

**FAIRFIELD COUNTY COORDINATED
PUBLIC TRANSIT-HUMAN SERVICES
TRANSPORTATION PLAN**

FINAL REPORT

**PRESENTED TO:
LANCASTER PUBLIC TRANSIT SYSTEM**

JUNE 13, 2008

TABLE OF CONTENTS

I. INTRODUCTION I - 1
 WHY A COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN?...I - 1

II. INVENTORY AND ANALYSIS OF EXISTING CONDITIONS II - 1
 POPULATION..... II - 1
 INDUSTRY AND LABOR FORCE..... II - 7
 ECONOMIC PROFILE..... II - 9
 MAJOR TRIP GENERATORS II - 15
 SUMMARY II - 20

III. OUTREACH EFFORTS..... III - 1
 SUMMARY OF OUTREACH EFFORTS III - 1
 INVENTORY OF EXISTING TRANSPORTATION SERVICES III - 6
 COORDINATION III - 29
 VEHICLE UTILIZATION..... III - 30
 CONCLUSIONS III - 31

IV. NEEDS ASSESSMENT IV - 1
 NEEDS ASSESSMENT FOR FAIRFIELD COUNTY IV - 2
 CHALLENGES TO COORDINATION IV - 3
 GOALS FOR COORDINATION IV - 3

V. PUBLIC OPINION V - 1

**VI. GOALS, OBJECTIVES, AND IMPLEMENTATION STRATEGIES/
 ALTERNATIVES..... VI - 1**
 GOAL #1: INCREASE AWARENESS OF PUBLIC AND COORDINATED
 TRANSPORTATION AND ESTABLISH A SHARED COMMUNITY VISION FOR
 IMPROVING SERVICES AND RESOURCE MANAGEMENT VI - 1
 GOAL #2: USE EXISTING CONDITIONS DATA TO PLAN THE COORDINATION
 AND EXPANSION OF TRANSPORTATION SERVICES VI - 8
 GOAL #3: RESPOND TO CONSUMER NEEDS BY PROVIDING ACCESS TO
 INFORMATION AND TRANSPORTATION SERVICES VI - 10
 GOAL #4: BETTER UTILIZE EXISTING FUNDING AND SEEK NEW
 FUNDING SOURCES TO PROVIDE MORE TRANSPORTATION SERVICES
 WITHIN FAIRFIELD COUNTY..... VI - 16
 GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR
 CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK,
 IN-COUNTY AND OUT-OF-COUNTY TRIPS..... VI - 20
 GOAL #6: PROVIDE NEW MOBILITY OPTIONS THAT ARE DESIGNED TO FILL
 THE GAPS IN SERVICE FOR RESIDENTS OF PICKERINGTON AND VIOLET
 TOWNSHIP.
 VI - 1

**VII. REFERENCE TABLE FOR IMPLEMENTATION STRATEGIES AND
 POTENTIAL GRANT APPLICATIONS VII - 1**

VIII. ADOPTION AND APPROVAL OF PLAN VIII - 1

APPENDICES

I. INTRODUCTION

I. INTRODUCTION

This Coordinated Public Transit-Human Services Transportation Plan (HSTP) contains all information, analyses, and findings compiled to date, an evaluation of community characteristics, a stakeholder assessment and an inventory of existing transportation services for Fairfield County. It also provides a description of the unmet transportation needs in Fairfield County as determined through various analytical methods such as human service agency and transportation provider surveys, demographic research, local meetings and ongoing interviews and conversations with local stakeholders. Furthermore, a series of recommendations is included to address current and projected unmet transportation needs for people with low incomes, older adults, and individuals with disabilities. The intent of this planning process is to create a guide for local decision-makers as they consider advances in the coordination of transportation resources within the county.

Organization and operational strategies are recommended based upon the information and feedback generated during the data analysis and community outreach activities. Community outreach activities are outlined in the Appendix. The Lancaster Public Transit System (LPTS) and other project steering committee members are invited to review the contents of this document and provide input that will assist in the development of a financially feasible implementation timeline and milestones.

This planning process was undertaken by the City of Lancaster's Department of Transportation to meet the requirements for the Federal Transit Administration's (FTA) coordinated transportation plan as set forth in the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) guidelines. It is the goal of LPTS that the plan also provides direction to LPTS and the human/social service agencies in Fairfield County for improving the coordination of transportation services. The City of Lancaster was awarded a grant from the Ohio Department of Transportation for completion of this coordinated transportation plan. At least two organizations in Fairfield County intend to apply for grant funding in 2008 for which SAFETEA-LU guidelines apply.

WHY A COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN?

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the Elderly Individuals and Individuals

WHY A COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN?

**WHY A COORDINATED
PUBLIC TRANSIT -
HUMAN SERVICES
TRANSPORTATION
PLAN?**

with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom Initiative (Section 5317) grant programs must meet certain requirements in order to receive funding for fiscal 2007 (October 1, 2006) and beyond.

One of the SAFETEA-LU requirements is that projects from the programs listed above must be part of a “*locally developed Coordinated Public Transit-Human Services Transportation Plan.*” This Transportation Plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers, and the general public.

Transportation coordination has been occurring across the nation because the benefits of coordination are clear. According to the Federal Coordinating Council on Access and Mobility’s (CCAM) United We Ride information on its website, nationally, \$700 million could be saved if transportation providers would coordinate their individual resources which are dedicated to providing transportation. This conservative estimate is based on a study conducted by the National Academy of Science’s Transportation Research Board (TRB) but it highlights the fact that transportation resources (funding, people, vehicles and services) could be more effectively utilized to provide more transportation for communities.

Transportation is the vital link to jobs, medical care and community support services. Without it, citizens cannot be productive because they do not have reliable access to employment centers; health care becomes more expensive as citizens are admitted to hospitals with serious health problems because they were without necessary resources to travel to preventative care appointments, etc. The lack of affordable and useable transportation options frustrates the ability of many citizens to achieve economic and personal independence (CCAM, 2006). Transportation coordination can help to provide more trips for agency clients and the general public, and link them to life-supporting employment and services.

Transportation coordination, while making sense from an efficiency and resource utilization standpoint, is also becoming a national mandate. During the last few years, the Federal Transit Administration CCAM developed a national campaign entitled “United We Ride,” to help promote transportation coordination. A “United We Ride” website has been posted as a resource for any organization with an interest in transportation of older adults, individuals with limited incomes, and persons with disabilities. The website contains “A Framework for Action” for local communities and state governments, a coordination planning tool, along with a multitude of other coordination resources. State “United We Ride” grants have also been awarded to encourage transportation coordination planning at the state level. This locally developed HSTP for

**WHY A COORDINATED
PUBLIC TRANSIT -
HUMAN SERVICES
TRANSPORTATION
PLAN?**

Fairfield County is a result of the national United We Ride campaign and efforts for coordination that originate at the Federal level and reach through to State Departments of Transportation and, finally, to local communities.

As indicated above, the U.S. Congress is also supporting the new emphasis on coordinated human service agency and public transportation efforts with the passage of SAFETEA-LU. Coordinated transportation is now an eligibility requirement for the following FTA funding grant programs:

Transportation for Elderly Persons and Persons with Disabilities (Section 5310) - This program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. States apply for funds on behalf of local private non-profit agencies and certain public bodies. Capital projects are eligible for funding. Most funds are used to purchase vehicles, but acquisition of transportation services under contract, lease or other arrangements and state program administration are also eligible expenses.

Job Access and Reverse Commute (JARC) Program (Section 5316) - The purpose of this grant program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services. Job Access grants are intended to provide new transit service to assist welfare recipients and other low-income individuals in getting to jobs, training, and child care. Reverse Commute grants are designed to develop transit services to transport workers to suburban job sites. Eligible recipients include local governmental authorities, agencies, and non-profit entities. Eligible activities for Job Access grants include capital and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs. Also included are the costs of promoting the use of transit by workers with nontraditional work schedules, promoting the use of transit vouchers, and promoting the use of employer-provided transportation including the transit benefits. For Reverse Commute grants, the following activities are eligible: operating costs, capital costs, and other costs associated with reverse commute by bus, train, carpool, vans, or other transit service.

New Freedom Program (Section 5317) - A new funding program as of Federal Fiscal Year 2006, New Freedom is designed to encourage services and facility improvements to address the transportation needs of persons

**WHY A COORDINATED
PUBLIC TRANSIT -
HUMAN SERVICES
TRANSPORTATION
PLAN?**

with disabilities that go beyond those required by the Americans with Disabilities Act. The New Freedom formula grant program is designed to expand the transportation mobility options available to individuals with disabilities beyond the requirements of the ADA. Examples of projects and activities that might be funded under the program include, but are not limited to:

- Purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs.
- Providing paratransit services beyond minimum requirements (3/4 mile to either side of a fixed route), including for routes that run seasonally.
- Making accessibility improvements to transit and intermodal stations not designated as key stations.
- Supporting voucher programs for transportation services offered by human service providers.
- Supporting volunteer driver and aide programs.
- Supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

One of the prerequisites to apply for funding under the SAFETEA-LU programs is participation in the creation of a “locally developed Coordinated Public Transit-Human Services Transportation Plan.” This HSTP is the first step for all of the organizations that participated in the plan toward satisfying that application requirement.

II. INVENTORY AND ANALYSIS OF EXISTING CONDITIONS

II. INVENTORY AND ANALYSIS OF EXISTING CONDITIONS

Fairfield County is located geographically in the central portion of Ohio, and is bordered by Licking County to the north; Perry County to the east; Hocking County to the south; Pickaway County to the southwest; Franklin County to the northwest. The county name is a reference to the Fairfield area of the original Lancaster in England. The county seat is Lancaster.

Attractions in Fairfield County include the most covered bridges in Ohio, canals, historic villages and parks, and wildlife areas.

Exhibit II.1 illustrates the major roads and designated places in Fairfield County. The county is served by the following major highways: Interstate 70 and U.S. Routes 22 and 33.

POPULATION

The population of Fairfield County in 2000 was 122,759, with a 2006 estimate of 140,591. Lancaster is the largest city with an estimated population of 36,507 in 2006. The population of Lancaster increased 3.3 percent between 2000 and 2006. Violet Township and the city of Pickerington are the next largest places in the county. The city of Columbus and Bloom and Pleasant Townships also contain significant portions of the county's population (see Exhibit II.2).

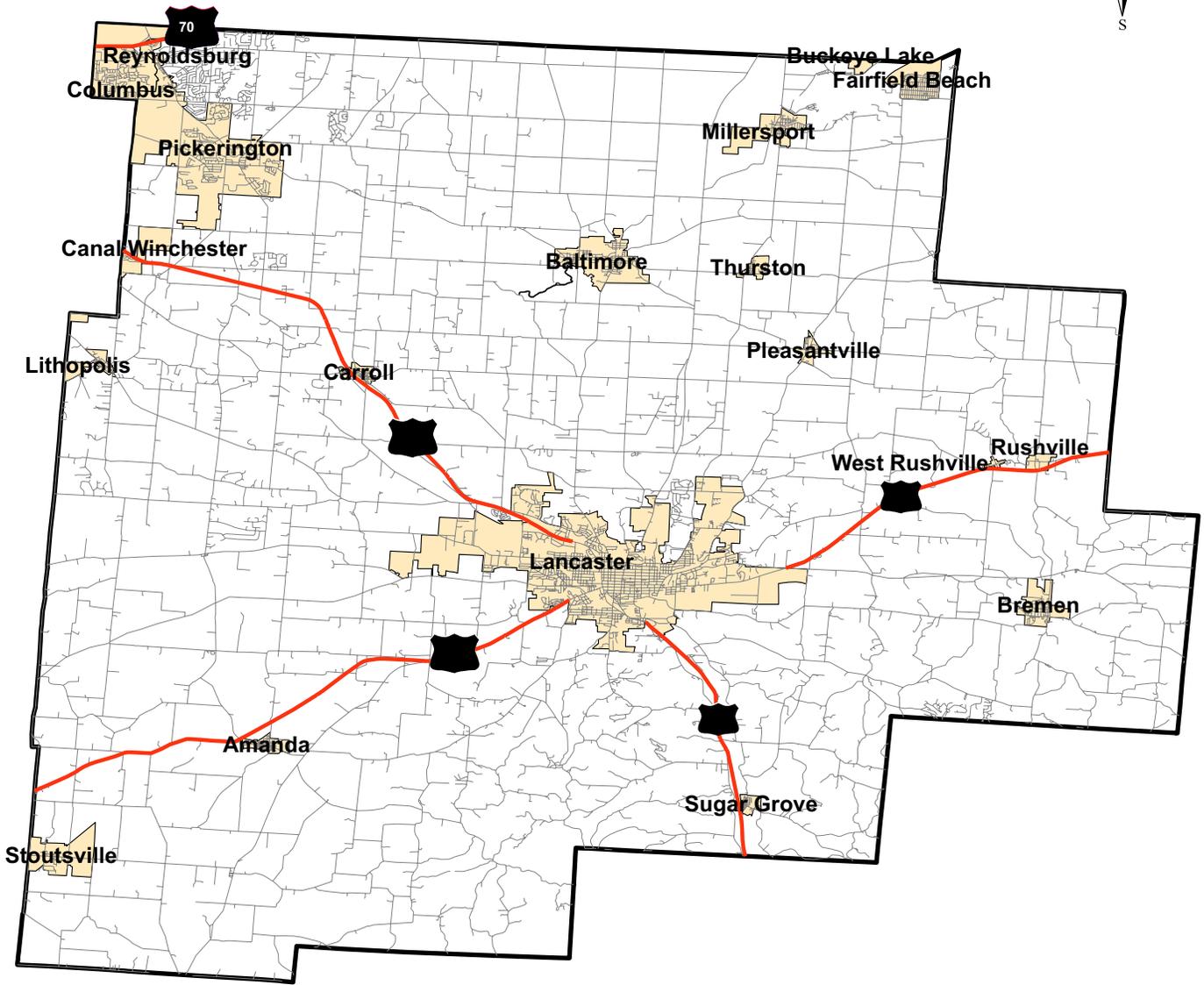
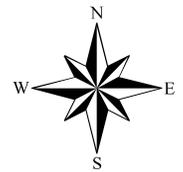
POPULATION

Exhibit II.2: Fairfield County Cites and Township, 2006

Largest Places	2000 Census	2006 Estimate	% Change
Lancaster city	35,335	36,507	3.3%
Violet twp UB	16,893	19,099	13.1%
Pickerington city	9,737	16,320	67.6%
Columbus city	7,447	8,128	9.1%
Bloom twp UB	5,765	6,646	15.3%
Pleasant twp UB	5,039	5,320	5.6%
Greenfield twp UB	4,465	5,088	14.0%
Liberty twp UB	4,387	5,029	14.6%
Hocking twp	4,812	4,998	3.9%
Berne twp UB	4,521	4,900	8.4%
TOTAL	98,401	112,035	

UB: Unincorporated Balance

Source: ODOD, 2006



-  Major Roads
-  Roads
-  Designated Places



Exhibit II-1: Major Roads and Designated Places

Fairfield County Coordinated Public Transit - Human Services Transportation Plan

Population Density

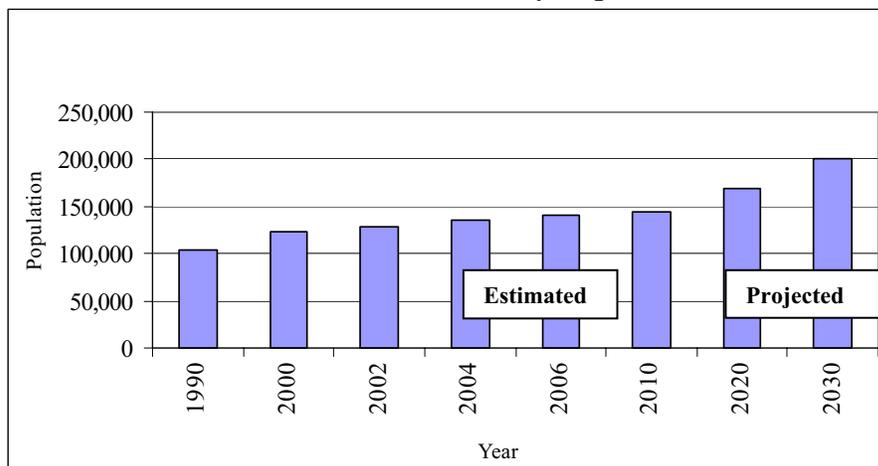
Exhibit II.3 is a map illustrating Fairfield County population densities by Census block group. According to U.S. Census data from 2000, the block groups with the high and moderately high population densities (3266 to 9367 persons per square mile) were located in Lancaster and in the northwestern corner of the county, in Columbus. The next highest population densities, with 1741 to 3265 persons per square mile, were also found in the central part of Lancaster and in the northwestern corner of the county in and around Columbus and Reynoldsburg. The lowest density block groups covered most of Fairfield County except for the area in and surrounding Lancaster, Columbus, Baltimore, and the northeastern corner of the county near Buckeye Lake and Fairfield Beach.

Population Growth

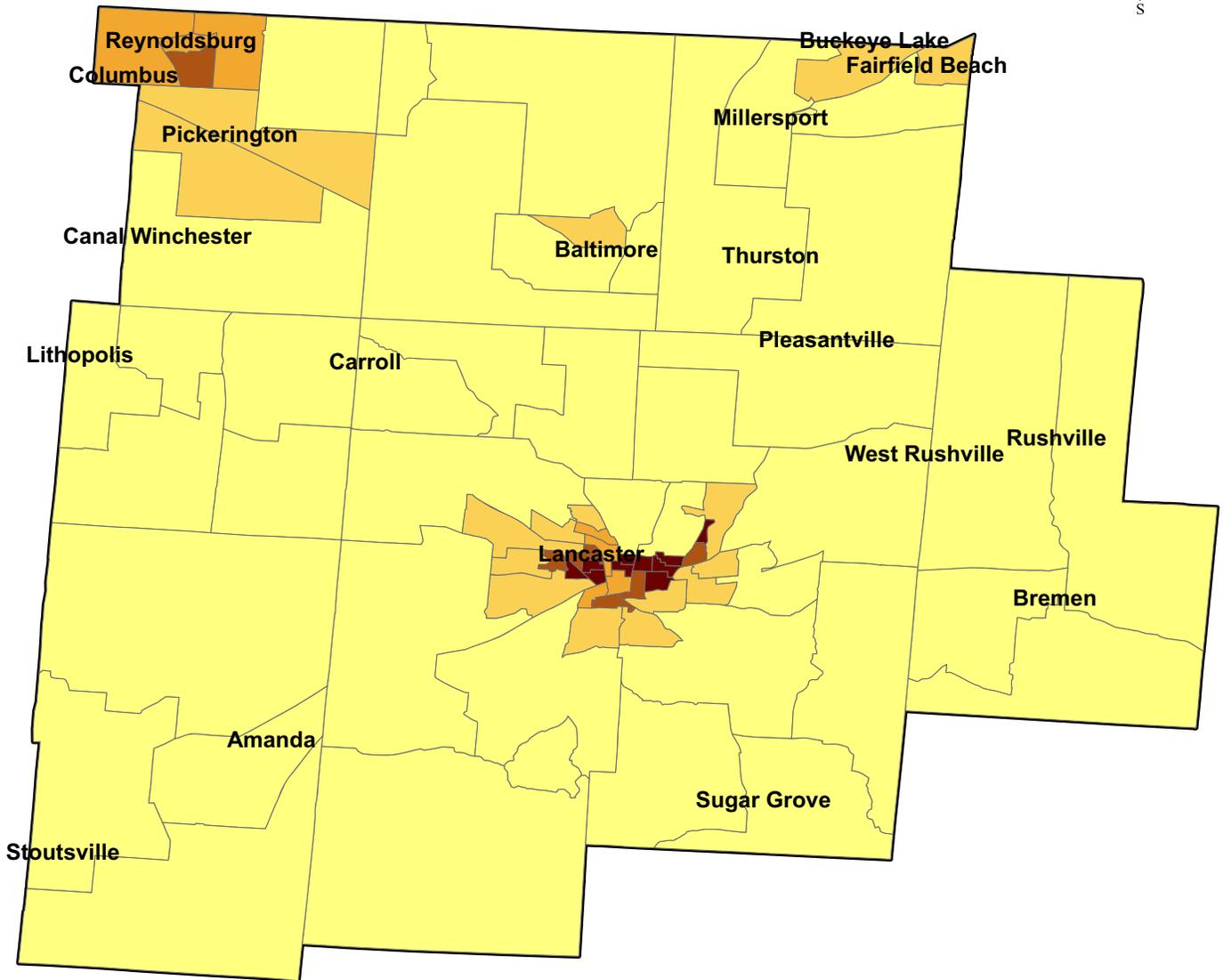
Between 2000 and 2006, it is estimated that the county's population increased 12.7 percent (see Exhibit II.4). According to the Ohio Department of Development, it is projected that there will be a 43 percent population increase between 2006 and 2030. The City of Lancaster is the second fastest growing medium-to-large city in Ohio's 88 counties.

In addition, much of the county's industrial and office development is along US Route 33. The northwest area of the county shows promise, with the recently established Canal Pointe Industry and Consumer Park located just beyond the Franklin County line in Canal Winchester. The county's largest industrial park is Rock Mill Corporate Park, just off US Route 33, west of Lancaster. Local officials are currently working with Rickenbacker Port Authority, operator of the area's Canal Pointe Foreign-Trade Zone (FTZ), to extend FTZ status to a new addition of the park which will increase the growth within the county.

Exhibit II.4: Fairfield County Population Trends



Source: Ohio Department of Development, 2006



Blockgroups

-  11.75 - 531.7
-  531.8 - 1740
-  1741 - 3265
-  3266 - 5530
-  5531 - 9367



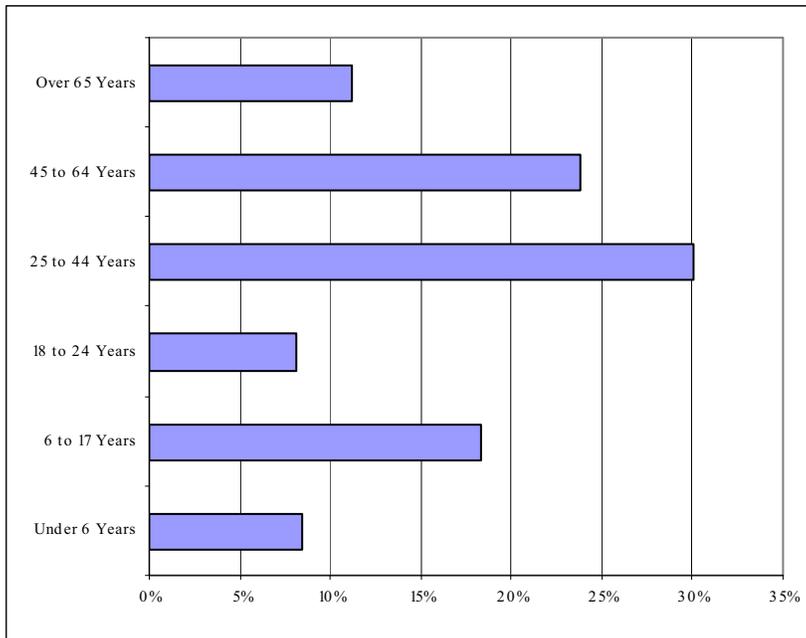
**Exhibit II-3:
Population Density**

**Fairfield County Coordinated Public Transit -
Human Services Transportation Plan**

Age Distribution

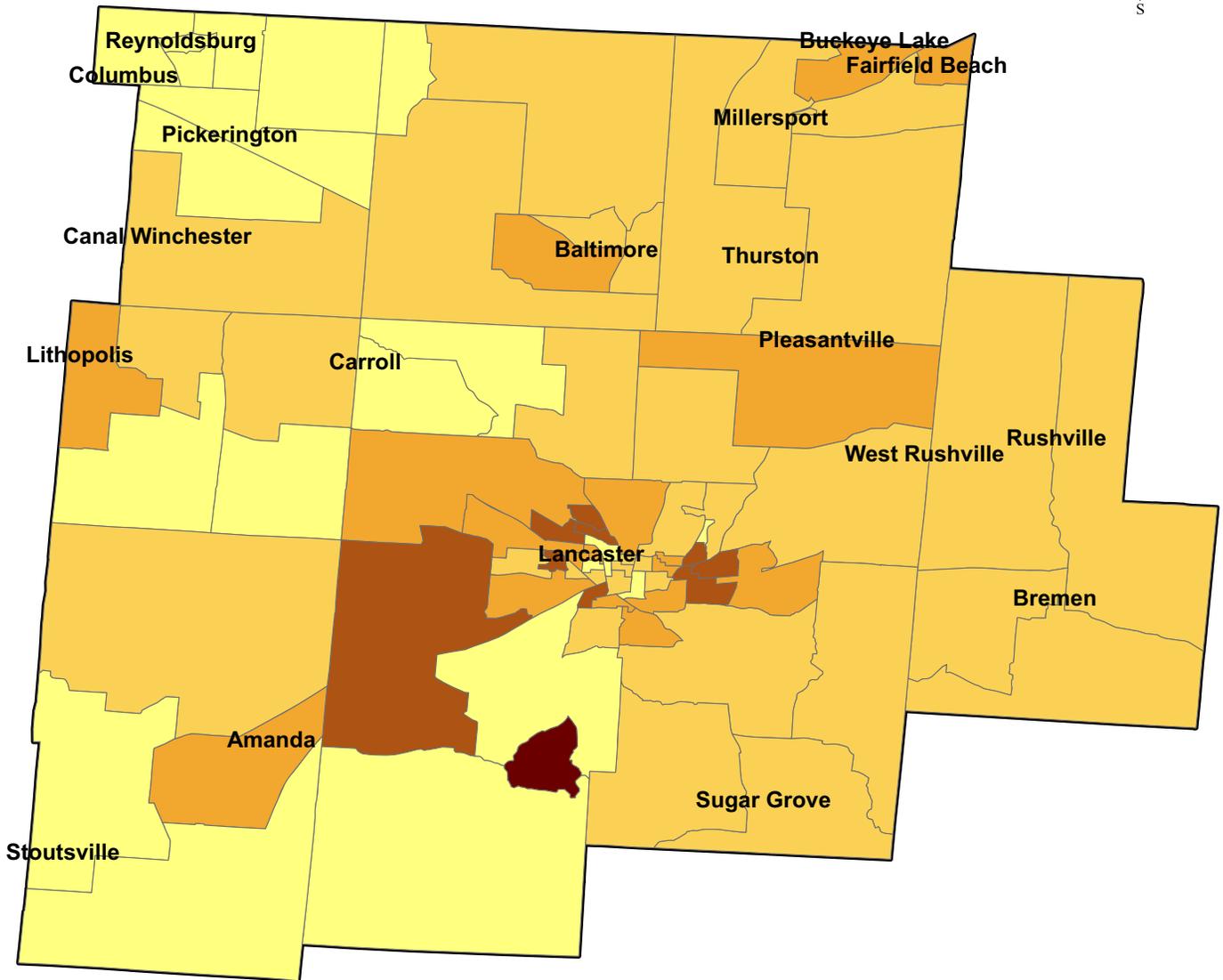
In 2000, the largest age group was between ages 25 and 44, constituting 30.1 percent of the county’s population (see Exhibit II.5). The group between ages 45 and 64 was the second largest, consisting of 23.8 percent of the population. Approximately 11 percent of the county’s population was age 65 and older.

Exhibit II.5: Percent of Population by Age, 2000



Source: U.S. Census Bureau, 2006 (Using 2000 Census Data)

Exhibit II.6 shows the distribution of the older adult population by Census block group as percent of total population. The block groups with the highest percentages of persons aged 65 and older (36.90 – 61.54 percent) were located south of Lancaster between Amanda and Sugar Grove. Moderately high block groups (21.01 – 36.89 percent) are located to the northwest, west, and east of Lancaster and the largest population is located to the west and southwest of Lancaster. The largest block group in the county is moderately low (8.474 – 14.21 percent) and is scattered throughout the county with a higher concentration of moderately low population density block groups in the eastern portion of the county.



Blockgroups

- 0% - 8.473%
- 8.474% - 14.21%
- 14.22% - 21%
- 21.01% - 36.89%
- 36.90% - 61.54%



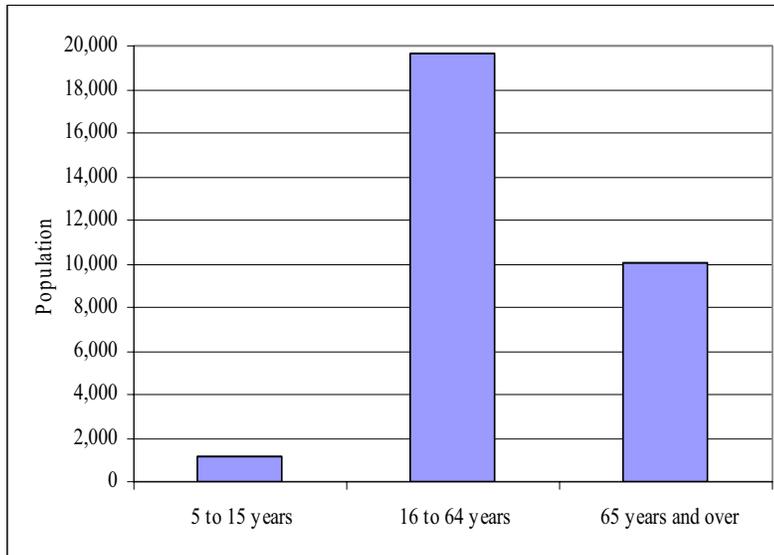
Exhibit II-6: Population Aged 65+ As a Percent of Total

Fairfield County Coordinated Public Transit - Human Services Transportation Plan

Individuals with Disabilities

Disability incidence data was collected using the 2000 U.S. Census. The following exhibit (Exhibit II.7) shows the number of persons in the county over the age of five (5) with disabilities. Some 30,789 of the population reported some type of disability. The 16 to 64 year old age group had the highest percentage: 63.7 percent, reported having a disability. Disabilities include sensory, mental, physical, and self-care limitations.

Exhibit II.7: Persons with a Disability by Age, 2000



Source: U.S. Census Bureau, 2000

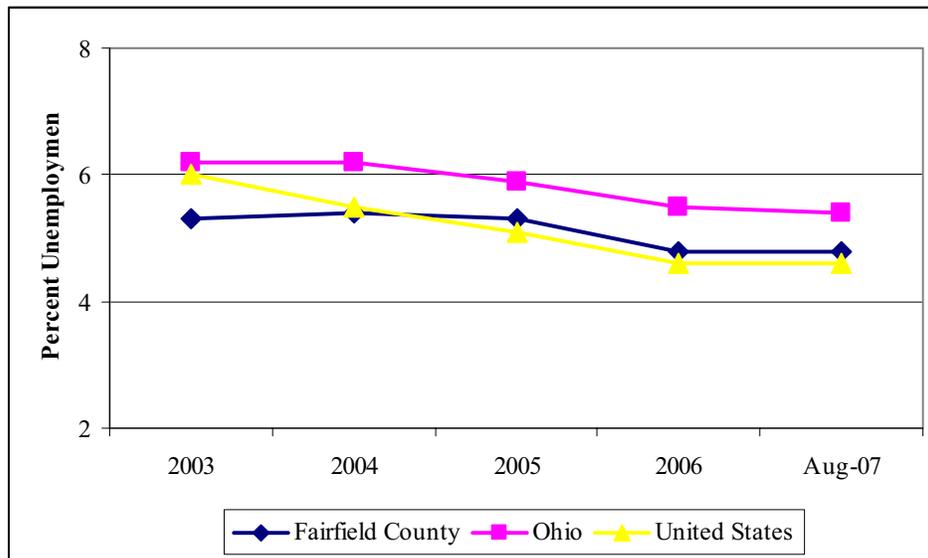
INDUSTRY AND LABOR FORCE

Unemployment

According to the Ohio Department of Development, the civilian labor force in Fairfield County was made up of approximately 70,200 residents in 2003, while the unemployment rate was 5.4 percent. Exhibit II.8 illustrates a comparison of unemployment rates in Fairfield County, the State of Ohio and the United States between 2003 and August 2007. As depicted, unemployment in Fairfield County has been consistently lower than the state levels since 2003. County unemployment decreased between 2005 and 2006.

**INDUSTRY AND LABOR
FORCE**

Exhibit II.8: Comparison of Unemployment Rates

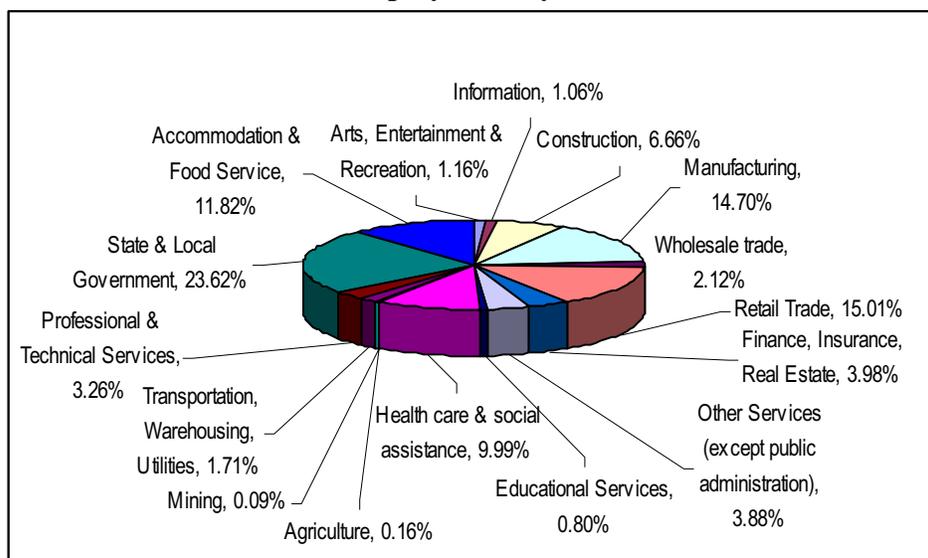


Source: Ohio Department of Development, 2006

Employment and Earnings by Industrial Sector

The state and local government had the largest employment base in the county, with 8,075 employees and about 23.62 percent of the workforce (see Exhibit II.9). Retail trade was the second largest employer with 15.01 percent of the workforce. Manufacturing employed 14.70 percent of the workforce.

Exhibit II.9: Employment by Industrial Sector

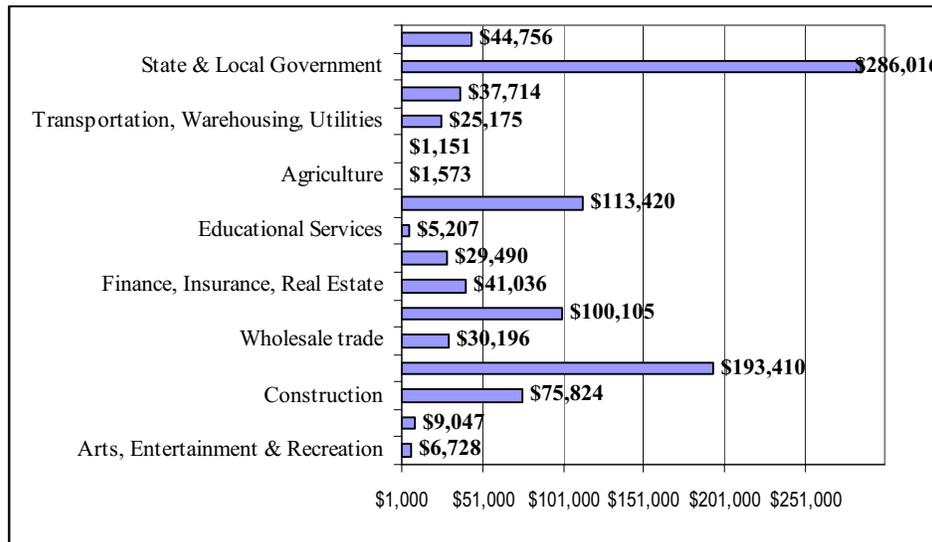


Source: Ohio Department of Development, 2004 (Source data from 2000)

State and local government sectors reported the highest total wages of 2006 earning \$286,016,000. Manufacturing and health care and social

assistance sectors reported the second and third highest total wages according to the Ohio Department of Development. The mining sector earned the lowest total wages in 2005. The table in Exhibit II.10 outlines the total wages earned, by industry. Wages are listed in thousands of dollars.

Exhibit II.10: Average Total Wages by Industrial Sector



Source: Ohio Department of Development, 2006(Source Data from 2005)

Major Employers

Exhibit II.11 is a location map of the top ten employers of Fairfield County, according to information provided by the Fairfield Chamber of Commerce. The majority of the large employers are found in Lancaster and on or near US 22 and 33. Eight (8) of the ten (10) major employers are located within the city limits of Lancaster. Mid West Fabricating Company is located in Amanda along US 22; Nifco America Corporation is located in Canal Winchester along US 33.

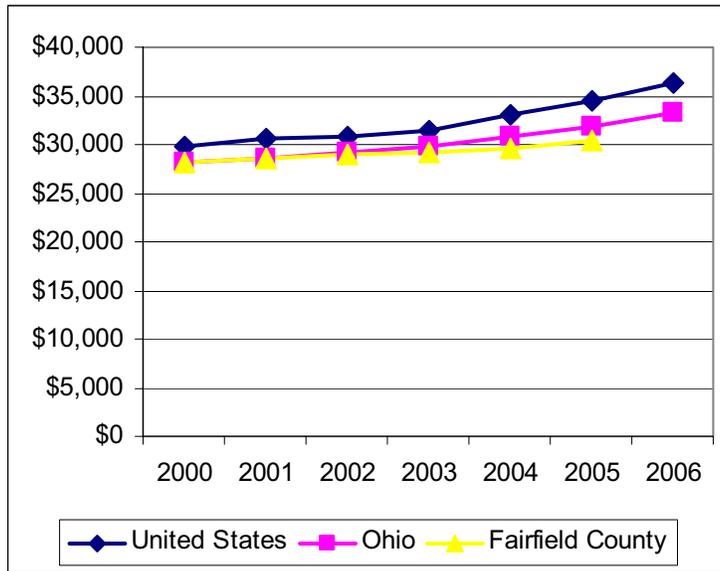
ECONOMIC PROFILE

ECONOMIC PROFILE

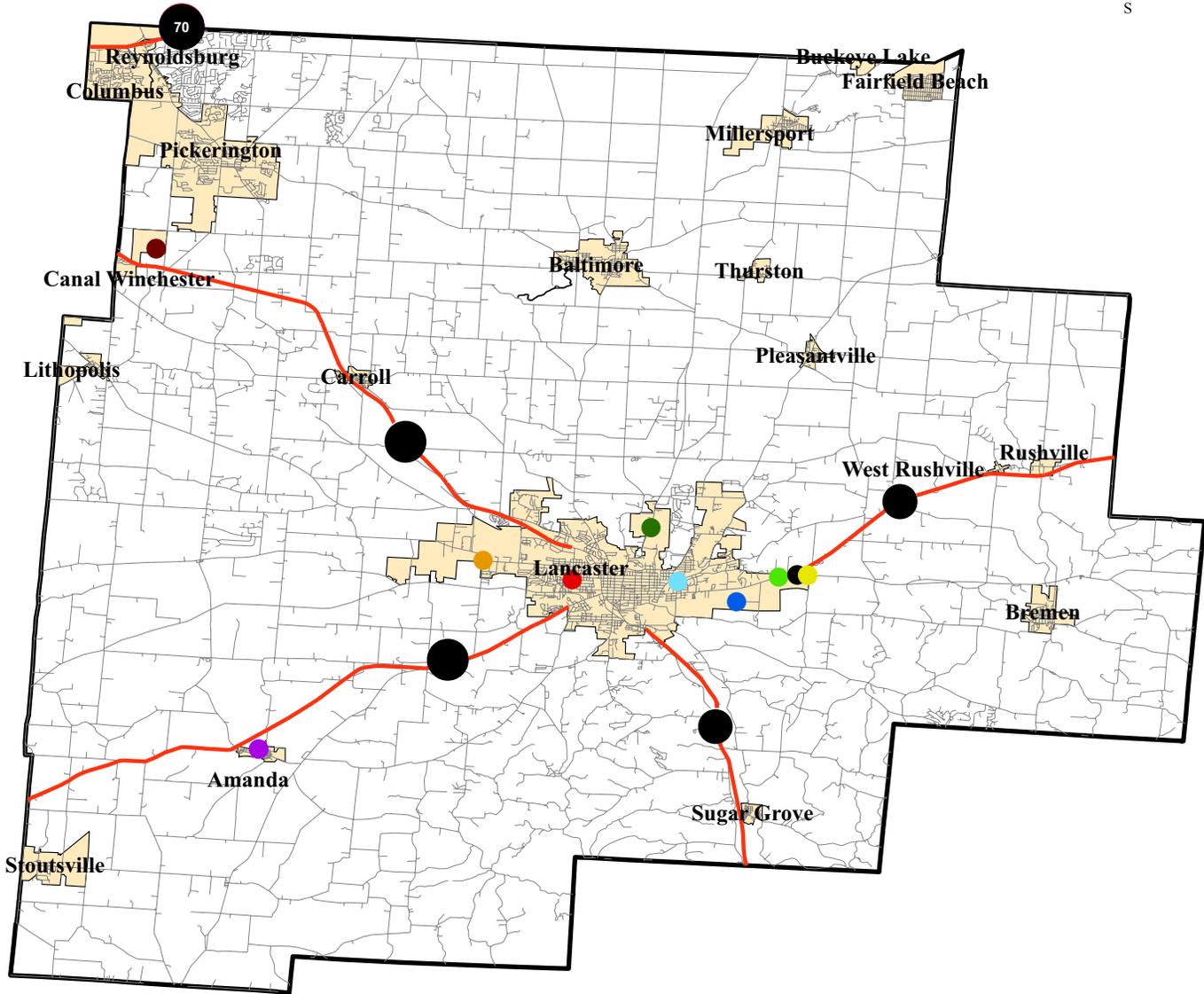
Household Income Measures

Exhibit II.12 illustrates the per capita personal income for Fairfield County, the State of Ohio and the United States from 2000 through 2006. The information provided indicates that the Fairfield County per capita personal income is less than the state of Ohio and the United States. Although the per capita is increasing, there are 2,604 individuals in Fairfield County that make less than \$10,000 a year according to the 2000 Census.

Exhibit II.12: Per Capita Personal Incomes



Source: Bureau of Economic Analysis, US Dept. of Commerce, 2006



Major Employers

- Anchor Hocking
- Crestview Manor
- Cyril-Scott Company
- Diamond Power International
- Fairfield Industries
- Fairfield Medical Center
- Glassfloss Industries
- Mid West Fabricating Company
- Nifco America Corporation
- Ralston Foods



**Exhibit II-11:
Major Employers**

**Fairfield County Coordinated Public Transit -
Human Services Transportation Plan**

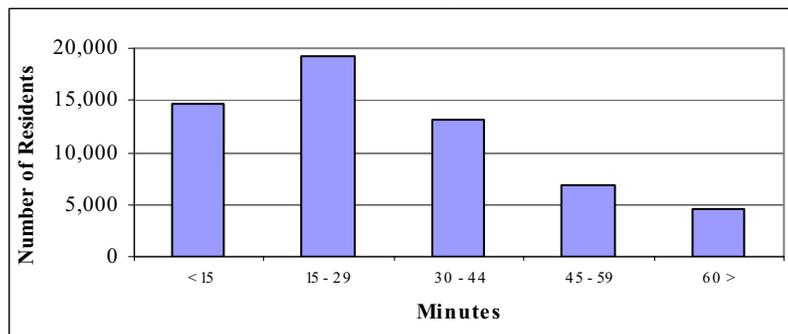
Exhibit II.13 illustrates the percentage of total households in each block group that are living in poverty. The high-percentage block groups are located in Lancaster and also to the south and west of the city. The next highest percentages of household within a single block group were located in and in areas surrounding Lancaster and to the north, northeast, southeast, within and around Sugar Grove to the county line.

Zero-vehicle occupied housing unit status is another indicator of poverty. Exhibit II.14 is a map that displays the distribution of zero-vehicle households in Fairfield County. The highest densities of households with zero vehicles are located in areas surrounding Lancaster and in Baltimore. Lancaster has the highest concentration of households without vehicles in the county.

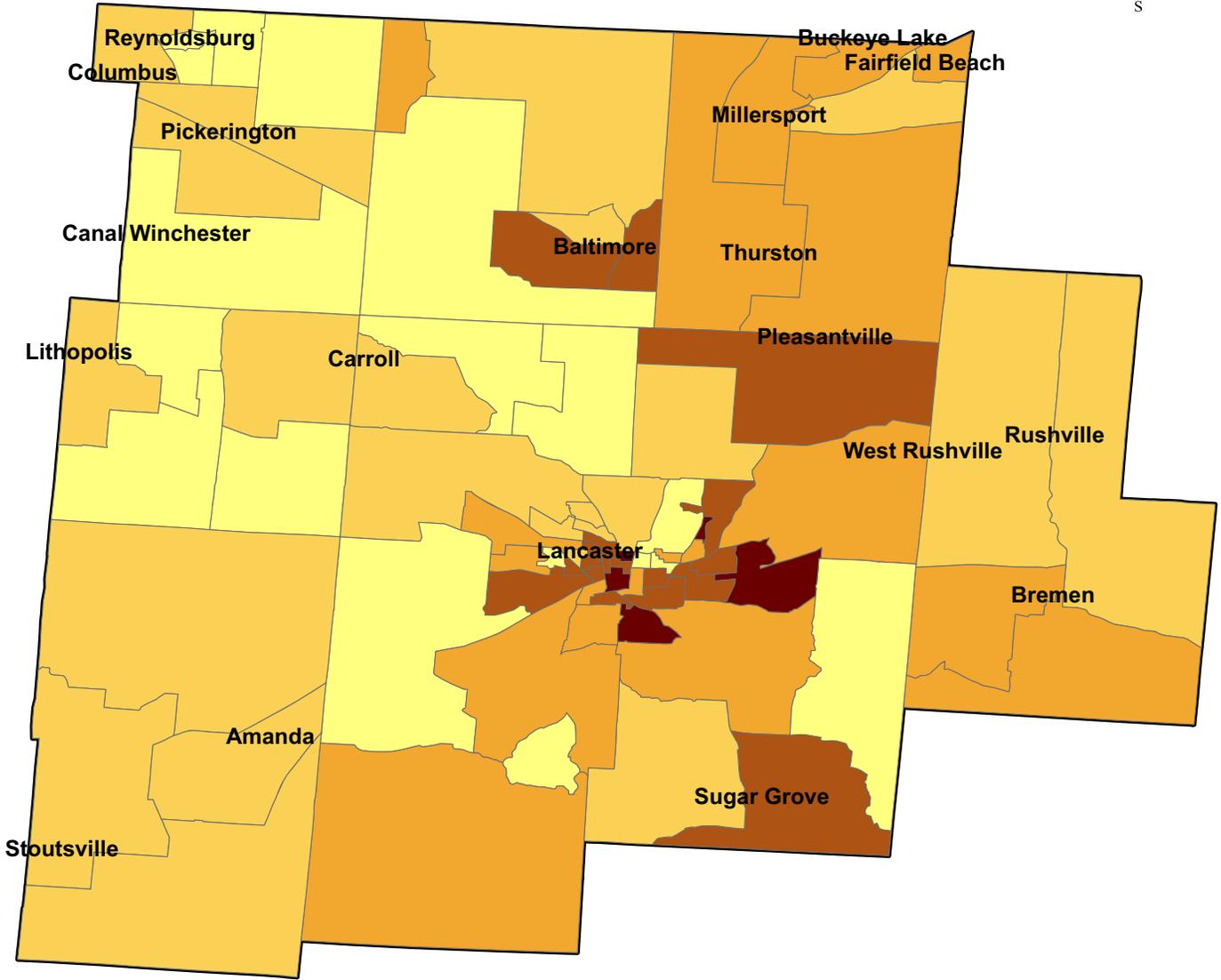
Transportation to Work

Exhibit II.15 shows the duration of trips from home to work for members of Fairfield County’s labor force. Most residents traveled between 15 and 29 minutes from home to work, with the second largest group traveling less than 15 minutes to get to work.

Exhibit II.15: Duration of Trips from Home to Work



Source: U.S. Census Bureau, 2000



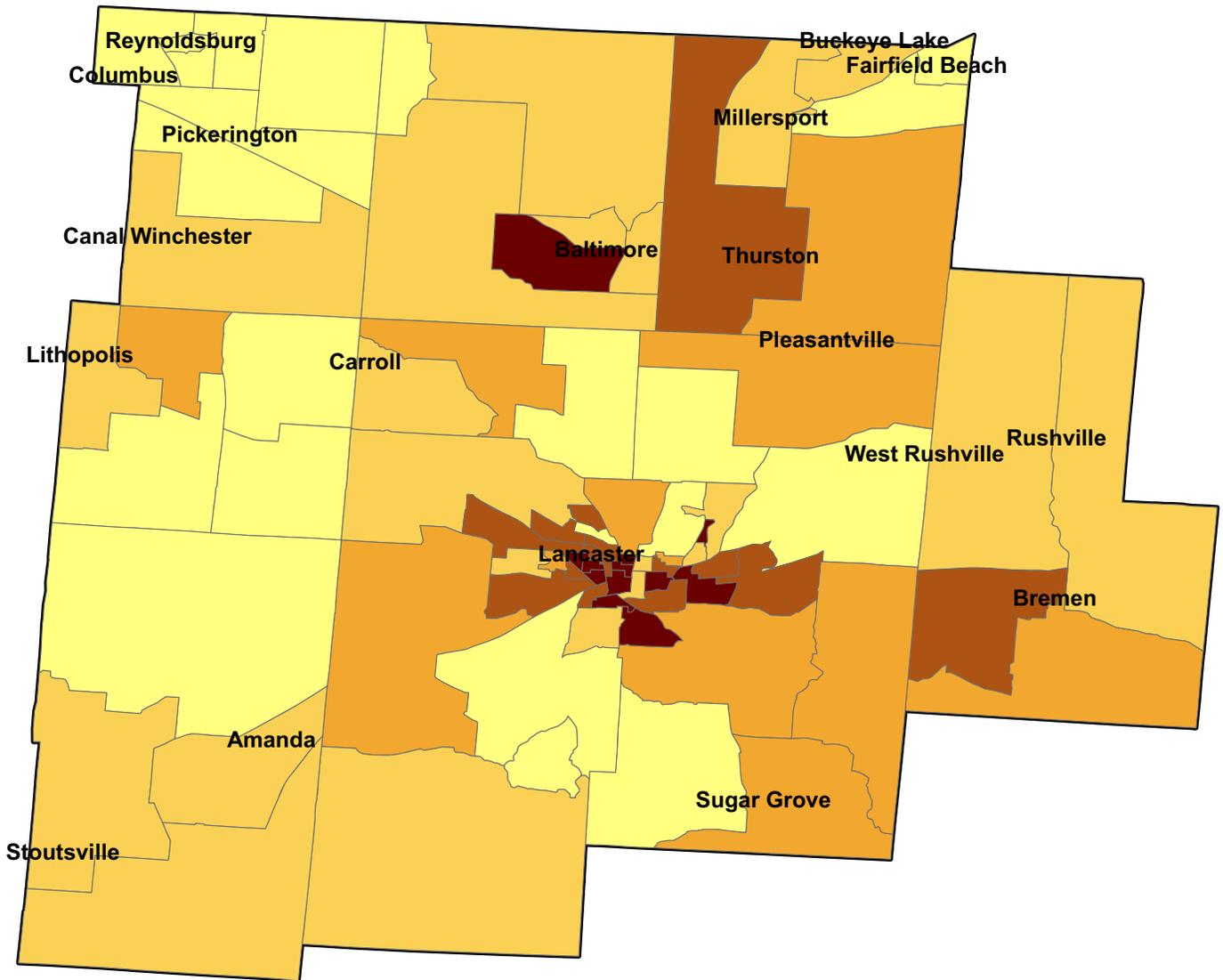
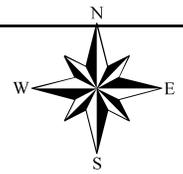
Blockgroups

- 0% - 2.627%
- 2.628% - 5.895%
- 5.896% - 9.621%
- 9.622% - 16.46%
- 16.47% - 26.56%



Exhibit II-13: Households Below Poverty Level as a Percentage of Total

Fairfield County Coordinated Public Transit - Human Services Transportation Plan



Blockgroups

- 0% - 1.587%
- 1.588% - 3.864%
- 3.865% - 7.048%
- 7.049% - 11.22%
- 11.23% - 17.22%



Exhibit II-14: Households with Zero Vehicles as a Percentage of Total

Fairfield County Coordinated Public Transit - Human Services Transportation Plan

MAJOR TRIP GENERATORS

The term “trip generator” is used to describe locations where concentrations of people are likely to live (nursing homes, medical facilities, etc.) or where people are likely to travel to meet their shopping, child care, and healthcare needs.

Health Care and Senior Housing

Exhibit II.16 is a map illustrating the geographic location of health care facilities and senior housing in Fairfield County. According to the map, there are six (6) health care centers within the city limits of Lancaster. In addition to six (6) health care centers there are six (6) senior housing locations in the City of Lancaster. Senior housing is also located outside of Lancaster and in Baltimore, Reynoldsburg, and Columbus.

Educational Institutions and Child Care Facilities

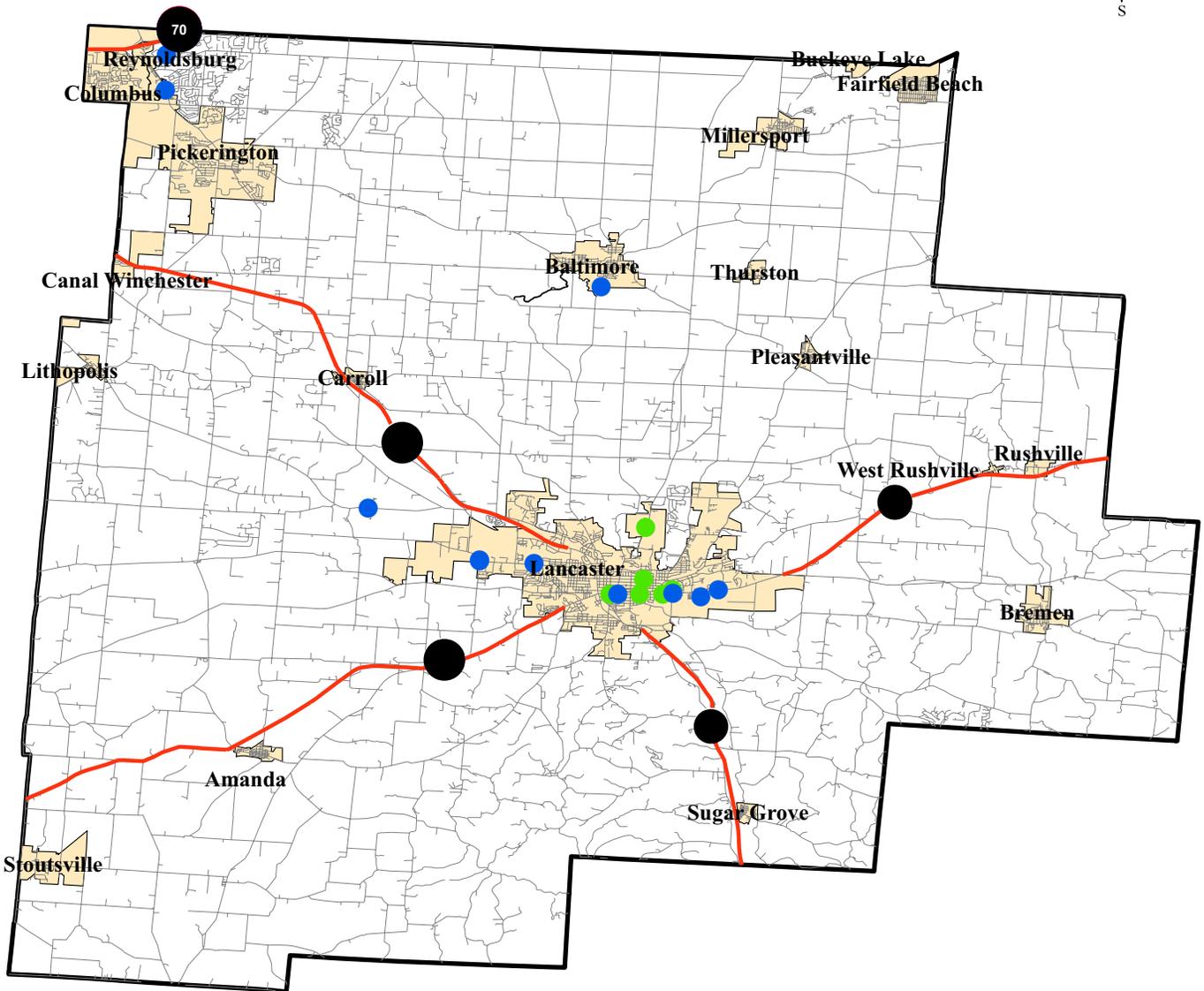
There are multiple educational facilities illustrated on the map in II.17. Areas where educational facilities are located are Pickerington, Baltimore, Millersport, near Rushville, and in Bremen. Another group of common destinations for potential and current transit riders is childcare centers. The map in II.17 shows the locations of two childcare centers in the Fairfield County. The child care facilities are located in Lancaster and Reynoldsburg.

Hotel/Motels, Restaurants, and Quality of Life

Retail businesses represent another valuable trip generator. Big box stores, grocery stores, and additional small retail stores are major trip generators. Hotels and restaurants represent trip generators for customers and also for employees of the establishments. The majority of these locations, as Exhibit II.18 shows, are within Lancaster and along US 33. Other restaurants are located throughout the county, as indicated on the exhibit.

Government Agencies and Employment Agencies

Exhibit II.19 illustrates the locations of human service agencies in the county. As with other categories of major trip generators, most of the human service agencies and government offices in Fairfield County are found in Lancaster and along US 22 and 33. Multiple employment agencies are located in Lancaster.

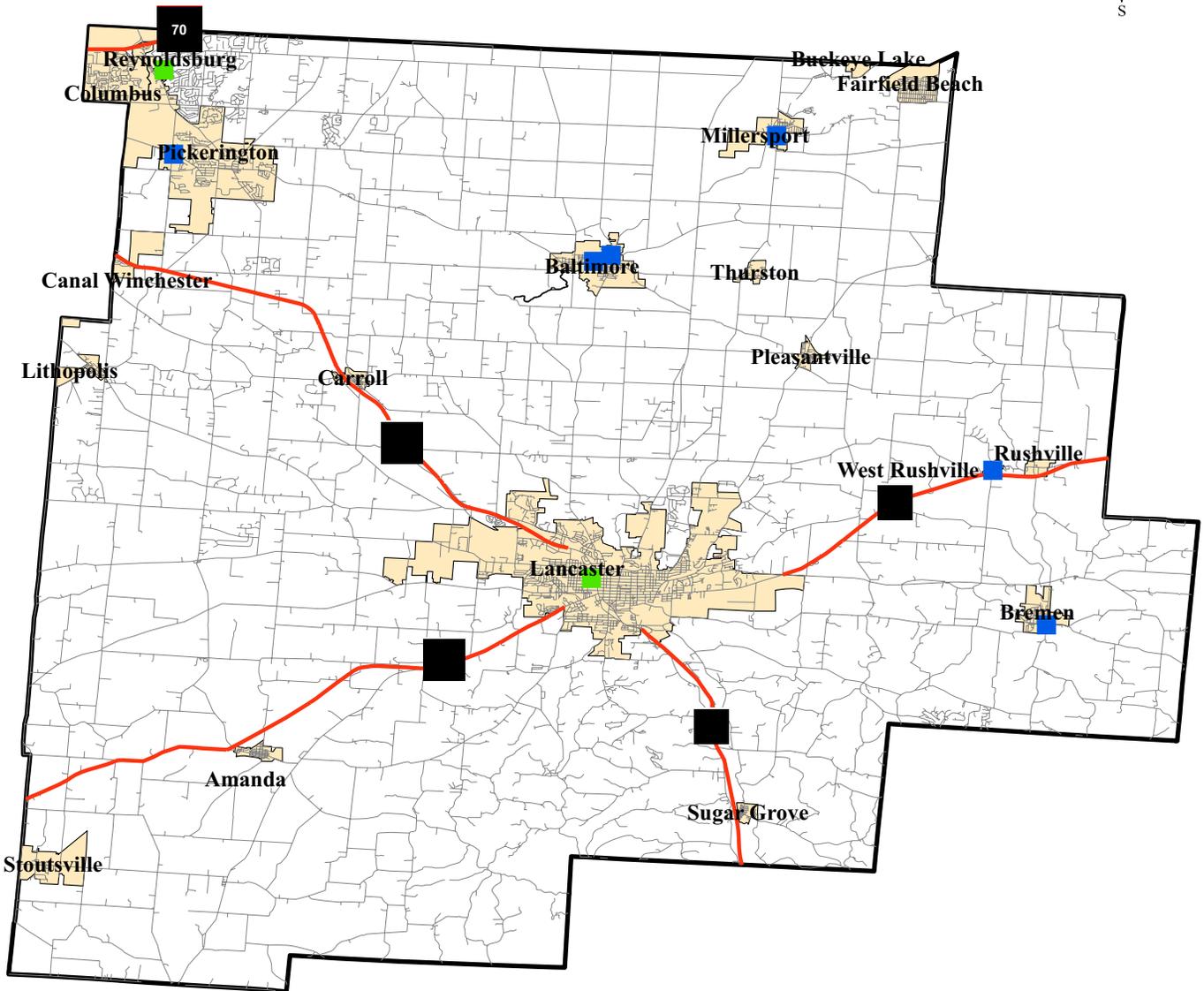


- Health Care Centers
- Senior Housing



Exhibit II-16: Health Care Centers and Senior Housing

Fairfield County coordinated Public Transit - Human Services Transportation Plan

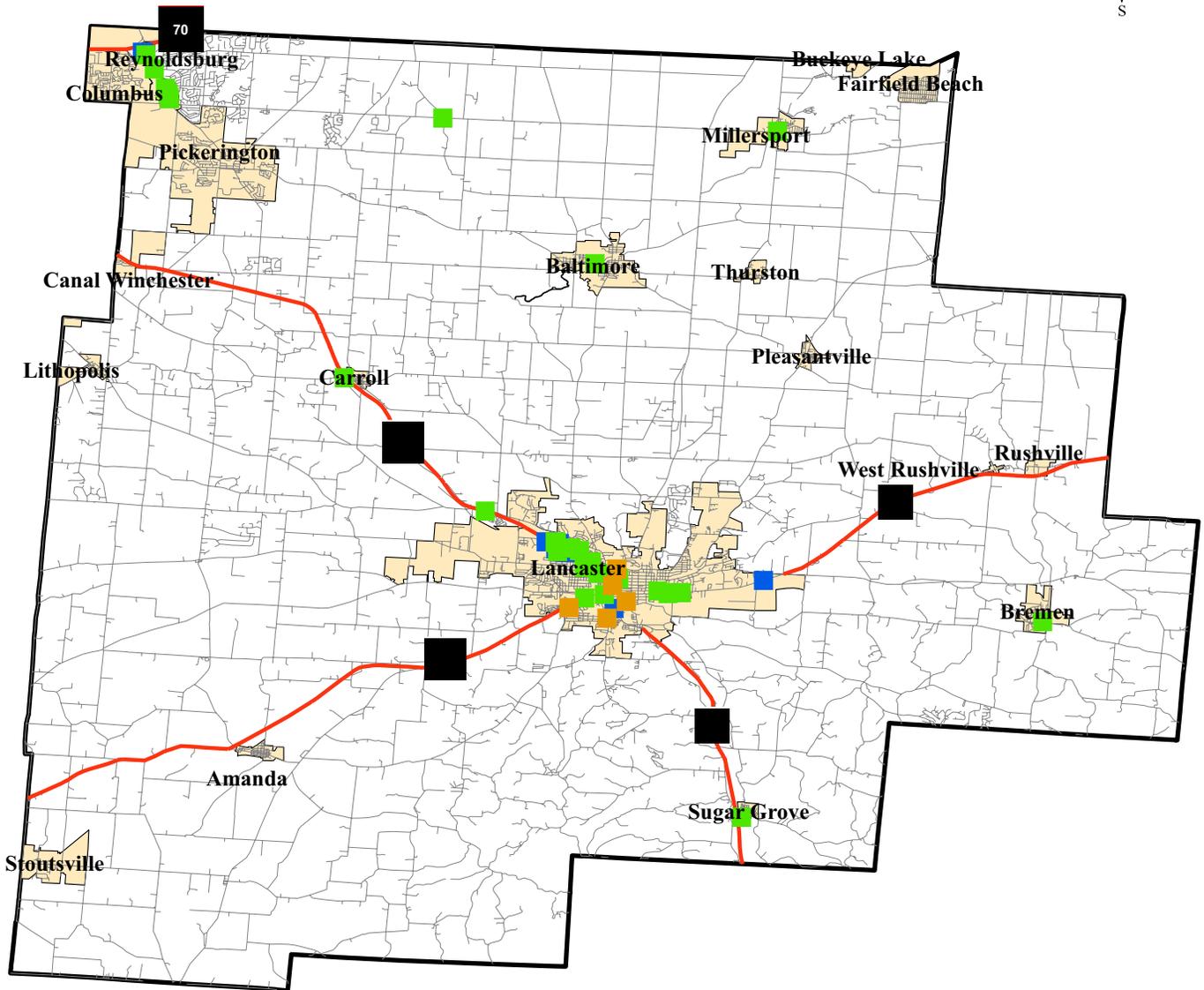


- Child Care Centers
- Educational Facilities



Exhibit II-17: Educational Facilities and Child Care Centers

Fairfield County Coordinated Public Transit - Human Services Transportation Plan

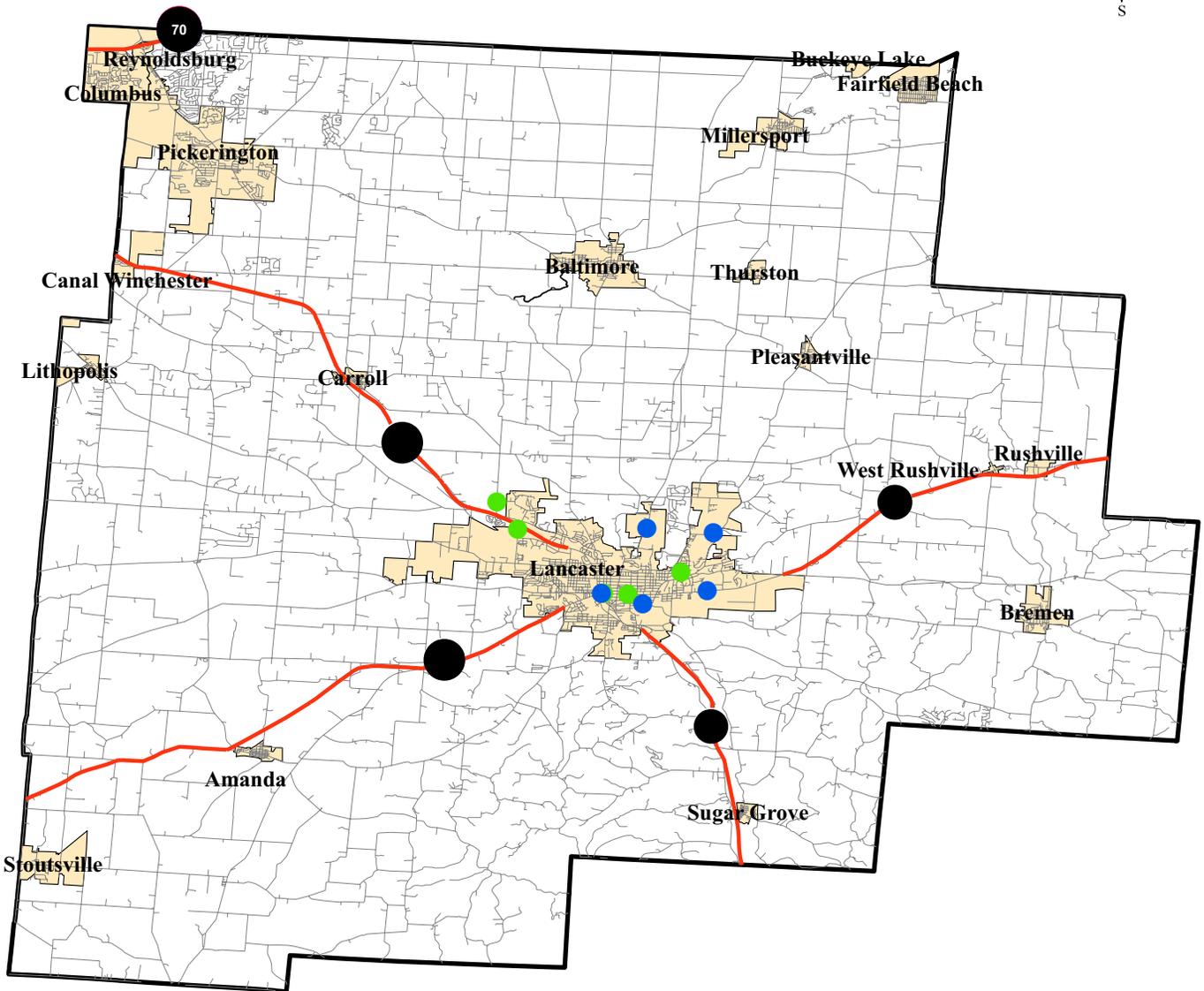


- Restaurants
- Hotels/Motels
- Quality of Life



Exhibit II-18: Hotels/Motels, Restaurants, and Quality of Life

Lancaster Coordinated Public Transit - Human Services Transportation Plan



- Employment Agencies
- Government Agencies



Exhibit II-19: Government and Employment Agencies

Lancaster Coordinated Public Transit - Human Services Transportation Plan

SUMMARY

Fairfield County communities are projected to continue to grow through 2030 according to the Ohio Department of Development.

There were 2,604 individuals earning less than \$10,000 per year according to the 2000 census. Although the per capita personal income is gradually increasing, these individuals will present ongoing challenges for service providers in all areas, including healthcare, childcare, employment, education, and recreation. In turn, the demand for transportation to these services centers will remain a salient issue.

As Fairfield County's largest age group (25 to 44 years old) ages and moves into retirement, their need for transportation will increase. The face of the county will change further as the age group (18 to 24 year olds) joins the labor force.

The highest concentration of trip generators was found in and near Lancaster. Scattered facilities were located in the surrounding areas of Reynoldsburg, Columbus, Baltimore, Millersport, Sugar Grove, and Bremen.

SUMMARY

III. COMMUNITY OUTREACH EFFORTS & INVENTORY

III. COMMUNITY OUTREACH EFFORTS AND INVENTORY

SUMMARY OF OUTREACH EFFORTS

Coordinated transportation is impossible without first creating a foundation inventory of existing resources. The documentation in this chapter provides that foundation. Efforts were made to contact various agencies and other stakeholders that might be interested in transportation coordination as well as applicants for the Federal Transit Administration's (FTA) Sections 5310, 5316, and 5317 programs in an attempt to solicit input and active participation in the coordination planning process. The response rate from local organizations determined the range of services that could be incorporated into this plan. Therefore, the inventory is not all encompassing. Outreach efforts are documented in the Appendix, including meeting agendas, an inventory of organizations that were contacted, copies of letters of invitation, flyers, and local presentations. A summary of outreach activities is provided below in order of occurrence.

September 6, 2007 – Kick-off Meeting

RLS & Associates facilitated a local kick-off meeting for the Coordinated Public Transit-Human Services Transportation Plan in Lancaster, Ohio. Local representatives that were invited to the meeting provided direction for the planning efforts. This steering committee will eventually assist the Lancaster Public Transit System (LPTS) with selecting the appropriate strategies to address the gaps and duplications that will be identified through community involvement, and analysis of the existing services and community demographics. The following individuals attended the project kick-off meeting:

- ◆ Mitch Nusser, LPTS
- ◆ Rosann Christian, LPTS
- ◆ Ed Payne, Fairfield County for disAbilities and Cerebral Palsy, Inc.
- ◆ Sherry Keller, Meals on Wheels-OAAFC, Inc.
- ◆ Melissa Gantner, Meals on Wheels-OAAFC, Inc.
- ◆ Kelly Bauman, The Salvation Army Samaritan Center

RLS & Associates facilitated the meeting. Proceedings included an introduction of the RLS team; a presentation of RLS' understanding of project requirements; a review of the purpose of the plan; a project timeline; and, a discussion of project goals, appropriate strategies, and steps for community outreach, and needs assessment activities.

The local representatives reviewed and commented on a list of local stakeholders who should receive an invitation to the local stakeholder meeting. Furthermore, the date and location of the stakeholder meeting was established.

September 7, 2007 - Invitations

An invitation letter from Lancaster Public Transit introduced the purpose and expectations of the Coordinated Public Transit-Human Services Transportation Plan (HSTP). The letter invited local human services agencies, transportation providers, older adult centers, and elected officials to participate in a local stakeholder meeting and complete a transportation survey to document current participation in local transportation, as well as the unmet transportation needs of agency consumers and the general public. The letter gave a brief summary of the upcoming stakeholders meeting, explained the importance and potential requirements of participation, and encouraged the completion of a survey, which was enclosed. A flyer was also enclosed with the invitation and stakeholders were asked to post the flyer to announce the meeting. Efforts were made to ensure that all individuals, including those requiring special accommodations were included. All meeting facilities were wheelchair accessible. In addition, if requested, all materials were available in alternative formats.

The invitation and stakeholder survey were forwarded to each identified stakeholder noted in the list below. Eighteen (18) organizations completed a survey or participated in a one-on-one interview (survey results are provided later in this chapter).

- ◆ Alterra Sterling House
- ◆ American Cancer Society
- ◆ American Red Cross
- ◆ Arthritis Foundation
- ◆ Baltimore Manor
- ◆ Bureau of Vocational Rehabilitation
- ◆ C&W Cab Company
- ◆ Canal Winchester Human Services
- ◆ Carriage Court Communities
- ◆ City of Pickerington
- ◆ Community Action
- ◆ Crestview Manor
- ◆ Crestview Rehab & Skilled Nursing Services
- ◆ Echo Manor Extended Care
- ◆ Fairfield Center for disAbilities and Cerebral Palsy, Inc.
- ◆ Fairfield County MRDD

OUTREACH EFFORTS

SUMMARY OF OUTREACH EFFORTS

- ◆ Fairfield County Veterans Services Commission
- ◆ Fairfield County Department Job & Family Services
- ◆ First Community Kitchen
- ◆ Foundation Dinners
- ◆ Habitat for Humanities
- ◆ Heartland Fairfield
- ◆ Hospice & Health Services
- ◆ Hunterwood Park
- ◆ Kindercare Learning Center
- ◆ Lancaster City Schools Transportation Service
- ◆ City of Lancaster Department of Transportation, LPTS
- ◆ Lanfair Center for Rehab/Nursing Care
- ◆ Life Center Adult Day Care
- ◆ Lutheran Social Services
- ◆ Main Street Terrace
- ◆ Meals on Wheels
- ◆ Methodist Elder Care
- ◆ Metro Housing
- ◆ Mid Ohio Ambulance Service
- ◆ Mid-Ohio Counseling
- ◆ Mt. Pleasant Place
- ◆ New Day, Inc.
- ◆ New Horizons Family Center
- ◆ Pickerington Health Care Center
- ◆ Pickerington Local Schools
- ◆ Pleasant View Place
- ◆ Pleasantview Apartments
- ◆ Pleasantville Commons
- ◆ Reflections
- ◆ River Valley Counseling
- ◆ Robert K. Fox Family, YMCA
- ◆ Rockmill Rehab. Center
- ◆ Southeast Ohio Center for Ind. Living
- ◆ Southeast Ohio Sight Center
- ◆ St. Vincent DePaul
- ◆ Sunbridge Nursing & Rehab Center
- ◆ The Lighthouse
- ◆ The Recovery Center
- ◆ The Salvation Army
- ◆ Thornville Manor
- ◆ Valleyview Nursing Home, Inc.
- ◆ Victory Hill Church
- ◆ Walnut Creek Village
- ◆ Winchester Place

- ◆ Windsor Place

September 25, 2007 – Stakeholder Meeting

A Coordinated Public Transit-Human Services Transportation Plan stakeholder meeting was held to identify unmet transportation needs and gaps in the current services and develop transportation options to more effectively serve the transportation disadvantaged citizens of Fairfield County and Lancaster. The meeting was held at the Lancaster South Water Plant. The meeting attendees included the following individuals:

- ◆ Rosann Christian, LPTS
- ◆ Mitch Nusser, LPTS
- ◆ Tim Hansley, City of Pickerington
- ◆ Dawn Romine, City of Pickerington
- ◆ Phyllis Stinnett, Fairfield Center for disAbilities and Cerebral Palsy
- ◆ Dr. Ed Payne, Fairfield Center for disAbilities and Cerebral Palsy
- ◆ Kelley Bauman, Salvation Army-Samaritan Center
- ◆ Melissa Gantner, Meals on Wheels-OAAFC, Inc.
- ◆ Sherry Keller, Meals on Wheels-OAAFC, Inc.
- ◆ Pam Patula, Southeastern Ohio Center for Independent Living
- ◆ AJ Bierly, Mid-Ohio Psychological Services
- ◆ Sheila Stouder, Sterling House
- ◆ Jan Picklesimer, Fairfield County Job and Family Services
- ◆ Laura Holton, Fairfield County Job and Family Services
- ◆ Lynn Tramontano, Fairfield County MRDD
- ◆ Seth McDonald, Ohio Department of Transportation, Office of Transit

The meeting participants were divided into three groups and asked to address the existing local transportation needs for older adults, individuals with disabilities and individuals with limited income. Many of the identified needs applied to all three targeted populations. The following transportation needs were identified as a result of the group work:

Older Adults

- ◆ Door-to-door service
- ◆ Accessible service
- ◆ County-wide service
- ◆ Transportation to/from dialysis

- ◆ Transportation to/from Occupational and Physical Therapy
- ◆ Transportation to/from Adult Day Care
- ◆ Transportation for Personal Visits –family, spouse in medical facility, funerals
- ◆ Affordable transportation options
- ◆ Transportation to employment
- ◆ Transportation on evening and weekends
- ◆ Personal assistance when boarding or disembarking vehicles
- ◆ Transportation for shopping

Individuals with Disabilities

- ◆ Transportation for training/school
- ◆ Employment (Second Shift) transportation
- ◆ Transportation to legal appointments
- ◆ Travel training to access public transit and surrounding counties transit services

People with Limited Income

- ◆ Out-of-county transportation to Columbus and Circleville
- ◆ Transportation to Court
- ◆ Transportation for shopping/food pantry
- ◆ Transportation to medical appointments
- ◆ Transportation for under 60, non-medical

The stakeholders' top four priorities for coordinating transportation resources are as follows:

1. Increase county-wide service for not only contracts but also the general public;
2. Out-of-county service – connections to urban systems in neighboring counties;
3. Employment trips - noting the importance of good on-time performance; and
4. Mobility Manager - responsibilities should include educating consumers.

December 11, 14, 28, 2007 – One-on-One Interviews

Follow-up interviews to agencies for additional information on existing services or clarification of survey information were conducted on December 11, 14, and 28. Additional stakeholders not included in the original list were contacted and invited to complete the stakeholder

survey. An additional five (5) respondents were generated as a result of this communication. Those additional stakeholders are listed below.

- ◆ Lancaster-Fairfield County Community Action Agency
- ◆ Meals on Wheels
- ◆ Salvation Army
- ◆ Southeast Ohio Sight Center
- ◆ The Lighthouse

February 4, 2008 – Steering Committee Meeting

RLS & Associates presented the first Technical Memorandum for this planning process to the project steering committee members. The meeting provided an opportunity for the steering committee to comment on the coordination needs assessment and strategies and provide additional input.

INVENTORY OF EXISTING TRANSPORTATION SERVICES

As noted above in the stakeholder outreach efforts section of this plan, a comprehensive survey was sent to sixty-two (62) different government entities and agencies in Fairfield County area in order to gain information on existing transportation programs and services.

The thirteen (13) entities/agencies that initially responded to the stakeholder survey are listed below. Of those responding to the survey and including known public transit providers, five (5) agencies were transportation providers while the remainder either did not need transportation services or transportation was contracted out to other entities.

- ◆ City of Pickerington
- ◆ Fairfield Affordable Housing, Inc.
- ◆ Fairfield Center for disAbilities and Cerebral Palsy, Inc.
- ◆ Fairfield County MRDD/Fairfield Industries
- ◆ Hunterwood Park
- ◆ City of Lancaster Department of Transportation, Lancaster Public Transit
- ◆ Lanfair Center for Rehab/Nursing Care
- ◆ Mid-Ohio Psychological Services
- ◆ Pleasantview Apartments
- ◆ Robert K. Fox, Family YMCA
- ◆ Southeast Ohio Center for Independent Living
- ◆ Winchester Place
- ◆ Fairfield County JFS

**INVENTORY OF
EXISTING
TRANSPORTATION
SERVICES**

Summaries were also included for the five (5) agencies that participated in one-on-one interviews.

The following summaries include a description of local outreach activities completed for this plan, and transportation services provided by the organizations that have participated in the planning process to date. Using ODOT's criteria for eligible applicants for the Sections 5310, 5316, and 5317 programs and the information available for each respondent, we noted whether or not the agency is a potential eligible applicant for the SAFETEA-LU programs. ODOT's criteria for eligible applicants to Sections 5316 and 5317 are as follows:

- ◆ Public entities providing public transit services;
- ◆ Private, nonprofit entities designated by county commissioners to provide public transit services; or,
- ◆ Public entities that are recipients of the Ohio Coordination Program.

Criteria for eligible applicants to Section 5310 are as follows:

- ◆ Private, nonprofit (501(c) (3)) corporations; and,
- ◆ Public bodies identified by the state as lead agencies in a coordination project; or,
- ◆ Public bodies which certify that no private, nonprofit corporations exist within their jurisdiction for the provision of elderly and disabled transportation.

Organizations that do not qualify as eligible applicants for grant funding could partner with an eligible applicant to achieve the coordinated transportation goals.

Vehicle utilization and financial information is necessary prior to implementation of most of the strategies discussed in Chapter VI. Financial information contained in the summaries is preliminary and questions were limited in scope to requests for funding sources. The table at the end of this chapter provides vehicle utilization information for participating organizations that were able to provide the data. Some additional vehicle utilization data and more detailed budget information may be necessary prior to implementation of select coordination strategies

General Description of Area Transportation Providers

Those agencies that responded to the survey as of December 31, 2007 and either provide transportation services in Fairfield County or expressed a need in transportation services are described below. Additional agencies were added as they completed a survey or one-on-one interview.

Fairfield County Job and Family Services

Fairfield County Job and Family Services is a public human services agency that serves the entire county. Services provided by Fairfield County Job and Family Services include Child Protective Services, Child Support Enforcement, Workforce and Job Development, Child Care, Adult Protective Services, and Family Support and Visitation Center; in addition to these services organization functions include:

- ◆ Transportation
- ◆ Social/Human Services
- ◆ Employment Screening
- ◆ Income Assistance
- ◆ Information/Referral

Fairfield County Job and Family Services (JFS) provides transportation on behalf of its consumers as well as purchases transportation from other service providers. The agency has an organized program with vehicles and staff designated specifically for transportation. In addition, the agency provides gas vouchers, information and referrals to other community transportation resources and schedules rides with contract service providers. On occasion, the Child Protective Services program staff (a program within JFS) will provide transportation with their personal vehicles.

Basic eligibility requirements are imposed for the agency's transportation program. For the Non-Emergency Transportation (NET) Medicaid Transportation Program, consumers must meet one or more of the following requirements:

- ◆ Have a current Medicaid Card that is valid for the same month as his or her Medicaid covered medical appointment;
- ◆ Have met the "spend-down" requirement for the month;
- ◆ Do not require ambulance or ambulette services, and are able to be transported in a sedan;
- ◆ Currently pregnant and have applied for Medicaid; or
- ◆ Need transportation to a Medicaid-reimbursable appointment.

Temporary Assistance for Needy Families (TANF) transportation requires the consumer to be at or below 200 percent of the federal poverty level and have a child in the household. Trip purposes that are eligible under the TANF transportation program include work experience, GED classes, work readiness, work activities, and child protective services.

The agency provides transportation with eight (8) sedans between 7:00 a.m.-5:00 p.m., Monday through Friday and employs eight (8) drivers and

**INVENTORY OF
EXISTING
TRANSPORTATION
SERVICES**

a transportation supervisor. The consumer must make advance reservations five business days prior to travel. The agency will work with consumers if less notice is given or if an earlier pick-up is required.

In addition, the agency maintains contracts with LPTS, Fairfield Center for disAbilities and Cerebral Palsy, Salvation Army, and Functional Training Services, a private for profit agency.

JFS served approximately 2000 individuals and provided the following trips including gas vouchers from January-November 2007:

	NET	TANF	Child Protective Services
Gas Voucher	33,290	7,151	2,144
Direct (JFS)	6,032	384	3,047
LPTS	1,894	570	482
Other Service Providers	2,792	2,898	506

The agency does not have any accessible vehicles within the JFS fleet, however, the agency contracts with another agency to provide wheelchair accessible trips. JFS does not track the number of wheelchair accessible trips that are provided through their contract agreements with other agencies.

JFS also works with managed care programs that provide 30 one-way trips per 12-month period for healthcare, Women Infant and Children (WIC), and JFS re-determination appointments. A two-business-day notice is required for the managed care transportation.

The total agency transportation ridership for 2006 was 37,798. In 2007 (includes November and December projections), ridership was 72,427, an increase of 92 percent. The major contributors to the increase are the higher number of Medicaid eligible consumers, and the population growth of the county.

The total expenditures for NET transportation (including gas vouchers, agency drivers and contracted agencies, during January-September 2007) are \$601,470.00. Vehicle purchases are made through Medicaid funds. The agency prepares an annual Non-Emergency Transportation Medicaid plan, which details the services, requirements, appeals process, and forms. A brochure that outlines information about the transportation services is available.

Public transportation provides the most useful personal mobility option in the Lancaster area, according to the JFS survey respondent. Taxis and other private providers, and human services transportation programs provide the most useful personal mobility options for the county, outside

of Lancaster. However, more comprehensive area coverage for public transportation, including increased offerings of out-of-county trips is needed to improve transportation options. Feeder service to Columbus public transit (Central Ohio Transit Authority) is also needed to access job opportunities. More funding is the second priority. Additional funding should be dedicated to improving personal mobility in Fairfield County. JFS staff also expressed a need to reduce contract rates for existing service providers.

Fairfield County JFS currently coordinates transportation by providing information and referral, trip sharing on other human services providers' vehicles (which reduces the rate for JFS) and contract funding.

Statutory barriers to pooling funds, restrictions placed on the use of vehicles, liability/insurance concerns and the unique characteristics of client populations are barriers the agency most commonly encounters with coordination. No identified person or software program to coordinate transportation is the greatest obstacle to coordination and personal mobility in the service area.

A transferable software program for scheduling all trips, expansion of service area for public transit and the use of a transit card for families is the most needed improvement for coordination. A discount transit pass for a family could help meet the need for more affordable transportation to daycare for families.

JFS board has been very actively involved in the planning, development, and implementation leading up to coordination of human services agency and public transportation resources. The agency indicated there is strong support from some but not all local officials, agency administrators, and other community leaders.

Winchester Place Nursing & Rehabilitation Center

Winchester Place Nursing & Rehabilitation Center is a private, for profit nursing home that serves the counties of Fairfield, Franklin, and other surrounding counties. Organizational functions include health care and rehabilitation services.

The center arranges transport for consumers to go to appointments. The nursing center has a third party agreement with Pickaway Plains for transportation services. Winchester Place Nursing & Rehabilitation Center currently pays Pickaway Plains a fifty dollar flat fee and an additional five dollars for each mile.

The center stated that the most useful personal transportation provided by existing transportation networks are taxis and other providers, human services transportation programs, families, friends, and neighbors. The most needed enhancement to improve personal mobility in the service area is the lowering of fares on existing services. Winchester Place Nursing & Rehabilitation Center currently provides information and referrals as a form of coordination. Billing and accounting issues have been a challenge to the agency when trying to coordinate with other agencies. The greatest obstacle to coordination and personal mobility is the cost and unavailability of transportation service. The center would like to see a program in place similar to Newark, Ohio's taxi/token program.

Winchester Place Nursing & Rehabilitation Center indicated that their governing board has had moderately low participation in the planning, development, and implementation leading up to coordination of human services and public transportation resources. The center indicated that there is moderately weak support sustained for coordination of transportation planning among elected officials, agency administrators, and other community leaders. There is a moderately strong perception that there are real tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services. The potential benefits in the opinion of the center include being cost effective for consumers and residents.

Fairfield County Board of Mental Retardation and Developmental Disabilities (MRDD)/Fairfield Industries

Fairfield County Board of MRDD is a public human services agency serving Fairfield County. Organizational functions include:

- ◆ Day Services
- ◆ Job Training
- ◆ Employment
- ◆ Rehabilitation Services
- ◆ Job Placement
- ◆ Transportation

Fairfield County Board of MRDD has three (3) vehicles including two (2) minivans and one (1) converted 15-passenger van is wheelchair accessible. These vehicles are used for consumers that are eligible for MRDD programs. The agency provides curb-to-curb service to and from work, and the schedule of the service is determined by the work schedule of the consumer. Advanced registration is required as per the individual consumer's service plan. Fairfield County Board of MRDD charges a fare using Medicaid fare structure for all passengers. Passengers not eligible for Medicaid transportation maybe subsidized through other funding

resources. The agency has multiple funding sources that provide fare assistance.

In the assessment of the agency, the most needed enhancements to improve personal mobility in the service area are greater coordination, more funding, lower fares on existing services, and communication to the riders regarding what services are currently available from each service provider. The greatest obstacles for coordination are funding and unique characteristics of consumer population. Communication and education about people with MRDD and disabilities are needed to improve the coordination of public transit and human services transportation.

MRDD was a member of the former FairCATS project and continues to participate in coordination through providing contract services. The agency provides service under contract to the City of Pickerington for older adults and individuals with disabilities residing in Pickerington. The service is provided with an ODOT Specialized Transportation Vehicle (Section 5310). Please refer to the City of Pickerington write-up. The agency also has a memorandum of understanding with Pickerington School District to provide transportation for one of their students.

Fairfield County Board of MRDD indicated that their governing board has actively participated in the planning, development, and implementation leading up to coordination of human services and public transportation resources. The agency feels that there is moderately strong support sustained for coordination of transportation planning among elected officials, agency administrators, and other community leaders. There is a strong perception that there are real tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services. The potential benefits in the opinion of the agency include the choice of transportation for adults with MRDD and efficiency among transportation providers.

MRDD sheltered workshop program would be an eligible recipient for Sections 5310. However, applications for Sections 5316, and 5317 funding must be presented in partnership with LPTS.

Mid-Ohio Psychological Services

Mid-Ohio Psychological Services is a 501C-3 corporation. It provides service to Fairfield, Franklin, Hocking, Perry, and Scioto counties. Major functions or services of the agency include:

- ◆ Social Services
- ◆ Counseling
- ◆ Diagnosis/Evaluation

◆ Psychiatric Services

The agency provides counseling and is funded eighty percent through Medicaid. It has three (3) case managers who are reimbursed for mileage for driving some clients to appointments. Mid-Ohio Psychological Services does not purchase transportation on behalf of its consumers. The agency is not a transportation provider.

Currently, the agency is of the opinion that human services transportation programs provide the most useful personal mobility options in the service area. A lower fare on existing services is indicated as an enhancement most needed to improve personal mobility.

Mid-Ohio Psychological Services participates in transportation coordination activities referring individuals to other agencies. It currently links consumers to Job and Family Services or LPTS for transportation.

The agency has encountered issues with coordination efforts due to restrictions placed on the use of vehicles and the unique characteristics of consumer populations. The greatest obstacle to coordination, in the opinion of the agency, is the unique consumer characteristics and inability to mix consumers on-board vehicles. Enhancements most needed to improve the coordination of public transit and human services transportation, in the view of the agency, is to cover more of the needs of the consumers, which includes training and educational appointments, and court requirements.

The agency indicated that its governing board has had little participation in the planning, development, and implementation leading up to the coordination of human services agency and public transportation resources. The agency also indicated that there is moderate support sustained for transportation coordination planning among elected officials, agency administrators, and other community leaders. It also is of the opinion that there is a strong perception that a real and tangible benefit could be realized if local organizations worked together to better coordinate the delivery of services. The potential benefits in the opinion of the agency include “better services provided across the board for all agencies and easier and better access for consumers to get needs met.”

Robert K. Fox Family YMCA

The Robert K. Fox Family YMCA provides social services to Fairfield, Hocking, Franklin, and Licking counties. It operates under the legal authority of a private nonprofit organization.

Robert K. Fox Family YMCA does not purchase transportation on behalf of its consumers. The organization currently provides transportation for children through a child care program. YMCA has three (3) buses that seat between 25 and 60 students. Vehicles operate Monday through Friday, before and after school. The organization charges a fare of one dollar per student.

The organization indicated that the most needed improvement of personal mobility includes longer hours and/or more days of service and lower fares on existing services. Although the organization did not indicate that it currently participates in coordination activities, it has encountered issues in coordination efforts that include licensing rules. The greatest obstacle to coordination and personal mobility in the service area is funding.

The organization indicated that its governing board has had moderately low participation in the planning, development, and implementation leading up to the coordination of human services agency and public transportation resources. The YMCA also indicated that there is moderate support sustained for transportation coordination planning among elected officials, agency administrators, and other community leaders. YMCA is of the opinion that there is a moderately strong local perception that a real and tangible benefit could be realized if organizations worked together to better coordinate the delivery of services.

Hunterwood Park Apartments and Pleasant View Apartments

Hunterwood Park Apartments and Pleasant View Apartments are public housing under the legal authority of the US Department of Housing and Urban Development (HUD). Fairfield County is served by these two apartment complexes.

Neither apartment complex purchases transportation on behalf of its consumers. Hunterwood Park Apartments is of the opinion that public transit provides the most useful personal mobility options in the service area. Pleasant View Apartments indicated that human services transportation programs provide the most useful personal mobility options. Both complexes view more funding as an enhancement most needed to improve personal mobility.

Hunterwood Park Apartments and Pleasant View Apartments currently participate in coordination activities by providing information and referring individuals to transportation services. Pleasant View Apartments indicated that “rural areas need help.” It recommends expanding service and offering more options for transportation as a way to improve coordination of public transit and human services transportation in the area. Hunterwood Park Apartments is of the opinion that the most needed

enhancement for coordination is to accommodate those that need last minute transportation for unexpected physician visits at unexpected times and provide “some public service options for individuals stranded outside the Lancaster limits for options to escape isolation.”

Both apartment complexes indicated little participation by their governing board in the planning, development, and implementation leading up to coordination of human services agency and public transportation resources. Furthermore, they indicated moderate to moderately low sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders. Lastly, both apartment complexes agreed that there is a strong perception that there are real tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services.

Hunterwood Park Apartments added that “individuals need access to transportation for emotional wellness” and that “the isolation because of the lack of transportation for an out-to-lunch excursion or a day of fun is basically nonexistent for individuals outside the city limits.” In addition, Pleasant View Apartments stated that “there needs to be some opportunity for transport to more significant areas such as shopping and not just medical transport for rural areas.”

Fairfield Center for disAbilities & Cerebral Palsy

Fairfield Center for disAbilities & Cerebral Palsy is a private, nonprofit adult day care center serving Fairfield County. Major functions or services of the center include:

- ◆ Transportation
- ◆ Social Services
- ◆ Nutrition
- ◆ Day Treatment
- ◆ Rehabilitation Services
- ◆ Income Assistance
- ◆ Information/Referral
- ◆ Recreation/Social

Fairfield Center for disAbilities & Cerebral Palsy directly operates human services agency transportation services. The center does not purchase transportation on behalf of its consumers or the general public from other providers. Consumers that are eligible for transportation include those that are in one of the following categories:

- ◆ Persons with a disability; qualifiers Medicaid Ambulate, Waiver, and MRDD

- ◆ Older adults
- ◆ Low income/Medicaid recipients
- ◆ Agency/program participants
- ◆ General public
- ◆ In the Meals on Wheels program
- ◆ Older Adult Alternative (Senior Levy)
- ◆ Approved Bureau Vocational Rehabilitation consumers

Fairfield Center for disAbilities & Cerebral Palsy operates ten (10) vehicles, including three (3) sedans, one (1) accessible minivan, one (1) van, one (1) transit bus, and four (4) converted accessible vans. The center offers a demand response transportation service, providing door-to-door, curb-to-curb service from 7:00 AM to 5:00 PM on Monday, Wednesday, and Friday; and 5:00 AM to 5:00 PM on Tuesday and Thursdays. Consumers are requested to make an advanced reservation with the ability to schedule same day trips, if needed. The center charges a passenger fare through its contracts with consumers.

In 2006, Fairfield Center for disAbilities & Cerebral Palsy provided 512 individuals with transportation and completed 18,921 trips. The center accepts passenger donations with no suggested amount to offset the cost of providing transportation services.

It is the opinion of the center that public transit is the most useful existing personal mobility option in the area. An enhancement most needed to improve personal mobility in the service area is more funding. Fairfield Center for disAbilities & Cerebral Palsy indicated that it provides information and referral and coordinates with MRDD to transport individuals to their respective sites. Challenges encountered when attempting to coordinate in the past included statutory barriers to pooling funds, liability and insurance concerns, and billing and accounting issues. The agency indicated that “public transportation could be expanded if we had additional funding for vehicles.” The greatest obstacle in the opinion of Fairfield Center for disAbilities & Cerebral Palsy is funding.

Fairfield Center for disAbilities & Cerebral Palsy is of the opinion that there is a moderately strong local perception of a real and tangible benefit to be realized if organizations work together to better coordinate the delivery of services.

Fairfield Affordable Housing, Inc.

Fairfield Affordable Housing, Inc. is an independent living apartment complex for older adults and individuals with low incomes. It operates as a private, nonprofit corporation serving Fairfield County. The major functions of the agency include:

- ◆ Social Services
- ◆ Residential Facilities
- ◆ Housing

Fairfield Affordable Housing, Inc. currently arranges for volunteer drivers and or escort services, but it does not fund or provide transportation services. The agency does provide information referral services, as needed.

In the opinion of Fairfield Affordable Housing, Inc. public transit, human services transportation programs, families, friends, neighbors, and volunteers provide to most useful personal mobility options in the area. The agency considers greater coordination among providers, more funding, longer hours and/or more days of service, and lower fares on existing services as needed most to improve personal mobility in the service area. Currently, Fairfield Affordable Housing, Inc. provides information and referral as a coordination activity. Obstacles to coordination that Fairfield Affordable Housing, Inc. has encountered included restrictions placed on the use of vehicles and unique characteristics of consumer populations. The greatest obstacle to coordination and personal mobility is access to destinations outside of the city limits. In the opinion of Fairfield Affordable Housing, Inc., the enhancement most needed to improve coordination of public transit and human services transportation is transportation to specific medical appointments in and outside of the city of Lancaster.

The agency indicated that its governing board has had little participation in the planning, development, and implementation leading up to the coordination of human services agency and public transportation resources. The agency also indicated that there is weak support sustained for transportation coordination planning among elected officials, agency administrators, and other community leaders. Agency representatives stated that “contact information and ability to meet the needs of seniors residing at Livingston Arms is difficult to find.” The agency also is of the opinion that there is a moderately strong perception of a real and tangible benefit to be realized if local organizations worked together to better coordinate the delivery of services. Potential benefits in the opinion of Fairfield Affordable Housing, Inc. include “accessibility to meet the needs of senior residents is greatly needed. Most do not drive and rely solely on LPT.”

Lanfair Center for Rehabilitation & Nursing

Lanfair Center for Rehabilitation & Nursing is a private, for profit nursing home that serves Fairfield, Stark, Portage, and Lake counties. The major

function of the organization is to provide health care. Consumers eligible for transportation are individuals that are residents of the facility with a disability.

Currently, Lanfair provides transportation for its residents in a number of ways, including Lanfair employees and their personal vehicles, volunteer vehicles, and agency owned vehicles. Mileage or auto expenses are reimbursed to those that transport residents in their own vehicles. Lanfair also purchases transportation service on behalf of its residents through pre-purchased tickets, tokens, and passes for other modes of paratransit/transit transportation.

Lanfair Center for Rehabilitation & Nursing owns one (1) accessible van. Door-to-door service is provided and drivers are permitted to assist passengers with a limited number of packages; a personal care attendant or escort is provided for those passengers who require such services. The transportation service operates at all hours and days of the week depending on the needs of the residents. It is preferable that residents make arrangements in advance to use the van. Same day trip service is available if the vehicle is available.

Other than having a disability, individuals do not need to be certified or pre-qualified in order to access the transit services. Lanfair Center for Rehabilitation & Nursing provided 250 persons with transportation, 65 passenger trips. An estimated 150 trips were provided from October 1, 2006 through September 30, 2007 for passengers using a wheelchair. Lanfair Center for Rehabilitation & Nursing does not charge a fare for residents, and they do not accept any donations from seniors. Currently, Lanfair Center for Rehabilitation & Nursing has purchased 50 trips from Mid-Ohio Ambulance through a third party contract; rates and basis of payment are based on Medicare/Medicaid rates.

In the opinion of Lanfair Center for Rehabilitation & Nursing, public ADA complementary paratransit services provide the most useful personal mobility options in the area. The agency indicated that the loosening of eligibility restrictions is needed before personal mobility in the service area can be improved through coordination. Currently, Lanfair Center for Rehabilitation & Nursing provides joint use of vehicles as a coordination activity. Valleyview Nursing Home uses the Lanfair Center for Rehabilitation & Nursing van on occasion. A coordination issue that Lanfair Center for Rehabilitation & Nursing has encountered includes the mixing of unique characteristics of consumer populations. The greatest obstacle to coordination and personal mobility are the restrictions placed on the use of vehicles.

Lanfair indicated that their governing board has had little participation in the planning, development, and implementation leading up to the coordination of human services agency and public transportation resources. The agency also indicated that there is moderate support sustained for transportation coordination planning among elected officials, agency administrators, and other community leaders. Lanfair also indicated that there is a moderate perception of a real and tangible benefit to be realized if local organizations worked together to better coordinate the delivery of services.

Lancaster Public Transit System (LPTS)

Lancaster Public Transit System (LPTS) is a publicly sponsored agency and is a department within the City of Lancaster. LPTS serves the entire city, with limited service in Fairfield County, and is a Section 5311 rural transit system. Service is open to the general public. Service is provided through a private contractor; the City of Lancaster’s Department of Transportation administers the program.

LPTS provides demand response, curb-to-curb, door-to-door transportation service. Passengers are permitted to travel with their own personal care attendant or escorts. The transit system is currently open Monday through Saturday. Monday through Friday the hours of operation are from 5:00 AM to 9:00 PM; Saturday hours are 7:00 AM to 6:30 PM. Advanced reservations are not required but preferred.

In 2006 Lancaster Public Transit System provided 128,206 passenger trips. Individuals do not have to be certified or pre-qualified in order to access the transit system. A fare is charged to those that use the service. The general public pays \$2.00 with an advanced reservation and older adults and individuals with disabilities pay \$1.00 with advanced reservation. Same day service is available to those within the city limits of Lancaster; the charge is \$5.00 for all riders. As space permits, LPTS will offer transportation to the general public within Fairfield County. A 48 hour, advanced notice is required. Service outside of LPTS’ service area in the townships of Greenfield, Pleasant, Hocking, and Berne is \$7.50 with an advanced reservation. Service to Violet, Liberty, Walnut, Bloom, Richland, Amanda, Rushcreek, Clearcreek, and Madison is \$15.50 with an advanced reservation.

Lancaster Public Transit System has third party contracts with Job and Family Services, Fairfield Medical Center, and the Lancaster City School District. The rates are provided in the chart below.

**INVENTORY OF
EXISTING
TRANSPORTATION
SERVICES**

	Within City Limits (one-way)	Outside City Limits	No Shows	Late Cancellation	Wait Time
Department of Job & Family Services	\$10.60		\$10.60	\$10.60	\$12.00 per half hour
Fairfield Medical Center	\$10.50	\$3.50 per mile			
Lancaster City School District	\$9.50	\$3.00 per mile			

It is the assessment of Lancaster Public Transit System that the most needed enhancements to improve personal mobility in the service area is greater coordination among providers, more funding, and lower fares on existing services. Since FairCATS, a coordination project funded in part by the Ohio Coordination Program, was disbanded in 2006, LPTS' only coordination effort is information and referral. Previously, LPTS operated a deviated-fixed route but do to low ridership and lack of dedicated revenue, the route had to be eliminated. Issues encountered with coordination efforts include statutory barriers to pooling funds, restrictions placed on the use of vehicles, resistance among providers to sharing resources, billing and accounting issues, service area restrictions, and "subsidies that are service area specific." LPTS believes the greatest obstacle to coordination is funding.

The system indicated that its governing board has actively participated in the planning, development, and implementation of coordinated human services agency and public transportation resources. The system also indicated that there is weak support for sustained transportation coordination planning among elected officials, agency administrators, and other community leaders. LPTS is also of the opinion that there is a moderately strong perception that there is a real and tangible benefit to be realized if local organizations worked together to better coordinate the delivery of services. The system states that there is a "tremendous need for county-wide service."

City of Pickerington - Office of Development

City of Pickerington is a local government within Fairfield County. The city provides transportation funding to remove barriers to employment for city residents with disabilities and to expand transportation opportunities for older adult residents.

MRDD operates a Section 5310 Specialized Transportation Vehicle within Pickerington for the city services. The vehicle is an accessible light transit narrow body. The service is demand response and door to door,

with a twenty-four hour, advanced reservation required. Passengers are assisted with a limited number of packages, and a personal care attendant or escort may be required. The service operates Monday thru Friday, 8:00 AM-5:00 PM. Passengers are required to make an advanced reservation the day before travel; however, same day trips are provided based on availability.

Passengers must provide a letter that verifies disability and/or proof of age. The fare structure is \$7.50 for city residents per one-way trip and \$8.00 for non-residents per one-way trip. Flat rates fares are available for out-of-city limits trips (e.g., to Lancaster Hospital). MRDD does not offer discounts for older adults and accepts donation from passengers. MRDD establishes the fare structure; the City of Pickerington reviews the fare structure annually, however, the city does not have any control over the fare structure.

From July 2006 through June 2007, the city subsidized 2,328 one-way trips for twenty (20) consumers, including 100 wheelchair trips.

In 2006, the operating revenues consisted of fares from passengers (\$3,415) and reimbursements for service obtained from third parties (\$3,313). The city provides the remaining local match. The total operating cost for 2006 was approximately \$27,500. This does not include the cost of fuel, which was not available. MRDD is responsible for the vehicle and provides the service. The Pickerington Senior Center schedules the trips for the Pickerington eligible residents.

Families, friends, and neighbors provide the most useful personal mobility options for the City of Pickerington. More funding is needed to improve personal mobility. Restriction placed on the use of vehicles is a major barrier to coordination. It is the city's understanding that Section 5310 vehicles are to be used only for individuals with disabilities and older adults. The City of Pickerington would like to have one service provider for the entire county.

The city has not actively participated in the planning, development, and implementation of the coordination of human services agency and public transportation resources. The staff completing the survey indicated the support for coordination among elected officials, agency administrators, and other community leaders is very weak; however, the city perceives real benefits to coordination of services.

The staff stated that the survey was difficult to complete since the City of Pickerington recently changed its relationship with Fairfield County Mental Retardation and Developmental Disabilities (FCMRDD). Formally the paratransit service was operated by FairCATS, but has

changed hands and is now being provided by FCMRDD. Due to the fact that the City of Pickerington does not provide the service, access to information was difficult.

Southeastern Ohio Center for Independent Living

Southeastern Ohio Center for Independent Living is a private, nonprofit agency that serves Fairfield and Hocking Counties. The agency provides the following services:

- ◆ Screening
- ◆ Peer Support
- ◆ Independent Living
- ◆ Advocacy
- ◆ Community Transition

The agency does not provide transportation to, nor purchase transportation on behalf of, its consumers. It does, however, make information referrals to transportation providers. The ADA complementary paratransit service is the most useful personal mobility option for Independent Living consumers. According to survey results from this agency, public transportation service hours need to be extended and the days of service increased.

The agency strongly suggested creating one telephone number to call rather than the current method of trying to determine which provider to call for service depending on the type of trip and the destination. The agency indicated coordination would greatly benefit the community by offering better accessibility to resources.

The agency indicated its governing board was not very supportive for coordinated transportation planning, development and implementation. The agency rated support among elected officials, agency administrators and other community leaders as a '3' on a scale of one (1) to five (5).

Southeast Ohio Sight Center

Southeast Ohio Sight Center is a community-based, private, non-profit agency that provides services to visually impaired individuals. The Southeast Ohio Sight Center is accredited through National Accreditation Council for Agencies Serving the Blind and Visually Impaired. The majority of the clients are over 55 years of age and have become visually impaired later in life. The agency offers the following services:

- ◆ Low vision evaluations -- Home visits or appointments at the Center's office are conducted to evaluate consumers using the

**INVENTORY OF
EXISTING
TRANSPORTATION
SERVICES**

- existing lighting conditions. Treatment plans usually include provision of low vision aids, lamps, and instruction in their use.
- ◆ Home Training – Teach daily living skills and provision of adaptive equipment.
 - ◆ Case Management – Coordinates available services and referrals to other agencies.
 - ◆ Therapeutic Recreation -- Provides crafts, community outings and volunteer activities to enhance self-esteem and socialization.
 - ◆ Support Groups for clients and families.
 - ◆ Vision screenings.
 - ◆ Transportation to the Vision Rehabilitation Center sponsored activities.
 - ◆ Vocational Services, including job readiness, placement, and coaching.
 - ◆ Talking Books and radio reading services.
 - ◆ Volunteer services to assist with the agency programs.

The agency provides services in eight (8) counties, which include Fairfield, Hocking, Morgan, Perry, Athens, Meigs, Washington, and Vinton. The programs are funded through United Way for Fairfield and Hocking Counties, the State of Ohio, and donations.

One of the top priorities for the agency is to address the transportation problem in all eight counties. In Fairfield County, the agency used Lancaster Public Transit taxi token program until 2004 when the system switched to a demand responsive service with fares. The current director has not used, or is unfamiliar with changes in, the new system.

The agency uses volunteer drivers and a 2000 Honda Civic, which is agency owned, to provide transportation services. Families and friends also provide transportation for agency clients.

The agency expressed a need for more coordination among providers, more funding and more weekend service, especially on Sunday morning for church services. In the opinion of the director, more information or a 'one-stop shop' for all transit services is needed in the county.

The survey respondent also stated that her consumers could benefit from travel training to access public transportation not only in Fairfield County, but in the other surrounding counties. The agency stated it would also like to participate in training of staff on the transit needs of visually impaired individuals and how to assist them.

The agency's board has had little participation in coordination, but has discussed the issues. The previous director of the agency did not view the prior coordination effort in Fairfield County as a positive solution. The

agency supports coordination that will lead to better services throughout the community.

The Lighthouse

The Lighthouse is a community-based, private, non-profit agency that provides services to victims of domestic violence and rape. The agency assists the victims to achieve self-sufficiency and improve their quality of life. The agency is funded by various programs, including fees from marriage licenses, United Way, Fairfield Alcohol, Drug Addiction and Mental Health Services Board, Office of Criminal Justice Services Family Prevention Grant, Victims of Crime, State Victim Assistance Academis (SVAA), and gifts. The agency serves Fairfield County and surrounding counties, providing counseling, job search assistance, food pantry, legal advocacy, temporary housing, and information and referral, case management, and transportation.

The majority of transportation services are provided to Lighthouse residents that currently reside within the Lighthouse shelter. The staff provides transportation with their personal vehicles. Lighthouse consumers are also encouraged to either walk or use public transportation. On occasion the agency will pay for cab fares. A large majority of the organization's consumers qualify for Department of Job and Family Services (JFS) transportation. This transportation service is provided through the JFS contract with the Center for disAbilities.

Coordination efforts have encountered income restrictions for JFS services. Many of the clients do not qualify for JFS transportation services due to income restrictions and this restriction has hindered coordination efforts. Health Maintenance Organizations (HMO) transportation contracted through JFS is not reliable. Several times trips have been scheduled for Columbus medical appointments, but the vehicle did not arrive for the pickup.

The Lighthouse staff indicated more marketing of current services would benefit their consumers and improve the coordination of public transit and human services transportation.

The Lighthouse governing board has participated very little in any coordinated transportation effort. The staff stated that the support for coordination among elected officials, agency administrators and other community leaders is weak.

Lighthouse staff indicated that the coordination of services could benefit its consumers by expanding service to include the Columbus area, longer hours in the evening and employment transportation for third shift

employees. The staff also stated that the agency would be interested in joint applications for funding and programs to improve service for their consumers.

Meals on Wheels

Meals on Wheels (MOW) is a private, non-profit corporation that provides service to individuals who are sixty years of age and older and live in Fairfield County. The agency provides a variety of older adult services including meals, transportation, social services, information and referral, homemaking, chore, home repair, and screenings.

The agency directly operates human services transportation and purchases transportation on behalf of its consumers. MOW has a contract with the Center for disAbilities to provide transportation services when trips cannot be provided by the agency.

MOW operates twelve vehicles, including one (1) sedan, two (2) station wagons, five (5) standard mini-vans, one modified-mini van, two (2) hot-shot vehicles and one (1) SUV. The hot shot vehicles are used to provide meal service only and are not used for passenger transportation. The SUV is an administrative vehicle that is used to transport passengers only in cases of emergencies.

Transportation is provided to clients who are age 60 and older. Within the City Limits, the fare is \$1.25 each way for all passengers, and out-of-town trips are charged on a sliding scale based on income. In first three quarters of 2007 approximately 216 clients received transportation for a total of 5,557 trips (includes contract trips provided by the Center for disAbilities). The number of trips requiring an accessible vehicle was not available during this study. Several field trips are provided annually for MOW consumers. Service is provided Monday through Friday, from 7:00 AM-4:00 PM. Consumers are required to make two-day advanced reservations. Same day service will be provided based on availability.

MOW provides trips to Columbus on Tuesday mainly for medical purposes. Trips to Circleville will be provided daily for any purpose, but usually those trips are for medical reasons. MOW also shares out-of-county trips with the Center for disAbilities.

MOW's transportation budget is approximately \$50,000. Title III funds are \$41,000; local levy funds are \$7,200; and fares and donations are \$1,800. Senior local levy funds are used to provide the local match for vehicles and to purchase vehicles outright.

MOW contracts with the Center for disAbilities to provide service at a rate of \$2.00 per loaded mile and twenty dollars per hour for wait time. MOW spent approximately \$5,000 annually for the contracted services.

According to MOW, the most useful personal mobility option in the service area is MOW's service, and families and friends. Shorter wait times for return trips and lower fares on existing services are needed to enhance service in Fairfield County.

MOW currently participates in transportation coordination through information and referral, and joint procurement of fuel through the City of Lancaster. The agency would like to participate in coordination and expressed a need for joint training and shared maintenance.

The agency participated in the former FairCATs coordination effort for Fairfield County. The MOW Assistant Director was the President of the FairCATS Board in 2006. FairCATS was not funded for the 2007 Ohio Coordination Program and, therefore, disbanded in 2006. MOW transportation has increased due to the now defunct coordination project

The most needed improvement to coordinate public transit and human services transportation is more communications and a coordination plan. More services in the Pickerington area are needed, especially to transport people to and from the Columbus area. The MOW governing board is a strong participant in the coordination effort. The agency indicated there is strong support for coordination among elected officials, agency administrators and community leaders. However, the failed FairCATS project has left many stakeholders skeptical.

Lancaster/Fairfield Community Action Agency

The Lancaster/Fairfield Community Action Agency is a private, nonprofit human services agency that serves the City of Lancaster and Fairfield County. Organization functions include:

- ◆ Social Services
- ◆ Nutrition
- ◆ Job Training – Adult Basic Literacy Education
- ◆ Information/Referral
- ◆ Income Assistance
- ◆ Residential Facilities- Homeless Shelter for families
- ◆ Housing – CHIP, Low Income Housing Tax Credit, Rural Development, Ohio Housing Trust Fund, Weatherization, WARM Choice, and EPP with American Electric Power
- ◆ Litter Prevention and Recycling
- ◆ Head Start

Lancaster/Fairfield Community Action Agency provides limited transportation. Occasionally, agency staff will transport residents of the homeless shelter to appointments. On rare occasions, the agency also transports several individuals that have been associated with the agency for a number of years to appointments. The agency staff provides these trips with the agency's mini-van.

The organization stated that LPTS and families and friends provide the most useful personal mobility options for the area. The organization would like LPTS to implement a pass or token that agencies could purchase on behalf of their consumers.

The organization indicated that the most needed improvement of personal mobility includes countywide public transportation with affordable fares, longer hours and/or more days of service, more funding, and greater coordination among providers. The organization was a partner in the previous FairCATS coordination project. The organization paid the partner membership dues, but indicate that the agency had difficult accessing the service. The organization provides transportation information and referral to public transit and other human services agencies.

The organization indicated that its governing board has had moderately low participation in the planning, development, and implementation leading up to the coordination of human services agency and public transportation resources. Several board members, agency administrators, and other community leaders have strong sustained support for transportation coordination planning. They also are of the opinion that there is a strong perception of a real and tangible benefit to be realized if local organizations worked together to better coordinate the delivery of services.

The Fairfield Community Action Agency administers Lancaster/Fairfield Head Start, which provides preschool for children from three to five years of age. Lancaster/Fairfield Head Start does not purchase transportation for its consumers, but directly operates transportation for its students.

The Salvation Army

The Salvation Army is a Christian charity organization that provides a myriad of service to families. The Salvation Army Adult Day Care (ADC) Program provides services for adults with physical or cognitive disabilities being cared for by family members, generally an adult child or a spouse. Adult day care provides needed respite for the caregivers and reduces the need for nursing home care. Adult day care is a viable low

cost way of keeping individuals who are in need of chronic care at home, in the community, and with family and friends as long as possible. The Salvation Army ADC provides transportation, health care, nutrition, recreation/social, and employment (Bell Ringers.) The ADC provides services in Fairfield, Hocking, and Perry Counties.

The Salvation Army transportation program provides transportation for individuals with a disability, older adults, low-income Medicaid recipients, and agency/program participants. The ADC consumers are picked up on a daily route. Transportation is provided to and from the daycare center and occasionally for a field trip. No medical trips are provided for consumers.

Individuals must be pre-qualified through an application process. MRDD, Passport, and Veterans Affairs programs fund transportation for ADC consumers. Private pay ADC consumers are charged on a sliding scale based on income. Salvation Army and United Way funds subsidize the sliding scale trips. The charge is \$4.50 per one-way trip.

From October 2006 through September 2007, the agency provided 7,010 trips for approximately 70 individuals annually. Riders using a wheelchair accounted for 240 of these trips.

Fairfield County Job and Family Services contracts with the Salvation Army to provide trips for its consumers. The agency operates service for the JFS contract between 10:00 AM and 2:00 PM, Monday through Friday when the agency vehicles are not in use for ADC program transportation. Contract trip rates are \$2.00 per mile plus wait time.

The agency also provides trips for those that volunteer their services at the Salvation Army. The agency also provides information referral services.

The Salvation Army has six (6) vehicles in its fleet, including two (2) modified accessible mini-vans. The two mini-vans were obtained through the Section 5310 Specialized Transportation Program. The agency provides service from 7:00 AM through 6:00 PM, Monday through Friday. Consumers are required to make an advanced reservation as soon as possible. The agency provides door-to-door service; passengers are permitted to travel with their own personal care attendants; and, the drivers are permitted to assist passengers with a limited number of packages.

The agency's operating revenues are obtained through a variety of sources including the JFS contract, Veterans Administration, Passport, Title III contract for Alzheimer individuals, Salvation Army, and Fairfield County Mental Retardation and Developmental Disabilities. The total

transportation budget from October 2006 through September 2007 was \$65,000.

In 2006, the agency was awarded two ODOT Specialized Transportation (Section 5310) vehicles; the Salvation Army provided the 20 percent local match for the purchase of these vehicles.

The most useful personal mobility options for consumers are family, friends, and volunteers. In order to improve personal mobility, greater coordination among providers, more funding and countywide services are needed.

The agency participates in coordination through information and referral and idea sharing. Area Agencies on Aging 6 and 8, Veterans Affairs, Carestar, Meals on Wheels, and MRDD provide transportation funding for Adult Day Care. Lancaster Public Transit transports consumers and volunteers. The Salvation Army transports JFS clients for appointments.

Coordination efforts have encountered statutory barriers and challenges related to the peak timeframe to share vehicles and the unique characteristics of consumers. "Different agencies/programs have a variety of needs such as client type, timing, and location that complicate coordination. It is difficult to see the big picture and how it could work better. Some dollars are specific to an organization/client rather than overall."

Salvation Army joined the previous FairCATS coordination effort shortly before it was disbanded. The staff indicated that there is some support from the community leaders for coordination, but they are not sure how to achieve coordination. Transportation often is discussed as a community need.

The staff indicated that there are potential benefits in sharing resources including time, knowledge and awareness.

COORDINATION

The transportation providers and other human services agencies that participated in the stakeholder meetings indicated that some coordination in terms of sharing information and referrals is currently occurring among the public and private transportation providers in the service area. There is a good atmosphere among these agencies for planning improvements and expansions of coordination efforts. Although the atmosphere is good, agencies are cautious about transportation coordination due to past coordination issues with FairCATS.

COORDINATION

VEHICLE UTILIZATION

The hours and days of the week of available transportation services, according to the information provided in stakeholder surveys or one-on-one interviews, are listed in the table below (Exhibit III.1). Agency and public transportation providers generally operate Monday through Friday, with some exceptions. General public weekend transportation is available in Lancaster on Saturday by LPTS. Weekday public service ends at 9:00 PM for the Lancaster Public Transit Service area. Weekday hours of operation for most agencies end before 5:00 PM except for the Salvation Army.

Exhibit III.1: Current Public and Agency Transportation Services

System/ Agency	Consumers	Days of Operation	Hours of Operation
Fairfield Center for disAbilities & Cerebral Palsy	Agency Consumers/ Contracted Services	Monday – Friday	Varies
Fairfield County Board of MRDD	Agency Consumers	Varies	Varies
YMCA	School Age children	Monday - Friday	Before & After School
Lanfair Center	Agency Consumers	Varies	Varies
City of Pickerington/ MRDD	Older adults and individuals with disabilities of Pickerington	Monday - Friday	8AM – 5PM
Meals on Wheels	Older Adults (60+ yrs of age)	Monday – Friday	7AM – 4PM

VEHICLE UTILIZATION

**Exhibit III.1: Current Public and Agency Transportation Services
(Cont'd)**

System/ Agency	Consumers	Days of Operation	Hours of Operation
Meals on Wheels	Older Adults (60+ yrs of age)	Monday – Friday	7AM – 4PM
Salvation Army	Agency Consumers/ Contracted Services	Monday – Friday	7AM – 6PM
LPTS	General Public/ Contracted Services	Monday – Friday & Saturday	5AM – 9PM 7AM – 6:30PM
DJFS	Agency Consumers	Monday - Friday	7AM – 5PM

Vehicle utilization information was requested from each transportation provider that participated in the planning process either through completion of a survey and/or participation in the local stakeholder meetings. Results of the vehicle utilization request are provided in Exhibit III-2. Please note that vehicle utilization was not available from some organizations during the planning process for this report.

CONCLUSIONS

Although responses to the stakeholder survey were not numerous, feedback during one-on-one interviews indicated that agencies are interested in coordination activities that will improve service to older adults, individuals with disabilities, and people with low incomes. Several organizations are also interested in an opportunity to improve efficiency of current resources through coordination efforts.

Some potential benefits to coordination efforts that survey respondents listed include increased service to county residents, shared grant writing, training, more efficient use of local dollars through sharing information and trips, networking, and limiting duplication among the various transportation providers through trip sharing.

CONCLUSIONS

Exhibit III.2 : Vehicle Utilization Chart

System Name	Vehicle Type	Accessible	Passenger Capacity/W	Vehicle Make	Year	Time of Day Operated															
						AM							PM								
						5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	
The Salvation Army	MMV	Yes	6/2	Chevrolet	2007																
The Salvation Army	MMV	Yes	6/2	Chevrolet	2007																
The Salvation Army	Sedan	No	4	Chevrolet	2007																
The Salvation Army	SV	No	14	Chevrolet	2001																
Lancaster Public Transit System	Sedan	No	4	Ford	2001																
Lancaster Public Transit System	Sedan	No	4	Ford	2001																
Lancaster Public Transit System	CV	Yes	8/2	Chevrolet	2001																
Lancaster Public Transit System	MV	Yes	6	Chevrolet	2003																
Lancaster Public Transit System	LTV	Yes	15/1	Ford	2003																
Lancaster Public Transit System	LTV	Yes	15/1	Ford	2003																
Lancaster Public Transit System	LTV	Yes	15/1	Ford	2003																
Lancaster Public Transit System	CV	Yes	12/1	Ford	2004																
Lancaster Public Transit System	LTV	Yes	16/1	Ford	2004																
Lancaster Public Transit System	CV	Yes	8/2	Ford	2005																
Lancaster Public Transit System	LTN	Yes	12/2	Ford	2005																
Lancaster Public Transit System	LTN	Yes	12/2	Ford	2006																
Fairfield County Job and Family Services	Sedan	No	5	Ford	2002																
Fairfield County Job and Family Services	Sedan	No	5	Ford	2002																
Fairfield County Job and Family Services	Sedan	No	5	Ford	2002																
Fairfield County Job and Family Services	Sedan	No	5	Ford	2003																
Fairfield County Job and Family Services	Minivan	No	7	Honda	2007																
Fairfield County Job and Family Services	Minivan	No	7	Honda	2005																
Fairfield County Job and Family Services	Minivan	No	7	Honda	2005																
Fairfield County Job and Family Services	Minivan	No	7	Pontiac	2002																

IV. NEEDS ASSESSMENT

IV. NEEDS ASSESSMENT

Determining the transportation needs for the region is an integral part of this coordination plan. Community outreach efforts defined and documented in Chapter III of this report were conducted to gather information from a variety of organizations that represent older adults, individuals with disabilities, and people with low incomes. One such outreach effort is to gather local stakeholders together to discuss unmet transportation needs and gaps in service. RLS & Associates facilitated a local stakeholder meeting on September 25, 2007 in Lancaster, Ohio. There were thirteen (13) attendees at the meeting, representing the following ten (11) agencies, organizations, transportation providers, or governmental entities:

- ◆ Lancaster Public Transit System
- ◆ City of Pickerington
- ◆ Fairfield Center for disAbilities and Cerebral Palsy
- ◆ Salvation Army-Samaritan Center
- ◆ Meals on Wheels-OAAFC, Inc.
- ◆ Southeastern Ohio Center for Independent Living
- ◆ Mid-Ohio Psychological Services
- ◆ Sterling House
- ◆ Fairfield County Department of Job and Family Services
- ◆ Ohio Department of Transportation, Office of Transit
- ◆ Fairfield County MRDD

Also as indicated in Chapter III, a comprehensive survey instrument was sent to local government entities, human services agencies, and transportation providers in the region. A follow-up email or phone call was made to several of the respondents for additional information or clarification. The following needs were documented from all of these outreach efforts:

- ◆ Affordable transportation for the entire county to include general public;
- ◆ Transportation for the general public in the Pickerington area;
- ◆ A connector service to Central Ohio Transit Authority for trips to Columbus;
- ◆ Transportation to second shift and weekend employment for transit dependant individuals;
- ◆ More out-of-county trips to adjoining counties to meet medical needs;
- ◆ Transit passes for Lancaster Public Transit;

- Family discounts for trips to daycare, especially multiple trips to more than one daycare;
- Travel training for individuals who are vision impaired to access public transit;
- Better on-time performance, especially with work related trips;
- Adequate funding to support transit service;
- Better information and marketing of current services;
- Improve the image of coordination and remove the stigma of prior efforts;
- Door-to-door service for individuals with disabilities and older adults;
- A single number to call versus needing to know which transit system/provider to call;
- Improved communications and the development of a transportation plan;
- Sharing schedules in a timely manner and obtaining correct information concerning all available transportation; and
- Transferable software program for scheduling trips.

CHALLENGES TO COORDINATION

Results of the stakeholder meeting and survey indicated the following challenges to coordination for Fairfield County:

- Liability insurance – Agencies have different insurance carriers and each carrier has a policy regarding vehicle sharing or mixing passengers on a vehicle. In many cases, the insurance policies do not appear to be compatible;
- Unique characteristics of client population – Consumers from different organizations have different needs (i.e., those with developmental disabilities have different needs than older adults or pre-school children) and sharing a vehicle may not be appropriate in certain circumstances;
- Removing the negative implications carried over from the previous coordination project (FairCATS);
- Reluctance among providers to share resources, and statutory barriers to pooling funds;
- Possible restrictions placed on the use of vehicles including sharing trips (i.e., DJFS Medicaid);
- Reduction of cost for coordinated contract trips; and
- Determining the appropriate organization to become the lead agency responsible for trip brokering.

While there are challenges to implementing coordination among varied transportation providers, services, and funding sources, it is important to note that transportation coordination is being successfully implemented

CHALLENGES TO COORDINATION

CHALLENGES TO COORDINATION

throughout the country, including in Ohio. Therefore, issues such as conflicting or restrictive State and Federal guidelines for the use of funding and vehicles, insurance and liability, and unique needs presented by the different populations served, to name a few, should challenge, but not stop, a coordination effort. There are many resources available to assist communities working together to coordinate transportation. FTA's Framework for Action and ODOT's Handbook for Coordinating Transportation Services and A Guide for Implementing Coordinated Transportation Systems are just a few examples. FTA's Framework for Action is available at www.unitedweride.gov, while the ODOT publications are available at www.dot.state.oh.us/ptrans; click on Coordination.

GOALS FOR COORDINATION

Participants in the planning process indicated that the primary goals of coordinating transportation resources are to share grant writing efforts, drivers, and vehicles in an effort to more effectively utilize existing transportation resources.

Another major goal of coordination is to fill service gaps. Service gaps typically fall into the category of spatial gaps or temporal gaps. Spatial gaps involve limitations within the service area while temporal gaps are created by limitations in days of week or hours that service is provided. Both spatial and temporal limitations were discussed. Input received from the stakeholder meeting and survey responses identified the following gaps in service:

Spatial Gaps

- No affordable intercity service (to Columbus);
- No affordable county-wide service for general public;
- No sharing of schedules; and,
- Limited sharing of information

Temporal Gaps

- Limited hours of service for older adults and individuals with disabilities, particularly during evenings and on weekends for contracted county service; and
- Service hours are not typically structured to effectively support employment opportunities, particularly for people with low incomes, working second shift.

All of the transportation needs evolve around the stated demand for affordable county-wide service for the transportation disadvantaged along

GOALS FOR COORDINATION

**GOALS FOR
COORDINATION**

with the need for additional funding. The previous coordination effort within Fairfield County was not as productive as the stakeholders had anticipated. Coordination among transportation providers was made more difficult due to the previous coordination project's shortfalls, including the inadequate brokerage of trips to service providers, active involvement with all human services transportation providers, and funding issues.

To meet the identified transportation needs and resolve the challenges to meeting these needs, the participants believe that more funding is needed. In their opinion, only more funding will allow existing service providers to provide new or additional services for the transportation disadvantaged and address the current gaps in service related to service hours and days of operation, particularly to serve the needs of older adults, individuals with disabilities, and people with low incomes, especially those requiring transportation to third or extended shifts.

Local human services agencies and transportation providers consider vehicle availability and unique individual service needs to be challenges to the successful coordination of transportation services. Further, the noted service gaps in Fairfield County were consistent with counties that only have municipal public transit.

The following chapter will provide strategies for addressing the unmet needs and goals identified in this chapter.

V. PUBLIC OPINION

V. PUBLIC OPINION

Lancaster Public Transit System (LPTS) developed a Fairfield County Transportation Survey to gather input from residents of Fairfield County. A copy of the survey is provided in Appendix B. LPTS distributed the survey using the U.S. Postal Service to a random sample of approximately 11,000 households countywide. To ensure a fair representation of older adults, approximately 14 percent of the surveys were targeted at households with that demographic. This distribution is comparable to the 2000 U.S. Census results, which indicated that approximately 11 percent of Fairfield County residents are age 65 or older.

Survey respondents were provided with an envelope (no postage required) for returning the completed survey. There were 778 responses to the survey. LPTS collected and tabulated survey results during April 2008. Results of the survey are summarized in this chapter and will be utilized during the planning process for implementing new or expanded services.

DEMOGRAPHIC RESULTS

The survey included basic demographic questions to establish a general understanding of the location where survey respondents live, as well as the age, gender, and income cohorts.

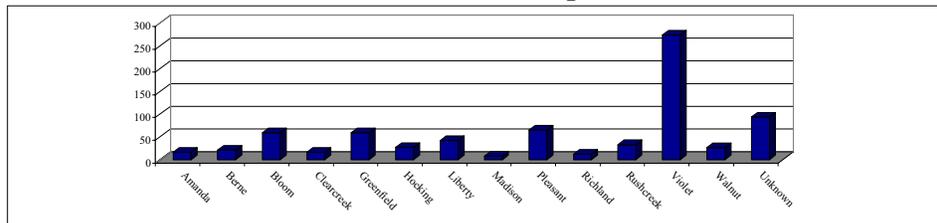
Residence

Exhibit V-1A illustrates where the individuals who completed the survey live. Violet Township had the largest number of survey participants. Not included in the exhibit are 94 surveys that did not list the location of residence. Of the 94 surveys not included below, 90 were from the City of Lancaster and four (4) were from other locations.

DEMOGRAPHIC RESULTS

DEMOGRAPHIC RESULTS

Exhibit V-1A: Township Residents



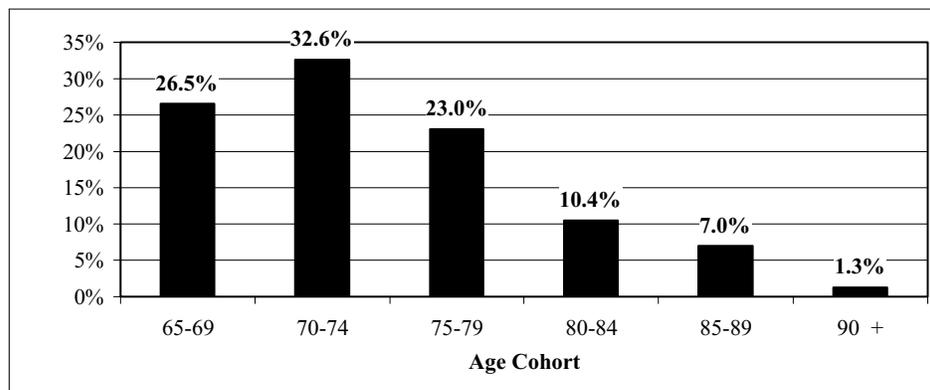
The total household populations of individuals participating in the survey represent 1,530 adults and 403 children. Exhibit V-1B depicts the concentration of the respondents by township, not the actual address of respondents.

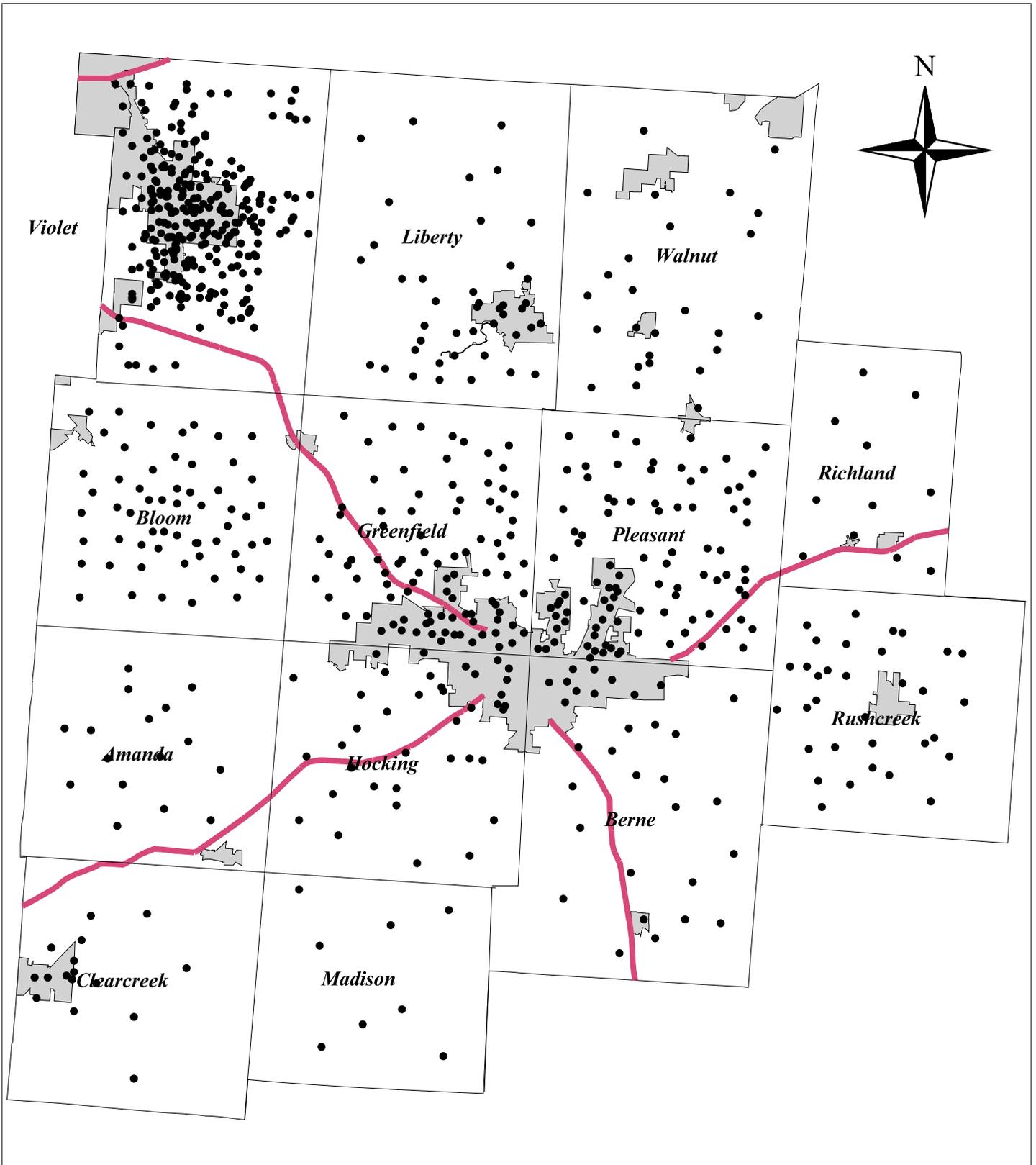
Approximately 56 percent of survey respondents were female and 43 percent were male.

Age

The average age of respondents was 54 years. Approximately 32 percent of survey respondents indicated that they were over age 65. Thirty (30) percent of survey respondents over age 65 indicated that they were drivers. Exhibit V-2A further breaks down the distribution of individuals who are age 65 and older who drive by age cohort. The majority of these drivers are between age 70 and 74. Exhibit V-2B reveals the number of drivers by age.

Exhibit V-2A: Percent of Drivers Age 65 and Older, per Age Cohort





- Survey Points
- Major Roads
- Cities and Towns

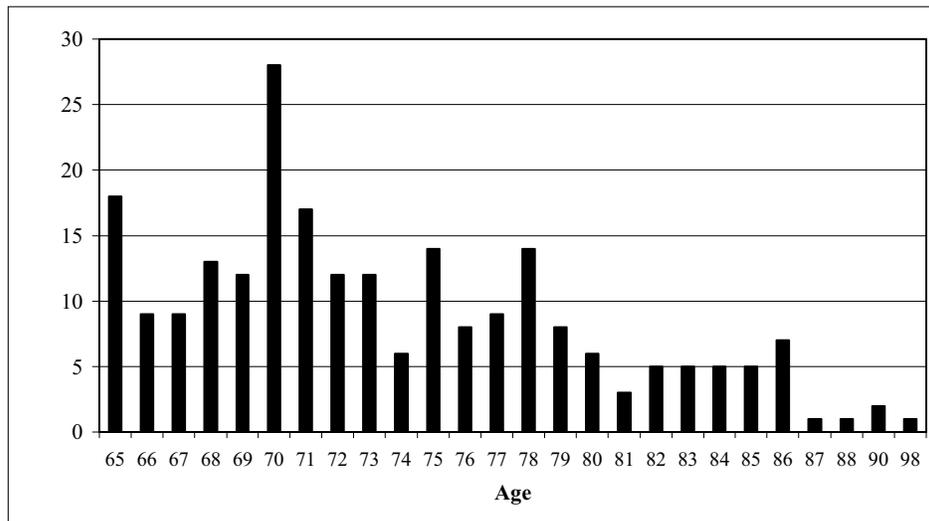


Exhibit V-1B: Survey Responses by Township

Fairfield County Public Transit-Human Services Transportation Plan

**DEMOGRAPHIC
RESULTS**

Exhibit V-2B: Number of Drivers Age 65 and Older, Per Age



Individuals with Disabilities

Approximately 11 percent of individuals who completed the survey reported that someone in the household had a disability. Conversely, approximately 88 percent indicated that no individuals in the household had a disability. The remaining one (1) percent made no indication.

Employment

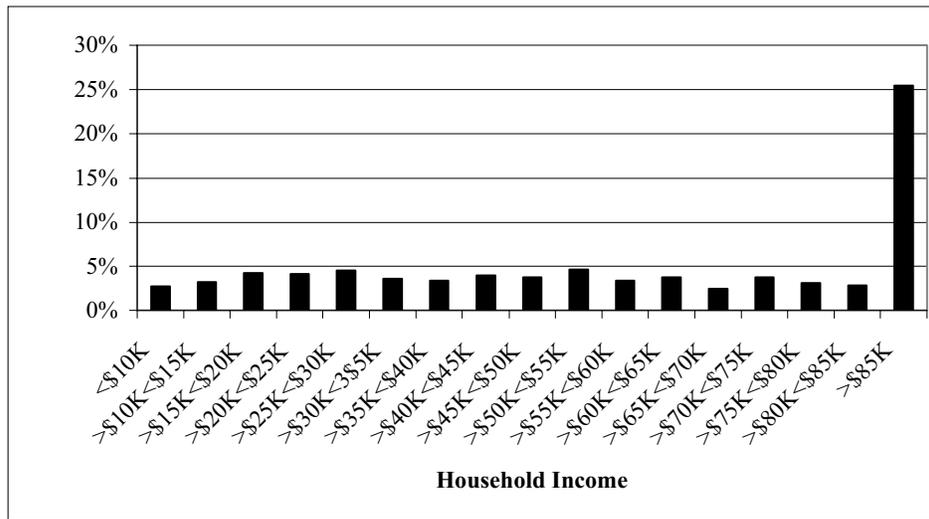
More than one-half (56 percent) of survey respondents indicated that they were employed at the time of the survey. Another 40 percent indicated that they were not employed. The remaining four percent made no indication.

Household Income

One quarter of survey responses to the question of household income indicated earning an annual income of greater than \$85,000. Forty-five (45) percent (or 90 out of 198) of responses indicating a household income of over \$85,000 were from Violet Township. Exhibit V-3 illustrates the reported distribution of household incomes.

DEMOGRAPHIC RESULTS

Exhibit V-3: Household Income



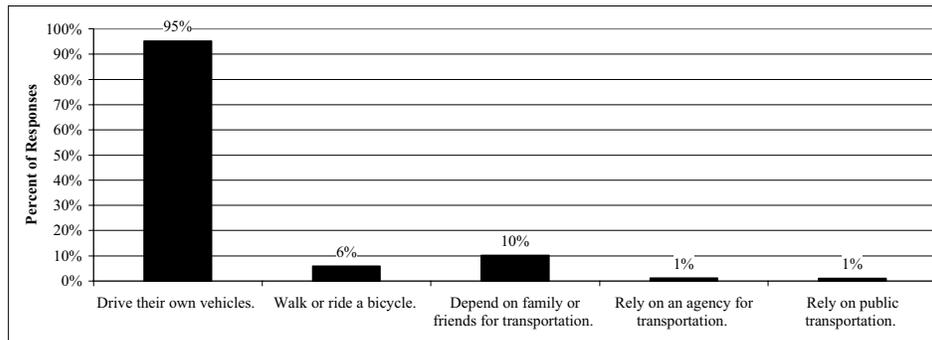
TRANSPORTATION NEEDS ANALYSIS

The following paragraphs and exhibits provide a summary of the transportation needs that were indicated by the survey respondents. There were a total of 778 completed surveys. The number of responses to each survey question is noted. The percentages used in exhibits correspond to the percent of total surveys received (778).

How do you manage your transportation needs?

Survey respondents were invited to mark all answers that apply to their situation. Therefore, a single survey respondent may have marked multiple answers. As illustrated in Exhibit V-4, the majority of survey respondents (95%) indicated that they manage transportation needs by driving their own vehicle. The second largest percentage of responses (10%) indicated that they depend on family or friends for transportation. Approximately one (1) percent rely on an agency for transportation and another one (1) percent use public transportation.

TRANSPORTATION NEEDS ANALYSIS

Exhibit V-4: Managing Transportation Needs¹

Nearly half of the individuals that drive their own vehicle indicated that are equally divided in terms of believing that using public transportation would save money (45.75%), and be better for the environment (45.48%). Nine (9) percent of individuals who drive their own vehicle, did not respond.

Respondents indicating that they use services offered by an agency for transportation listed the following agencies as their resource:

- Fairfield County Job and Family Services
- Fairfield Center for disAbilities and Cerebral Palsy
- Life Center Adult Day Services
- Meals on Wheels of Fairfield County
- Lancaster Public Transit System
- Central Ohio Transit Authority
- PickTown Senior
- C & W Taxi

Respondents using public transportation listed the following systems:

- Lancaster Public Transit System (LPTS)
- Central Ohio Transit Authority (COTA)
- C & W Taxi

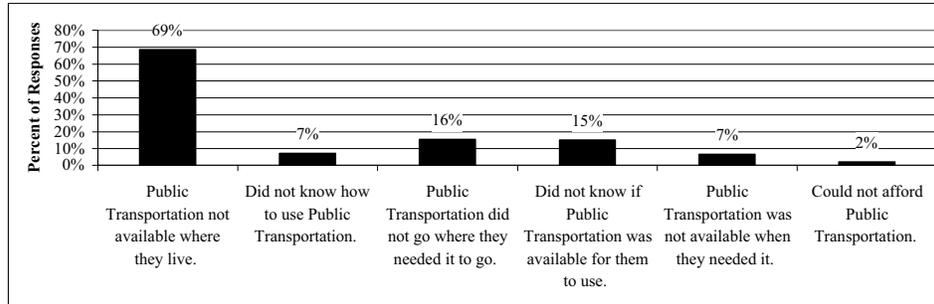
Please tell us about the public transportation service in your area.

Approximately 69 percent of survey respondents indicated that public transportation was not available where they live. Equal amounts of survey respondents (15% each) indicated that public transportation did not go where they needed it to go or they did not know if public transportation was available for them to use. Two (2) percent indicated that they could

¹ There were 870 responses to this question (respondents were asked to choose all answers that apply).

not afford public transportation. Exhibit V-5 illustrates the distribution of survey responses to the question.

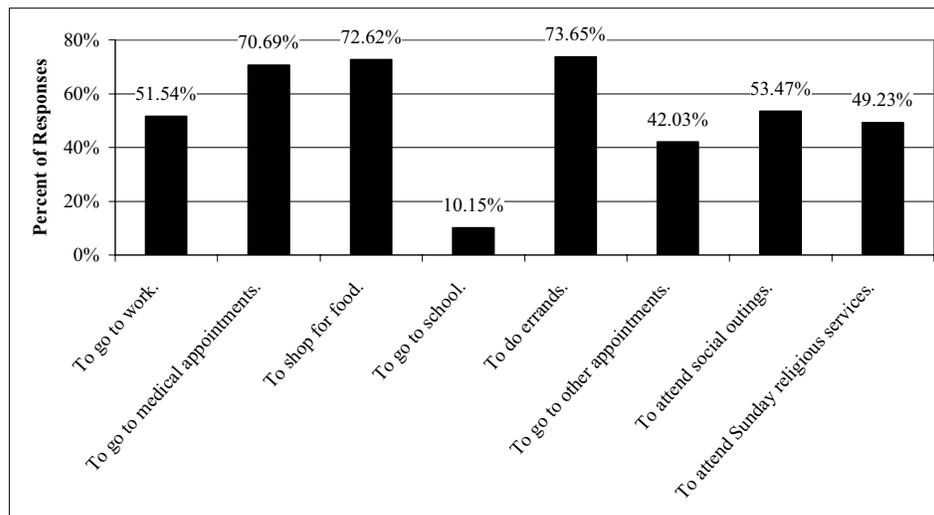
Exhibit V-5: Public Transportation²



What are your transportation needs?

The most commonly reported transportation needs were to do errands, shop for food, and go to medical appointments. Other common needs were to attend social outings, go to work, and attend Sunday religious services. The least common need was to go to school. Exhibit V-6 illustrates the distribution of responses to this question.

Exhibit V-6: Transportation Needs³



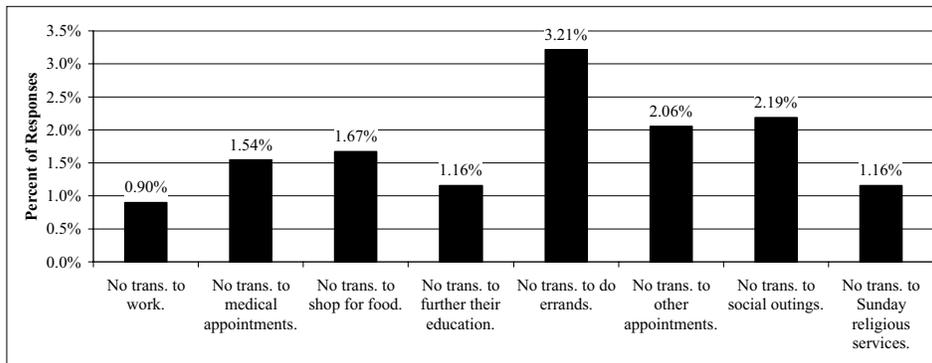
² There were 896 responses to this question (respondents were asked to choose all answers that apply).

³ There were 3,294 responses to this question (respondents were asked to choose all answers that apply).

Do you have any transportation limitations?

The most commonly reported transportation limitation was a lack of transportation to do errands. Exhibit V-7 illustrates the responses.

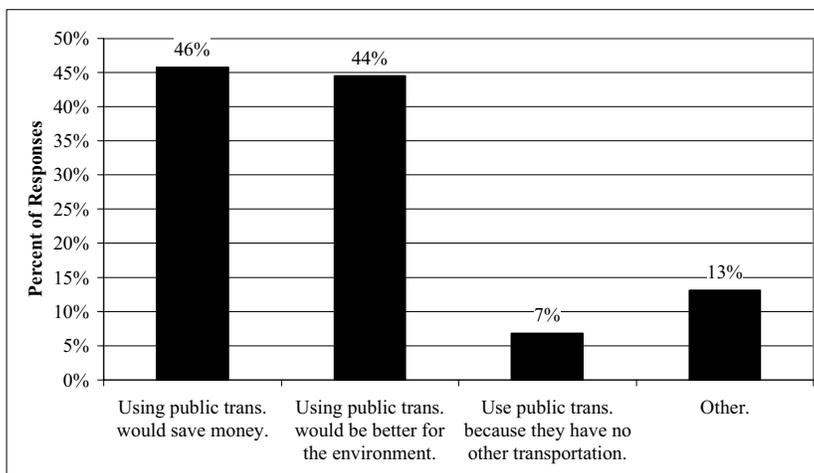
Exhibit V-7: Transportation Limitations⁴



Why would you use public transportation?

The most common reasons to use public transportation were to save money and because it would be better for the environment. Various other reasons to use public transportation were provided. Exhibit V-8A illustrates the distribution of responses to this question. The list of ‘other’ reasons is provided in Exhibit V-8B.

Exhibit 8A: Reasons for Using Public Transportation⁵



⁴ There were 108 responses to this question (respondents were asked to choose all answers that apply).

⁵ There were 852 responses to this questions (respondents were asked to choose all answers that apply).

Exhibit V-8B: Other reasons for Using Public Transportation

Comments:
Independence and relieve some burden to family.
Just to have independence to go when I want to.
Convenience
Do not need it at this time in my life
Do not use public transportation because you are not as independent
Would not use / live out of town / do not need
Don't use public transportation
I can sit back and read
For now husband can drive.
I don't need it yet.
When I'm older and can't drive.
Would possibly use if it were very convenient.
I don't drive.
If I didn't have my own vehicle.
Gas costs are severely rising and I sure need alternative
You don't like to rely on friends all the time.
Wouldn't use it.
Reduce our carbon emissions; reduce fuel consumption
No sidewalks available for safe walking/biking
Medical appointments
I still drive myself.
To avoid traffic delays and stress
If it was necessary - car broken down, etc.
Car breakdowns, medical procedures
Would use in emergency when car wasn't available or bad weather.
We live in the county
Would not use service.
I have problems driving - remembering where I am going
Never would - except train.
Cut dependence on foreign oil
So I don't always have to ask others for a ride
If I was older & could not drive
Would not use.
Because every one doesn't own transportation
Late at night to avoid a DUI
When your unable to drive this service would be great.
If used by others in community
When I could no longer drive my own car.

TRANSPORTATION
NEEDS ANALYSIS

I would like to be able to go out and have drinks with friends and have transportation
Wear and tear on vehicles, vehicle maintenance
If I could count on it being on time, I might try it.
Probably would not use
Unable to drive myself
Drive own car
Reduces traffic
Can use commute time to read. Less stressful than driving in rush hour traffic
Because of age, driving may become limited.
Do not have a need for it and would not use it if available.
I wouldn't use - I drive my own vehicle.
We live in the country so we can't use public transportation.
I drive; own two vehicles.
Need transportation from Circleville to Columbus
I wouldn't use it.
Costs a lot to maintain a vehicle on fixed income.
Public transportation is safer to attend social events (drinking)
Have own car.
I would not use public transportation as long as I own an automobile.
I won't use it.
For others or when I am unable to provide
Don't need now.
We do not know one earthly reason to use it.
Would help save on gas.
Public transportation means taxes who don't or wouldn't use it.
Though I have a car, I fully support public transportation. If it were convenient and went near my work, I would use it.
I'm able to drive my husband & I so far
Good for working people and people without transportation
I need to be more independent as an adult
Would not have to ask people to drive me where I want to go.
No service in my living area.
Cheaper than my car.
I support having it for people w/special needs.
Would not use it.
Would not use
May be more convenient to get to entertainment venues & shopping areas
Probably would not use

**TRANSPORTATION
NEEDS ANALYSIS**

The raising price of gas will make it very difficult to drive own vehicle to work every day.
Convenience
Likely would not use.
If car is broke down.
It would have to be convenient, clean & safe,
Could be more convenient
I would not use it
Can't drive
Because it costs taxpayers hundreds of thousands of dollars
When the weather is bad
Don't use - live in rural area
Would be no benefit to me in my area.
I would not use.
Less traffic on roads.
Save gas & headaches commuting to congested downtown Cols.
Only if it were convenient, and went where I needed to go.
I am not sure, would need more information
Would like to use in order to get to work from Pickerington to downtown Columbus.
If my vehicle was broke down.
Good to have public transportation when needed
Hummell Rd.
I would need to know the pros & cons to make an informed decision
I provide my own transportation at this time. Maybe later I will need it.
I have my own car - it works for now.
I probably would not use PT
I travel long distances / it would serve me. However my kids attend OSU
Probably would not use because we live outside town
Wouldn't use it.
To avoid driving in traffic and save cost of using car.
Because of age no longer able to drive.
If my vehicle were not available for some reason, e.g. in for repairs
If available in the country I would sure use it.
Would like a means to get out when wife is working.
At this time, does not apply to me.
Convenience
I would if I lived in town for any of the above reasons but I live in the county.
I don't think I would use public transportation.

So I do not have to rely on others to take me.
I use transportation some times.
Save wear and tear on family car.
More relaxing
It is a bad idea!
Not sure if I'd ever use even if available.
If they had like rapid transit you could be in downtown quick and not have to worry about parking.
It would be great for those in need of it.
It's easier on the nerves
If I was stranded and had no other options
Gas is too high - cannot afford to go because of gas prices.
Aging population will require other alternatives than driving own car.
Have my own car.
Urban sprawl has caused so many problems
Public transit necessary for functions cities
I would not
Elderly parents who live with us cannot drive would enjoy more independence.
I would use it if available and may need to in a years time.
If I become unable to drive.
I live on a rural one lane road
Self paid
My son is now 15 has a disability. Public transportation would increase his independence.
Public transit not available where I live.
I don't want public transportation
I believe we (our country) would be less dependent on foreign oil
Convenience
If affordable
Reliable transportation. Independence.
I use a 4-wheel walker

Comments About Transportation

Many survey respondents included an additional comment about public transportation. Each individual comment will be considered and is provided on the following pages.

Additional Survey Comments:
You could have saved the money on this survey and put to better need.
I am a social worker here in the county. Affordable transportation is desperately needed for those who don't have a car!
To my knowledge, there is no public transportation that services our area. We live just south of state route 310 off of Blacklick Rd. in Woodside Meadows. All of our transportation is by private automobiles.
Taxi too expensive for our use daily. Previously looked into bus from hospital to mall, downtown, Sheridan Drive (doctor's office), routes were not available.
I think that public transportation would be beneficial for the area. It would improve the economy, the environment. This is a wonderful plan and I hope this commission agrees.
1. Is this going to be another tax burden on home owners? 2. Please no streetcars., 3. The price of fuel will never decrease so please purchase electric/fuel buses. 4. There's no major problem in Fairfield County now, but, just wait, for the baby boomers who live in the outside townships, they will need help!
Don't get to Lancaster area very often.
Do not need transportation at this time. We both can drive.
It would be nice if you guys could recruit a night shift driver and more time on weekends.
Many of my friends are disabled seniors and need to depend on friends, relatives, and church members for all transportation because of the lack of <u>any public transportation</u> in this area.
I have a disabled sister who I would like to have visit me often - however, there is not public transportation available in this area. Also, I had considered moving her to an apartment closer to me, but the same concern would exist. She would not be able to visit me, shop, or go to church due to the lack of transportation. I hope this area will be able to secure this needed option for elderly and disabled people. Thank you!
There needs to be some type of public transportation to people who could use it.
Once I recover, I will find a job and I will need transportation.
Sidewalks would help for walking or biking, it saves you gas money & it energizes you for better health.
We do not use public transportation but we do think it is beneficial and necessary for others.
I don't really have a desire to use public transportation to other Fairfield County Places. I would be more apt to take public transit to downtown Columbus, the zoo, Easton, the airport, etc. COTA is not an option because it's slow and inconvenient. This entire region needs a metro system like in DC.
Mother-in-law lives in Lancaster city limits. She absolute won't use an agency. She never learned to drive. A bus would be nice. (Plaza Shopping Center, Tiki Lanes area, River Valley Mall.)
Lancaster has too many traffic lights. With the bypass going in all the lights should be evaluated. I think some could be removed. Thanks!
Norman had a very bad stroke and could not drive at all for a while. We used the Pickerington bus to go to Doctor.
We need bus service for Fairfield county up and down 256 and to Lancaster.
It is needed.
I am unaware of any public transportation available. I would be nice to know something is available.

<p>Taxis cost too much, don't show up on time, try to service several people on the same run so the trip is longer and delays arrival time. Buses serve more people, are cheaper, more reliable. Four bus routes could cover all of Lancaster. The elderly and indigent really need affordable transportation.</p>
<p>I find it very hard to believe that public transportation would work in Fairfield county because of the rural nature of the area. This is not a city! It might work in Lancaster, but that's all.</p>
<p>It would be nice to have more info about services in our area</p>
<p>Although I do not need these services at present, I will in the future as I have no family to transport me. Several seniors in Pickerington could use such transportation at a REASONABLE cost at the present time. This would enable people to be independent and not have to inconvenience friends/relative to drive them.</p>
<p>It would be great to be mobile.</p>
<p>We need Sunday transportation and within 10 blocks of home \$1.00 each way, across town \$3.00, not \$5.00 - special to grocery and back - \$3.00, and a bag limit of 8 bags.</p>
<p>I prefer to be independent and have the ability to go where I want to, when I want to, and not have to use a schedule of when I have to be done.</p>
<p>Having public transportation would be a good thing and one I would consider using if it were available. I am currently seeking new employment and would use public transportation if available. Even though we can afford our own vehicle, I would enjoy having another option for transportation. It would be nice to have someone else drive and allow myself time to relax or read before work and it would also be better for the environment and save wear and tear on our own vehicle.</p>
<p>I don't feel public transportation would ever be available on our street. Many in our community do need public transportation at a reasonable price.</p>
<p>Columbus metropolitan area needs a subway system, like Washington DC's Metro - safe, clean, reliable, and efficient</p>
<p>Transportation from Pickerington to the Lancaster Mall area would be utilized by all my family.</p>
<p>Isn't Pickerington in Franklin County? We have all their problems.</p>
<p>Why do you limit church services to Sunday?</p>
<p>I am unable to walk. I go to dialysis 3 days a week. There is no local help. I depend on church members and neighbors.</p>
<p>I am glad to see the public transportation for the elderly of Lancaster. It helps get them out and to appointments.</p>
<p>On days unable to drive due to a arthritis - Husband not able to drive - 79 yrs old. Transportation would be nice if relative couldn't drive me.</p>
<p>Surveying the need is a good idea. You should look into expanded bike and pedestrian roadways.</p>
<p>Would love to see the COTA Express run from Pickerington to Downtown & OSU Campus</p>
<p>Lack of taxi service for short to medium trips is a problem. Yellow cab will not come out here for short trips even in emergencies.</p>
<p>We are blessed to have a vehicle that holds our whole family and we try and make our trips into town a worthy run. The problems we have are the price of gas. We are thankful for the gas vouchers and that it has gone up to 8 per month per family, for doctor visits. Our van is a large gas guzzler but we are thankful it holds all of us. I don't know how efficient it would be for us for the public transportation to come out to our house, but for us it might be cheaper on our gas.</p>

Public transportation will work in congested areas as long as there are places to park and then catch the transportation. The parking should be in easy-in, easy-out areas.
The in town Lancaster needs public transportation there are a lot of people that can't get someone else to take them places which leaves them housebound. But is also needs to be affordable.
I believe is a great idea for lower income families and old people.
Even if I lived in the city of Lancaster I would <u>not</u> us the service. The city is not large enough to support public transportation financially. It just is not needed in Lancaster.
I think it would be wonderful. A true blessing and an asset to the county as a whole.
Keep it going!
Need express service to downtown Columbus
I do not need public transportation but I work with clients that do. I would like to see 24 hours/7 days a week cab or bus system in Fairfield Co. Many people need to work 2nd & 3rd shift and have no transportation. More jobs would come to Fairfield County if there was a better more available system. Cheap bus lines would be great. Mall, JFS, Community Action, all food pantries, etc. Outside the city needs some system. Rushville, Sugar Grove, Amanda, etc. Good luck!
Is there a way to buy tokens or gift cards for older friends that use public transportation? It would be great gifts for elderly.
I go to kidney dialysis 3 times a week.(Mon., Wed, and Fri., 4 hrs., each day.) I do not drive. My wife is the driver.
We need buses to go from Pickerington to down town or to Lancaster or any place in the neighborhood. I don't drive and sometimes I want to go shopping for groceries and can't get to go so I have to stay hungry until someone else is available and that is sad. I lived in New York before it wasn't like this; we have trains, buses and cabs, so it is very difficult here to get around. I was planning to leave from here, so please, do something fast.
Transportation should be available to condo communities where many elderly reside.
We live on a farm and it would be costly to provide transportation for us since we have few close neighbors. However, I strongly believe that our population needs to use public transportation to save gas, to save money & to help the environment. The lack of parking in downtown Lancaster would no longer be the problem it is if we all did not insist on driving our own vehicles.
Nice Program.
Good program for people that need it.
I think public transportation would help the environment and older citizens unable to drive.
Would like to see more from east side to west also from Lancaster to Columbus area.
I think this is too expensive. I also heard that you charge people for the grocery each bag and there's a limit. How cheap is that? And you charge the elderly? Why does this not surprise me you're as greedy and ignorant as the rest of the idiots that run this town. I have no intention of using your services and never will. What a joke you are. And your drivers won't carry in groceries for the elderly?

<p>I think public transportation is a good idea but I don't think most people in Lancaster or the county will take advantage of it, which at that point we need to count the cost. I think that the major beneficiaries from PT are 1) the elderly; 2) disabled; 3) homeless who cannot drive or don't own homes. I doubt if anyone living outside the or owns a car will park the car just to ride around Lancaster.</p>
<p>Public transportation? YES !! Great Idea !!</p>
<p>Have you given any thought to commuter rail service between Lancaster and Columbus. Perhaps it would be tied to Mayor Coleman's new street car service.</p>
<p>How will this be funded? This is an admirable undertaking.</p>
<p>With so many residents going to Franklin County, wouldn't it make sense to offer transportation to and from Columbus.</p>
<p>Grew up taking city transportation, would use it, convenient</p>
<p>There are many other issues that tax money needs to be used for like road improvements, utility services &/or construction & law enforcement.</p>
<p>If I lived in Lancaster I would probably use public transportation. Years ago we had city buses & as a teenager we used the buses all the time because my parents lived in Lancaster</p>
<p>I don't use public transportation because I believe it is poor allocation of tax dollars in a small community like Lancaster. If one would introduce point to point transportation like cab service rather than running empty buses around town it might be better appropriation of tax dollars. I would be interested in the total cash per rider to the tax payer. (740) 969-2819</p>
<p>We live about a mile west of Amanda. At this time we are able to drive ourselves for all our needs. But I think it's a good idea for the community.</p>
<p>If Fairfield County would provide a ride-n-park for Lancaster, I would definitely use it.</p>
<p>We had COTA bus service available from Pickerington (256/204) several years ago during I70 construction. I used the service. It was reasonably priced and convenient.</p>
<p>I live in the county and will never have public transportation.</p>
<p>I would hope the vision is not limited to the Lancaster area only.</p>
<p>I live in Fairfield county. I drive to the Reynoldsburg park and ride in order to take COTA to work daily.</p>
<p>A taxi service in Fairfield County would be a great idea. But it would have to run late at night.</p>
<p>My concern is the cost.</p>
<p>I think public transportation is good. I don't know if it is economically possible to develop it out in the county. We don't use it or need it yet, but I can foresee a time when it could be very necessary. I've always thought we did ourselves a disservice when we got rid of the town-to-town buses and/or train. I don't know if we can change the mindset of the younger generation. One of our children won't work in Columbus and carpool in case a child gets sick. By the way this didn't reach us until the 3rd.</p>
<p>Stop thinking of ways to waste our tax dollars.</p>

I am very disappointed with the lack of pedestrian-friendly traffic design/planning in the Pickerington area, especially along school routes. Safety and environmental impact have been sorely neglected by the lack of sidewalks and/or bikeways. I am specifically referring to the Olde Pickerington village area. The only safety issue I've seen was a warning that pedestrians are not allowed to use roadways. That only leaves muddy, wet ditches to walk in! That gives the message to drive - not walk - to get around. How health and environmentally friendly is that?
I have twin boys and would need 2 car seats. I'm not sure if that would be possible as well as other issues.
Public Transportation was turned down to our community because not enough people signed up to use it. They said a bigger percentage would need to agree to use it on a daily basis to make it possible.
I think it is nice to have transportation in Fairfield county. You know when you might need to use. My husband is 85 and is still driving, so do I at 77, but you never know when you won't be able to drive. I had to go to the hospital emergency room this past 2 weeks, and was admitted if he wasn't available I would of had to call someone so I think it is a good thing.
I think you need to stay until 12:00 midnight some people need the service. Thank you.
Would have used this when I worked. I used a carpool for over 22 years to Columbus. Very good for working people with gas prices & parking costs today.
Anything that will help cut down on traffic on 33 west to Columbus.
I'm unable to walk and can't afford an ambulance to take me to my doctor's appointments. Thank you. I'm so thankful for Adult Protection. Without the Adult & Child protection, I would not have been able to get to the doctor.
Badly needed where I live.
What are your fees? Do you publicize them?
I still have no trouble driving my own car.
Safe alternatives (routes) for walking and biking are few and far between.
It would be very nice to have vehicles of massive transportation, trains/metro to go across Columbus surroundings. Any plans for the future?
I believe Fairfield County is just starting to bloom. Housing is more affordable & more people are moving out here. More businesses are moving out here, its only a matter of time before it'll be as booming as Columbus!
I would be willing to pay more in taxes to improve public transportation in Fairfield County/Lancaster. It would help keep senior citizens and disabled persons independent, it would conserve gas & be good for the environment, it could cut down traffic congestion and parking problems, and I might need it someday!
Concerns about how safe public transportation is. Currently use transportation for handicapped/elderly and feel safe without parent or friend would not feel safe on COTA bus alone, for example.
I don't feel public transportation would be convenient enough to suit my needs. If it were I would use it.
I do not live in city of Lancaster
I think public transportation is a great idea. I do not need it currently but when I am older I would probably use it, especially since I live out of the city limits (7 miles from downtown).

<p>There are a lot of people in the Fairfield area who are unable to drive and need a reliable transportation to go to doctors and to get food at the grocery. Also transportation that is affordable to low income young or elderly. At this time, my husband and I are able to drive, but a person never knows what a few years will bring at our age. Sometimes us old folks are forgotten that live in the country (out of town). Thank you for the survey.</p>
<p>By providing much needed transportation , perhaps you also might state the ultimate goal as adding to the quality of life for people. Could it then be considered to enable residents to exercise when they want to reach a nearby location or a bus stop. Walking or biking safely for 1/2 hour each day is strongly recommended for children and adults. Please consider locating the bus stops at schools, and providing safe access to our new bike trail from the city limits into the center of town.</p>
<p>When I am no longer able to drive I will need transportation for everything.</p>
<p>Have macular degeneration - won't be able to drive much longer - would sure like to be able to take a bus to Dr. appointments and shopping areas.</p>
<p>I had no idea Fairfield County had public transportation. We moved here a year ago.</p>
<p>We need more bike trails. When builders build more housing they need to think of "community" not just another house to sell for somebody or Co. to make money.</p>
<p>Use LPT to go to work and school. Would really like if they could go back to same day calling for rides because situations arise when unable to call a day a-head.</p>
<p>Make it safe! Women always must be concerned for their safety. Today we cannot trust anyone.</p>
<p>I do not have a car & have to use some else's car for transportation. Since moving here in October, I have not been able to maintain employment, run errands & go to appointments sometimes due to lack of transportation. I live 10 min. south of the village limits of Canal Winchester & therefore the COTA bus line. I have had to walk on the side of St. Rt. 674 the 10-12 miles, taking me at least 2 hours, to get to run errands. Having another means of transportation available to those of us outside "city limits" would add to our quality of life. Sometimes we can't choose where we can live. Thank you for this survey and for listening to my opinion.</p>
<p>Having a large city public transit system in Lancaster or Fairfield County is a farce. Population within the city or county is much too small for the amount of cost for a transit system. May I suggest a smaller scale of transportation to fit the needs of people who desire to take public transit and also to fit the needs of the taxpayers. Mesa, Arizona had started such a system called Dial-a-Ride. The customers or "riders" would call one day in advance to schedule their pick-up and drop-off times with curbside service. With this service, there was no waste in running routes that did not pick up anyone. It also gave insight to the city as to how much use the system used. By the way, this system ran 7 days a week.</p>
<p>Worry more about lowering utility bills & trash collection. Thank you. One other note (if this is taken seriously) Several of the waterline curb stops and value boxes to be lowered in the neighborhood. They are a damage to all.</p>
<p>The public transportation in Lancaster is way too expensive! To help the public is not an excuse to make a profit! I'm concerned a county system is even more outrageous in price. If you are going to use public money, make it affordable for the public.</p>
<p>We need someone who can go to Columbus any day of the week for appointments with specialists.</p>
<p>Thank you for the opportunity to complete this survey. Safety on public transportation is paramount. I and my family would use this if it was safe.</p>

<p>Mass transit is a must for the future. It is an answer to continued high gas prices. However, buses are not the answer. Mono-rail/trains and the stations to serve them are really needed. Utilize the mediums in our freeways to install high speed trains/mono-rails. Any other attempt a developing mass transit makes no sense. New highways are certainly not the answer! Because good planning and thought was given to mass transit in Seattle, DC., Fairfax Co., VA have serious unsolvable transportation problems today.</p>
<p>My wife provides transportation to seniors.</p>
<p>COTA service in Pickerington? Transportation N - S E - W into Columbus Mass transit? Subway? Light Rail?</p>
<p>Public Transportation is very important. Sometimes you have a breakdown vehicle and there is no other means to get to work. The price of gas has gone up so very high. Students need to go to the library or school activities, etc.</p>
<p>Convenient transportation needed to downtown Columbus. Bike paths needed around Pickerington.</p>
<p>I think public transportation would be a great thing if the money to find it can be found</p>
<p>I don't see how a system could be economically feasible over the rural areas of the county, but I would probably use it if it was convenient.</p>
<p>I moved from the Chicago, IL area 4 years ago due to a job transfer. I would use PT all the time (L train to get to the airport from my office downtown). I was disappointed when I moved to the Cols, OH area, how little PT there was. There isn't even an Amtrak station to get back to visit friends/family in Chicago. This area needs PT if it's going to prosper - especially light rail.</p>
<p>If gas prices continue to rise and I think it could be beneficial to have transportation (bus) from Lancaster to Columbus with stops - Carroll - Canal Winchester - maybe Diley Rd.</p>
<p>My uncle uses public transportation. I think it is very important for the elderly. You need to make people better aware of this service, such as cost, schedule, etc. Maybe then more people would use it, such as my 85 year old mother.</p>
<p>We can't afford any increase in taxes.</p>
<p>Retired/Disabled</p>
<p>I tried to use your service once but after 45 minutes sitting in the cab, I was 2 blocks from my apartment! Since I was on my way to work, I was very upset. I got out and walked back to my apartment. One of the Lancaster policemen then took me to work. Therefore, even if you do get service approved for this area, I would NEVER use it. Oh, by the way, when I complained about the above mentioned incident, the response was "so?"</p>
<p>If transportation was available I would use it. Also, my 93 year old mother.</p>
<p>I don't have transportation. I don't drive. Have a car, no DL. So I am stuck here. I don't like to ask people to use their time to take me any place but there are times when I have to. Like to get my hair done or get my prescriptions filled. Sometimes I just don't ...like now I have been out of my gestive (heart medicine) for a month. I haven't told anyone I was out. I could go to Olivedale to swim or go places with them on their trips. But I can't. I'm eighty years old and I would like to get out more but I cant. My son that I live with pays my bills online so I don't have to bother with that, a young girl comes to take me to church or I would or I wouldn't be able to do that. She takes me other places after church to get my medicine or to take me to get my taxes done. Something would be a blessing.</p>
<p>What public transportation options?</p>

Would be nice.
It would be nice if bus service would come to Pleasantville RD NE and Rushville and the town of Pleasantville.
I would take COTA bus downtown to work if it were available in Pickerington. In fact I would used the bus when COTA had a temporary bus service during I70 reconstruction a few years ago and like the fact that I didn't have to drive in the traffic.
I would love to know if I qualify for assistance is public transportation. Please send info to: Velma Schwartz, 7860 Marrietta Rd., SE Bremen, OH 43107 (740) 596-4964.
I think public transportation should be available during late night hours, especially after the bars close. I think it would cut down on drunk driving.
We both drive every where. Will not need this type service at least 10 years, I don't know if this was of any help.
I wonder if your program is decreasing - I don't see your vehicles as much as I did a year or so ago. What happened to the bus route? (Eastside) I thought it was going to be expanded to go to Memorial Drive sometime. The transit program was growing healthily since 2000, but seems to be failing in past year. What happened to the great groundwork being laid step by step?
Public transportation is essential for so many people. I hope it never gets canceled.
We need "as a community" to look to the future of all our citizens. In my opinion we need to start <u>now</u> developing a "wide" mass transit system between all community. I commute between Circleville and Lancaster. It would be fantastic to have high speed rail between cities in Ohio i.e., running maybe every hour between cities. Thanks for the survey - it is a great start!
When we called several years ago, there was no public transportation out there. I did call this year & they (Lanc. Public Transit) said they do come out here now. We hope to use once weather warms up. But are not familiar w/where they will take you, etc. Would like more info on what is available, etc.
I feel there is a great need in our community for this transportation. As I transport an 82 year old cousin that has never drove. And has many needs.
Years ago when the buses ran we had a "town" to go to - now the mall is in trouble & I really don't think it would work. However, pooling to outside locations - good. Hocking Tech, Cols, Logan, etc.
Since I live in the extreme SW corner of Fairfield Co., I have no access to any county services - except for paying taxes.
If public trans is available what will be its mile range, because I drive 32 miles to work.
Would love to carpool from Carroll to the Limited Brands Corporate office in Reynoldsburg east Broad Street. Donna Kasc 614-577-6200
My husband is a 100% DAV. Having only one car available at times makes everything more difficult, because there is no other way of getting to places.
I live in Pickerington. My part-time job is in Pickerington, but I need for you or Dad to take me where ever I want to go. I can only work when Mom or Dad are home to take me. I would like to see Pickerington have a transit to get around in Pickerington even if I have to walk to get on the bus. I live with my parents outside of city limits.
I use transportation sometimes. I would us it more, but it don't come up my way. Sometimes I drive my car so far, and then call for help. Let me know if it comes to 9179 Lan-Kirrk Rd., Baltimore, OH 43105, and the prices. Thank you. Alma Nibert.
It would be great to have transportation from Pickerington to Columbus and/or Lancaster.

Your survey sucks. It arrived at my house April 1 & you want it back April 4; sounds like you really do not want my opinion - you just want my tax money! Boo! That stinks.
I feel we should have train-subway rapid transit - eliminate looking for parking - and driving to downtown.
My main need is getting to hospital and surrounding office buildings for doctor's appointments: eye care - sometimes, heart Dr., lung Dr., dermatology.
Public transportation is one of the keys to the future. I grew near D.C. and used buses and trolleys all the time. You can read, listen music, work on a crossword, talk, and at the same time you are saving lots of money & reducing your carbon footprint. I want the world better for my grandchildren.
We live in the country and I am sure this would <u>not</u> benefit us. We live in the country around Sugar Grove so I don't believe this would benefit us.
I'm OK now.
Use the money to fix Lancaster's crappy streets & encourage businesses to open here. Too many empty businesses for need to have public transportation.
I would like to see transportation for my father & mother to be able to visit me. My father is in a wheelchair and does use the handicap van for doctor visits & to go out to eat but would like very much to come and visit me but has been told that the van will not come to my house (4760 Royalton Rd.). My father lives at 1124 Walnut Street. Can someone please look into this please. Thank you.
As a child I used public transportation when I visit family in Chicago I use public transportation. It seems around here we love our cars and trucks. Some people absolutely need public transportation - others might use it - however as long as people can keep their credit cards, they won't use it (PT) that they rely on credit to get around. "Scary."
My husband takes me to medical appointments. Our son does our grocery shopping for us, and some errands.
It would be nice to have a senior transit service available as needed.
I am for public transit expanding into the outer areas of town. Especially for the elderly and disabled and with the rising cost of fuel.
Folks in Pickerington needs transportation into Columbus which entails a working relationship with Franklin as well as Fairfield County as you well know. Folks with disabilities or who cannot drive could use a "ride on demand" service with a "pay per ride" depending on financial ability to pay. Keep up the good work. We applaud your efforts and good intentions.
We need more efficient transfer points. You do not have to ride one vehicle for an effective transportation system.
Since becoming a widow last year, I worry what will happen if I am unable to drive. I live in the county and would have to sell my home and move where I would have transportation. I don't want that to happen.
I drive to Grove City everyday to work, almost a 60 mile round trip. The traffic going into Columbus and returning from Columbus is terrible. Unfortunately I've read that 50% of Fairfield County residents travel outside of the county for employment. Perhaps with incentives, businesses could be established in our county so as not to require lengthy travel times for Fairfield County Residents. Without a car, I would have to move.

<p>It would be great to have a real bus system in Lancaster and surrounding areas. The transit system Lancaster has now is really only good for grocery shopping and the occasional doctors appointment but what about people that need transportation to work. Lancaster and its surrounding area needs a real bus system with a real sensible bus and route schedule.</p> <p>Due to our locations, I don't see how public transportation would ever be possible. This survey seems more appropriate for denser populated areas and not rural.</p> <p>I don't need the service at this time fortunately. But I work where lots of people rely on this service, Carnival Foods. I don't know what they would do if they didn't have this service.</p> <p>I support no socialist programs and I greatly resent the new tax for child and elderly. I can assure you that my vote for all future or new, or existing taxes will be a big fat NO! Public Transportation is a bad idea because it is paid for by the many and supports the very few. Let those who have to have it move to an area that already has it.</p> <p>We eventually plan on moving into Lancaster and hope the transportation availability will be more extensive and affordable. We don't know what the time frame is how long a wait for transport or what the schedule is or will be.</p> <p>Public transportation would be a nice alternative. My son when he is older will need it for all his transportation needs. Family will be available to him some of the time, but his independence will depend on his autonomous use of public trans., if available. There are times when my aging mother would also prefer to use public transportation. I have older cars and having public transp. would give me the back up I need.</p> <p>We are retired.</p> <p>In the Columbus Area most of the area that has Public transportation keep slipping into poverty areas. As undesirable people ride in on public transportation the residents with cars move out to avoid the crime that comes to these areas by public transportation regular bus routes. I have been in the area on the east side of Columbus from Fairwood Avenue to Brice Rd area. From 1968 Fairwood avenue was still somewhat decent. Now the area the whole way to Brice Road are very undesirable areas to live. I personally know many of the Columbus COTA bus drivers. They tell me there are a lot of young thugs who ride COTA buses and cause trouble. No thanks to public transportation if it involves public bus service routes.</p> <p>I would like to know the bus routes and the cost to ride the bus.</p> <p>I think it would be nice to have a "limited area" public transportation system to start with - - perhaps in the summer -- which had high traffic stops, such as: the mall, downtown, rising park, OU-L, a grocery store & Tiki pool. Also, it has been nice to have public transportation during the Lancaster festival from the mall parking lot to OU-L. Since I live in the country, I don't see me using public transportation except during special events. However, I like the idea of this service for those who need it.</p> <p>It is disappointing that central Ohio has no plans to build public subway system like other metropolitan areas in the country. With the cost of fuel and energy on the rise and the push for green initiatives a subway system could replace 100,000 vehicles in the highways and streets. Not to mention the increase in jobs and ability for low income people to find jobs in other parts of the area without relocating. Get it done, it makes sense, and it benefits all.</p> <p>I would use public transportation if it was available. Someday, I will have to move because I don't have public transportation.</p> <p>It would be great to have transportation between Pickerington and Lancaster. Probably bus service from Lancaster - Pickerington area to COTA would be excellent too. In morning and evening.</p>

Cost Prohibitive - lack information on what is available in Pickerington
Having a stopping area close to those in need of transportation. Have a set time and place even if people who are able to walk. Have one bus just for disabled and have them call in with time of pick-up on each end. Give people cards to use according to their income (no lies) on how much they pay according to income. Long ago there was stopping points for people who did ride the bus and sure was missed.
Would love to be able to walk or bike into Pickerington, Canal, or Lithopolis. Dangerous to do this with no berms on the roads and no pathways.
Barely walk, legs, knees, back, heart, some speech. Can't drive; no one to do for me.
Feel this would cost more than serve any purpose to our neighbors - everyone owns vehicles.
I think public transportation is a great idea but not useful out in the country.
We live in a rural part of Fairfield Count. Our home cannot be reached by surface transportation without traveling on poorly maintained gravel roads because TWP Trustees don't have enough money (I guess) and big refuse trucks and farm equipment tear up the surface and sling gravel into fields and lawns. Pine Grove Landfill is only a few miles away and receives many tons of trash daily, much from East Coast of USA. Wife is semi-retired, works two part-time jobs in Columbus, Ohio. (40 some miles one way)

**VI. GOALS, OBJECTIVES, &
IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

**VI. GOALS, OBJECTIVES AND IMPLEMENTATION
STRATEGIES/ALTERNATIVES**

This chapter presents the goals for the Fairfield County Coordinated Public Transit-Human Services Transportation Plan, the objectives to achieve those goals, implementation strategies/alternatives to accomplish the objectives, the timeframe for implementation of each strategy/alternative, the parties responsible for implementation, projected staffing and capital requirements for implementation of each strategy/alternative, ridership projections, and performance measures that the Fairfield County coordination project members can use in the future to evaluate the progress/success of plan implementation.

The goals, objectives and implementation strategies/alternatives contained in this plan reflect the existing and projected demographics of Fairfield County, the goals of the coordination project steering committee, and the unmet needs expressed by human services agencies, local employers, and Fairfield County transportation providers’ staffs.

The planning horizon for this plan is five (5) years. The implementation timeframes listed below are near term (present – 2009); mid-term (2-3 years or 2010-2011); and long term (4-5 years or 2012-2013). Actions that should occur throughout the planning horizon are listed as “continuous.”

**GOAL #1: INCREASE AWARENESS OF PUBLIC AND COORDINATED
TRANSPORTATION AND ESTABLISH A SHARED COMMUNITY VISION FOR
IMPROVING SERVICES AND RESOURCE MANAGEMENT**

**Objective 1.1: Develop a regional Transit Advisory Committee to
become a forum and clearinghouse for local transit and coordination
issues, education, networking and support.**

Implementation Strategies/Alternatives:

**1.1.1: Recruit government, agency and consumer members that
represent all parts of Fairfield County to form a County
Transit Advisory Committee (TAC) for the coordination effort.**

Priority/Implementation Timeframe: Near-Term for formation of
TAC; continuous for TAC meetings.

Parties Responsible: All human services agencies and
transportation providers select
members of the TAC to be an

**GOAL #1: INCREASE
AWARENESS OF PUBLIC
AND COORDINATED
TRANSPORTATION AND
ESTABLISH A SHARED
COMMUNITY VISION
FOR IMPROVING
SERVICES AND
RESOURCE
MANAGEMENT**

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

advisory body for the coordination effort.

Implementation Budget/Costs: Staff time involved. Possibly small copying budget for agendas and correspondence.

Staffing Implications: Staff time involved in preparing agendas and meeting notices and attending meetings.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership as TAC members begin to work together to meet the demands of the County.

Performance Measures: TAC formed; and TAC meetings held at least quarterly.

1.1.2: TAC representatives should attend agency and government meetings where networking opportunities exist and where information on transportation can be presented. Attendance at Mid-Ohio Regional Planning Commission (MORPC) meetings on transportation and transportation coordination should be a high priority.

Priority/Implementation Timeframe: Continuous.

Parties Responsible: Coordination project partners.

Implementation Budget/Costs: Staff time involved.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership through agency and government contacts including a more regional approach in transit services. Potential for new agency contracts.

Performance Measures: Number of meetings attended; and

**GOAL #1: INCREASE
AWARENESS OF PUBLIC
AND COORDINATED
TRANSPORTATION AND
ESTABLISH A SHARED
COMMUNITY VISION
FOR IMPROVING
SERVICES AND
RESOURCE
MANAGEMENT**

Number of face-to-face contacts made.

Objective 1.2: Hire a Mobility Manager to coordinate all transportation service that is suitable for all agencies within Fairfield County.

Implementation Strategies/Alternatives:

1.2.1: The Transportation Advisory Committee (TAC) should select an organization to apply for funding and hire a Mobility Manager. The TAC and this lead organization should develop a detailed role for that organization and a job description for the Mobility Manager. The TAC and hiring organization should also agree upon the parameters of managing the Mobility Manager and a system of performance evaluations to ensure that the Mobility Manager remains an impartial coordinator and complies with the reporting standards and performance benchmarks of the TAC.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: TAC members should name an organization to hire the Mobility Manager. The TAC will be an advisory board for the Mobility Manager.

Implementation Budget/Costs: Salaries and fringes for a Mobility Manager. Costs estimated between \$40,000-\$50,000.

Possible Funding Source: New Freedom Initiative (5317) or Job Access Reverse Commute (5316). A 20% local match is required for both programs.

Staffing Implications: Hire a full-time Mobility Manager. Other transportation staff job duties may need to be adjusted if duties are shared by the Mobility Manager.

Capital Requirements: None.

**GOAL #1: INCREASE
AWARENESS OF PUBLIC
AND COORDINATED
TRANSPORTATION AND
ESTABLISH A SHARED
COMMUNITY VISION
FOR IMPROVING
SERVICES AND
RESOURCE
MANAGEMENT**

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

**GOAL #1: INCREASE
AWARENESS OF PUBLIC
AND COORDINATED
TRANSPORTATION AND
ESTABLISH A SHARED
COMMUNITY VISION
FOR IMPROVING
SERVICES AND
RESOURCE
MANAGEMENT**

Ridership Implications: Possible increase in ridership resulting from one agency managing the transportation needs and coordinating resources of all human services agencies.

Performance Measures: Decrease in the number of trip denials;
Increase in the number of county trips; and
Increase in the out of county trips provided.

1.2.2: Develop Memorandums/Contracts with all transportation service providers within Fairfield County. Surrounding counties including Perry and Pickaway should be recruited to participate. The MOU should include the specific coordination that will occur. All transportation providers should share trip schedules.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: Mobility Manager, local transportation providers and human services agencies

Implementation Budget/Costs: Staff time involved in preparing and negotiating MOU.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Increased ridership through shared scheduling.

Performance Measures: Number of MOUs/Contracts developed;
Number of shared schedules;
Dollars saved in bulk purchases;
Number of shared rides; and
Number of new destinations served.

Objective 1.3: Educate local government officials and agencies about the benefits of public and coordinated transportation.

Implementation Strategies/Alternatives:

1.3.1: Develop a marketing plan that will include all public transit service and coordinated transportation available in the area. ODOT has a model marketing plan that can provide guidance. Marketing goals should be incorporated into this plan.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: TAC is responsible and may assign it to a specific organization. Marketing could be a role of the Mobility Manager.

Implementation Budget/Costs: Staff time included in existing provider budgets. Possible cost of copies of the plan for each coordination project partner.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Possible increase in ridership from distribution of information or increase in contract ridership as County agencies become aware of transportation services available.

Performance Measures: Number of presentations given; and Number of local government officials reached.

1.3.2 Develop an informational brochure on the benefits of public and coordinated transportation that could be distributed to local government officials and agency staff.

Priority/Implementation Timeframe: Near-Term – should be completed before open houses or public presentations are conducted.

**GOAL #1: INCREASE
AWARENESS OF PUBLIC
AND COORDINATED
TRANSPORTATION AND
ESTABLISH A SHARED
COMMUNITY VISION
FOR IMPROVING
SERVICES AND
RESOURCE
MANAGEMENT**

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

**GOAL #1: INCREASE
AWARENESS OF PUBLIC
AND COORDINATED
TRANSPORTATION AND
ESTABLISH A SHARED
COMMUNITY VISION
FOR IMPROVING
SERVICES AND
RESOURCE
MANAGEMENT**

Parties Responsible: TAC/Coordination project partners.

Implementation Budget/Costs: Staff involved in brochure development. Cost of printing brochures. New Freedom-5317 funding may be available to offset the cost of brochures for coordination projects (local match required).

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Potential for an increase in ridership as government officials and agencies make residents and clients aware of system. Potential for contract service from agencies.

Performance Measures: Number of brochures distributed;
Number of new riders;
Number of new agency contracts;
and
Number of new coordination project partners.

1.3.3: Develop a brochure on the Inter-city bus service that stops in Lancaster and operates along Route 33 corridor from Athens to Columbus, then to Cleveland.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: TAC/Coordination project partners.

Implementation Budget/Costs: Staff involved in brochure development. Cost of printing brochures. Inter-city Bus funding may be available to cover the cost of brochure development and printing.

Staffing Implications: None.

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

**GOAL #1: INCREASE
AWARENESS OF PUBLIC
AND COORDINATED
TRANSPORTATION AND
ESTABLISH A SHARED
COMMUNITY VISION
FOR IMPROVING
SERVICES AND
RESOURCE
MANAGEMENT**

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership from the distribution of information on transportation services available.

Performance Measures: Number of new riders.

1.3.4: Distribute information on public and coordinated transportation at local fairs, job fairs, employee health fairs, and community events (set up booths). Possible promotional activities could include a drawing for free rides, having a vehicle on display, or offering rides around a fair in a golf cart labeled with the coordination project's name.

Implementation Timeframe: Continuous.

Parties Responsible: Coordination project partners.

Implementation Budget/Costs: Cost of information materials and staff time involved in distribution.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Potentially an increase in general public ridership, especially for employment-related trips.

Performance Measures: Number of events attended; Number of people reached; and Number of new riders.

1.3.5: Make presentations on public and coordinated transportation at local civic club meetings – Lions, Rotary, Moose, Elks, Kiwanis, etc.

Priority/Implementation Timeframe: Continuous.

Parties Responsible: TAC/Mobility Manager/Coordination project partners.

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

Implementation Budget/Costs: Staff time involved and the cost of promotional materials.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership as more people become aware of what is available.

Performance Measures: Number of presentations made; and Number of people reached.

1.3.6: Distribute informational brochure to riders, school children, nursing homes, advocacy and support groups, agency clients, through the newspaper, etc.

Implementation Timeframe: Continuous.

Parties Responsible: TAC/Mobility Manager/Coordination project partners.

Implementation Budget/Costs: Staff time involved and the cost of promotional materials.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership as more people become aware of what is available.

Performance Measures: Number of brochures distributed. Number of people reached.

GOAL #2: USE EXISTING CONDITIONS DATA TO PLAN THE COORDINATION AND EXPANSION OF TRANSPORTATION SERVICES

Objective 2.1: The TAC and/or the Mobility Manager will gather detailed data on existing vehicles, employees, services, technology, facilities, etc.

GOAL #1: INCREASE AWARENESS OF PUBLIC AND COORDINATED TRANSPORTATION AND ESTABLISH A SHARED COMMUNITY VISION FOR IMPROVING SERVICES AND RESOURCE MANAGEMENT

GOAL #2: USE EXISTING CONDITIONS DATA TO PLAN THE COORDINATION AND EXPANSION OF TRANSPORTATION SERVICES

Implementation Strategies/Alternatives:

2.1.1: Compile operational data from agencies participating in the coordination effort in order to identify underutilized resources and existing conditions.

Priority/Implementation Timeframe: Near Term.

Parties Responsible: Coordination project partners.

Implementation Budget/Costs: Staff time involved.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership as underutilized vehicles are identified and more passengers can be accommodated.

Performance Measures: Pertinent data gathered; Data compilation complete; and Number of agencies providing data.

Objective 2.2: Update the coordinated transportation plan or strategic plan on a regular/continuous basis.

Implementation Strategies/Alternatives:

2.2.1: Develop a schedule for the TAC to update the coordinated transportation plan. This plan should at least be updated on an annual basis.

Priority/Implementation Timeframe: Near Term.

Parties Responsible: TAC.

Implementation Budget/Costs: Staff time involved.

Staffing Implications: None.

Capital Requirements: None.

**GOAL #2: USE EXISTING
CONDITIONS DATA TO
PLAN THE
COORDINATION AND
EXPANSION OF
TRANSPORTATION
SERVICES**

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

Ridership Implications: Potentially an increase in ridership as coordination strategies are identified and implemented.

Performance Measures: Plan updated on a regular basis.

Objective 2.3: Monitor the successful completion of strategies in the Coordinated Public Transit-Human Services Transportation Plan and report it to community leaders to show coordination benefits and successes.

Implementation Strategies/Alternatives:

2.3.1: Develop a schedule for the TAC to report to local boards and elected officials on the progress of the coordination effort.

Priority/Implementation Timeframe: Continuous.

Parties Responsible: TAC/Coordination project partners.

Implementation Budget/Costs: Staff time involved.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership as coordination strategies are identified and implemented.

Performance Measures: Plan progress reported on a regular basis; and
Number of boards/elected officials reached.

GOAL #3: RESPOND TO CONSUMER NEEDS BY PROVIDING ACCESS TO INFORMATION AND TRANSPORTATION SERVICES

Objective 3.1: Use Internet technology to provide better access to transportation service information to consumers.

Implementation Strategies/Alternatives:

3.1.1: Develop a website for the purpose of sharing service information, (including hours of operation, and eligibility requirements) with

GOAL #2: USE EXISTING CONDITIONS DATA TO PLAN THE COORDINATION AND EXPANSION OF TRANSPORTATION SERVICES

GOAL #3: RESPOND TO CONSUMER NEEDS BY PROVIDING ACCESS TO INFORMATION AND TRANSPORTATION SERVICES

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

any human services agency, public or private transportation provider, or other program that is participating in the coordinated transportation effort (countywide and regional). The website for the coordination project should be “Bobby-compliant” (Bobby software is used to scan websites to determine if formatting is acceptable for “reader” software so that the computer can “read” the website to persons with visual impairments).

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: Mobility Manager; or a designated lead agency. All coordination participants must contribute information.

Implementation Budget/Costs: Cost of adding and maintaining the web page to an existing website. Time associated with collecting and updating schedules, eligibility, and service area for each transportation provider and on-going maintenance of the website. Possible funding source is Section 5316/5317 (local match required).

Staffing Implications: Intended to reduce the time invested by each caseworker, scheduler, or agency representative when scheduling or referring consumers to the appropriate transportation provider by creating a single source of information. The City and/or County may have a TEC person on staff that can assist in the development and on-going maintenance of the website.

Capital Requirements: None.

**GOAL #3: RESPOND TO
CONSUMER NEEDS BY
PROVIDING ACCESS TO
INFORMATION AND
TRANSPORTATION
SERVICES**

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

**GOAL #3: RESPOND TO
CONSUMER NEEDS BY
PROVIDING ACCESS TO
INFORMATION AND
TRANSPORTATION
SERVICES**

Ridership Implications: Potentially an increase in ridership when trips are more effectively coordinated due to improved access to transportation schedules.

Performance Measures: Website built and populated with information for every transportation provider; and
Fewer empty seats on all agency vehicles.

Objective 3.2: Develop a “one-stop” shop for information for consumers.

Implementation Strategies/Alternatives:

3.2.1: Develop a central call number (toll-free) for information and referral purposes for anyone in Fairfield County who needs transportation. The central call number will provide detailed and specific information on any transportation provider in the county and possibly the region. If the county attains 211 status, general transportation information should be available for information and referral purposes only. The 211 number will refer individuals to the central call number for specific transportation availability.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: Lead agency.

Implementation Budget/Costs: Cost of additional lines and number; marketing the central call number.

Staffing Implications: Potential for increasing the number of dispatching/scheduling staff needed for the lead agency.

Capital Requirements: Possible phone line installation.

Ridership Implications: Potentially an increase in ridership due to improved access and “one-stop”

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

shopping for transportation services.

Performance Measures: Number installed and implemented;
Number of callers; and
Shopping for transportation services.

**GOAL #3: RESPOND TO
CONSUMER NEEDS BY
PROVIDING ACCESS TO
INFORMATION AND
TRANSPORTATION
SERVICES**

Objective 3.3: Develop a marketing campaign to target older adults (age 65 and up) on the availability, advantages, and accessibility of public and human services transportation options.

Implementation Strategies/Alternatives:

3.3.1: Develop a brochure and other promotional items specifically to encourage the older adult population to use public and human service agency transportation options in Lancaster and surrounding counties. The promotional campaign may include ‘Ride-for-Free’ days on public transit, magnets with transit phone numbers, and/or coupons for discounts at area restaurants. Ensure that all promotional materials and announcements for special events (i.e., Ride-for-Free days) are distributed at churches, physicians offices, social security office, cardiac and physical therapy rehab centers, medical facilities, county fair, local library, care-givers support groups, auto insurance offices, restaurants, and other businesses and agencies that provide services to eligible segments of the older adult population.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: Lancaster Public Transit System.

Implementation Budget/Costs: Cost of developing, printing, and distributing the brochure and other promotional items. Consider utilizing student volunteers from a local college or high school to design promotional materials.

Staffing Implications: None.

Capital Requirements: None.

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

**GOAL #3: RESPOND TO
CONSUMER NEEDS BY
PROVIDING ACCESS TO
INFORMATION AND
TRANSPORTATION
SERVICES**

Ridership Implications: Potentially an increase in ridership due to improved marketing to older adults who primarily drive their personal vehicles.

Performance Measures: Increase the quantity of successful community outreach measures for the older adult population.
 Increase in public transit ridership from the older adult population.
 [Increase in the] Number of older adult passengers who choose to use public transportation as an alternative to driving a personal vehicle.
 Improve the older adult consumer’s understanding of the benefits of using public transportation (measured through a public survey.)

3.3.2: Recruit city and county retirees, retired educators, former social services employees, former elected officials, and other active, ‘take-charge’ individuals to form a Fairfield Elders Group. This group could become local ambassadors for public and human services transportation and focus on creating and marketing a more attractive image to the local older adult population. Members of the groups will present the benefits of public and coordinated human services transportation to civic groups and organizations, sponsor a golf cart transportation service at the county fair, train other older adults on how to use public transportation, and create additional innovate methods to attract the driving segment of the older population to transition to public transportation. This group should also ride one of the transportation services semi-annually and evaluate the service from an older adult’s perspective.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: Directional Team (TAC) will establish the group and act as an advisory committee.

Implementation Budget/Costs: Cost for the rent and signage of a golf cart used at fair and other local events to promote

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

**GOAL #3: RESPOND TO
CONSUMER NEEDS BY
PROVIDING ACCESS TO
INFORMATION AND
TRANSPORTATION
SERVICES**

transportation. Also, costs associated with printing promotional materials.

Staffing Implications:	Time spent recruiting and educating the ambassadors. Ambassadors will volunteer time for the program.
Capital Requirements:	None.
Ridership Implications:	Potentially an increase in ridership from the older adult population that is transitioning from driving their personal vehicles.
Performance Measures:	Increase in older adult ridership on local transportation services. An increase in the number older adults who rate Lancaster Public Transit System as a convenient, user friendly alternative to driving their personal vehicle (measured by public survey).

3.3.3 Implement a GrandDriver Campaign in Fairfield County. GrandDriver is an education and awareness campaign of the American Association of Motor Vehicle Administrators (AAMVA) to educate the public about the effects of aging on driving ability and to encourage drivers to make wise choices as they grow older. Refer to the Agency on Aging website page for the most current transportation education and outreach efforts that have proven success at www.aoa.gov/prof/transportation/education/grand.asp. This Agency on Aging website has information geared for older drivers, families of older drivers, and other interested parties.

Priority/Implementation Timeframe:	Near-Term.
Parties Responsible:	Directional Team (TAC).

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

Implementation Budget/Costs:	Cost for printing materials and time associates with participating in the local campaign.
Staffing Implications:	At least one member of the Directional Team will dedicate time each month to the campaign.
Capital Requirements:	None.
Ridership Implications:	Potentially an increase in ridership from the older adult population that is transitioning from driving their personal vehicles.
Performance Measures:	Increase in older adult ridership on local transportation services. Campaign established to prepare older drivers to “get around safe and sound’ in their later years. ¹

GOAL #3: RESPOND TO CONSUMER NEEDS BY PROVIDING ACCESS TO INFORMATION AND TRANSPORTATION SERVICES

GOAL #4: BETTER UTILIZE EXISTING FUNDING AND SEEK NEW FUNDING SOURCES TO PROVIDE MORE TRANSPORTATION SERVICES WITHIN FAIRFIELD COUNTY

Objective 4.1: Research and submit grants that include transportation-related funding and resources as a collaborative effort. A sub-committee of the TAC may be formed for the specific purpose of researching and submitting grants. Several non-profit agencies have excellent grant writers. The Economic Development office should be included in this subcommittee. Grants may include domestic violence, Community Block Grants for the County, Congestion Mitigation Air Quality (CMAQ), Job Access Reverse Commute (Section 5316), New Freedom (Section 5317), Section 5310, and other competitive grants that may be identified.

GOAL #4: BETTER UTILIZE EXISTING FUNDING AND SEEK NEW FUNDING SOURCES TO PROVIDE MORE TRANSPORTATION SERVICES WITHIN FAIRFIELD COUNTY

¹ Source: www.aoa.gov/prof/transportation/education/grand.asp.

Implementation Strategies/Alternatives:

4.1.1: Share grant writing expertise of human services agencies and submit grants as a collaborative effort.

Implementation Timeframe: Near-Term.

Parties Responsible: Coordination project partners.

Implementation Budget/Costs: Staff time involved.

Staffing Implications: To be determined.

Capital Requirements: None.

Ridership Implications: To be determined.

Performance Measures: Number of grants submitted;
and
Total dollars awarded
through the grants.

Objective 4.2: The Lancaster Public Transit System (LPTS) applies for and receives Federal Section 5311 funds and ODOT Rural Transit System funds for the entire Fairfield County.

Implementation Strategies/Alternatives:

4.2.1 LPTS should meet and work closely with county officials, human services agencies, system riders, and other local supporters to develop a campaign to have a countywide Rural Transit System, putting the system in a position to receive federal Section 5311 and ODOT operating funds.

Priority/Implementation Timeframe: Mid –Term (2-3 years).

Parties Responsible: LPTS with TAC/coordination project partners.

Implementation Budget: None at this time.

Staffing Implications: None at this time.

Capital Requirements: None at this time.

Ridership Implications: Increased ridership once assistance obtained.

Performance Measures: Meetings held; and Campaign initiated.

4.2.2 Prepare and submit an application for Section 5311 Rural Transit Program funds to support the operating costs for providing countywide general public service in Fairfield County.

Priority/Implementation Timeframe: Long –Term (4-5 years).

Parties Responsible: LPTS and coordination project partners.

Implementation Budget: None at this time

Staffing Implications: None until countywide funding is secured

Capital Requirements: To be determined

Ridership Implications: Increased ridership once assistance obtained.

Performance Measures: Funding secured.

Objective 4.3: Prepare and submit an application for federal Section 5317 New Freedom Program funds to support the operating costs for providing increased and expanded transportation service for individuals with disabilities in Fairfield County.

Implementation Strategies/Alternatives:

4.3.1 LPTS and coordination partners further evaluate the transportation needs for individuals with disabilities and make service design decisions regarding service to be implemented with the receipt of New Freedom funds.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: LPTS and coordination project partners.

Implementation Budget: None at this time.

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

**GOAL #4: BETTER
UTILIZE EXISTING
FUNDING AND SEEK
NEW FUNDING SOURCES
TO PROVIDE MORE
TRANSPORTATION
SERVICES WITHIN
FAIRFIELD COUNTY**

Staffing Implications:	None at this time.
Capital Requirements:	None at this time.
Ridership Implications:	Increased ridership once assistance obtained.
Performance Measures:	Needs evaluated; and service design determined.
4.3.2:	Prepare and submit an application for Section 5317 - New Freedom funds to ODOT for an amount of \$75,000 - \$100,000. Ensure the required 50% match is available and committed to transit services.
Priority/Implementation Timeframe:	Near-Term.
Parties Responsible:	LPTS and coordination project partners.
Implementation Budget:	To be determined.
Staffing Implications:	To be determined.
Capital Requirements:	Additional Section 5311 vehicles to meet the general public demand. A service study and demand projections must be completed to determine the number of vehicles required to expand general public service into the county. The number of vehicles will depend on the best type of service to meet the County needs.
Ridership Implications:	Increased ridership once assistance is obtained.
Performance Measures:	Application prepared and submitted to ODOT.

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS.

Objective 5.1: Coordinate/consolidate dispatching/scheduling services.

Implementation Strategies/Alternatives:

5.1.1: Utilize dispatching software so that all providers in the coordination project can share trip schedules and the number of seats available on each trip, based on advance reservations. All participants could view the schedule, but only designated representatives would have permission to add/remove trips.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: Coordination project partners;
Scheduler must be an unbiased party to ensure that all participating organizations receive equal opportunity to provide trips.

Implementation Budget/Costs: Cost of software and possibly some hardware for participating organizations if they do not have compatible technology to view the schedule. Potential cost of high-speed Internet connections for each project partner. Section 5310 Specialized Transportation Program funding may be available for the cost of the software.

Staffing Implications: Scheduler with responsibility of populating the shared schedule with new passengers may experience an increase in workload because of the number of trips to be assigned.

Capital Requirements: None.

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

Ridership Implications: Potentially an increase in ridership as transportation providers become more efficient with scheduling trips.

Performance Measures: Number of trips shared; and Number of total trips provided among all participating organizations.

Objective 5.2: Coordinate/standardize driver training. In this regard, if agencies need to share drivers or vehicles, everyone will have the same basic qualifications and training and will ensure that all State-required training meets the ambulette regulations. This also ensures a minimum level of quality service throughout the entire county.

Implementation Strategies/Alternatives:

5.2.1: Develop a list of mandatory training requirements. A suggested list of required training is as follows:

- OSHA Bloodborne Pathogens
- Passenger sensitivity/diversity training
- Customer service/dealing with difficult passengers
- Wheelchair securement training
- Defensive driving
- Accident/incident procedures
- Vehicle evacuation procedures
- First aid/CPR
- Pre-trip inspection procedures
- Safety and security
- Substance abuse awareness
- Radio or cell phone procedures
- HIPPA training
- Child safety seat procedures

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: TAC should develop and approve a training curriculum.

Implementation Budget/Costs: Staff time involved. Some training may involve costs if qualified in-house staff are not available. Employee costs for the staff to attend.

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

May reduce insurance premiums, however, insurance agents should be contacted concerning training discounts. In addition, the Bureau of Worker's Compensation should be consulted concerning rate discounts for training.

- Staffing Implications: None.
- Capital Requirements: None.
- Ridership Implications: Better quality service to riders.
- Performance Measures: All staff trained; Number of complaints about staff reduced; Number of incidents/accidents reduced and/or handled properly; and Number of pre-trip inspections performed properly.

5.2.2: Develop a training schedule so that all Fairfield County providers can take advantage of the training for their new hires and existing employees. The training may have to take place after hours or on weekends.

Priority/Implementation Timeframe: Near-Term.

- Parties Responsible: Designate a lead agency to schedule and coordinate training.
- Implementation Budget/Costs: Staff time involved.
- Staffing Implications: None.
- Capital Requirements: None.
- Ridership Implications: None.
- Performance Measures: All training sessions held.

Objective 5.3: Coordinate/consolidate maintenance services.

Implementation Strategies/Alternatives:

5.3.1: Develop uniform preventative maintenance standards for the providers in the Fairfield County. ODOT has a model maintenance plan that includes schedules and forms. This is a requirement for Section 5310 vehicles to ensure that preventive maintenance is occurring and is documented.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: Coordination project partners. LPTS should take the lead and be able to provide technical assistance in the development of the maintenance standards.

Implementation Budget/Costs: Staff time involved.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: None.

Performance Measures: PM standards developed and implemented;
Number of road calls;
Amount of maintenance costs (increasing/decreasing); and
Number of major repairs.

5.3.2: Develop joint purchasing for maintenance (oil changes, preventive maintenance services, and other goods i.e. tires). Refer to ODOT’s “A Guide for Implementing Coordinated Transportation System,” Chapter 5, Step 5.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: All coordination partners with vehicles.

Implementation Budget/Costs: Staff responsible for maintenance time.

Staffing Implications: None.

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

Capital Requirements: None.

Ridership Implications: None.

Performance Measures: No. of PM’s performed on time;
Repair turn-around time; and
Percentage of savings for
maintenance.

Objective 5.4: Provide service within Fairfield County with existing human services agency resources.

Implementation Strategies/Alternatives:

5.4.1: Allow seats that are empty on current human services vehicles to be filled with contract passengers and/or general public. Several agencies have already established service for their consumers in the county. The Salvation Army, Meals on Wheels and Center for disAbilities travel throughout the county in the mornings between 7:00 AM-10:00 AM and return daycare passengers in the afternoon between 2:30 PM - 6:00 PM. The Salvation Army provides contract trips during non-peak hours for human services agencies. The Countywide service could feed into the existing Lancaster Public Transit System to navigate around the City of Lancaster’s service area. LPTS could establish regular pick-ups at the Senior Center and the Salvation Army Samaritan Center.

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: Coordination project partners.

Implementation Budget/Costs: The majority of the cost is already included in each agency operational budget. However, approximately \$15,000-\$20,000 per agency could be required for additional operational expenses.

Staffing Implications: Need to have additional driver hours available to cover service in the County.

Capital Requirements: Additional/replacement accessible vehicles (two) for Salvation Army

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

and replacement accessible vehicles for Meals on Wheels. The Center for disAbilities currently provides the majority of contract trips in Fairfield County. The Center for disAbilities will need a least two additional accessible vehicles and replacement vehicles as scheduled. Vehicles could be purchased using Section 5310 or Section 5317 funding. Both funding sources require a local match.

Ridership Implications: Increase in ridership due to increase in service offered countywide.

Performance Measures: Number of increased county-wide trips.

5.4.2: Market countywide service to the general public in Fairfield County including human services agencies.

Priority/Implementation Timeframe: Mid-Term.

Parties Responsible: Coordination partners

Implementation Budget/Costs: Cost of marketing materials and advertisements. Staff time involved.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Increase in ridership for county residents.

Performance Measures: Number of countywide trips.

Objective 5.5: Increase general public transportation to accommodate 2nd and 3rd shift work-related trips from 9:00 PM to 12:00 midnight, Monday through Friday.

Implementation Strategies/Alternatives:

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

5.5.1: Use a Section 5310 vehicle for an employment-related route that could be targeted for work trips only. This could include 2nd and 3rd shift employment opportunities within the county. A subscription service² could be established for 2nd and 3rd shift workers. The Section 5310 vehicles that are not in use could provide the late evening trips. In order to be cost effective, at least ten to twelve individuals would have to be part of the subscription service. The cost would have to cover the fully allocated cost and be shared among the passengers. Van pooling (through MORPC) could be utilized for the employees that must commute more than twenty (20) miles.

Priority/Implementation Timeframe: Mid-Term.

Parties Responsible: Coordination project partners.

Priority/Implementation Budget/Costs: Approximately \$16,000 annually. The cost per participant based on 10 passengers would be \$35.00 per week. Possible Section 5316 Job Access Reverse Commute (JARC) funding to subsidize the cost of this service.

Staffing Implications: Need one driver to staff this shift at each partner agency for one week a month or less, depending on how many participate.

Capital Requirements: Local match for Section 5310 vehicle (possibly the new requested vehicle for Salvation Army). The evening employment route can be accommodated with this vehicle.

Ridership Implications: Increase in ridership.

Performance Measures: Number of evening work trips; and Number of shared trips.

² Subscription service is provided under advanced arrangement and according to prearranged conditions. The service is paid for regardless of whether anyone rides the service.

5.5.2: Market evening service to the general public and to employers.

Implementation Timeframe: Mid-Term.

Parties Responsible: Need to designate lead agency for marketing activities.

Implementation Budget/Costs: Staff time involved and cost of marketing materials.

Staffing Implications: None.

Capital Requirements: None.

Ridership Implications: Increase in evening ridership for employment purposes.

Performance Measures: Number of evening general public work trips.

5.5.3: Implement a Guaranteed Ride Home Program³ to encourage employees to use the carpool/vanpool program or take public transportation regularly (i.e., at least twice a week) to employment sites that are within a pre-determined service area. The MORPC Guaranteed Ride Home Program is free to anyone who uses carpools, vanpools or rides public transit and is registered with MORPC program prior to an emergency.

Implementation Timeframe: Mid-Term

Parties Responsible: Individual Passengers with assistance from one of the coordination partners.

Implementation Budget/Costs: The cost, up to 90% cab fare reimbursement including a 15% tip, is paid through MORPC.

Staffing Implications: None. Will utilize the local taxi provider, especially for evening trips.

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

³ A guaranteed ride home program provides commuters who regularly carpool, vanpool or take public transportation to work with a ride home in case of an unexpected emergency.

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

Capital Requirements: None.

Ridership Implications: None.

Performance Measures: Number of commuters that utilize the car pool/ vanpool program; and Number of commuters that utilize the guaranteed ride home service.

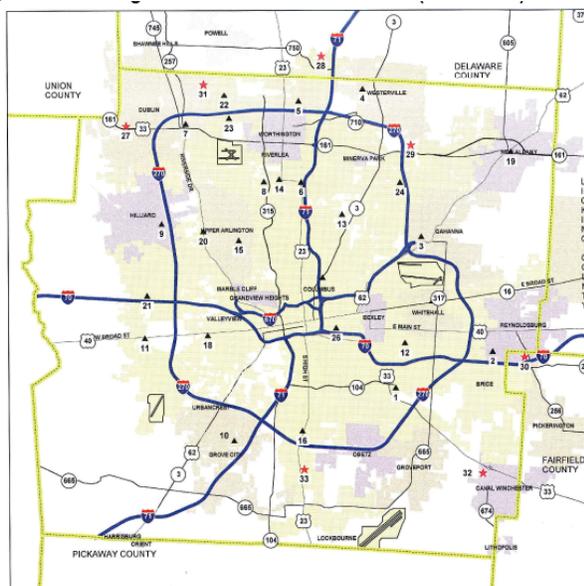
GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

Objective 5.6: Work with other regional transportation providers to provide out-of-county and out-of-state transportation services for Fairfield County residents.

Implementation Strategies/Alternatives:

5.6.1: Work with the Central Ohio Transit Authority (COTA) to explore developing connections with COTA services. COTA has several express bus routes which travel into or very close to Fairfield County and more are planned. This would be especially helpful for those commuters who live in the northwest quadrant of the County and who travel into Columbus to work. COTA also has plans to develop park and ride lots at the SR 256 and I-70 interchange near Pickerington and in Canal Winchester just outside of Fairfield County.

**Figure 6.1
Central Ohio Transit Authority
Existing and Planned Park and Ride Lot Locations (2007-2011)**



2007-2011 COTA Park and Rides
Legend
▲ Existing (26)
★ Planned (7)

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

Priority/Implementation Timeframe: Near-Term.

Parties Responsible: Mobility Manager or lead agency for coordination.

Implementation Budget/Costs: Staff time involved. Budget for new connection services to be determined.

Staffing Implications: To be determined.

Capital Requirements: To be determined.

Ridership Implications: Increase in out-of-county trips to the Columbus area.

Performance Measures: Number of out-of-county trips due to coordination with COTA.

5.6.2: Develop a Route 33 Corridor Park ‘n Ride to connect to the Central Ohio Transit Authority (COTA) service. The Delaware Area Transit Agency’s Park ‘n Ride service should be used as model to develop the Fairfield County approach to establishing a Park ‘n Ride.

Priority/Implementation Timeframe: Mid-Term.

Parties Responsible: Directional Team will designate a lead for meeting with COTA and developing a model similar to the Delaware County park ‘n ride.

Implementation Budget/Costs: Staff time involved with implementation of the park ‘n ride. Budget for new connection services to be determined based upon the final design.

Staffing Implications: Staff time involved in working with COTA and Delaware County. A significant amount of time will be required in the initial planning and implementation stages. However,

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

maintenance of the park ‘n ride program should not be time intensive.

Capital Requirements: To be determined based upon local decisions for implementation. New park ‘n ride programs are potentially an application for Section 5316/5317 funding (local match required).

Ridership Implications: An increase in out-of-county trips to the Columbus area.

Performance Measures: [Increase in the] Number of out-of-county trips due to coordination with COTA.

5.6.3: Work with Athens Transit (Section 5311(f) Inter-City Bus service provider) to possibly expand inter-city bus services. Athens Transit provides inter-city bus services from Athens to Lancaster to Columbus to Cleveland. These services only stop twice a day, once on the way to Athens and once on the way back to Columbus. Lancaster passengers must call to request a pick-up.

Priority/Implementation Timeframe: Long-Term.

Parties Responsible: Mobility Manager or lead agency for coordination.

Implementation Budget/Costs: Staff time involved. Budget for additional services to be determined.

Staffing Implications: To be determined.

Capital Requirements: To be determined.

Ridership Implications: Increase in out-of-county trips to other areas of Ohio and to other states.

Performance Measures: Number of out-of-county/state trips due to coordination with existing inter-city bus services.

Objective 5.7: Develop new commuter/shuttle services to the Columbus area using new funding sources. These services would

provide for employment trips to jobs in the Columbus area and for trips to Columbus medical facilities.

Implementation Strategies/Alternatives:

5.7.1: Apply for Job Access Reverse Commute (Section 5316) and/or Congestion Mitigation Air Quality funding for commuter shuttle services between Fairfield County and Columbus. Fairfield County is an eligible county for CMAQ funding which is aimed at reducing congestion on highways and improving air quality.

Priority/Implementation Timeframe: Mid-Term.

Parties Responsible: Lead agency for coordination and coordination project partners.

Implementation Budget/Costs: Staff time involved. Budget for additional services to be determined. Possibly use Section 5316 or CMAQ funding.

Staffing Implications: To be determined.

Capital Requirements: To be determined.

Ridership Implications: Increase in out-of-county trips to Columbus area.

Performance Measures: Number of out-of-county trips due to new commuter services developed.

GOAL #6: PROVIDE NEW MOBILITY OPTIONS THAT ARE DESIGNED TO FILL THE GAPS IN SERVICE FOR RESIDENTS OF PICKERINGTON AND VIOLET TOWNSHIP.

Objective 6.1: Establish a public demand response system that includes opening the City of Pickerington subsidized service that is operated through a contract with MRDD to the general public, regardless of age and residency.

Implementation Alternatives/Strategies:

6.1.1: Based on input about transportation needs from the 2008 general public survey, explore the possibility to create and implement a

GOAL #5: CREATE A SEAMLESS TRANSPORTATION NETWORK FOR CONSUMERS WHICH WILL PROVIDE FOR 24-HOUR, 7-DAY-A-WEEK, IN-COUNTY AND OUT-OF-COUNTY TRIPS

GOAL #6: PROVIDE NEW MOBILITY OPTIONS THAT ARE DESIGNED TO FILL THE GAPS IN SERVICE FOR RESIDENTS OF PICKERINGTON AND VIOLET TOWNSHIP.

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

**GOAL #6: PROVIDE
NEW MOBILITY OPTIONS
THAT ARE DESIGNED TO
FILL THE GAPS IN
SERVICE FOR
RESIDENTS OF
PICKERINGTON AND
VIOLET TOWNSHIP.**

demand response system for Pickerington and Violet Township. Initially, apply for funding to support a demonstration project. If funding is approved, implement a new demand response public transportation service. However, a sustainable funding base must be established to support the service beyond the initial implementation. Discussions with the County Commissioners, City of Pickerington officials, and ODOT must be held to determine the feasibility of sustaining this service on a long-term basis.

Priority/Implementation Timeframe: Mid-Term.

Parties Responsible: Directional Team to designate a lead agency.

Staffing Implications: To be determined based upon the operating structure, hours and days of service, number of vehicles. Additional drivers and staff will be required for operating the new service.

Implementation Budget/Costs: To be determined. This new service strategy could potential be an application for Section 5316 or 5317 (50 percent local match is required for operating grants). Local match for Section 5316/5317 funding may be derived from any eligible non-Department of Transportation source. Sources for sustained project funding (without Section 5316/5317 grants) must be achieved prior to implementation of the project.

Capital Requirements: Additional vehicles. Possible Section 5316 or 5317 capital funding for vehicles. Up to 20 percent local match

**GOALS, OBJECTIVES
& IMPLEMENTATION
STRATEGIES /
ALTERNATIVES**

**GOAL #6: PROVIDE
NEW MOBILITY OPTIONS
THAT ARE DESIGNED TO
FILL THE GAPS IN
SERVICE FOR
RESIDENTS OF
PICKERINGTON AND
VIOLET TOWNSHIP.**

funding is required for capital grants.

Ridership Implications:

An increase in ridership is likely following implementation of the new service.

Performance Measure

[Increase in the] Number of trips provided in for the general public in Fairfield County.
More service is available to help meet mobility needs within the Pickerington area for consumers.
Funding commitments received.
Number of trip denials for the new service.

6.1.2 Establish an affordable general public (and Elderly and Disabled) fare structure for the new demand response service. The fare structure should be developed based upon the annual funding available for operations.

Priority/Implementation Timeframe: Mid-Term.

Parties Responsible:

Lancaster Public Transit System.

Staffing Implications:

Staff time involved in establishing the fare structure.

Implementation Budget/Costs:

None.

Capital Requirements:

None.

Ridership Implications:

To be determined after the service characteristics and fare structure are established.

Performance Measures:

New fare structure is developed.
New ridership eligibility is implemented.
[Increase in] General public ridership following implementation of the new service.

More service is available to help meet mobility needs in Pickerington and Violet Township.

6.1.3: Market the new service for Pickerington and Violet Township to the general public. Marketing activities include, developing flyers to post on vehicles, at public locations (i.e., medical offices, job training centers, grocery stores), human service agencies, senior centers, newspaper articles, and other locations.

Priority/Implementation Timeframe: Mid-Term.

Parties Responsible: Lancaster Public Transit System.

Staffing Implication: Staff time involved in development of materials for marketing the change in new service.

Implementation Budget/Costs: Costs associated with promoting the service include a small printing budget and staff time involved in creating and distributing information. At least 500 flyers should be printed and distributed throughout the new service area. A small budget for newspaper announcements may also be necessary.

Capital Requirements: None.

Performance Measures: Number of flyers distributed.
Number of locations where flyers are posted.
No. of newspaper announcements.
No. of trips provided by the new service.

**GOAL #6: PROVIDE
NEW MOBILITY OPTIONS
THAT ARE DESIGNED TO
FILL THE GAPS IN
SERVICE FOR
RESIDENTS OF
PICKERINGTON AND
VIOLET TOWNSHIP.**

**VII. REFERENCE TABLE FOR
IMPLEMENTATION
STRATEGIES AND
POTENTIAL GRANT
APPLICATIONS**

VII. REFERENCE TABLE FOR IMPLEMENTATION STRATEGIES AND POTENTIAL GRANT APPLICATIONS

The following table outlines the strategies and objectives developed to achieve the locally identified transportation goals that are intended to meet local unmet transportation needs, reduce duplication, and improve coordination of human service agency and transportation provider resources. The table includes all of the suggested coordination strategies that are currently designed for implementation. Some strategies are noted as eligible for assistance of a grant from the Transportation for Elderly Persons and Persons with Disabilities (Section 5310), Job Access and Reverse Commute (Section 5316), or New Freedom Initiative (Section 5317). Other strategies that could be implemented locally, without assistance of the above noted grants are also included in the table. Details of all strategies are outlined in Chapter VI of this document. Page numbers are provided in Exhibit VII.1 for quick reference to detailed information of each objective.

The implementation timeframe for each strategy ranges from the date of this report through 2011. It is noted that the coordinated transportation committee should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed. For example, replacement vehicles through the Section 5310 program (to replace previous or future granted vehicles) should be included in updates to this document, as appropriate. Furthermore, agencies, which did not participate in the original coordination plan, but wish to apply for FTA funding (5310/5316/5317), must be included in a subsequent update.

Exhibit VII.1: SAFETEA-LU Implementation Strategies for Evaluation with Grant Applications

Page Number	Strategy Identification Number	Strategy Description	Priority/Implementation Timeframe	Specialized Vehicles (5310)	Job Access & Reverse Commute (5316)	New Freedom Initiative (5317)	Intercity Bus
VI-1	1.1.1	Recruit government, agency and consumer members that represent all parts of Fairfield County to form a County Transit Advisory Committee for the coordination effort.	Near-Term for formation of TAC; Continuous for TAC meetings				
VI-2	1.1.2	TAC representatives should attend agency and government meetings where networking opportunities exist and where information on transportation can be presented.	Near-Term and Continuous		Yes	Yes	
VI-3	1.2.1	The TAC should select an organization to apply for funding and hire a Mobility Manager. The TAC and this lead agency should develop a detailed role for that organization and a job description for the Mobility Manager.	Near-Term		Yes	Yes	
VI-4	1.2.2	Develop Memorandums/Contracts with all transportation service providers within Fairfield County. Surrounding counties should be recruited to participate.	Near-Term				
VI-5	1.3.1	Develop a marketing plan that will include all public transit service and coordinated transportation available in the area.	Near-Term				
VI-5,6	1.3.2	Develop an information brochure on the benefits of public and coordinated transportation that could be distributed to local government officials and agency staff.	Near-Term			Yes	
VI-6,7	1.3.3	Develop a brochure on the Inter-city bus service that stops in Lancaster and operates along Route 33 corridor from Athens to Columbus, then to Cleveland.	Near-Term			Yes	Yes
VI-7	1.3.4	Distribute information on public and coordinated transportation at local fairs, job fairs, employee health fairs, and community events.	Continuous				
VI-7,8	1.3.5	Make presentations on public and coordinated transportation at local civic meetings.	Continuous				
VI-8	1.3.6	Distribute informational brochure to riders, school children, nursing homes, etc.	Continuous				
VI-9	2.1.1	Compile operational data from agencies participating in the coordination effort to identify underutilized resources and existing conditions.	Near-Term				
VI-9,10	2.2.1	Develop a schedule for the TAC group to update the coordinated transportation plan (annual).	Near-Term				
VI-10	2.3.1	Develop a schedule for the TAC group to report to local boards and elected officials.	Continuous				
VI-11,12	3.1.1	Develop a website for the purpose of sharing vehicle service information, with any human service agency, public or private transportation provider, or other program that is participating in the coordinated transportation effort.	Near-Term			Yes	
VI-12	3.2.1	Develop a central call number (toll free) for information and referral purposes for anyone in Fairfield county who needs transportation.	Near-Term				

Exhibit VII.1: SAFETEA-LU Implementation Strategies for Evaluation with Grant Applications

Page Number	Strategy Identification Number	Strategy Description	Priority/Implementation Timeframe	Specialized Vehicles (5310)	Job Access & Reverse Commute (5316)	New Freedom Initiative (5317)	Intercity Bus
VI-13,14	3.3.1	Develop a brochure and other promotional items specifically to encourage the older adult population to use public and human service agency transportation options in Lancaster and surrounding counties.	Near-Term				
VI-14,15	3.3.2	Recruit city and county retirees, retired educators, former social service employees, former elected officials, and other active, 'take-charge' individuals to form a Fairfield Elders Group.	Near-Term				
VI-15,16	3.3.3	Implement a GrandDriver Campaign in Fairfield County.	Near-Term				
VI-17	4.1.1	Share grant writing expertise of human service agencies and submit grants as a collaborative effort.	Near-Term				
VI-17,18	4.2.1	The LPTS should meet and work closely with county officials, human service agencies, system riders, and others to develop a campaign to have a countywide rural transit system.	Mid-Term				
VI-18	4.2.2	Prepare and submit an application for Section 5311 Rural Transit Program funds to support the operating costs for providing countywide public service in Fairfield County.	Long-Term				
VI-18,19	4.3.1	LPTS and coordination partners further evaluate the transportation needs for individuals with disabilities and make service design decisions regarding service to be implemented with New Freedom funds.	Near-Term			Yes	
VI-19	4.3.2	Prepare and submit an application for Section 5317-New Freedom Initiative funds to ODOT for an amount of \$75,000-\$100,000.	Near-Term			Yes	
VI-20	5.1.1	Utilize dispatching software so that all providers in the coordination project can share trip schedules, and the number of seats available on each trip, based on reservations.	Near-Term	Yes			
VI-21	5.2.1	Develop a list of mandatory training requirements.	Near-Term				
VI-22	5.2.2	Develop a training schedule.	Near-Term				
VI-22,23	5.3.1	Develop uniform preventive maintenance standards.	Near-Term				
VI-23	5.3.2	Develop joint purchasing for maintenance.	Near-Term				
VI-24	5.4.1	Allow seats that are empty on current human service agency vehicles to be filled with contract passengers and/or general public.	Near-Term	Yes		Yes	
VI-25	5.4.2	Market county-wide service to the general public.	Mid-Term				
VI-26	5.5.1	Use a Section 5310 vehicle for an employment-related route that could be targeted for employment trips.	Mid-Term	Yes	Yes		
VI-26,27	5.5.2	Market evening service to the general public and to employers.	Mid-Term				

Exhibit VII.1: SAFETEA-LU Implementation Strategies for Evaluation with Grant Applications

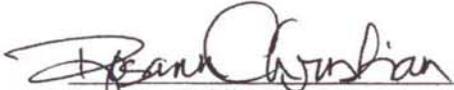
Page Number	Strategy Identification Number	Strategy Description	Priority/Implementation Timeframe	Specialized Vehicles (5310)	Job Access & Reverse Commute (5316)	New Freedom Initiative (5317)	Intercity Bus
VI-27	5.5.3	Implement a Guaranteed Ride Home Program to encourage employees to use the carpool/vanpool program or take public transportation regularly.	Mid-Term		Yes		
VI-28,29	5.6.1	Work with COTA to explore developing connections with COTA services.	Near-Term				
VI-29,30	5.6.2	Work with Athens Transit to possibly expand inter-city bus services.	Long-Term			Yes	Yes
VI-30,31	5.6.3	Work with Athens Transit inter-city bus service provider to expand inter-city bus services.	Long-Term		Yes	Yes	Yes
VI-31	5.7.1	Apply for JARC and/or Congestion Mitigation Air Quality funding for commuter shuttle services between Fairfield County and Columbus.	Mid-Term	Yes	Yes		

**VIII. ADOPTION AND
APPROVAL OF PLAN**

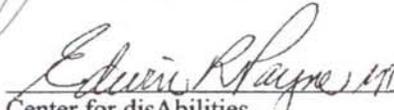
VIII. ADOPTION AND APPROVAL OF PLAN

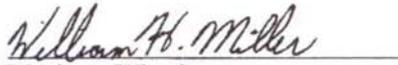
The public comment period for this plan was 30 days with two-weeks notice prior to a public hearing opportunity. The notice of public hearing was posted in a widely distributed newspaper and a copy of such notice is included at the end of this chapter.

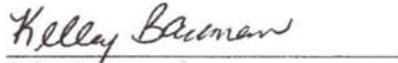
This Fairfield County Coordinated Public Transit-Human Services Transportation Plan (HSTP) was adopted on July 22, 2008 at a meeting of the HSTP Steering Committee. Signatures of adoption are provided below. Committee Members who adopted the plan participated in the planning process.

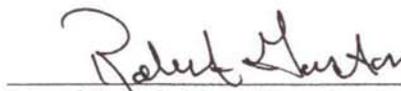

Lancaster Public Transit System July 22, 2008
Date


Job and Family Services 7-25-08
Date


Center for disAbilities 7-22-2008
Date


Meals on Wheels 7-22-08
Date


Salvation Army 7-22-08
Date


Mental Retardation and Developmental
Disabilities 7-23-08
Date

Date

Committee Member Date

**ADOPTION AND
APPROVAL OF
PLAN**

Local elected officials were invited to review and accept the Fairfield County Coordinated Public Transit-Human Services Transportation Plan. Signatures of approval are provided below.

Name/Title

Date

Inaith K. Shupe
Name/Title COMMISSIONER

8/5/08
Date

Mike Kizer
Name/Title Commissioner

8-5-08
Date

[Signature]
Name/Title Mayor of Lancaster

7/22/08
Date

Jon O. Meyer
Name/Title Commissioner

8/5/08
Date



Public Meeting Notice

LANCASTER PUBLIC TRANSIT SYSTEM

Regarding adoption of the
Fairfield County Coordinated
Public Transit-Human Services
Transportation Final Plan

July 29th, 2008 at 9:30 a.m.

PLACE: The LOWER LEVEL CONFERENCE ROOM
of City Hall, 104 E. Main Street

07/29/08

Public Hearing Notice

Lancaster Public Transit System invites public comment on the Fairfield County Coordinated Public Transit-Human Services Transportation Plan. The plan is a locally developed, coordinated public transit-human services transportation plan which has been developed as outlined in the Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users (SAFETEA-LU) of 2005.

Projects from the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom Initiative (Section 5317) grant programs must be derived from a locally developed coordinated public transit-human services transportation plan from fiscal year 2007 (October 2006) and beyond.

The Fairfield County Public Transit-Human Services Transportation Plan is available on website located at <http://www.ci.lancaster.oh.us/dept/transit>. Copies of the plan may also be obtained at the LPTS office, 746 Lawrence Street, between 8:00 a.m. to 4:00 p.m.

A public hearing will be held at 9:30 a.m., on July 29, 2008, in the Lower Level Conference Room of City Hall, 104 E. Main Street, Lancaster, Ohio, to allow for public comment on the plan. LPTS will accept comments for 30 days following the publication of this notice. Comments should be submitted to the following:

Rosann Christian
Director of Public Transit
746 Lawrence Street
Lancaster, OH 43130
e-mail: rchristian@ci.lancaster.oh.us

City Hall is an accessible location. Please contact Rosann Christian if you will need any special accommodations.

Publisher's Affidavit

State of Ohio
Fairfield County, ss.

Chris Hixon, an agent of the Lancaster Eagle- Gazette,
a newspaper printed and of general circulation
in the City of Lancaster and the County of Fairfield
aforesaid, makes oath and says that the annexed
advertisement was published in said Lancaster Eagle- Gazette
1 time for / consecutive week(s), day(s)
commencing on day 19 of July , 2008.

Chris Hixon

CHRIS HIXON

Sworn to and subscribed before me, a notary public, this

 29 day of July , 2008.

Meredith M. Payne



MEREDITH M. PAYNE
Notary Public, State of Ohio
My Commission Expires
January 22, 2013

Print Name

Notary Public State of Ohio

My Commission Expires

Public Hearing Notice
Lancaster Public Transit System invites public comment on the Fairfield County Coordinated Public Transit-Human Services Transportation Plan. The plan is a locally developed, coordinated public transit-human services transportation plan which has been developed as outlined in the State, Accountable, Flexible, Efficient Transpor-

tation Act: A Legacy for Users (SAFETEA-LU) of 2005.

Projects from the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom Initiative (Section 5317) grant programs must be derived from a locally developed coordinated public transit-human services transportation plan from fiscal year 2007 (October 2006) and beyond.

The Fairfield County Public Transit-Human Services Transportation Plan is available on website located at <http://www.ci.lancaster.oh.us/dept/transit>. Copies of the plan may also be obtained at the LPTC Office, 746 Lawrence Street, between 8:00 a.m. to 4:00 p.m.

A public hearing will be held at 9:30 a.m. on July 29, 2008, in the Lower Level Conference Room of City Hall, 104 E. Main Street, Lancaster, Ohio, to allow for public comment on the plan. LPTS will accept comments for 30 days following the publication of this notice. Comments should be submitted to the following:

Rosann Christian
Director of Public Transit
746 Lawrence Street
Lancaster, OH 43130
e-mail: rchristian@ci.lancaster.oh.us

City Hall is an accessible location. Please contact Rosann Christian if you will need any special accommodations.
(PUB LEG 07:19 '08)
(#4231325)



LPTS PUBLIC HEARING SIGNATURE SHEET

DATE July 29, 2008

	NAME	SIGNATURE	DATE
1	Michelle Mathias	Michelle Mathias	7/29/08
2	CURT GORDON	Curtis E. Gordon	7/29/08
3	MIKE SABATINO	Mike Sabatino	7/29/08
4	TED HACKWORTH	Ted Hackworth	7/29/08
5	Mitch Nasser	Mitchell A. Nasser	7/29/08
6	Rosann Christian	Rosann Christian	7/29/08
7	Dave Smith	Dave Smith	7-29-08
8	MIKE COURTNEY	Mike Courtney	7-29-08
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			

APPENDICES

TABLE OF CONTENTS

Appendix A

A-1: Outreach Efforts and Documentation Checklist 1
A-2: Stakeholder Checklist 4
A-3: Cover Letter to Stakeholder Meeting..... 5
A-4: Stakeholder Meeting Flyer/Announcement 6
A-5: Stakeholder Meeting Agenda..... 7
A-6: Stakeholder Meeting Sign-in Sheets 8
A-7: Copy of Stakeholder Survey 12
A-8: Steering Committee Presentation..... 25
A-9: Draft HSTP Meeting Presentation 33
A-10: Record of Outreach Activities and Participation 42

Appendix B: Fairfield County Transportation Survey

**COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION
PLAN
FOR FAIRFIELD COUNTY**

Outreach Documentation Summary

Focus Groups

Date(s) & Locations Held:

September 25, 2007 South Water Plant, Lancaster, Ohio

Date(s) Invitations Were Distributed:

U.S. Mail September 7, 2007 Web Posting _____
E-mail _____ Other (please specify) _____
Newspaper Notice _____
Radio/TV PSAs _____

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Events were open to all individuals, including hearing impaired.

Information was provided in alternative formats, upon request.

Interpreters provided, upon request.

of Attendees (by location & date)

15 South Water Plant, Lancaster, OH 9/7/07

Invitation letter and mailing list attached.

Copies of flyers, brochures, etc.

Copy of Public Notice from each newspaper in which it appeared.

attached, along with distribution locations.

Copy of e-mail invitation and mailing list attached.

Sign-in Sheets attached.

Copy of web posting (if available).

Focus Group Summary Attached

Public Hearings

Date(s) & Locations Held:

Date(s) Notice(s) Were Published: _____

Events were open to all individuals, including hearing impaired.

Copy of web posting (if available).

Copy of Public Notice attached along with a list of newspapers in which it appeared.

Copies of flyers, brochures, etc. attached along with distribution locations.

of Attendees _____

 Sign-in Sheets Attached

 Minutes Attached

Surveys

Date(s) Surveys Were Distributed:

- X U.S. Mail September 7, 2007 Web Posting _____
- E-mail _____ Other (please specify) _____
- Newspaper Notice _____
- Radio/TV PSAs _____
- X Distributed in local community/senior centers, etc. September 7, 2007
- X Information was provided in alternative formats, upon request.
- No. of Surveys Distributed: 62
- No. of Surveys Returned: 13
- X Listing of Survey Recipients attached

Other Outreach Efforts

- X Flyers or Brochures in
 - X Senior Centers X Community Centers
 - X City/County Offices Other _____
- Teleconferences _____
- X Miscellaneous Meetings, Conferences, etc. (please specify)

A kick-off meeting was held on September 6, 2007 to introduce the planning process to the lead agency and allow for participation and input.

Other (please specify)

If other activities include meetings, conferences, etc., please indicate the following information for each event:

Date(s) & Locations Held:

September 6, 2007 Kick-off meeting was held in at the LPTS office . The attendees at the kick-off meeting are the advisory committee for the HSPT plan.

December 11, 14, & 28, 2007 One-on-one interviews were conducted at local agency offices for additional clarification of information provided in the stakeholder survey

February 4, 2008 The draft HSTP was presented to participating stakeholder organizations. Comments received from this committee were addressed and incorporated into this document.

Date(s) Invitations Were Distributed:

- U.S. Mail _____ Web Posting _____
- E-mail _____ X Other by telephone and face-to-face, December 11, 14 & 28, 2007
- Newspaper Notice _____
- Radio/TV PSAs _____
- Distributed in local community/senior centers, etc.
- X Information was provided in alternative formats, upon request.

A - 1

Events were open to all individuals, including hearing impaired.

of Attendees (by location & date)

5 LPTS office, Lancaster, OH September 6, 2007

11 LPTS office, Lancaster, OH February 4, 2008

Sign-in Sheets Attached, if applicable

X Summary Attached, if applicable

Invitation letter/Meeting Notice and mailing list attached.

Copy of Public Notice attached along with a list of newspapers in which it appeared.

Copy of e-mail invitation/Meeting Notice and mailing list attached.

Copy of web posting (if available).

Copies of flyers, brochures, etc. attached along with distribution locations.

Stakeholder Checklist

The following list is provided to assist you in identifying the agencies, organizations, and institutions in your community that we should contact regarding your plan. It is possible that not all of these organizations exist in your community, or that multiple agencies exist with the same description.

Area Agencies on Aging	Metropolitan Planning Organizations
Advocacy organizations, e.g., AARP	Non-Profit Transportation Providers
Assisted Living Communities	Nursing Homes
Child Care Facilities	Other Non-Profit Organizations
City Councils	Potential Riders in Targeted Areas (lower income, individuals with disabilities and older Americans)
Colleges, Universities, and Community Colleges	Private Bus Operators
Community Based Organizations; Community Action Programs	Public Transportation Systems
County Aging Programs	Regional Planning & Dev. Councils
County Commissioners or Councils	Local Rehabilitation Service Offices
Local DHHR Offices	Retired Senior Volunteer Programs
Economic Development Authorities	Local School Districts
Fair Shake Network	Security and Emergency Mgmt. Agencies
Family Resource Network	Senior Centers
Foundations	Sheltered Workshops
Group Homes	Taxicab Operators
Homeless Shelters	Technical or Vocational Schools
Hospitals/Other Health Care Providers	Transit Riders
Independent Living Councils	United Way
Major Employers or Employer Orgs.	Local Workforce Ohio Offices
Local Medicaid Brokers or Providers	
Mental Health Providers	



Lancaster Public Transit
Department of Transportation
815 Lawrence Street
Lancaster, Ohio 43130-9401
(740) 687-6668 ~ Fax: (740) 687-6694

September 7, 2007

Dear Friend of Transportation:

In August of 2005, Congress passed the Safe, Accountable, Flexible and Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the Elderly and Disabled Transportation Program (5310), Job Access and Reverse Commute (JARC - 5316) and the New Freedom Initiative (NFI - 5317), and must meet certain requirements in order to receive funding for fiscal year 2007 (beginning 10/1/06) and beyond. The Lancaster Public Transportation System (LPTS) is coordinating local meetings, and the study effort with the assistance of a planning grant from the Ohio Department of Transportation, Office of Transit (ODOT).

One of the SAFETEA-LU requirements is that projects from the programs listed above must be part of a "locally developed coordinated public transit-human services transportation plan." This plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers and the general public. Additionally, if you plan to apply for funding under the Federal Transit Administration (FTA) Section 5310, 5316 or 5317 programs anytime within the next three years, you must participate in the plan development and meetings.

You have received this meeting invitation because you represent a local/county/state government agency or advocacy group which provides service to, or advocates for, individuals who have public or specialized (elderly, persons with disabilities and/or low income) transportation service needs.

Please forward this letter on to other appropriate transportation stakeholders who need to be part of the coordinated public transit-human services transportation plan in your region. A meeting flyer is attached for you to distribute and post, as appropriate, to announce the meeting.

A meeting is scheduled for stakeholders in public transit-human services transportation coordination for Fairfield County on September 25, 2007 from 10:00 a.m. to 12:00 noon. The meeting will take place at the South Water Plant, 4600 Sugar Grove Rd. in Lancaster. The meeting will include a discussion of the contents of the locally developed Coordinated Plan, needs assessment, the level of coordination between transportation programs, and developing an action plan for developing strategies and steps for improving coordination efforts.

Please RSVP your attendance to this meeting invitation by calling Emily Demeter at (937) 299-5007, or emailing edemeter@rlsandassoc.com no later than Friday, September 21, 2007. For transportation assistance to the meeting, please contact Rosann Christian by phone at (740) 687-6668, or e-mail at rchristian@ci.lancaster.oh.us by September 21, 2007. We look forward to seeing you on September 25, 2007.

Sincerely,

Attachments: County meeting flyer for distribution and posting

Public Transit- Human Services Coordination Meeting



Please Plan to Attend and bring a friend...

A local planning meeting will be held to start the process of developing a local public transit-human services coordinated transportation plan. Everyone interested in coordinating transportation should attend. Everyone planning to apply for grant funding under Federal Transit Administration Section 5310, 5316 and 5317 must participate in this planning effort. The meeting will be facilitated RLS & Associates, Inc. and hosted by Lancaster Public Transit.

Please submit the enclosed survey by 9/25/07 if you do or do not plan to attend the meeting.

Date: Tuesday 09/25/07

Time: 10:00 AM - Noon

Address: 4600 Sugar Grove Rd. Lancaster

at the South Water Plant

Light refreshments will be provided

For information about the meeting, please contact Laura Brown at lbrownRLS@verizon.net or by phone at (937) 242-7136.

COORDINATED PUBLIC TRANSIT-HUMAN SERVICE TRANSPORTATION PLAN

TUESDAY SEPTEMBER 25, 2007

10:00 AM TO NOON

SOUTH WATER PLANT – 4600 SUGAR GROVE ROAD, LANCASTER

Agenda

Registration

Introductions and Welcome

Purpose and Overview

- United We Ride
- Framework for Action
- FTA Coordinated Public Transit-Human Service Plans

Goals of this Session

- Identify Existing Need for Transportation
- Identify Existing Services
- Identify Service Gaps and/or Duplication of Service
- Identify Possible Alternatives for Coordination

Brainstorming

What are the possibilities for Coordination and its Perceived Benefits?

What are the Existing Transportation Needs for:

- Older Adults
- Individuals with Disabilities
- Individuals with Limited Incomes
- Other

What Services are Already Available?

- Public Transit
- Private Providers
 - Intercity
 - Taxi
 - Other
- Human Services Transportation

For each Type of Service, what are the:

- Strengths
- Weaknesses
- Opportunities for Coordination
- Obstacles to Coordination

Coordination Alternatives: Innovative Ideas & Solutions

Next Steps

Adjourn

Sign-In Sheet
 Lancaster Stakeholders Meeting
 September 25, 2007 at 10:00 A.M.

Name	Organization	Address	E-mail	Phone Number
Rosann Christian	LPTS	Address: 746 Lawrence City: Lancaster Zip: 43130	christian@l.lancaster.oh.us	687-6668
Seth McDonald	ODOT	Address: 1980 W Broad St Columbus, OH 43 City: <u> </u> Zip: <u> </u>	seth.mcdonald@dot.state.oh.us	614-466-7410
Mitch Nusser	LDOT	Address: 815 Lawrence St City: Lancaster Zip: 43130	mnusser@ci.lancaster.oh.us	487-6668
Jan Picklesimer	JFS	Address: 239 W Main City: Lancaster Zip: 43130	pickles@odjfs.state.oh.us	687-7130
Laura Holton	JFS	Address: 239 W. Main City: Lancaster Zip: 43130	holton@odjfs.state.oh.us	687-6817

- RLS ?? -

Sign-In Sheet
 Lancaster Stakeholders Meeting
 September 25, 2007 at 10:00 A.M.

Name	Organization	Address	E-mail	Phone Number
Tim Hensley	City of Pickerington	Address: 100 Lockville Rd City: Pickerington Zip: 43147	THensley@pickerington.net	614 837-3974
Dawn Remine	"	Address: _____ City: _____ Zip: _____	Dromine@pickerington.net	614 837-3974
Phyllis Stewart	FCDF	Address: 681 E Fifth City: _____ Zip: _____	Lancaster	653-1186
Bob Payne	FCDF	Address: _____ City: _____ Zip: _____		
Kelley Bauman	The Salvation Army Sinners' Center	Address: 277 West Hubert City: Lancaster Zip: 43130	bauman@the-salvation-army.org	687-1921

Sign-In Sheet
 Lancaster Stakeholders Meeting
 September 25, 2007 at 10:00 A.M.

Name	Organization	Address	E-mail	Phone Number
Melissa Gantner	Meals on Wheels- OAFU, Inc	Address: 255 Boring Rd. City: Lancaster Zip: 43130	astdir-09afu @rrOhio.com	(740) 681-5050
Sherry Keller	"	Address: " City: " Zip: "	950-09afu @rrOhio.com	"
Pam Patula	Southeastern Ohio Center for Independent living	Address: 418 So. Broad St City: Lancaster Zip: 43130	ppsocial@sbc global.net	689-1494
AL Bierly	Mich. Ohio Psychological Services	Address: 624 Main St City: Lancaster Zip: 43130	b.ery123@yahoo.com	687-0042
Shirley Stouder	Shirley Stouder	Address: 241 Whittier Dr. S. City: Lancaster Zip: 43130	sstouder@ breakdaleliving.com	(740) 681- 9903

Sign-In Sheet
 Lancaster Stakeholders Meeting
 September 25, 2007 at 10:00 A.M.

Name	Organization	Address	E-mail	Phone Number
Lynn Tramentano	Fairfield Co. Bd. NRDD	Address: 4465 Coonpath Rd City: Carroll Zip: 43112	Ltramentano@fairfieldmrdd.com	740-756-7874
		Address: City: Zip:		

**Public Transit-Human Service Agency Transportation Coordination Plan
Public/Private/Nonprofit Organization Survey**

Objective: *To develop, test and finalize an assessment process to gauge and evaluate coordination status. Use assessment tool to evaluate current coordination efforts in Fairfield County and the surrounding region and develop an understanding of coordination perspectives and priorities in these areas.*

his assessment tool is intended to elicit information that is designed to help us
e amine three aspects of county- ide or regional coordination efforts:

Document and Assess Current Status – nventory e isting community transportation services and the type/e tent of on-going coordination efforts and assess service redundancies, gaps and unmet needs

Identify Opportunities – identify ne and upcoming transportation and coordination pro ects, initiatives and opportunities for improved coordination and

Identify and Assess Challenges – Assess organi ational, political, funding, and service delivery challenges that might th art prospective coordination efforts.

Instructions to Survey Respondent – The Safe, Accountable, Flexible, Efficient Transportation Act, a Legacy for Users (SAFETEA-LU) was enacted in August 2005 and provides guaranteed funding for Federal surface transportation programs through FY 2009. SAFETEA-LU requires the establishment of a locally-developed, coordinated public transit – human services transportation plan (HSTP) in order for an applicant to access three specific Federal Transit Administration (FTA) funding programs; Section 5310 Elderly and Individuals with Disabilities, Section 5316 Job Access Reverse Commute (JARC), and Section 5317 New Freedom. In response to this requirement, Lancaster Public Transit System (LPTS) is embarking on a thorough planning process to identify strategies that encourage more efficient use of available service providers that bring enhanced mobility to the county’s older adults, persons with disabilities and individuals with lower incomes.

Inventories of transportation services available to the elderly, persons with disabilities, and low-income individuals must be developed as part of this process. Please complete the following survey to the best of your ability. **If you have any questions regarding this survey, please contact Emily Demeter via email at Edemeter@rlsandassoc.com or telephone at (937) 299-5007. Please mail, email, or fax ((937) 299-1055) the completed survey to RLS & Associates before September 28, 2007.**

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

a. Respondent’s Name: _____

4. Under what legal authority does your organization operate?

- a. Local government department or unit (city or county)
- b. Private nonprofit organization
- c. Transportation authority
- d. Private, for-profit
- e. Other (Specify) _____

5. Please list all counties in which you provide services. List all such counties, even if you serve a small portion of the county(ies).

Counties Served: _____

6. Consumers eligible for transportation (please check all that apply):

- Persons with a disability; qualifiers _____
- Older adults
- Low-income/Medicaid recipients
- Agency/program participants
- General Public
- Other: _____

7. What is your organization's involvement/role in transportation assistance (please check all that apply)?

- Fund transportation programs
- Directly operate public transportation services
- Hire contractors to provide public transportation services
- Directly operate human service agency transportation services
- Hire contractors to provide human service agency transportation services
- Arrange/provide volunteer driver and/or escort services
- Reimburse/subsidize transit/taxi fares/personal car mileage
- Other: _____
- Do not fund or provide (directly or through contractors) transportation services
- Provide information referral services

8. Does your organization purchase transportation on behalf of consumers or the general public from other service providers?

- Yes No

II. TRANSPORTATION SERVICES PROVIDED

Service Providers Only. In this section, explain the various methods by which your organization delivers public transit or human service agency transportation. Exclude meal deliveries or other non-passenger transportation services that may be provided.

11a. Peak Hours and Vehicle Inventory. Please complete the table on page 13 of this document to indicate a ‘typical’ day of operation for each of the agency’s vehicles. The table should show which hours of the day are the peak, or busiest hours, for providing transportation. Likewise, it will demonstrate the hours that are off-peak.

12. Define the level of passenger assistance provided for users of your transportation service.

- Curb-to-curb (*i.e.*, drivers will assist passengers in and out of vehicle only).
- Door-to-door (*i.e.*, drivers will assist passengers to the entrance of their origin or destination).
- Drivers are permitted to assist passengers with a limited number of packages.
- Drivers are permitted to assist passengers with an unlimited number of packages.
- We provide personal care attendants or escorts to those passengers who require such services.
- Passengers are permitted to travel with their own personal care attendants or escorts.

13. What are the daily hours and days of operation for your transportation services? Check days and list hours of operation in the space provided.

	Mon	Tues	Wed	Thu	Fri	Sat	Sun
Transportation service begins:	_____	_____	_____	_____	_____	_____	_____
Transportation service ends:	_____	_____	_____	_____	_____	_____	_____

14. How do consumers/customers access your transportation services?

- There are no advance reservation requirements.
- Consumers/customers must make an advance reservation (*e.g.*, by telephone, facsimile internet, arrangement through a third party, etc).

15. If advance reservations are required, what notice must be provided?

- Customers/consumers can call on the same day as the trip (*e.g.* taxi service)
- Customers/consumers must call for a reservation the day before travel.
- Customers/consumers must call for a reservation 24 hours before travel.
- Customers/consumers must call for a reservation two days before travel.
- Customers/consumers must call for a reservation three days before travel.
- Customers/consumers must call for a reservation four days before travel.
- Customers/consumers must call for a reservation five days before travel.
- Customers/consumers must call for a reservation one week before travel.
- Other (Define): _____

16. Will you accommodate late reservations if space is available?

Yes No

III. RIDERSHIP

The following questions have to do with consumer caseload and/or consumer ridership.

17. Must individuals be certified or pre-qualified in order to access your transit services?

Yes No

If yes, what are the eligibility/qualification standards?

18. Please provide your organization’s annual passenger statistics. If possible, use data for the most recently completed 12-month period for which data is available. Complete questions (a) through (d).

Unduplicated Persons/Passenger Trips	Services for the General Public	Consumer Only Services	Estimate	Actual
a) Total number of persons ¹ provided transportation				
b) Total number of passenger trips ² (most recent fiscal year)				
c) Estimated number of trips ² which the riders use a wheelchair				

In the above table, use the following definitions:

¹ A "person" is an unduplicated count of individuals receiving service (a person riding the vehicle 200 trips per year is counted as one person).

² A "trip" equals one person getting on a vehicle one time. Most riders make two or more trips a day since they get on once to go somewhere and then get on again to return.

Answer the following questions about figures provided in the table above:

d) Time period for counts: _____

IV. ANNUAL EXPENDITURES AND REVENUES

The following questions concern your **transportation** funding sources, revenues/expenditures.

19. Does your organization charge a fare or fee for providing transportation services?

Yes No

If yes, what is the fare structure? _____

20. Does the organization provide any discounts for the elderly or persons with disabilities?

Yes No

If yes, what is the discount? _____

21. Does your organization accept any donations from seniors to offset the cost of providing transportation services?

Yes No

If yes, what is the suggested donation amount? _____

22. What are the beginning and ending dates of your organization's fiscal year?

Beginning: _____ Ending: _____

23. What are your transportation operating revenues?

Category	Actual, FY 2006
Transportation Operating Revenues – List Individually	
a) Fares Collected from Passengers Through Cash, or Tickets/Tokens Purchased by Passengers (Include Consumer Fees and/or General Public Fares Here)	
b) Revenues Collected From Cash or Ticket/Tokens Purchased by Third Parties on Behalf of Passengers	
c) Reimbursements for Services Obtained from Third Parties (e.g., Medicaid Reimbursements)	
d) City Government Appropriations	
e) County Government Appropriations	
f) State Government Appropriation	
g) Grants Directly Received by the Organization	
1) FTA Section 5307	
2) FTA Job Access Reverse Commute (JARC)	
3) Title III (Older Americans Act)	
4) Medicaid	
5) Other (List)	
6) Other (List)	
h) United Way:	
i) Passenger Donations	
j) Fundraising	
k) Contributions from Charitable Foundations, etc.	
l) Other, not listed above (Explain)	
Total Transportation Revenues – Total	

Other comments on organization revenues?

24. Did you receive any capital revenues during FY 2006 for transportation (e.g., facilities, vehicles, technology, etc.)?

Category	Actual, FY 2006
Transportation Capital Revenues – List Individually	
a) FTA	
1) FTA Section 5307	
2) FTA Section 5309	
3) FTA Section 5310	
4) FTA Section 5311	
b) Governmental Revenues	
c) Passenger Donations	
1) State	
2) County (list county)	
3) City (list city)	
d) Fundraising	
e) Contributions from Charitable Foundations, etc.	
f) Other, not listed above (Explain)	
Total Transportation Capital Revenues – Total	

Other comments on organization capital revenues?

25. What are your transportation operating and capital expenses?

Category	Actual, FY 2006
Transportation Operating Expenses – List Individually	
a) Transit Operation Expenses	
1) Transportation administration	
2) Transportation operations	
3) Transportation maintenance (facilities and equipment)	
4) Contracted Services: Contractor(s)	

Rate Structure(s):	
Total Operating Expenses	
b) Transportation Capital Expenses	
Total Transportation Operating and Capital Expenses	

Other comments on organization expenses?

26. Does your agency make any payments to third parties to pay for transportation of the general public or for consumers of your agency?

Yes No

If No, skip to Question 28.

27. If your agency purchases consumer transportation services from third parties, please complete the following table. If the third party or parties are private individuals, do not list individual names; sum all such entries in one line labeled as “private individuals.”

Transportation Payments Made to Third Parties for the Purchase of Transportation Services			
Name of Third Party	Total Number of Trips Purchased	Rate and Basis of Payment (i.e., Per Mile, Per Trip, etc.)	Total Amounts Paid Last Fiscal Year

Note: If different rates apply to different types of trips (e.g., ambulatory trips vs. non-ambulatory trips), please specify each rate and ridership separately). Also, if rate structure incorporates more than one structure (e.g., a base rate plus a mileage-based rate), please specify accordingly.

V. ASSESSMENT OF NEEDS/COORDINATION

28. What elements of the existing transportation network provide the most useful personal mobility options in your service area (select one)?

- Public transit.
- ADA complementary paratransit services.
- Taxis and other private providers.
- Human service transportation programs.
- Families, friends, and neighbors.
- Volunteers.
- Other (Define): _____

29. In your assessment, what enhancements are most needed to improve personal mobility in your service area (select one)?

- Greater coordination among providers
- More funding
- Longer hours and/or more days of service
- Loosening of eligibility restrictions
- Lower fares on existing services
- Other (Define): _____

30. In what type of transportation coordination activities do you currently participate?

- Information and referral.
- Joint procurement.
- Joint training.
- Joint dispatch.
- Shared backup vehicles.
- Shared maintenance.
- Joint use of vehicles.
- Trip sharing.
- Service consolidation.
- Service brokerage.
- Joint grant applications.
- Driver sharing.
- Other (Define): _____

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

31. Are there services you formerly provided but had to cut due to operational or funding challenges? Are there expansions to services either needed or desired but which you cannot provide? Why?

32. What issues, if any, have your coordination efforts encountered (check all that apply)?

- Statutory barriers to pooling funds
- Restrictions placed on the use of vehicles
- Liability/insurance concerns
- Turf issues among providers
- Billing/accounting issues
- Unique characteristics of consumer populations
- Other (Define): _____

11a. Vehicle Inventory and Utilization Table

Please provide the requested information for your organization's vehicle inventory and utilization. This table applies to agencies that provide general public and/or consumer only transportation. You may create your own table if necessary.

The table should illustrate your peak hours of operation for each vehicle on a typical day. A sample is provided.

Organization Name	Vehicle Type	Capacity Pass/WC	Wheelchair Accessible	Vehicle Make	Year	Time of Day Operated															
						AM						PM									
						5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	
XXXXXXXXXX	XXXXXX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XXXXXX		XX	XXXX	XXXX																
XXXXXXXXXX	XXXXXX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX	XXXX	XXXX																
XXXXXXXXXX	XX		XX																		

Coordinated Public Transit- Human Services Transportation Plan for Lancaster and Fairfield County, Ohio

presented by
RLS & Associates, Inc.

Project Team

LPTS and
Project Steering Committee

RLS & Associates, Inc.
Robble L. Saries
President

RLS & Associates, Inc.
Rosamary Amlet
Senior Associate

RLS & Associates, Inc.
Jane Bogard
Associate

RLS & Associates, Inc.
Laura Brown
Associate
Project Manager

RLS & Associates, Inc.
Emily Demeter
Associate



Presentation Agenda

1. RLS Understanding of the Project Requirements

2. Review of Project Purpose

3. Project Strategy/Steps

4. Project Timeline

Project Requirements

- **Comply with SAFETEA-LU Requirements**
- **Funding Prerequisite for FTA Programs:**
 - **Elderly Individuals and Individuals with Disabilities (Section 5310)**
 - **Job Access and Reverse Commute (JARC) (Section 5316); and**
 - **New Freedom Initiative (Section 5317)**

Purpose of Coordination Initiative

- **Plan Requirement is a result of:**
 - **2003 General Accounting Office Report identifying:**
 - More than 62 different Federal funding programs.
 - 8 different Federal funding agencies.
 - Little or no coordination and duplication of programs and resources.
 - **FTA's *United We Ride* Initiative that focused on increased coordination among DOT, HHS, and Labor Departments to:**
 - Expand access to programs.
 - Increase services for all program participants.
 - Encourage cooperation at the Federal, State, and Local Levels.

Coordination Plan Requirements

- **The requirement for a locally developed coordination plan was the final step in addressing the GAO report findings, the work of the Coordinating Council, and *United We Ride* activities.**

What is a Coordination Plan?

- **“Unified Comprehensive Strategy, for public transportation service delivery, that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, lays out strategies for meeting those needs, and prioritizes services.”**
 - **Maximizes the collective [transportation] program coverage.**
 - **Minimizes Duplication of Services.**
 - **Takes into account all Federal, State, and Local Programs, not just FTA’s.**

Who Are the Participants?

- | | |
|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| ■ Local Private & Public Transportation Providers | ■ Purchasers of Service <ul style="list-style-type: none">■ Passengers■ Agencies |
| ■ Human Service Agencies | ■ Advocacy Groups |
| ■ Potential Applicants of Section 5310, 5316 & 5317 | ■ Local Governments |
| | ■ Anyone with an Interest in Improving Transportation |

Plan Components

- Introduction and Overview
- Description of the Area
- Population Data & Trip Information
- Stakeholder Assessment
 - Existing Transportation Services
 - Unmet Transportation Needs
- Coordination Alternatives and Strategies
- Establishing Priorities
- Identification of Potential Section 5310, JARC (5316) & New Freedom (5317) Applicants

Project Activities

- Assess Needs Among Target Populations
- Prepare Inventory of Services
- Develop Strategies to Address Gaps
- Coordination Actions to Reduce Duplication
- Priority Implementation Schedule

Work Program Overview

- **Form a Steering Committee or Working Group**
- **Data Gathering**
- **Outreach**
- **Data Analysis**
- **Providing Data and Findings**
- **Developing and Analyzing Coordination Alternatives**
- **Prioritizing Recommended Alternative(s)**
- **Implementation Strategies**

Project Strategy (Next Steps)

- **RLS Will Form Cooperative Relationships with Current "Key Stakeholders" to Integrate Efforts**
- **The local Stakeholder meeting date is to be determined.**
- **Stakeholder surveys will be distributed via email and US mail.**

Strategy Continued

- **RLS will analyze information gathered from survey results including service characteristics, budget, and identified benefits and challenges identified by participating human service and transportation agencies.**
- **Follow-up interviews will be conducted as necessary.**

Strategy Continued

- **RLS will utilize survey, stakeholder input, interview results, and demographic data to suggest coordination strategies.**
- **RLS will work with the planning committee to prioritize selected coordination strategies.**
- **RLS will provide an implementation plan that includes benchmarks, lead agencies, and financial requirements.**

Project Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Month	August	September	October	November	December		
Week Starting	8/14-8/20	8/21-8/27	8/28-9/3	9/4-9/10	9/11-9/17	9/18-9/24	9/25-10/1
Task 1 - Develop Detailed Work Scope and Schedule							
Initial Kick-off meeting							
Deliverable: Detailed scope of work, report outline, schedule to complete in electronic format							
Task 2 - Ensure Broad participation/Inventory							
Subtask 2.1 - Interviews							
Subtask 2.2 - Stakeholder Survey							
Subtask 2.3 - Local Focus Group/Stakeholder Meeting							
Deliverable: Provide Tech Memo #1-OUTREACH DOCUMENTATION							
Task 3 - Identify Unmet Transportation Needs for Targeted Populations							
Analysis of demographics, major trip generators, service areas							
Deliverable: Tech Memo #2- Existing Services and transportation gaps/needs							
Task 4 - Develop Alternatives for Reducing Duplication and Closing Gaps							
Subtask 4.1 - Identify Organizational and Coordination Strategies/Alternatives							
Subtask 4.2 - Prepare and Present Coordinated HSTP Draft Plan							
Deliverable: Tech Memo #3-Draft Plan that identifies solutions and implementation							
Task 5 - Prepare Draft Locally Developed Coordinated HSTP							
Deliverable: Combine all technical memos into draft based on consensus, prioritize							
Task 6 - Finalize Locally Developed Coordinated HSTP							
Subtask 6.1 - Develop and present final plan							

**Coordinated Human Services
Public Transportation Plan**

Presented by:
RLS & Associates, Inc.
February 4, 2008

Overview of Study Process

Demographic Analysis

- Countywide
- Major Trip Generators

Inventory of Existing Resources

- Stakeholder Survey

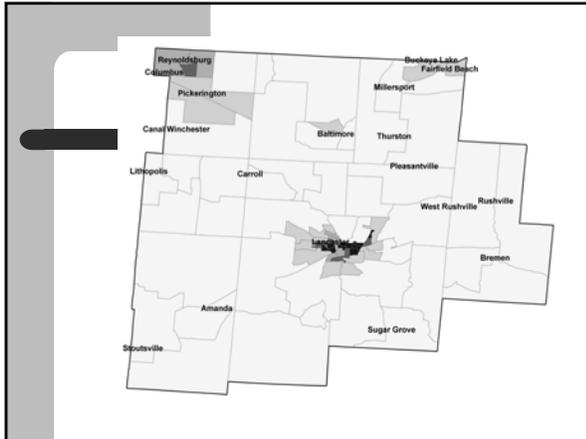
Community Outreach

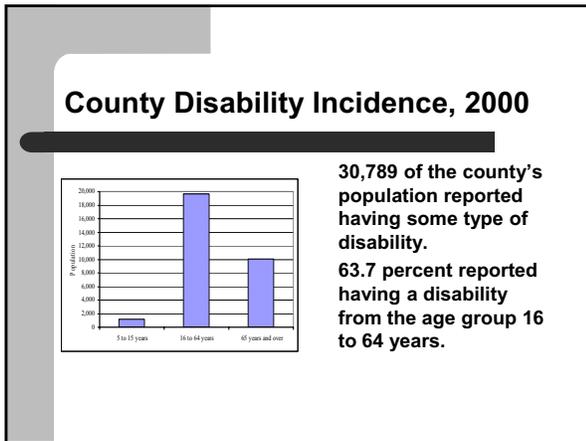
- Stakeholder Survey
- One-on-one Interviews
- Local Focus Group Meeting

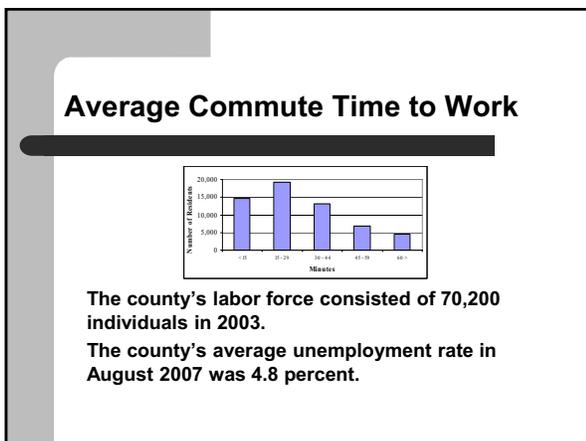
County Demographic Analysis

Fairfield County

- 505.7 Square Miles
- 140,591 Estimated Population in 2006
- County Seat is Lancaster
- Population increased 3.3 percent in Lancaster from 2000 to 2006







Inventory of Existing Transportation Services

Methodology

- Comprehensive survey instrument designed after the *Framework for Action* distributed to 62 local government entities, human service agencies, and transportation providers.

Needs Assessment – Stakeholder Meeting Participants

Represented Organizations

- Lancaster Public Transit System
- City of Pickerington
- Fairfield Center for disAbilities and Cerebral Palsy
- Salvation Army-Samaritan Center
- Meals on Wheels-OAFC, Inc.
- Southeastern Ohio Center for Independent Living
- Mid-Ohio Psychological Services
- Sterling House
- Fairfield County Job and Family Services

Inventory of Existing Transportation Services - Stakeholder Survey Results

Participating Organizations:

- Job and Family Services
- Lancaster-Fairfield Community Action
- Meals on Wheels
- Salvation Army
- Southeast Ohio Sight Center
- The Lighthouse
- City of Pickerington
- Fairfield Affordable Housing, Inc.
- Fairfield Center for disAbilities and Cerebral Palsy, Inc.

Participating Organizations:

- Fairfield County MRDD/Fairfield Industries
- Hunterwood Park
- City of Lancaster Department of Transportation, Lancaster Public Transit
- Mid-Ohio Psychological Services
- Pleasantview Apartments
- Robert K. Fox Family, YMCA
- Southeast Ohio Center for Independent Living
- Winchester Place

Existing Coordinated Transportation

Many organizations indicated sharing information and referrals.

Department of Job and Family Services shares trips on other human service providers vehicles.

Lanfair Center for Rehabilitation & Nursing provides joint use of vehicles with Valleyview Nursing Home.

Meals on Wheels does joint procurement of fuel with the City of Lancaster.

Third Party Agreements

Name of Agency	Name of Third Party
Department of Job and Family Services	Lancaster Public Transit Fairfield Center for disAbilities & Cerebral Palsy Salvation Army Functional Training Service
Winchester Place Nursing & Rehabilitation Center	Pickaway Plains
Lanfair Center	Mid-Ohio Ambulance
Lancaster Public Transit	DJFS Fairfield Medical Center Lancaster City School District
Meals on Wheels	Fairfield Center for disAbilities & Cerebral Palsy

Vehicle Inventory

Agency Name	Wheelchair Accessible Vehicles	Not Wheelchair Accessible Vehicles	Total Vehicles
Fairfield Center for disAbilities & Cerebral Palsy, Inc.	6	4	10
MRDD	2	2	4
YMCA	0	3	3
Lanfair Center	1	0	1
City of Pickerington/MRDD	1	0	1
Meals on Wheels-OAAF, Inc.	1	11	12
Salvation Army	2	4	6
Lancaster Public Transit	10	3	13
DJFS	0	8	8
Total	23	35	58

Community Outreach Stakeholder Meeting and Survey Results

County Transportation Spatial & Temporal Gaps in Service:

Spatial Gaps

- No affordable intercity service (to Columbus);
- No affordable county-wide service for general public;
- No sharing of schedules; and,
- Limited sharing of information

Temporal Gaps

- Limited hours of service for older adults and individuals with disabilities, particularly during evenings and on weekends for contracted county service; and
- Service hours are not typically structured to effectively support employment opportunities, particularly for people with low incomes, working second shift.

Challenges for Coordination

Liability insurance – Agencies have different insurance carriers and each carrier has a policy regarding vehicle sharing or mixing passengers on a vehicle. In many cases, the insurance policies are not compatible.

Unique characteristics of client population – Consumers from different organizations have different needs. I.e., those with developmental disabilities have different needs than older adults or pre-school children, and sharing a vehicle may not be appropriate in certain circumstances.

Removing the negative implications carried over from the previous coordination project FairCA S

Reluctance among providers to share resources, and statutory barriers to pooling funds
Policy restrictions placed on the use of vehicles including sharing trips. I.e., D FS Medicaid

Reduction of cost for coordinated contract trips and

Determining the appropriate organization to become the lead agency responsible for trip routing.

Coordination Strategies

- Increase awareness of public and coordinated transportation and establish a shared community vision for improving services and resource management
- Use existing conditions data to plan the coordination and expansion of transportation services
- Respond to consumer needs by providing access to information and transportation services
- Better utilize existing funding and seek new funding sources to provide more transportation services within Fairfield County
- Create a seamless transportation network for consumers which will provide for 24-hour, 7-day-a-week, in-county and out-of-county trips

Strategy # 1

Increase awareness of public and coordinated transportation and establish a shared community vision for improving services and resource management

- Develop a regional Transit Advisory Committee to become a forum for local transit issues, education, networking and support.
- Determine a lead agency to coordinate all transportation service that is suitable for all agencies within Fairfield County.
- Educate local government officials and agencies about the benefits of public and coordinated transportation.

Strategy # 2

Use existing conditions data to plan the coordination and expansion of transportation services

- Utilize the Coordinated Transportation Advisory Group/Committee to gather detailed data on existing vehicles, employees, services, technology, facilities, etc.
- Update the coordinated transportation plan or strategic plan on a regular/continuous basis
- Monitor the successful completion of strategies in the coordinated transportation plan and report it to community leaders to show coordination benefits and successes.

Strategy # 3

Respond to consumer needs by providing access to information and transportation services

- Use Internet technology to provide better access to transportation service information to consumers.
- Develop a "one-stop" shop for information for consumers.

Strategy # 4

Better utilize existing funding and seek new funding sources to provide more transportation services within Fairfield County

- Research and submit grants as a collaborative effort that include transportation-related funding and resources. A sub-committee of the TAC maybe formed for the specific purpose of researching and submitting grants. Several non-profit agencies have excellent grant writers. The Economic Development office should be included in this subcommittee. Grants may include domestic violence, Community Block Grants for the County, Congestion Mitigation Air Quality (CMAQ), Job Access Reverse Commute (Section 5316), New Freedom (Section 5317), Section 5310, and other competitive grants that may be identified.

Strategy # 4 continue...

- The Lancaster Public Transit System Transportation System becomes a recipient of Federal Section 5311 funds and ODOT Rural Transit System funds for the entire Fairfield County.
- Prepare and submit an application for federal Section 5317 New Freedom Program funds to support the operating costs for providing increased and expanded transportation service for persons with disabilities in Fairfield County.

Strategy # 5

Create a seamless transportation network for consumers which will provide for 24-hour, 7-day-a-week, in-county and out-of-county trips

- Coordinate/consolidate dispatching/scheduling services.
- Coordinate/standardize driver training. In this regard, if agencies need to share drivers or vehicles, everyone will have the same basic qualifications and training and will ensure that all State-required training meets the ambulette regulations. This also ensures a minimum level of quality service throughout the entire county.

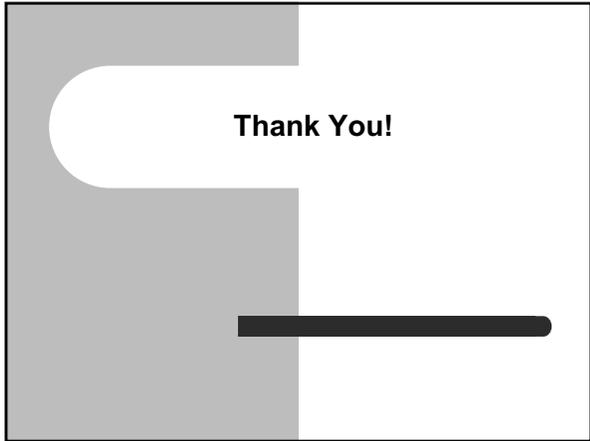
Strategy # 5 continue...

- Coordinate/consolidate maintenance services.
- Provide service within Fairfield County with existing human service agency resources.
- Increase general public transportation to accommodate 2nd and 3rd shift work-related trips from 9:00 p.m. to 12:00 midnight, Monday through Friday.
- Work with other regional transportation providers to provide out-of-county and out-of-state transportation services for Fairfield County residents.
- Develop new commuter/shuttle services to the Columbus area using new funding sources. These services would provide for employment trips to jobs in the Columbus area and for trips to Columbus medical facilities.

Next Steps...

Locally adopt HS
Apply for 5310, 5316, 5317, and ntercity
Funding

Questions?



Record of Outreach Activities and Participation

Point of Contact	Organizations	Letter of Invitation	Completed Survey	Attended Stakeholder Meeting	One-on-One	5310 Agencies (2002-2006)	2008 Letter of Intent for 5310 Vehicles	Potential Lead Agency (5316/5317)
	Alterra Sterling House	Yes	No	Yes	No	No	No	
Dave Strausser	American Cancer Society	Yes	No	No	No	No	No	
Susan Nixon	American Red Cross	Yes	No	No	No	No	No	
Jan Zerovnik	Arthritis Foundation	Yes	No	No	No	No	No	
Transportation Director	Baltimore Manor	Yes	No	No	No	No	No	
Jerry Waites	Bureau of Vocational Rehab	Yes	No	No	No	No	No	
	C&W Cab Co.	Yes	No	No	No	No	No	
Penny Miller	Canal Winchester Human Services	Yes	No	No	No	No	No	
	Carriage Court Communities	Yes	No	No	No	No	No	
Dawn Romine	City of Pickerington	Yes	Yes	Yes	No	No	No	
Kellie Ailes	Community Action	Yes	No	No	Yes	No	No	
	Crestview Manor	Yes	No	No	No	No	No	
	Crestview Rehab & Skilled Nursing Svcs.	Yes	No	No	No	No	No	
	Echo Manor Extended Care	Yes	No	No	No	Yes	No	
Janice Novotni	Fairfield Affordable Housing, Inc.	No	Yes	No	No	No	No	
Dr. Payne	Fairfield Center for disAbilities and Cerebral Palsy, Inc.	Yes	Yes	Yes	No	Yes	Yes	Yes
Lynette Tramaontano	Fairfield Co. MRDD / Fairfield Industries	Yes	Yes	Yes	No	Yes	No	
	Fairfield Co. Veterans Svcs. Comm.	Yes	No	No	No	No	No	
Jan Picklesimer/Laura Holton	Fairfield County Job & Family Svcs.	Yes	Yes	Yes	Yes	No	No	
Peg Parker	First Community Kitchen	Yes	No	No	No	No	No	
	Foundation Dinners	Yes	No	No	No	No	No	

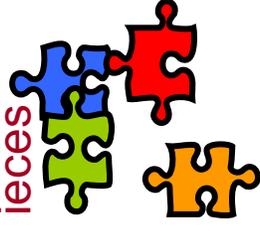
Record of Outreach Activities and Participation

Point of Contact	Organizations	Letter of Invitation	Completed Survey	Attended Stakeholder Meeting	One-on-One	5310 Agencies (2002-2006)	2008 Letter of Intent for 5310 Vehicles	Potential Lead Agency (5316/5317)
Robert Sulick	Habitat for Humanities	Yes	No	No	No	No	No	
	Heartland Fairfield	Yes	No	No	No	No	No	
Denise Bauer	Hospice & Health Svcs	Yes	No	No	No	No	No	
Sherri Brown	Hunterwood Park	Yes	Yes	No	No	No	No	
	Kindercare Learning Ctr.	Yes	No	No	No	No	No	
	Lancaster City Schools							
	Transportation Svc.	Yes	No	No	No	No	No	
Roseann Christian	Lancaster Public Transit	Yes	Yes	Yes	No	No	No	Yes
	Lanfair Center for Rehab/Nursing Care							
Mr. Sean Cleary		Yes	Yes	No	No	No	No	
	Life Center Adult Day Care	Yes	No	No	No	Yes	No	
Kathy Todd	Lutheran Social Svcs	Yes	No	No	No	No	No	
	Main Street Terrace	Yes	No	No	No	No	No	
	Meals On Wheels	Yes	No	Yes	Yes	Yes	No	
Janet Wermuth	Methodist Elder Care	Yes	No	No	No	No	No	
	Metro Housing	Yes	No	No	No	No	No	
Dr. Bradley Hedges	Mid-Ohio Counseling	Yes	No	No	No	No	No	
	Mid-Ohio Psychological Services							
AJ Bierly		Yes	Yes	Yes	No	No	No	
	Mt. Pleasant Place	Yes	No	No	No	No	No	
Transportation Director	New Day Inc.	Yes	No	No	No	No	No	
	New Horizons Family Ctr.	Yes	No	No	No	No	No	
Tona Motta		Yes	No	No	No	No	No	
	Pickerington Health Care Ctr	Yes	No	No	No	No	No	
	Pickerington Local Schools	Yes	No	No	No	No	No	
Transportation	Pleasant View Place	Yes	No	No	No	No	No	
	Pleasantview Apts.	Yes	Yes	No	No	No	No	
Sherri Brown	Pleasantville Commons	Yes	No	No	No	No	No	
Transportation Dir.	Reflections	Yes	No	No	No	No	No	
	River Valley Counseling	Yes	No	No	No	No	No	
Brian Morton		Yes	No	No	No	No	No	

Record of Outreach Activities and Participation

Point of Contact	Organizations	Letter of Invitation	Completed Survey	Attended Stakeholder Meeting	One-on-One	5310 Agencies (2002-2006)	2008 Letter of Intent for 5310 Vehicles	Potential Lead Agency (5316/5317)
Mike Lieber	Robert K. Fox - Family YMCA	Yes	Yes	No	No	No	No	
	Rockmill Rehab. Ctr.	Yes	No	No	No	No	No	
Pam Patula	SE Ohio Center for Ind. Living	Yes	Yes	Yes	No	No	No	
	Southeast Ohio Sight Center	Yes	No	No	Yes	No	No	
Bonnie Hall	St. Vincent DePaul	Yes	No	No	No	No	No	
	Sunbridge Nursing & Rehab Ctr.	Yes	No	No	No	No	No	
Suzanne Pelletier-Walker	The Lighthouse	Yes	No	No	Yes	No	No	
Marc Grodner	The Recovery Center	Yes	No	No	No	No	No	
Pat Ward & Kely Bauman	The Salvation Army	Yes	No	Yes	Yes	No	Yes	
Transportation Dir.	Thornville Manor	Yes	No	No	No	No	No	
	Valleyview Nursing Home, Inc.	Yes	No	No	No	No	No	
Always There	Victory Hill Church	Yes	No	No	No	No	No	
Transportation Director	Walnut Creek Village	Yes	No	No	No	No	No	
Heather Sankorich	Winchester Place	Yes	Yes	No	No	No	No	
Transportation Director	Windsor Place	Yes	No	No	No	No	No	

Putting the pieces together...



Please use this space to share with us your comments or concerns about the transportation needs or services in Fairfield County.

Comments:

Multiple horizontal lines for writing comments.

Are you employed?

- Yes
No

What is your household income?

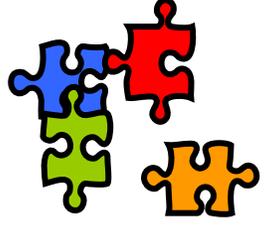
- Less than \$10,000 a year
More than \$10,000 but less than \$15,000 a year
More than \$15,000 but less than \$20,000 a year
More than \$20,000 but less than \$25,000 a year
More than \$25,000 but less than \$30,000 a year
More than \$30,000 but less than \$35,000 a year
More than \$35,000 but less than \$40,000 a year
More than \$40,000 but less than \$45,000 a year
More than \$45,000 but less than \$50,000 a year
More than \$50,000 but less than \$55,000 a year
More than \$55,000 but less than \$60,000 a year
More than \$60,000 but less than \$65,000 a year
More than \$65,000 but less than \$70,000 a year
More than \$70,000 but less than \$75,000 a year
More than \$75,000 but less than \$80,000 a year
More than \$80,000 but less than \$85,000 a year
More than \$85,000 a year

Thank you for giving your time to help us understand the transportation needs of Fairfield County. Please return this survey as soon as possible.

Dear Fairfield County Resident,

The ability to go where you want to go means living independently. Reliable transportation can make all the difference in having a good quality of life. Lancaster Unified Human Services System, along with area human service agencies, are working together to better understand what transportation needs exist in Fairfield County. With your help, we will be able to create a plan for the best way to meet those needs. You are invited to be a part of this effort. Please take a few minutes to answer or help someone else answer the questions on this survey, and return it in the envelope provided by April 4, 2008.

Thank you!



Date
Number

Fairfield County Transportation Survey

Please tell us why you would use public transportation:

- I feel using public transportation would save me money.
- I feel using public transportation is better for the environment.
- I have no other transportation options available to me.
- Other. Please describe: _____

Can you tell us some information about you and your family?

What is the name of your street?

What is the name of your city, village, or township?

How many people live in your home?

_____ number of adults
_____ number of children under the age of 18

Please tell us if you are:

- Male
- Female

Please tell us your age:

_____ years Old

Are you, or is someone in your household disabled?

- No
- Yes. If yes, please describe: _____

Please turn the page 

What are your transportation needs?

please check all that apply.

- I need to go to work or school.
- I need to go to medical appointments.
- I need to shop to feed myself or my family.
- I go to grocery stores, other nutrition sites, such as food banks, etc.
- I need to go to school, vocational school, community college, university, etc.
- I need to do errands, shopping, errands, etc.
- I need to go to other appointments, social service, legal, etc.
- I need to attend social outings.
- I need to attend Sunday religious services.

Do you have any transportation limitations?

please check all that apply.

- I can't go to work or school because I don't have reliable transportation.
- I can't go to medical appointments because I don't have reliable transportation.
- I find it difficult to feed myself or my family because I don't have reliable transportation.
- I'm not able to further my education because I don't have reliable transportation.
- I'm not able to do errands because I don't have reliable transportation.
- I'm not able to go to other appointments, social service, legal, etc. because I don't have reliable transportation.
- I can't participate in social outings because I don't have reliable transportation.
- I can't attend Sunday religious services because I don't have reliable transportation.

How do you manage your transportation needs?

please check all that apply.

- I drive my own vehicle.
- I walk or ride a bicycle to get where I need to go.
- I have a family member or friend to take me where I need to go.
- I use an agency transportation service to take me where I need to go.

Please write in the name of the agency.

I use public transportation to take me where I need to go.

Please write in the name of the public transportation system.

Please tell us about the public transportation services in your area.

please check all that apply.

How do you use public transportation?

- I don't use public transportation because it is not available where I live.
- I don't use public transportation because I don't know how to use it.
- I don't use public transportation because it does not go where I need to go.
- I don't use public transportation because I don't know if it is available in the area where I live.
- I don't use public transportation because it is not available when I need it, late at night, Sundays, etc.
- I don't use public transportation because I can't afford it.