transportation, Horizons, Midwest and OUTREACH Community Living Services) that provide door-to-door transportation for the Wayne County Board of Developmental Disabilities.

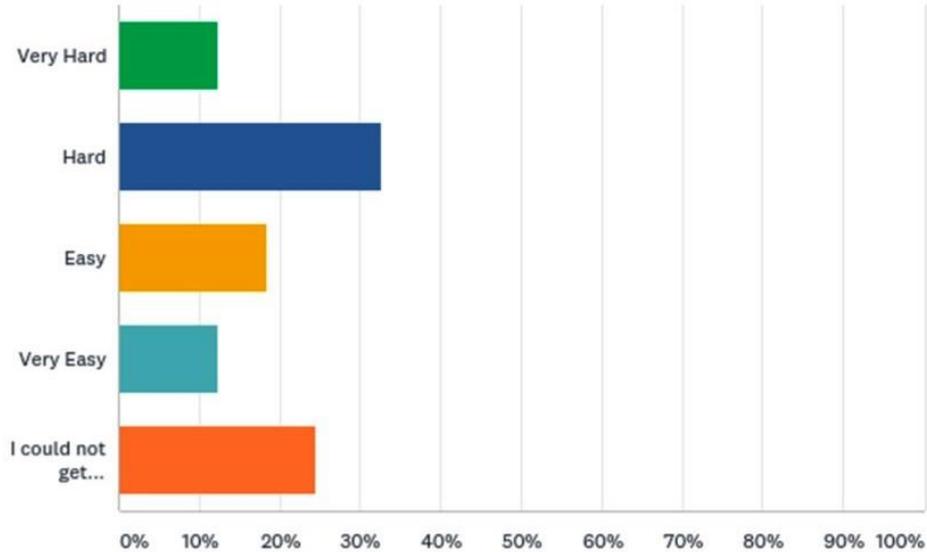
In regard to how many people used bus service, 20 people reported using Wooster Transit specifically, while 9 just reported using “the bus.” Wooster Transit also provides door-to-door transportation for the Board of Developmental Disabilities. Of the 206 respondents to this question, 104 (51%) of those who self-identified as disabled reported using transportation assistance and 37 (16%) of the total users were 65 or older.



Regarding monthly usage of transportation assistance: 86 (64%) of the respondents used it 1-5 times a month; 16 (12%) used it 6-10 times, 10 (7%) used it 11-15 times, 9 (7%) used it 16-20 times, and 13 (10%) used it 21 or more times a month.

Of the 135 people who answered this question, 70 (52%) self-identified as disabled. Fourteen (40%) of these respondents reported using transportation assistance 1 to 5 times a month, 10 or 7% used it 6 to 10 times, 8 or 6% used it 11 to 15 times, 5 or 4% used it 16 to 20 times and 7 or 5% used it 21 or more times a month.

Chart 22: If you have ever needed wheelchair transportation, how hard was it to get?



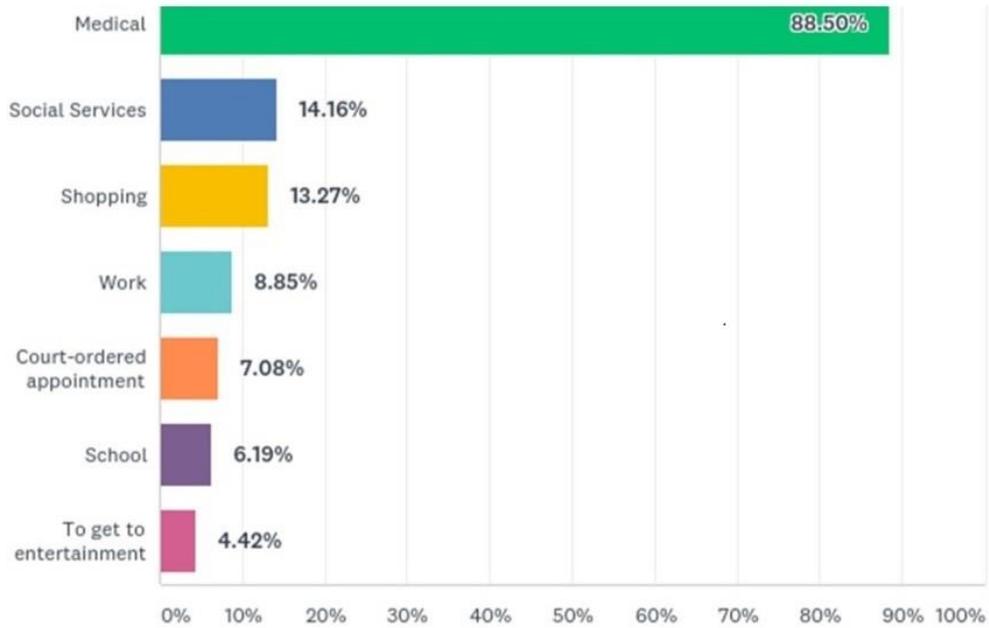
ANSWER CHOICES	RESPONSES	
Very Hard	12.24%	6
Hard	32.65%	16
Easy	18.37%	9
Very Easy	12.24%	6
I could not get transportation	24.49%	12
TOTAL		49

Fifty-one (10%) of 489 respondents reported that they had at one time needed wheelchair transportation. Thirty-one (61%) of people reporting having needed wheelchair transportation self-identified as disabled. The largest age group reporting needing wheelchair transportation was 65 and older with 17 (34%) answering “Yes. The next largest age group was 60 to 64 with 9 (18%).

Of the 49 people who responded to the question regarding how difficult it was to get wheelchair transportation, 22 (45%) reported that it was hard or very hard to get. Fifteen (32%) reported that it was easy or very easy to get wheelchair transportation. Twelve (24%) respondents reported that they couldn’t get wheelchair transportation at all.

Of the 31 disabled people who reported needing wheelchair transportation, 30 reported how difficult it was to get. Eleven (37%) reported that it was hard or very hard to get transportation, 12 (40%) reported that it was easy or very easy to get, and 7 (23%) could not get transportation at all.

Chart 23: Reasons for out-of-county trips

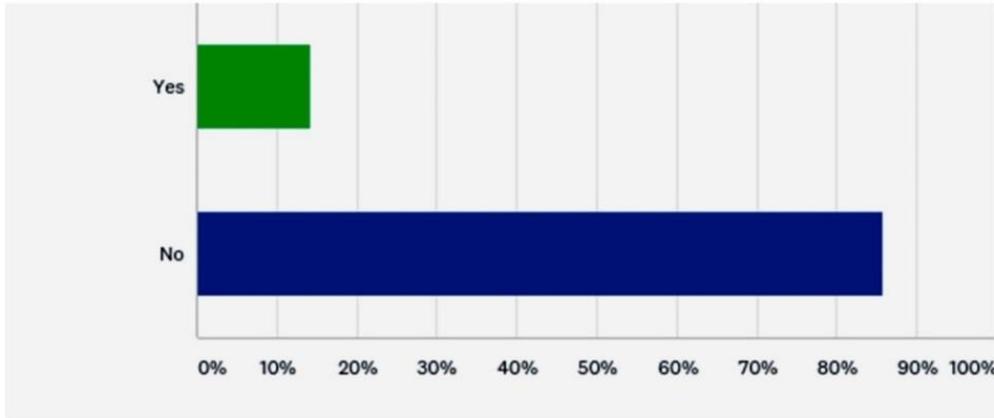


ANSWER CHOICES	RESPONSES	
Medical	88.50%	100
Social Services	14.16%	16
Shopping	13.27%	15
Work	8.85%	10
Court-ordered appointment	7.08%	8
School	6.19%	7
To get to entertainment	4.42%	5
Total Respondents: 113		

One hundred and twenty-seven (26%) of the 481 respondents reported needing out-of-county trips. The majority of those trips, 89%, were for medical appointments. Of those people, 59 (46%) self-identified as disabled. The age groups reporting the highest need for traveling out of Wayne County were 65 and older with 30 (25%), 55 to 59 with 15 (13%), and both 30 to 34 and 50-54 with 13 (11%).

Respondents were able to list all of the counties that they needed to visit using transportation assistance. Thirty-eight (32%) went to Cuyahoga, 34 (29%) went to Summit, 28 (24%) went to Medina, 28 (24%) went to Stark, 10 (8%) went to Ashland, 10 (8%) went to Holmes, 8 (7%) went to Richland, 2 (2%) went to Franklin and 2 (2%) went to Tuscarawas.

Chart 24: Did you ever lose a job because you did not have transportation?



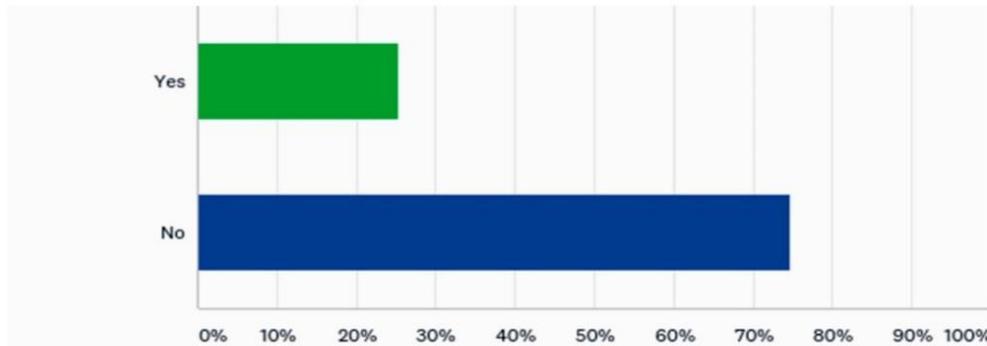
ANSWER CHOICES	RESPONSES	
Yes	14.29%	67
No	85.71%	402
TOTAL		469

Of the 469 people who responded as to whether they had lost a job due to not having transportation, 67 or 14% reported that they had. Of those people, 19 (28%) self-reported as being disabled.

The age group with the highest reporting of losing a job due to no transportation is 18 to 24 with 11 (17%) answering “Yes.” The next highest age range is both 25 to 29 and 30 to 34 with 10 (16%). The 35 to 39 age group had 9 (14%) respondents reporting that they had lost a job due to not having transportation.

Sixty-six of the 67 Citizen respondents reported the closest city to which they lived. Fifty (76%) of them listed Wooster, 9 (14%) listed Orrville, 3 (5%) listed Rittman, 2 (3%) listed Shreve, 1 (2%) listed Creston and 1 (2%) listed Dalton.

Chart 25: Did you ever not take a job because you couldn't get there?



ANSWER CHOICES	RESPONSES	
Yes	25.38%	117
No	74.62%	344
TOTAL		461

One hundred seventeen (25%) of 461 people reported that they had not taken a job because they couldn't get there. Of those people, 32 (27%) were disabled.

One hundred and fourteen of the 117 Citizen respondents also reported their birth year. The age groups with the highest reporting of not taking a job due to no transportation are 18 to 24 and the 30 to 34, both with 19 (17%) answering "Yes." The next highest age group is 25 to 29 with 14 (12%).

One hundred and sixteen of the 117 Citizen respondents reported the closest city to which they lived. Seventy-nine (68%) of them listed Wooster, and 23 (20%) listed Orrville. Rittman, Shreve and Creston were each listed by 3 (3%) respondents, Dalton was listed by 2 (2%) respondents, and Apple Creek, Doylestown and Marshallville were each listed by 1 (1%) respondent.

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 prohibits sharing vehicles or taking passengers from other agencies
- Sharing vehicle, insurance and driver costs
- Restrictions due to funding that only allow riders that are paid for through one funding source
- Not enough transportation providers
- Existing transportation providers not having enough vehicles and drivers
- Competition between for-profit transportation providers which affects collaborations
- Not enough money from the county and local municipalities to fund county-wide transportation that is a mixture of fixed-route daily bus service and demand response service
- Inability to receive Federal Transit Administration 5311 Rural Transit funds due to the program flat funding which prevents new counties from being added

Summary of Unmet Mobility Needs

The following table describes the identified unmet transportation needs and the method used to identify and prioritize each need. Needs are listed in order of their rank in highest to lowest priority.

Exhibit 4: Prioritized Unmet Mobility Needs

1 (original ranking score: 539)	There is not enough public transportation service available	Initially, interviews were conducted with citizens and health and human services agencies to determine transportation needs. These were then listed on the community and agency surveys and respondents were asked to indicate to what degree they agreed with the statement regarding the needs. Respondents were also able to add transportation needs that were not included in the questions. Then they were asked on the survey to rank the transportation needs. These same transportation needs questions were ranked at the planning meeting and in community meetings. These were combined with the ranking done on the Citizen surveys. Then, ranking selections were assigned points and additional points were added for needs that were selected as one of the top 5 needs.
2 (original ranking score: 492)	Need more wheelchair accessible vehicles	Same as above.
3 (original ranking score: 486)	There should be more focus on employment-related trips.	Same as above.
4 (original ranking score: 484)	There needs to be more coordination among different service providers within my county.	Same as above.
5 (original ranking score: 464)	There needs to be more coordination with service providers in neighboring counties.	Same as above.

6 (original ranking score: 442)	There needs to be service available on nights and weekends.	Same as above.
7 (original ranking score: 424)	There should be door-to-door service for the elderly and disabled.	Same as above.
8 (original ranking score: 397)	There are areas of Wayne County that are currently underserved and should be addressed.	Same as above.
9 (original ranking score: 393)	Provide transportation that is affordable to people NOT on Medicaid or Medicare.	Same as above.
10 (original ranking score: 372)	Make transportation low-cost or no cost to low-income residents.	Same as above.
11 (original ranking score: 339)	There needs to be more education on available services, programs, and eligibility requirements.	Same as above.
12 (original ranking score: 335)	Service providers need to better communicate information to the public (website, advertising, etc.).	Same as above.
13 (original ranking score: 329)	Transportation services should be available 24 hours a day.	Same as above.
14 (original ranking score: 314)	Using transit is too complicated and requires too much advance planning.	Same as above.
15 (original ranking score: 310)	Provide more assistance with car repair payments.	These needs were identified through interviews with citizens and employees at health and human services agencies and through being listed as additional needs on the surveys. These same transportation needs questions were ranked at the planning meeting and in community meetings. These were combined with the ranking done on the Citizen surveys. Then, ranking selections were assigned points and

		additional points were added for needs that were selected as one of the top 5 needs.
16 (original ranking score: 235)	Service providers need to be more consumer-friendly.	Initially, interviews were conducted with citizens and health and human services agencies to determine transportation needs. These were then listed on the community and agency surveys and respondents were asked to indicate to what degree they agreed with the statement regarding the needs. Respondents were also able to add transportation needs that were not included in the questions. Then they were asked on the survey to rank the transportation needs. These same transportation needs questions were ranked at the planning meeting and in community meetings. These were combined with the ranking done on the Citizen surveys. Then, ranking selections were assigned points and additional points were added for needs that were selected as one of the top 5 needs.
17 (original ranking score: 211)	Wayne County needs more bicycle lanes.	Same as above
18 (original ranking score: 195)	Allow unaccompanied minors to ride.	These needs were identified through interviews with citizens and employees at health and human services agencies and through being listed as additional needs on the surveys. These same transportation needs questions were ranked at the planning meeting and in community meetings. These were combined with the ranking done on the Citizen surveys. Then, ranking selections were assigned points and additional points were added for needs that were selected as one of the top 5 needs.
19 (original ranking score: 179)	Increase the gas vouchers reimbursement amount.	These needs were identified through interviews with citizens and employees at health and human services agencies and through being listed as additional needs on the surveys. These same transportation

		needs questions were ranked at the planning meeting and in community meetings. These were combined with the ranking done on the Citizen surveys. Then, ranking selections were assigned points and additional points were added for needs that were selected as one of the top 5 needs.
20 (original ranking score: 173)	Improve street lighting in Wooster, especially in the South Walnut Street area.	Initially, interviews were conducted with citizens and health and human services agencies to determine transportation needs. These were then listed on the community and agency surveys and respondents were asked to indicate to what degree they agreed with the statement regarding the needs. Respondents were also able to add transportation needs that were not included in the questions. Then they were asked on the survey to rank the transportation needs. These same transportation needs questions were ranked at the planning meeting and in community meetings. These were combined with the ranking done on the Citizen surveys. Then, ranking selections were assigned points and additional points were added for needs that were selected as one of the top 5 needs.
21 (original ranking score: 136)	There needs to be more sidewalks in my community.	Same as above
22 (original ranking score: 111)	There is a language barrier for the users of services in my county.	Same as above
23 (original ranking score: 51)	Sharing Driver/Pooling Resources	These needs were identified through interviews with employees at health and human services agencies. These same transportation needs questions were ranked at the planning meeting and in community meetings. These were combined with the ranking done on the Citizen surveys. Then, ranking selections were assigned points and additional points were added for needs that were selected as one of the top 5 needs.

<p>24 (original ranking score: 15)</p>	<p>Car insurance assistance</p>	<p>These needs were identified through interviews with citizens and employees at health and human services agencies and through being listed as additional needs on the surveys. These same transportation needs questions were ranked at the planning meeting and in community meetings. These were combined with the ranking done on the Citizen surveys. Then, ranking selections were assigned points and additional points were added for needs that were selected as one of the top 5 needs.</p>
<p>25 (original ranking score: 8)</p>	<p>Improve the condition of sidewalks in Wooster, especially in the South Walnut Street area</p>	<p>Initially, interviews were conducted with citizens and health and human services agencies to determine transportation needs. These were then listed on the community and agency surveys and respondents were asked to indicate to what degree they agreed with the statement regarding the needs. Respondents were also able to add transportation needs that were not included in the questions. Then they were asked on the survey to rank the transportation needs. These same transportation needs questions were ranked at the planning meeting and in community meetings. These were combined with the ranking done on the Citizen surveys. Then, ranking selections were assigned points and additional points were added for needs that were selected as one of the top 5 needs.</p>

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, Community Action Wayne/Medina and the Wayne County Transportation Coalition developed the following strategies to address the gaps and unmet transportation needs. 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 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.

The planning horizon for the timeline for implementation is five years, starting in 2018. The implementation timeframes are:

- Planning (has not yet begun but will start within the next 12 months)
- Near-term (2018 — 2019)
- Mid-term (2020-2021)
- Long-term (2022-2023)
- Continuous (actions that should occur throughout the planning horizon)

Goal #1: COORDINATE/POOL RESOURCES WHENEVER POSSIBLE AND ELIMINATE DUPLICATION OF SERVICES

Needs being addressed:

- There is not enough public transportation service available
- Need more wheelchair accessible vehicles
- There should be more focus on employment-related trips.
- There needs to be more coordination among different service providers within my county.
- There needs to be more coordination with service providers in neighboring counties.
- There are areas of Wayne County that are currently underserved and should be addressed.
- Provide transportation that is affordable to people NOT on Medicaid or Medicare.
- There needs to be more education on available services, programs, and eligibility requirements.

- Service providers need to better communicate information to the public (website, advertising, etc.).
- Transportation services should be available 24 hours a day.
- Using transit is too complicated and requires too much advance planning.
- Provide more assistance with car repair payments.
- Service providers need to be more consumer-friendly.
- Allow unaccompanied minors to ride.
- Increase the gas vouchers reimbursement amount.
- There is a language barrier for the users of services in my county.
- Car insurance assistance
- Sharing driver/pooling resources

Strategy 1.1: Facilitate a Transportation Coalition to serve as a forum for local transit issues, education, networking and support. Transportation Coalition will be a committee of Wayne County Housing Coalition.

Action Steps:

1.1.1: Assign the operation of the Transportation Coalition to the Mobility Manager, human services agency representatives, government officials, private providers, and consumers of transportation services in Wayne County.

1.1.2: Adopt and operate by the bylaws of the Wayne County Housing Coalition.

Parties Responsible for Leading Implementation: CAW/M, Mobility Manager

Parties Responsible for Supporting Implementation: Transportation Coalition members

Resources Needed: Mobility Manager’s time, member agencies’ time for meetings and committee work, office supplies for meetings, printing for agenda, minutes and other handouts, meeting space Internet access for emailing members, storage for meeting materials, access to computer and projectors

Potential Cost Range: \$1,000 to \$1,500 annually

Mobility Manager’s time, Transportation Coalition members’ time would be donated by agencies. Cost of printing agendas, minutes and other handouts is paid for through the Mobility Manager grant.

Potential Funding Sources: ODOT 5310/5311 grants and membership dues to Wayne County Housing Coalition

Performance Measures/Targets:

- Meeting minutes
- Updates and amendments to the plan
- At least one new strategy implemented per year

Timeline for Implementation: Completed and Continuous for Transportation Coalition meetings

Strategy 1.2: Create an information and referral system for use by human services agency clients and the general public.

Action Steps:

1.2.1: Designate an agency within Wayne County with the responsibility to house the information and referral system.

1.2.2: Develop a central dispatch with a central call number (toll-free) and website for information and to arrange transportation.

1.2.3: Depending on the implementation of the above strategy, the coordination project partners and additional applicable agencies should increase the sharing of eligibility and transportation service information including service schedules.

1.2.4: CAW/M or an agency designated by the Transportation Coalition will apply for Federal Section 5311 funds (if able) and/or 5310 funds and other funding to operate the call center.

Parties Responsible for Leading Implementation: CAW/M or an agency designated by the Transportation Coalition

Parties Responsible for Supporting Implementation: United Way of Wayne and Holmes Counties, Transportation Coalition, Housing Coalition ad hoc committee, transportation providers, other applicable coordinating partners, local/county government(s)

Resources Needed: tech support, staffing for call center, phones, office space, fiscal agent, marketing materials

Potential Cost Range: \$40,000 to \$60,000

Potential Funding Sources: ODOT 5310/5311 grants, local/county government(s), local foundations, health care service providers, human service agencies

Performance Measures/Targets:

- Coordinate funding for the project and leverage existing funds
- Letters of intent, MOUs, Contracts
- Toll-free number installed and implemented
- Marketing to the public

Timeline for Implementation: Near Term and Continuous

Strategy 1.3: Utilize tools to better educate and inform the general public of the availability of public transportation services.

Action Steps:

1.3.1: Develop brochures/rider guides for individual transportation providers to include ADA-related policies, display the Ohio Relay Number, and indicate that they are available in alternative formats.

1.3.2: Develop a website for the coordination project which follows the Web Content Accessibility Guidelines (WCAG) for making content accessible, primarily for people with disabilities but also for all user agents.

1.3.3: Research/Develop a communication system with consumers and human service agencies utilizing social media, Smart phone technologies and/or apps to inform and alert them to transportation options.

1.3.4: Develop a marketing campaign that addresses the services provided by the transportation system/coordination project partners and the need for additional financial support to meet the growing transportation needs.

1.3.5: Make presentations on public and coordinated human services transportation at local civic club meetings such as the Lions, Rotary, Moose, Elks, Kiwanis, etc.

1.3.6: Develop a travel training program that demonstrates how human services agency clients and general public passengers access and use transit systems. It is recommended that the travel training program be developed in a partnership with the Stark Area Regional Transit Authority (SARTA).

Parties Responsible for Leading Implementation: CAW/M

Parties Responsible for Supporting Implementation: Transportation Coalition and partnering agencies; United Way of Wayne and Holmes Counties; College of Wooster; Wayne College; Career Center (student working, internships, app development-working with high school students); local/county government(s)

Resources Needed: Marketing materials, branding, website, app development, Mobility Manager in coordination with Transportation Coalition, social media, billboards, press exposure, maintaining website and app

Potential Cost Range: Minimal-\$100,000, depending upon the amount of donated services

Potential Funding Sources: Foundations, mini grants, local funding, service organizations, youth/civic organizations-fundraising events, United Way Venture grants as they become available, possible small

business start-up grants, United Way of Wayne and Holmes Counties in-kind services, local/county government(s)

Performance Measures/Targets: (List at least three measures

- Brochures/riders guides developed
- Number of brochures/riders guides distributed
- Compliant website developed
- Number of visits to the website
- Apps created
- Social media presence created
- Active marketing campaign
- Increase in ridership
- Number of riders trained

Timeline for Implementation: Near Term and continuous

Strategy 1.4: Improve operational efficiencies for transportation providers and agencies through fundamental coordination practices.

Action Items:

1.4.1: Explore opportunities for joint purchasing of common goods and consumables such as fuel, preventative maintenance, insurance, training, and information technology systems (i.e. scheduling, routing, vehicle locators, and/or cameras).

1.4.2: Develop Memorandums of Understanding (MOUs)/Contracts with transportation providers and agencies that provide transportation within Wayne County. The MOUs/Contracts should be specific as to the coordination that will occur.

1.4.3: Develop and require uniform vehicle and maintenance standards for the transportation providers in Wayne County based on ODOT and Ohio Highway Patrol inspection requirements. Proof of meeting these standards would be provided through paperwork verifying a vehicle inspection done by ODOT, State Highway Patrol, or a certified mechanic.

Parties Responsible for Leading Implementation: CAW/M or Local/county government(s)

Parties Responsible for Supporting Implementation: Transportation Coalition Members, transportation providers, agencies that provide transportation, Ohio Highway Patrol, city police departments, ODOT Sheriff's Department, vendors willing to participate in purchasing program with discounted rates

Resources Needed: Staff to arrange and oversee joint purchasing and coordination of vendors, office

space, office supplies, phone, computer, Internet access, training that would be ongoing, research, partnerships including in-kind contributions, contracted services

Potential Cost Range: \$10,000 to \$30,000

Potential Funding Sources: local/county government(s), ODOT 5310/5311 grants, private providers investing in the county, transportation providers

Performance Measures/Targets:

- Reduced costs from joint purchasing
- MOUs and Contracts signed
- Uniform vehicle maintenance standards developed
- Comprehensive training and tracking
- Number participants in program

Timeline for Implementation: Near Term

Strategy 1.5: Pursue coordination between agencies/communities to eliminate or reduce duplication of transportation services.

Action Items:

1.5.1: Agencies and/or communities will evaluate service needs to determine the best fit for transportation provider.

1.5.2: Develop shared transportation services programs and cooperative partnerships between agencies and/or communities.

1.5.3: Develop contracts between CAW/M and other agencies using or providing human service transportation to enhance service coordination to the maximum extent possible.

Parties Responsible for Leading Implementation: CAW/M

Parties Responsible for Supporting Implementation: Transportation Coalition Members, human service Agencies, transportation providers

Resources Needed: MOU development, mediation- third-party facilitation, legal resources for contract Development, communication, partnerships, research

Potential Cost Range: \$500 to \$1500

Potential Funding Sources: Agencies involved, grants/foundations, local/county government(s)

Performance Measures/Targets:

- Number of agencies coordinating fleet
- Agency transportation assessments completed
- Development of program and requisite documents
- Number of coordinated rides

Timeline for Implementation: Near Term and Continuous

Strategy 1.6: Develop a transportation brokerage system for Wayne County with participation by all human services transportation providers.

Action Items:

1.6.1: CAW/M or an agency designated by the Transportation Coalition, will initiate planning meetings with transportation providers, human service agencies, Wayne County Adult and Juvenile Courts, local/county governments, Job and Family Services, and Wayne County Board of Developmental Disabilities to discuss and develop a transportation brokerage system for Wayne County. Calls would come into a central office with trips scheduled and referred to providers across Wayne County, including private operators.

1.6.2: Prepare policies and procedures for brokerage system, taking advantage of existing vehicles operating in the county.

1.6.3: Initiate operation of transportation brokerage system for Wayne County with an agency designated by the Transportation Coalition leading the system operations.

1.6.4: CAW/M or an agency designated by the Transportation Coalition will initiate planning meetings with transportation providers to discuss the information technology systems that they use to determine compatibility of systems to allow future collaboration and coordination in transportation service.

1.6.5: CAW/M or an agency designated the Transportation Coalition will work with the transportation providers in conducting a cost benefit analysis for purchasing information technology systems.

1.6.6: CAW/M or an agency designated the Transportation Coalition will work with participating transportation providers to coordinate the acquisition of information technology systems to ensure compatibility among providers.

1.6.7: CAW/M or an agency designated the Transportation Coalition will apply for Federal Section 5311 funds (if able) and/or 5310 funds and other funds to help purchase the information technology systems required for the brokerage system.

Parties Responsible for Leading Implementation CAW/M or an agency designated the Transportation Coalition

Parties Responsible for Supporting Implementation: Transportation Coalition Members, Mental Health and Recovery Board, Wayne County Children Services, Wayne County Adult and Juvenile Courts, human

service agencies, local/county governments, transportation providers, Wayne County Board of Developmental Disabilities

Resources Needed: Communication, partnerships, staff time, information tech systems, tech support staffing for call center, phones, office space, fiscal agent, tech information that providers need, tablets, cell phones, app development, marketing materials, website

Potential Cost Range: \$100,000 to \$200,000 for start-up then \$100,000 annually

Potential Funding Sources: ODOT 5310/5311 grants, local grants, participating human service agencies, health care providers, local/county government funding (perhaps subsidies or vouchers), Wayne County Board of Developmental Disabilities

Performance Measures/Targets:

- Planning meetings held
- Brokerage operating/tracking
- Information technology acquired
- Increased vehicle productivity
- Reduced service duplication
- Tech support
- Increased fleet
- Better service delivery to clients with improved outcomes

Timeline for Implementation: Near Term and Continuous

GOAL #2: INCREASE THE VOLUME OF AFFORDABLE TRANSPORTATION TO SUPPORT EMPLOYMENT TRIPS

Needs being addressed:

- There is not enough public transportation service available
- Need more wheelchair accessible vehicles
- There should be more focus on employment-related trips.
- There needs to be more coordination among different service providers within my county.
- There needs to be more coordination with service providers in neighboring counties.
- There needs to be service available on nights and weekends.
- There should be door-to-door service for the elderly and disabled.
- There are areas of Wayne County that are currently underserved and should be addressed.
- Make transportation low-cost or no cost to low-income residents.
- Transportation services should be available 24 hours a day.
- Allow unaccompanied minors to ride.

Strategy 2.1: Explore and develop vanpool and ride sharing programs to support employment trips.

Action Items:

2.1.1: Hold discussions among the human services agencies and local and county governments regarding the feasibility of developing a vanpool and/or ride sharing program.

2.1.2: Depending on the outcome of strategy 2.1.1, prepare application for Federal Section 5311 funds (if able) and 5310 funds to support vanpool and/or ride sharing program(s).

2.1.3: Initiate a regional carpooling program or collaborate with an existing carpooling program to provide additional mobility options for those members of the general public that are not eligible for agency-supported transportation services.

2.1.4: Promote the use of employer/employee tax benefits as an incentive for employees to utilize public transit or vanpool programs to get to work and for employer contribution towards these transportation costs.

Parties Responsible for Leading Implementation: CAW/M

Parties Responsible for Supporting Implementation: Transportation Coalition Members, employers and their Human Resource Departments, United Ways, local/county governments, Wayne Economic Development Council, transportation providers

Resources Needed: Transportation provider(s), employer buy in, local/county government(s) investment, staff to do research to determine route of labor force and what their share will be, marketing materials for program, staff for coordination of program

Potential Cost Range: \$5,000 to \$6,000 for start-up, then \$3,000 annually

Potential Funding Sources: Employers; employees using service; temp agencies; local/county government(s); education (i.e. Wayne County Schools Career Center, Wayne College, Ohio State University Wooster Campus, College of Wooster, ASPIRE); not for profit organizations; ODOT 5310/5311 grants; Wayne County Job and Family Services employment programs

Performance Measures/Targets:

- Meetings held, decisions made
- Vanpool and/or carpooling program started
- Ridership
- Employer participation
- Financial and logistical report from employers regarding stabilized workforce
- Increased ridership

Timeline for Implementation: Planning and Near Term

Strategy 2.2: CAW/M or agency designated by the Transportation Coalition and Coordination project partners further evaluate the employment transportation needs for individuals with disabilities and

senior citizens and make service design decisions regarding transportation program to be implemented with the receipt of 5310 funds.

Action Items:

2.2.1: Hold discussions between the human service agencies, employers, economic development organizations, transportation providers and local and county government officials regarding developing an employment related demand response transportation program.

2.2.2: Depending on the outcome of strategy 2.2.1, prepare application for Federal Section 5311 funds (if able) and 5310 funds to support transportation program.

2.2.3: Promote the use of employer/employee tax benefits as an incentive for employees to utilize public transit or vanpool programs to get to work and for employer contribution towards these transportation costs. The federal government offers income tax incentives for employers who subsidize public transportation for employees and for employees who utilize public transit or vanpool programs with vehicles with the capability of transporting 6 or more people to get to work.

Parties Responsible for Leading Implementation: CAW/M

Parties Responsible for Supporting Implementation: Transportation Coalition Members, employers and their Human Resource Departments, United Ways, local/county governments, Wayne Economic Development Council, Wooster and Orrville Area Chambers of Commerce, transportation providers, Wayne County Board of Developmental Disabilities

Resources Needed: Employer and employee participation, local/county government(s) investment, staff to do research required to determine route of labor force and what their share will be, marketing materials for program communication, staff for coordination of program

Potential Cost Range: \$5,000 to \$6,000 for start up, then \$3,000 annually

Potential Funding Sources: Employers; employees using service; temp agencies; local/county governments; education (i.e. Wayne County Schools Career Center, Wayne College, Ohio State University Wooster Campus, College of Wooster, ASPIRE); not for profit organizations; ODOT 5310/5311 grants; Wayne County Job and Family Services employment programs; Wayne County Board of Developmental Disabilities

Performance Measures/Targets:

- Meetings held, decisions made
- Demand response program started
- Ridership
- Employer participation
- Financial and logistical report from employers regarding stabilized workforce
- Increased ridership

Timeline for Implementation: Planning and Near Term

GOAL #3: INCREASE TRANSPORTATION SERVICES FOR OLDER ADULTS, INDIVIDUALS WITH DISABILITIES, PEOPLE WITH LOWER INCOMES, AND THE GENERAL PUBLIC.

Needs being addressed:

- There is not enough public transportation service available
- Need more wheelchair accessible vehicles
- There needs to be more medical transportation
- There needs to be more employment-related transportation
- There needs to be more coordination among different service providers within my county.
- There needs to be more coordination with service providers in neighboring counties.
- There needs to be service available on nights and weekends.
- There should be door-to-door service for the elderly and disabled.
- There are areas of Wayne County that are currently underserved and should be addressed.
- Provide transportation that is affordable to people NOT on Medicaid or Medicare.
- Make transportation low-cost or no cost to low-income residents.
- Improve street lighting in Wooster, especially in the South Walnut Street area.
- There needs to be more sidewalks in my community.
- There is a language barrier for the users of services in my county.
- Improve the condition of sidewalks in Wooster, especially in the South Walnut Street area

Strategy 3.1: CAW/M or an agency designated the Transportation Coalition will apply for Federal Section 5311 funds (if able), 5310 funds, and other funding to provide transportation services to older adults, individuals with disabilities, people with lower incomes, and the general public.

Action Items:

3.1.1: Hold discussions among the human services agencies, employers and government officials regarding the feasibility of developing demand response transportation.

3.1.2: CAW/M or an agency designated the Transportation Coalition and Coordination project partners will further evaluate the demand response transportation needs for individuals with disabilities and senior citizens and make service design decisions regarding service to be implemented with the receipt of 5310 funds.

3.1.3: Develop and submit a proposal for 5310 funds to provide demand response transportation services for persons with disabilities and senior citizens to get to employment, medical services, counseling services, shopping, etc.

Parties Responsible for Leading Implementation: CAW/M or an agency designated the Transportation Coalition

Parties Responsible for Supporting Implementation: Transportation Coalition, local/county Governments, transportation providers, human service agencies, Wayne County Job and Family Services,
Wayne County Board of Developmental Disabilities

Resources Needed: Support staff (full or part time) for CAW/M or an agency designated the Transportation Coalition, vehicles and drivers or contracted services with transportation provider

Potential Cost Range: \$35,000 for support staff: provision of transportation \$150,000 to \$250,000 annually

Potential Funding Sources: ODOT 5310/5311 grants, local/county governments, human service agencies, Wayne County Job and Family Services, Wayne County Board of Developmental Disabilities, grants and foundations

Performance Measures/Targets:

- Meetings held and campaign started
- Needs evaluated and service design determined
- Project developed and application submitted
- Ridership
- Meeting minutes
- Ridership records
- Rider satisfaction surveys

Timeline for Implementation: Near Term

STRATEGY 3.2: An agency or Transportation Provider designated the Transportation Coalition, in consultation with the Wayne County Council on Aging, will prepare and submit an application for Title III-B Support Services to the Area Agency on Aging 10B, Inc., enabling Wayne County to receive Title III-B funds that can be used for the operation of transportation services for older adults that will be provided in a coordinated manner.

3.2.1: Hold discussions among the human services agencies, senior service organizations, senior living communities and government officials regarding the expansion of the current TITLE III-B support service program.

3.2.2: CAW/M or an agency or Transportation Provider designated the Transportation Coalition develops proposal for expansion of current Title III-B program.

Parties Responsible for Leading Implementation: Agency or Transportation Provider designated by the Transportation Coalition

Parties Responsible for Supporting Implementation: CAW/M, Transportation Coalition, local/county Governments, Direction Home Akron Canton Area Agency on Aging and Disability, senior service agencies, senior living communities

Resources Needed: Vehicles and drivers or contracted services with transportation, provider approved by Title III-B, staffing for coordination of project

Potential Cost Range: \$150,000 to \$250,000

Potential Funding Sources: Title III-B grant

Performance Measures/Targets:

- Meetings held
- Project developed and application submitted
- Ridership
- Meeting minutes
- Ridership records

Timeline for Implementation: Near Term

Strategy 3.3: Develop and submit a proposal for 5310 funds to provide transportation services for persons with disabilities to attend the sports programs provided by the Adaptive Sports Program of Ohio (ASPO) to improve their quality of life.

Parties Responsible for Leading Implementation: Adaptive Sports Program of Ohio

Parties Responsible for Supporting Implementation: CAW/M, Transportation Coalition, school districts

Resources Needed: 2 LTN Vehicles, Preventative Maintenance

Potential Cost Range: \$102,104 total; Preventative Maintenance \$1,000 total.

Potential Funding Sources: ODOT 5310 grant, grants and foundations

Performance Measures/Targets:

- Project developed and application submitted
- Ridership/Unique Number of Individuals served

- Partnerships with school districts in other counties

Timeline for Implementation: Near Term

Strategy 3.4: CAW/M or an agency designated the Transportation Coalition initiates connector services to stops for regional transportation providers such as Greyhound, Baron’s Bus, Stark Area Regional Transit Authority (SARTA), Medina County Public Transit and GOBUS/Hocking, Athens, Perry Community Action in order to enable citizens to travel outside the region.

Action Items:

3.4.1: Evaluate the service design and costs associated with operating connector.

3.4.2: Develop and submit a proposal for 5310 and/or other funds to operate connector.

Parties Responsible for Leading Implementation: CAW/M or an agency designated the Transportation Coalition

Parties Responsible for Supporting Implementation: Transportation Coalition, GOBUS/Hocking, Athens, Perry Community Action, Greyhound, Baron’s Bus, Stark Area Regional Transit Authority (SARTA), Medina County Public Transit, state and national organizations, transportation providers

Resources Needed: Regional meetings to establish connector service routes, contracted transportation Provider, connector service stops, connector service signage, connector service benches, connector service marketing

Potential Cost Range: \$1,000 to \$5,000 depending upon signage and bus stops: Connector service \$50,000 to \$100,000

Potential Funding Sources: ODOT 5310 funds; ODOT’s Ohio Rural Intercity Bus Program; Stark Area Regional Transit Authority (SARTA); local grants; Baron’s Bus; Greyhound; GOBUS/Hocking, Athens, Perry Community Action; Medina County Public Transit; local/county governments

Performance Measures/Targets:

- MOU for connector service developed and signed
- connector service started
- Ridership of connector service tracked

Timeline for Implementation: Mid Term

Strategy 3.5: Determine ways and means to provide transportation to low-income unaccompanied minors to attend court-ordered or human services appointments and programs.

Action Items:

3.5.1: Hold discussions between juvenile court system, human services providers and transportation providers to discuss transportation needs and challenges.

3.5.2: Develop and submit a proposal for funds to provide transportation.

Parties Responsible for Leading Implementation: CAW/M

Parties Responsible for Supporting Implementation: Transportation Coalition Members, Wayne County courts and probation, Prosecutor's office, Public defender's office, Diversion Team member agencies, Mental Health and Recovery Board (MHRB) partners, Children Services (CSB), transportation providers

Resources Needed: Collaborative joint agreement meeting, marketing materials, MOUs, contracted transportation providers

Potential Cost Range: \$50,000 to \$100,000 annually

Potential Funding Sources: Local grants, court programs for youth, Mental Health and Recovery Board (MHRB) partners, Wayne County Wayne County Job and Family Services, Children Services (CSB)

Performance Measures/Targets:

- Meetings held
- Plan created to allow unaccompanied minors
- Funding secured for program
- Legal liability settlement created and agreed upon

Timeline for Implementation: Mid-term

Strategy 3.6: Provide accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems.

Action Items:

3.6.1: CAW/M, Mobility Manager and/or the Transportation Coalition will meet with county, city and village engineering staff, advocates for people with disabilities and agencies serving individuals with disabilities to develop 5310 funding and other funding sources requests for accessibility enhancement projects. These can include sidewalk improvements, improvements at bus stops, and the purchase of signs and devices for transportation providers that will aid communication with people with a hearing and/or vision loss.

Parties Responsible for Leading Implementation: CAW/M or Local/county governments

Parties Responsible for Supporting Implementation: Transportation Coalition Members, staff from Planning Engineering departments of cities and county, community members with disabilities agencies that serve people with disabilities, Transportation Dept. of Wayne County, United Ways, Wayne County Board of Developmental Disabilities

Resources Needed: Assessment of actual needs, staff to coordinate the collaboration and write grants, Research, time, partnerships, other resources depending upon project

Potential Cost Range: Varies depending upon hourly wage of participants and the projects selected. Estimate for staff to coordinate is \$2,000.00.

Potential Funding Sources: ODOT 5310 grant, Community Development Block Grants, local/county governments, service clubs, United Ways, Wayne County Board of Developmental Disabilities

Performance Measures/Targets:

- Meetings held
- Projects developed
- MOUs with partnering agencies
- Grant(s) applied for
- Number of assistive devices purchased
- Sidewalk conditions assessments

Timeline for Implementation: Mid Term

GOAL #4: EXPAND SERVICES AND SERVICE HOURS IN EXISTING SERVICE AREAS AND THROUGHOUT WAYNE COUNTY.

Needs being addressed:

- There is not enough public transportation service available
- Need more wheelchair accessible vehicles

Strategy 4.1: Transportation will be available on nights and weekends

Action Items:

4.1.1: Transportation providers will evaluate the feasibility of extending services to weekends in existing service areas and throughout Wayne County.

4.1.2: Transportation providers will extend services to weekends in existing service areas throughout Wayne County. It is recommended that the service be initially operated in a demand responsive manner.

4.1.3: Market evening and weekend service to the general public and to employers.

Parties Responsible for Leading Implementation: Transportation Providers

Parties Responsible for Supporting Implementation: CAW/M, local/county governments, Transportation Coalition Members, local businesses, Wayne Economic Development Council,

Orrville and Wooster Area Chambers of Commerce, community leaders, Wayne County Board of Developmental Disabilities

Resources Needed: Increased fleet size, enhanced relationship with companies who have 2nd and 3rd Shifts, development of sales tax proposal to put on ballot, time, communication, research, website, Facebook page, app development, time, marketing, signage, publicity, communication

Potential Cost Range: \$250,000 to \$500,000 annually

Potential Funding Sources: Farebox revenue, not for profit organizations, human service agencies, employers, county sales tax, local/county governments, grants and foundations, transportation providers, Wayne County Job and Family Services, Wayne County Board of Developmental Disabilities

Performance Measures/Targets:

- Meetings between held to develop proposal
- Feasibility study for extending services completed
- Plan for extending services developed
- Services extended
- Ridership tracked
- Meetings to develop ballot issue
- Public meetings
- Routes and service schedules developed
- Fleets expanded
- Number of NFP partners
- Number of business partners
- County support
- Marketing and informational materials created
- Track distribution of materials
- Number of evening and weekend trips tracked
- Human media presence created
- Website developed
- Track hits on social media sites and website
- Surveys to track ridership and how learned about service

Timeline for Implementation: Planning

Strategy 4.2: Increase in fixed route scheduled services (i.e. additional routes and decreased service intervals) and hours.

Action Items:

4.2.1: Meeting between parties responsible for implementing project and transportation providers to develop the route and service intervals.

4.2.2: Parties designated by transportation coalition develops the Request for Proposal (RFP) documents.

4.2.3: Agency designated by Transportation Coalition submits grant application.

4.2.4: All parties responsible for implementing project market the increased fixed route services.

Parties Responsible for Leading Implementation: CAW/M or Transportation Coalition

Parties Responsible for Supporting Implementation: Transportation Coalition members, transportation Providers, businesses, human services agencies

Resources Needed: Contracted transportation providers, staff time for coordinating and writing grant, office supplies, office space, companies with 2nd/3rd shifts, time, communication, research, marketing, publicity

Potential Cost Range: \$10,000 to \$100,000 annually

Potential Funding Sources: City of Wooster, local/county government(s), 5311/5310 grants, employers, farebox revenue, local grants, economic development funds

Performance Measures/Targets:

- Increased routes or service routes
- Participation of employers and employees
- Carpooling/vanpooling program initiated
- Track usage of carpooling/vanpooling program
- Increased fleets
- Increased ridership
- Wooster Transit routes and schedules expanded
- Increased ridership of Wooster Transit

Timeline for Implementation: Near/Mid term

Strategy 4.3: Transportation providers should make every effort to expand scheduled services and service hours in existing service areas and into the most rural areas to support employment opportunities including weekend and 2nd /3rd shifts.

Action Items:

4.3.1: Meetings between employers and on demand transportation providers to develop expansion proposal.

4.3.2: Implementation of transportation expansion proposal.

Parties Responsible for Leading Implementation: Transportation Providers

Parties Responsible for Supporting Implementation: Employers, Transportation Coalition, CAW/M

Resources Needed: Expanded vehicle fleets, additional drivers

Potential Cost Range: \$250,000 to \$350,000

Potential Funding Sources: Transportation Providers, City of Wooster, local/county governments, state/federal grants, employers, employees using service, farebox revenue

Performance Measures/Targets:

- Funding sources identified
- Applications submitted
- Funding secured
- Number of work-related trips provided

Timeline for Implementation: Mid-term

GOAL #5: INCREASE TRANSPORTATION ASSISTANCE PROGRAMS FOR SENIORS, PEOPLE WITH DISABILITIES, AND LOW-INCOME INDIVIDUALS TO INCLUDE BUT NOT BE LIMITED TO GAS VOUCHER PROGRAMS, CAB VOUCHER PROGRAMS, VEHICLE REPAIR ASSISTANCE, CAR INSURANCE PAYMENT ASSISTANCE, DRIVER'S LICENSE ASSISTANCE PROGRAMS AND CAR LOAN PROGRAMS

Needs being addressed:

- There is not enough public transportation service available
- Need more wheelchair accessible vehicles
- There should be more focus on employment-related trips.
- There needs to be more coordination among different service providers within my county.
- There needs to be more coordination with service providers in neighboring counties.
- There needs to be service available on nights and weekends.
- There should be door-to-door service for the elderly and disabled.
- There are areas of Wayne County that are currently underserved and should be addressed.
- Make transportation low-cost or no cost to low-income residents.

- Provide more assistance with car repair payments.
- Increase the gas vouchers reimbursement amount.
- Car insurance assistance

Strategy 5.1: Secure funding for new and existing transportation assistance programs operated by Wayne County non-profits, human services agencies, churches, and local governments.

Action Items:

5.1.1: CAW/M or an agency appointed by the Transportation Coalition will apply for funding from local, regional and national foundations and philanthropic giving programs to be distributed to existing and new transportation assistance programs via an application process and voucher-award system.

5.1.2: CAW/M or an agency appointed by the Transportation Coalition will determine the requirements and process for the distribution of funds in this manner prior to applying for funding.

5.1.3: CAW/M or an agency appointed by the Transportation Coalition and the Transportation Coalition will create the requirements for: agency eligibility, transportation request eligibility, funding amount limits and measurable outcome requirements.

Parties Responsible for Leading Implementation: CAW/M or an agency appointed by the Transportation Coalition

Parties Responsible for Supporting Implementation: Not for profits organizations, Job and Family Services, human service agencies, churches, financial institutions, gas stations, car dealerships, garages and mechanics, federal programs, driving schools

Resources Needed: Funding allocations from partners, MOUs

Potential Cost Range: \$75,000 to \$100,000

Potential Funding Sources: Local foundations, Austin Bailey Health and Wellness Foundation, Wayne County Job and Family Services, Community Services Development Block Grant, donations, civic and youth organization fundraisers, human service agencies

Performance Measures/Targets:

- Development and submission of grant applications
- Written requirements for distribution of funds
- Written requirements for agency and individual eligibility funding amount limits
- Distribution of assistance funds

Timeline for Implementation: Near term

GOAL #6: MAKE WAYNE COUNTY MORE BICYCLE ACCESSIBLE

Needs being addressed:

- There should be more focus on employment-related trips.
- Wayne County needs more bicycle lanes.

Strategy 6.1: Improve bike accessibility on roadways.

Action Items:

6.1.1: Hold meetings to assess need and develop bike lane projects

6.1.2: Secure funding to aid in payment for creating more bike-friendly roadways and bike lanes

Parties Responsible for Leading Implementation:

CAW/M, Rails to Trails, Bike Trail Committee, or local governments depending upon the project

Parties Responsible for Supporting Implementation: Bike Trail Committee and/or Rails to Trails depending on who is lead agency; CAW/M depending on who is lead agency; local/county governments, local businesses

Resources Needed: Depends upon the project

Potential Cost Range: \$500,000 to \$1,000,000 depending upon the project

Potential Funding Sources: Local foundations, Community Development Block Grants, ODOT Active Transportation Funds, local/county governments

Performance Measures/Targets:

- Number of connecting bike lanes in each city
- Number of lanes connecting main routes to employers
- Number of increase usages-single count on specific days and over a month
- Planning
- Funding sources identified
- Funding secured

Timeline for Implementation: Near term to Long term depending upon the project

Strategy 6.2: Improve bicycle amenities and parking accommodations.

6.2.1: Apply for ODOT funding and other grant funds to aid in payment for appropriate bike racks on busses and shuttles, such as Wooster Transit.

6.2.2: Apply for ODOT funding and other grant funds to aid in payment for appropriate bike racks in public spaces, to include but not be limited to healthcare offices, human service agencies, educational institutions and businesses.

Parties Responsible for Leading Implementation: C AW/M, Rails to Trails or Bike Trail Committee depending upon the project

Parties Responsible for Supporting Implementation: Bike Trail Committee and/or Rails to Trails depending on who is lead agency, CAW/M depending on who is lead agency, local/county governments, bicycle shops, educational institutions, local businesses, Main Street Wooster, Orrville and Wooster Chambers of Commerce, not for profits organizations, human services, health care providers, Wooster Transit

Resources Needed: Public input at meetings, local government support, time, communication, partnerships

Potential Cost Range: \$2,500- \$10,000 depending

Potential Funding Sources: Local foundations, local/county government funds, Community Development Block Grants, ODOT Active Transportation, donations

Performance Measures/Targets:

- Number of bike racks on Wooster Transit installed
- Tracked usage of Wooster Transit by bicyclists using racks
- Number of bike racks installed in public spaces

Timeline for Implementation: Near term

VI. Plan Adoption

The ODOT Office of Transit requires that all locally adopted coordinated public transit human services transportation plans be developed according to a stated planning process. The first version (2008) of the Coordinated Plan was developed with the assistance of an outside consulting firm. The second version (2014) plan and the 2016 updated plan were developed internally, in cooperation with area human services agencies. The development process for the 2014 and 2016 coordinated plans is as follows:

1. Gather Background Information: Reviewed existing federal and state coordinated planning requirements, the previous Wayne County Coordinated Public Transit Human Services Plan, other existing coordinated plans, federal grant program requirements and related literature and guidance. This allowed the Wayne County Mobility Manager to develop an outline and structure to ensure that all required plan elements have been addressed, as well as to incorporate “best practices” into the plan, tailoring them to the specific needs of Wayne County.

2. Identify Key Partners and Stakeholders: Researched the “key players” in the fields of transportation, human services agencies and organizations, non-profit organizations and advocacy groups, major employers and medical services. Developed a list of contacts within key organizations.

3. Gather Demographic and Statistical Data: Assembled data from the U.S. Census Bureau, state agencies, local regional transit authorities and any other available sources. Performed initial analyses and identify preliminary gaps, regional strengths, potential concerns, etc.

4. Agency and Public Outreach Efforts: Through a variety of methods, engage in conversation with transportation disadvantaged citizens, various providers of transportation, area non-profits and advocacy groups and social/human services agencies all throughout the Wayne County.

In 2014, two hundred and fifty surveys were distributed to private citizens, which included senior citizens, teens ages 15 to 18, wheelchair-bound residents, low-income, and avid cyclists: 165 were completed (66% return rate). Seventy-five surveys were distributed to individuals from 45 the human service, non-profits, religious, business, education, judicial, political, and medical sectors of Wayne County: 53 were completed (70% return rate).

For the 2016/17 update fifteen hundred paper Citizen surveys and 75 Agency surveys were distributed and both surveys were also available online at SurveyMonkey. Five hundred and nine (509) Citizen surveys and sixty-one (61) Agency surveys were completed, making a return rate for Citizen surveys of 33% and Agency surveys of 81%.

In 2014, seventy individuals from 45 human service, non-profit, religious, business, education, judicial, political, and medical entities of Wayne County were interviewed in person or by phone for 15 to 30 minutes. Interviews were conducted with seventy (70) citizens who were elderly, disabled or transportation disadvantaged and seventy (70) employees of health and human services agencies and local leaders. In 2016/17, seventy-five (75) Citizen interviews and seventy (70) Agency interviews were conducted.

In 2014, 12 public meetings were held throughout the county. In 2016/17, twenty-six (26) public meetings were held in various locations in Wayne County where attendees reviewed the goals and strategies of the 2014 Plan, provided ideas and input on each goal and strategy, and were able to recommend new goals and strategies. Meetings were held at: branches of the Wayne County Public Library, senior living communities, village halls, community centers, at the Wayne County Board of Developmental Disabilities (WCBDD), Community Action Wayne/Medina, Wayne Metropolitan Housing apartments, low-income apartment complexes, and living communities for people with disabilities. Focus groups were held with clients of the WCBDD, seniors, clients of CAW/M's transportation program, members of the Wayne Holmes Senior Services Coalition, the Wayne County Reentry Coalition and Diversion Team, and leaders from various churches and faith-based organizations.

5. Synthesize Information into Prioritized Regional Recommendations: Compiled all of the data, comments and concerns from prior planning phases. Performed analyses to determine gaps and needs. Matched these needs with eligible activities/projects from key federal and state funding programs to determine feasible recommendations. Worked with members of area human service agencies,

transportation providers, medical providers and private citizens to prioritize these recommended strategies based on anticipated funding availability and greatest need.

6. Circulate Draft Plan and Recommendations for Comment: In 2014, the Mobility Coordinator engaged in an inclusive process to ensure that stakeholders have sufficient time to review and comment on the draft plan and proposed recommendations. For the 2016/17 this same process is being followed.

7. Incorporate Comments into Final Draft: Ensured that all meaningful comments are properly incorporated into the draft plan, and reorganize as necessary to create a final draft of the document.

8. Wayne County Coordinated Public Transit Human Services Transportation Plan Committee Approval: Presented the plan and proposed strategies to the Wayne County Coordinated Public Transit Human Services Transportation Plan Committee for comment. Seek final approval of the document from the Transportation Plan Committee, the Wayne County Planning Commission and the Wayne County Commissioners.

9. Submit Approved Coordinated Plan: Officially file the locally adopted, coordinated public transit human services transportation plan with the Federal Transit Administration's regional office and ODOT's Office of Transit.

This planning process addresses the transportation needs of three specific profile groups identified as having special transportation needs:

1) Those With Disabilities – people with certain physical or mental disabilities may be unable to operate personal vehicles, and in some cases, are unable to use non-motorized transportation methods such as walking or bicycling. The transportation services provided by public, private and not-for-profit agencies and organizations are vital in enabling these individuals to accomplish even the most basic tasks, such as buying groceries and other necessities, attending medical appointments and engaging in social, recreational and employment-related activities.

The term “disability” covers a wide spectrum of physical or cognitive limitations, and of an equally broad range of severity. Disabilities affect people regardless of age, sex, race or income level, and a number of human services agencies exist within Wayne County to address the specific needs of such a diverse population. Approximately 11% of Wayne County's population has some form of disability.

2) The Elderly -The aging of the U.S. population reinforces the importance of good planning for the needs of those people age 65 and older. In 2011, the oldest members of the “Baby Boom” generation started turning 65 years of age. According to the Pew Research Center, 10,000 “Baby Boomers” will reach age 65 every day for the next 19 years. Currently, Boomers make up approximately 26% of the total U.S. population. This rapid expansion of the 65+ demographic will have a dramatic effect on the nation's population. Currently, those aged 65+ make up 13% of all Americans. By 2030, Pew projects that those aged 65 and older will comprise at least 18% of the total U.S. population.

Wayne County is no exception to this trend. According to the most recent U.S. Census data, 15.7% of Wayne County residents are age 65 or older. The Ohio Department of Aging projects that the state's older population will steeply increase though 2020 and could nearly double by 2040.

Although most people remain active at this point in their lives (and well beyond), this aging population will undoubtedly lead to an increase in demand for various transportation services. An Ohio Public Transit Association (OPTA) analysis estimates that most people will outlive their ability to drive a personal automobile by eight to ten years. The time is now to start planning for the infrastructure and coordinating the organizations and agencies charged with transporting these residents to wherever it is they need to go.

The transportation needs of seniors may differ from other segments of the population, in that employment-based trips are not a major focus, whereas trips to physicians and medical centers are more likely to be. Trips for basic necessities – grocery shopping, recreation and entertainment, and access to social and religious activities – are also important.

The current programs designated for providing transportation access to seniors are stretched to the limit from just medical trips alone. Meeting future demand for these and other transportation needs will require cooperation and coordination between family members, transportation providers and a multitude of social and human services agencies to ensure the most efficient use of available assets, and the maximum leveraging of any available funding sources.

3) Low-Income Individuals – Although America’s “Great Recession” may have technically passed, few would argue that we are in the midst of great economic uncertainty, and that finding stable, full-time employment is not without its difficulties. According to the U.S. Census Bureau’s 2015 American Community Survey 1-Year Estimate, 11.1% of Wayne County residents fall below the national poverty line.

Members from all three of these groups have participated in the creation of the Coordinated Plan through:

- Completing surveys,
- Attending community meetings where their input has been sought,
- Giving interviews regarding transportation needs and suggested solutions, and
- Serving on the Transportation Coalition.

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.

Agency Representation

Name	Agency
Michelle Seiler	Wayne County Job and Family Services
Donna Holmes	Community Action Wayne/Medina (CAW/M)
Katrina Jackson	OUTREACH Community Living Services – transportation for the developmentally disabled
Ashley Brillhart	City of Wooster
Carol Labuza	Viola Startzman Clinic
Tim Martin	Direction Home (Area Agency on Aging)
Anna Phillips	Wayne County Schools Career Center- Adult Education
Patrick Carroll	Citizen representative
Jean Bruegger	Citizen representative
Annette Saeger	Gilcrest Senior Transportation
Wayne Girbach	Wayne County Economic Development Council
Cameron Maneese	Wayne County Family and Children First Council
Leslie Baus	Wayne County Mobility Coordinator, CAW/M

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, Community Action Wayne/Medina 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 by contacting:

Leslie Baus, Wayne County Mobility Coordinator
Community Action Wayne/Medina
330-264-8677, lbaus@cawm.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:

Leslie Baus, Wayne County Mobility Coordinator
Community Action Wayne/Medina
330-264-8677
lbaus@cawm.org

Annual Review and Amendment: September 6, 18, 20-29, 2017

The Transportation Plan was reviewed by the Planning Committee that was appointed by the Wayne County Mobility Coordinator and approved by the Transportation Coalition. The committee consisted of thirteen members representing human services agencies, the business sector, the Area Agency on Aging, the local government, adult education and citizens that self-identified as seniors and/or disabled.

The committee met on September 6 and September 18, 2017, to review the plan and to update the goals and strategies. Goal Six was added and the wording on Goals 2 and 3 were amended.

The revised plan was presented to the Transportation Coalition on September 20 and the Coalition members were given until September 29 to make revisions. These revisions were made on September 30, 2017, and the plan was again sent to Transportation Coalition members to review.

Following this last review, the Transportation Plan was submitted to the Wayne County Intergovernmental Review County on October 9, 2017. At this time it was also made available for public review for 30 days, and public meetings WILL BE held on October 26 and 27.

On DATE the Transportation Plan was approved by the Wayne County Planning Commission they made their recommendation to the Wayne Commissioners to approve it. The County Commissioners approved the plan on DATE, and on DATE, the Transportation Coalition adopted the amended and updated plan.

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. Sub-recipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

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

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

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