



**Coordinated Public Transit-Human Services
Transportation Plan
Wyandot County, Ohio**

2016 - 2017



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Introduction

I. INTRODUCTION

This document is the update to the 2007 coordinated public transit-human services transportation plan for Wyandot County. This document includes the following:

- ◆ Demographic and socio-economic analysis of Wyandot County.
- ◆ Analysis of major trip generators in Wyandot County.
- ◆ Identification and assessment of public, private and non-profit entities that, as of the date of this report, provide transportation services to persons with disabilities, older adults, people with low incomes, and the general public.
- ◆ Summaries of surveys conducted with the identified transportation providers and other key stakeholders.
- ◆ Identification and assessment of transportation needs and gaps in service for persons with disabilities, older adults, and persons with low incomes, and gaps in service. The assessment of needs and gaps is a result of U.S. Census demographic research combined with multiple outreach efforts including stakeholder interviews, public meetings, and a survey of the general public.
- ◆ Coordinated transportation goals and recommendations for the local stakeholders.

METHODOLOGY

The observations cited in this document were gathered using surveys with stakeholders, an extensive public and rider survey, one public meeting and two stakeholder meetings. Further information was collected through analysis of U.S. Census 2010 data, The Ohio Development Services Agency's County Profiles, and the American Community Survey, 2008-2012 research.

During initial stakeholder meetings, it was decided that the Wyandot County Board of Developmental Disabilities will be the lead agency in both the preparation and implementation of this plan.

PURPOSE

This plan is a requirement set forth by the Moving Ahead for Progress in the 21st Century (MAP-21) legislation (October, 2012). The plan purpose is, in large part, driven by the Federal Transit Administration Section 5310 Program. MAP-21 requires that projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan.

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Prior to MAP-21 there were three designated funding programs under the Federal Transit Administration (FTA) that were impacted by this plan: New Freedom Program (Section 5317), Job Access and Reverse Commute (Section 5316), and Specialized Transportation for Seniors and Individuals with Disabilities (Section 5310). With MAP-21, the New Freedom program was consolidated into the Section 5310 program. According to the FTA, the competitive selection process, which was required under the former New Freedom program is now optional. At least 55 percent of program funds must be spent on the types of capital projects eligible under the former Section 5310 program. This includes public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining 45 percent may be used for public transportation projects that exceed the requirements of the ADA; public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit; or alternatives to public transportation that assist seniors and individuals with disabilities. Using these funds for capital expenses requires a 20 percent local match.

Job Access and Reverse Commute (JARC) activities are now eligible under the formula-based Urbanized Area Formula program (Section 5307) and the Rural Area Formula program (Section 5311).

Demographics

II. INVENTORY AND ANALYSIS OF EXISTING CONDITIONS

Wyandot County has a total area of 405 square miles and is located in the central portion of Ohio, bordered by Seneca County to the north; Crawford County to the east; Marion County to the south; Hardin County to the south-west; and Hancock County to the north-west.

Exhibit II.1 illustrates the major cities and highways in Wyandot County. The county is served by the following major highways: U.S. Routes 30, 23, and 199; and Ohio Routes 103, 231, 67, 53, 294, 37, and 699.

POPULATION

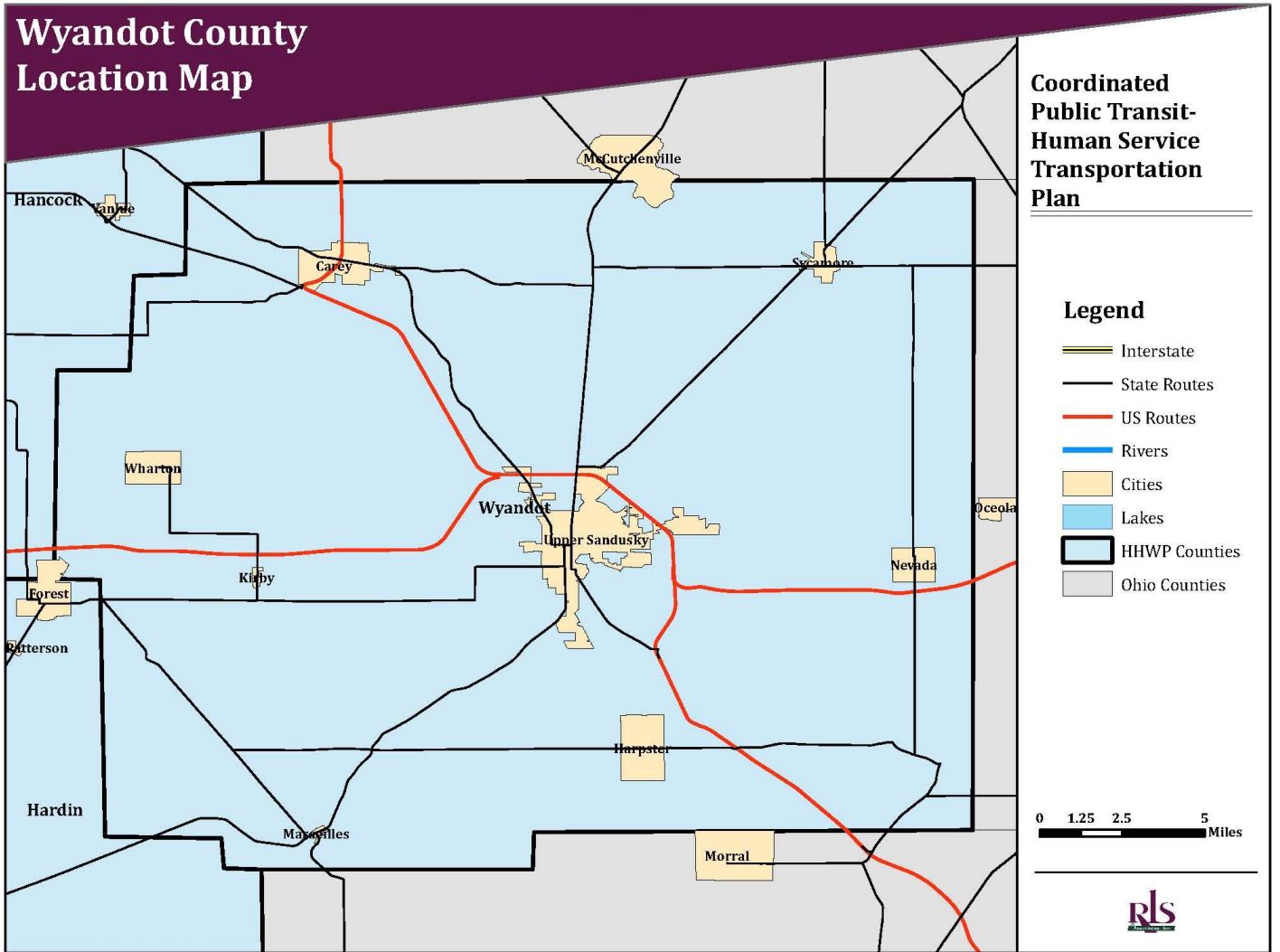
According to the U.S. Census American Community Survey (ACS) 5-Year Estimates 2009-2013, the population of Wyandot County in 2013 was 22,582, a decrease of 326 or 1.4 percent from the Census 2000 population. The county seat and largest village is Upper Sandusky with a population of 6,844 according to the ACS. Carey and Sycamore are the next largest places in the county (Exhibit II.2).

Exhibit II.2: Wyandot County Cites & Villages

Largest Places	2013 ACS
Upper Sandusky	6,844
Carey	3,632
Sycamore	847
Nevada	750

Source: U.S. Census American Community Survey 5-Year Estimates
2009-2013

Exhibit II.1 : Wyandot County, OH Location Map



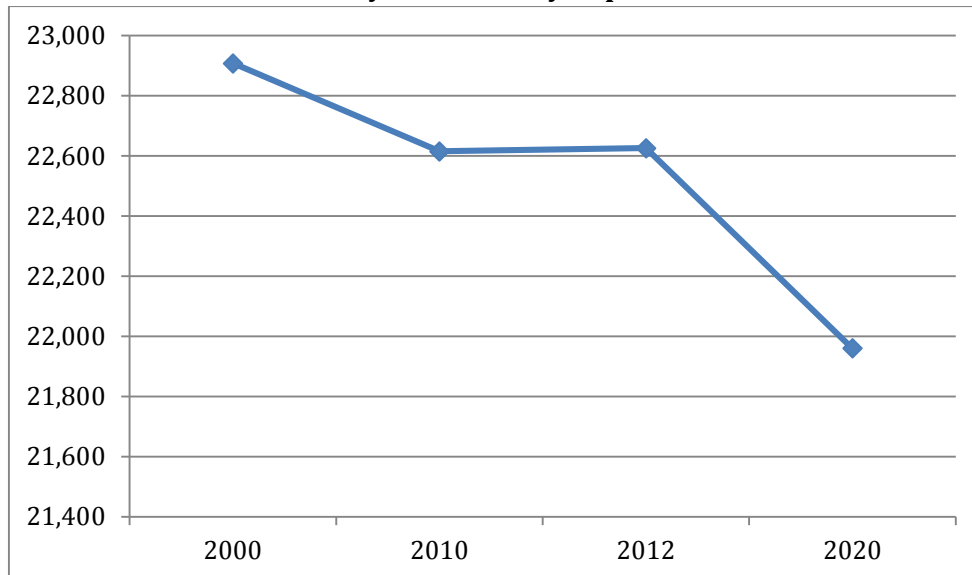
Population Density

Exhibit II.3 is a map illustrating Wyandot County population densities by Census block group. According to 2010 U.S. Census data, the block groups with high and moderately high population densities (over 436 persons per square mile) were located in and around Upper Sandusky and Carey. The next highest population density occurred in northern Upper Sandusky. Lower density block groups were found throughout the rest of the County.

Population Growth

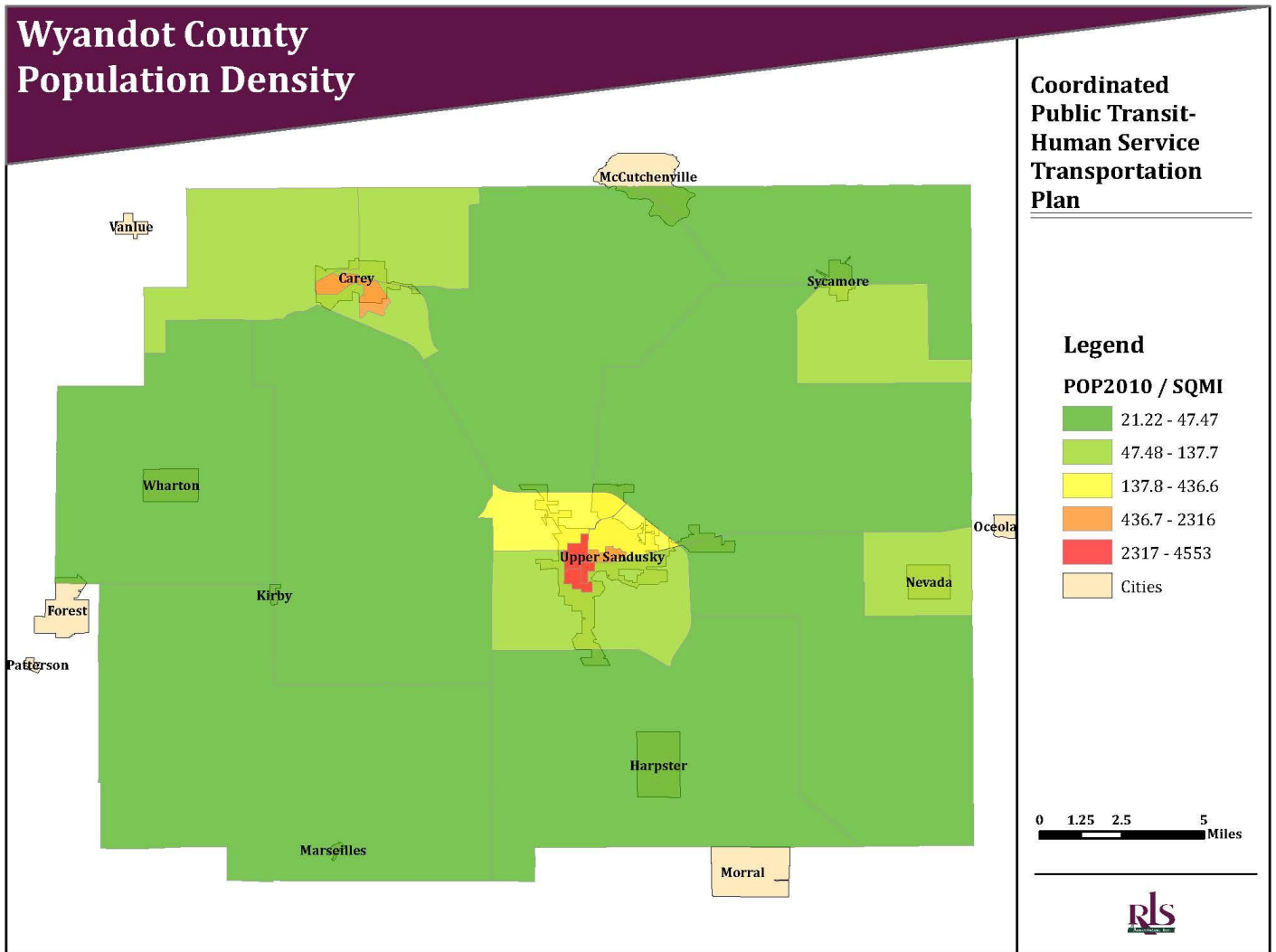
Between 2000 and 2013, Wyandot County's population decreased 1.4 percent. The Ohio Development Services Agency is projecting that the population in Wyandot County will decrease slightly over the next six years. The population is expected to decrease by 936 individuals from 2012 to 2020. Exhibit II.4 visually represents the decrease in population for Wyandot County.

Exhibit II.4: Wyandot County Population Trends



Source: Ohio Development Services Agency

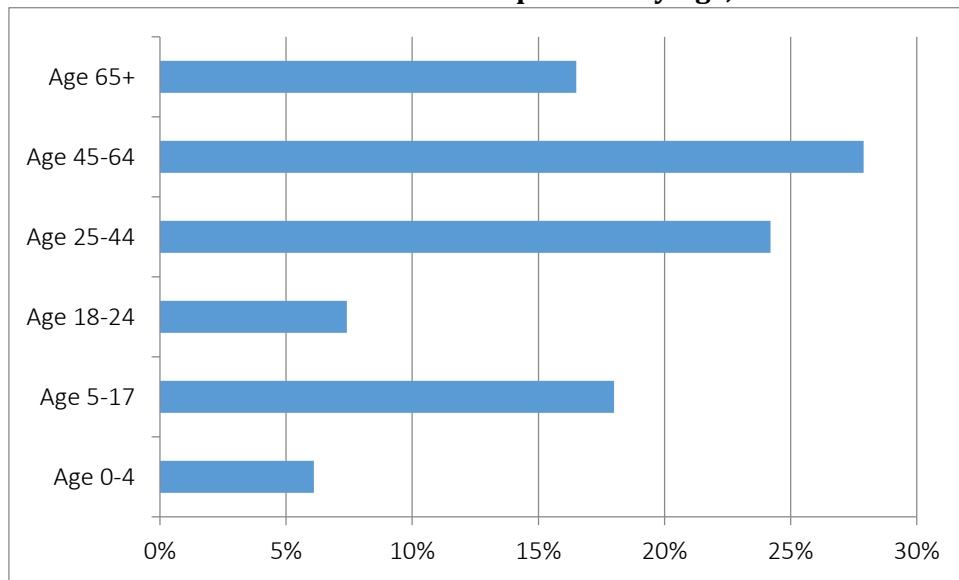
Exhibit II.3 : Wyandot County, OH Population Density



Age Distribution

According to ACS, the largest age group was between ages 45 and 64, constituting nearly 28 percent of the county's population (see Exhibit II.5). The group between ages 24 and 44 was the second largest, consisting of 24.2 percent of the population. Approximately 16.5 percent of the county's population was age 65 and older.

Exhibit II.5: Percent of Population by Age, 2012

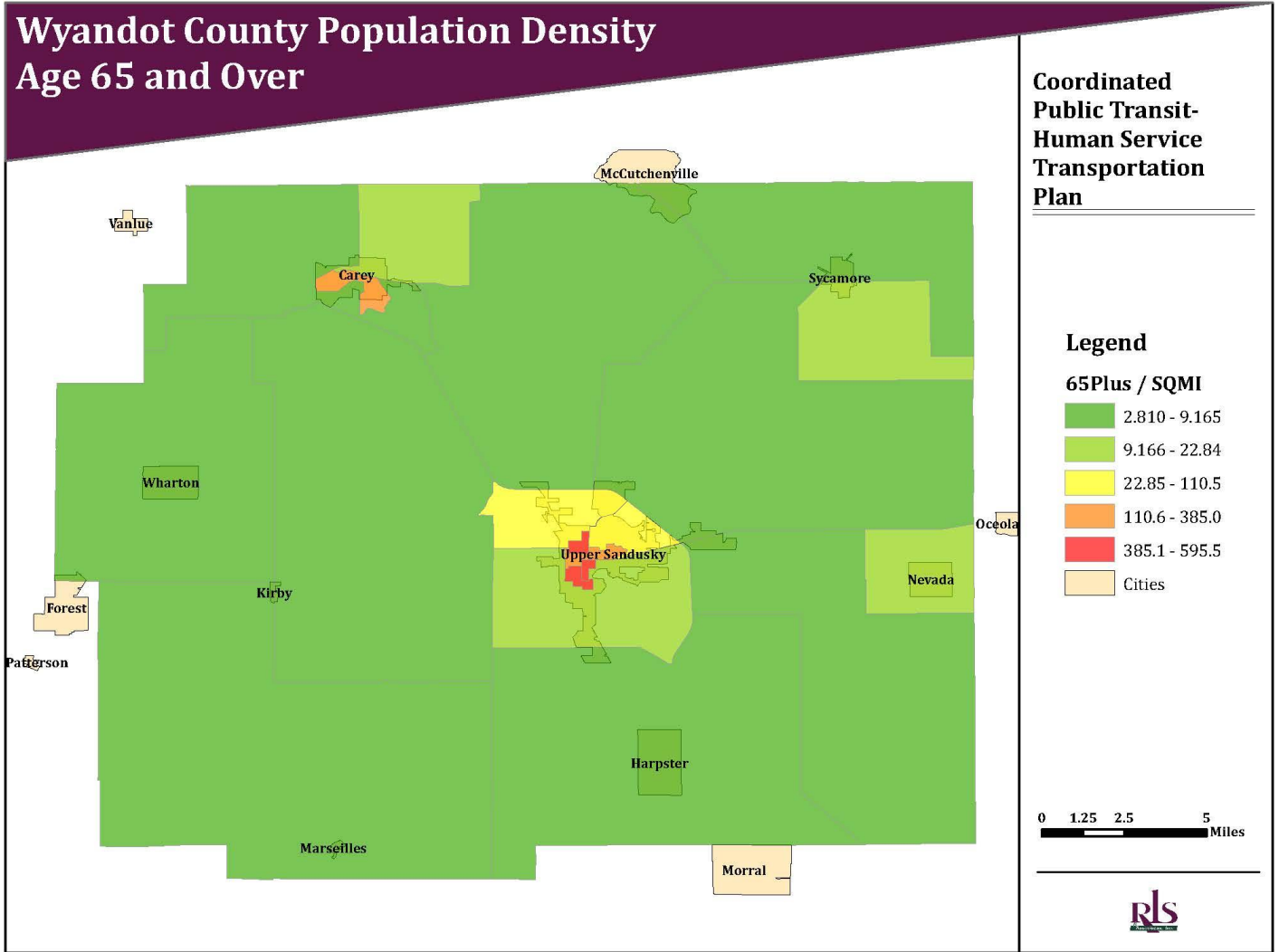


Source: U.S. Census American Community Survey 5-Year Estimates
2008-2012

Exhibit II.6 shows the density of the older adult population by Census block group as a population per square mile. The block groups with the highest density of people age 65 and older were located in central Upper Sandusky and in Carey. Areas of moderate densities of persons age 65 and older are found in northern Upper Sandusky. The remainder of the County had low to very low densities of older adults.

Exhibit II.6 : Population Density, Age 65 Plus

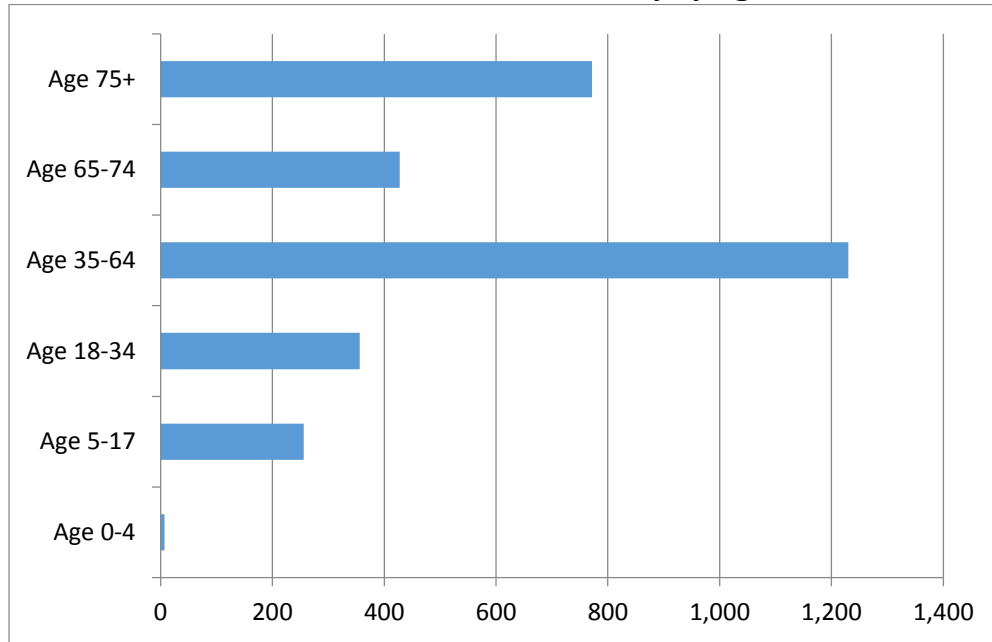
**Wyandot County Population Density
Age 65 and Over**



Individuals with Disabilities

Disability incidence data was collected using the U.S. Census ACS 5-Year Estimates 2008-2012. The following exhibit (Exhibit II.7) shows the number of people in the County with a disability. Approximately 3,049 individuals reported having some type of disability. The 35 to 64 year old age group had the highest percentage, representing 40.3 percent of the disabled population in Wyandot County. Disabilities include sensory, mental, physical, and self-care limitations.

Exhibit II.7: Persons with a Disability by Age, 2012



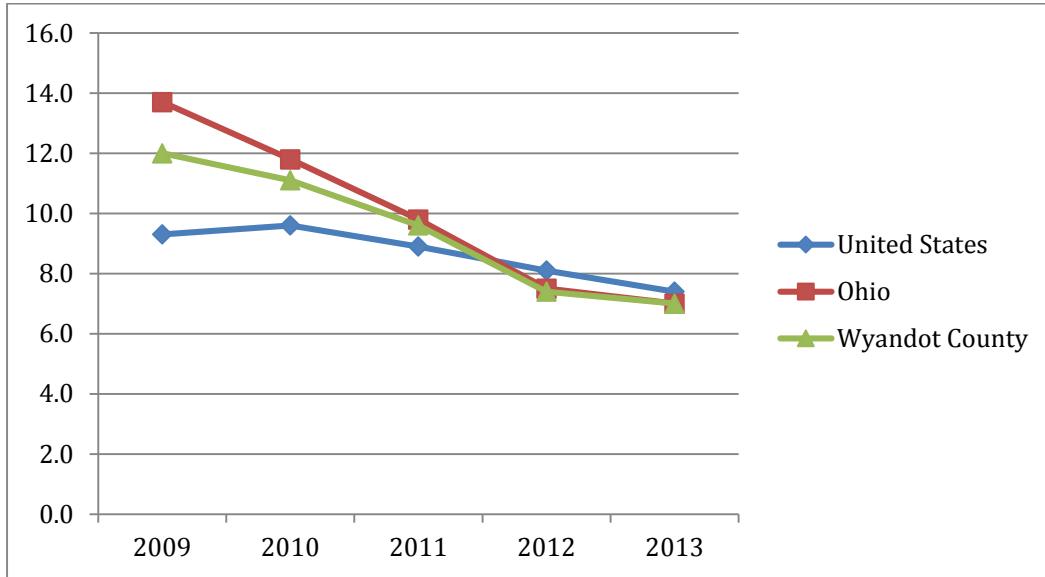
Source: U.S. Census American Community Survey 5-Year Estimates
2008-2012

INDUSTRY AND LABOR FORCE

Unemployment

According to the Bureau of Labor Statistics, the unemployment rate for Wyandot County in 2013 was 7%. Exhibit II.8 illustrates a comparison of unemployment rates in Wyandot County, the State of Ohio, and the United States between 2009 and 2013. As depicted, unemployment in Wyandot County had been consistently higher than the United States and the State of Ohio until 2011. County unemployment rates have been decreasing since 2009.

Exhibit II.8: Comparison of Unemployment Rates

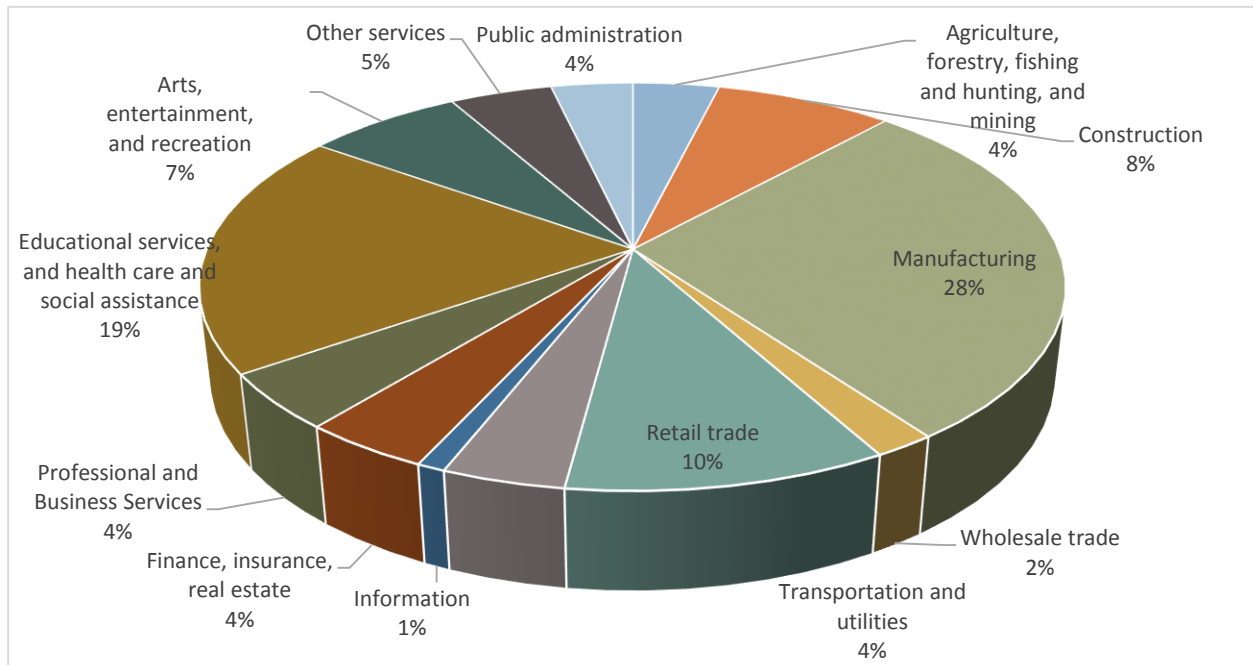


Source: United States Department of Labor, Bureau of Labor Statistics

Employment and Earnings by Industrial Sector

The ACS reports the total employment in Wyandot County in 2012 was 11,044 persons. Manufacturing was the largest industry in the County with 3,118 employees (see Exhibit II.9). Educational services, health care, and social assistance were the second largest category of employers with approximately 19 percent of the workforce. State, local, and federal governments employed 12 percent of the workforce.

Exhibit II.9: Employment by Industrial, 2012



Source: U.S. Census American Community Survey 5-Year Estimates
2008-2012

Major Employers

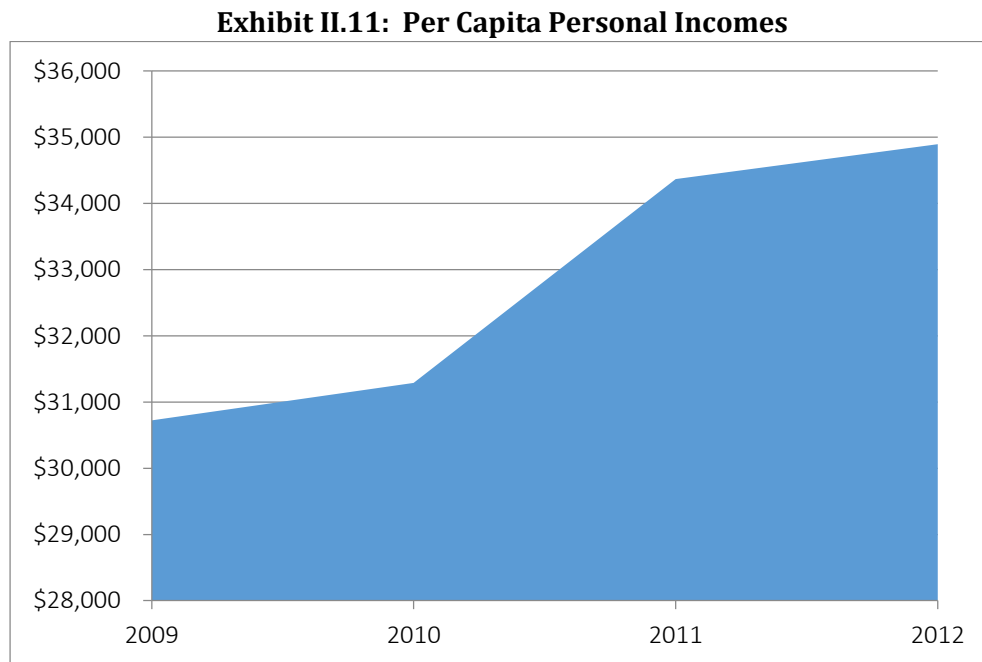
According to the Ohio Development Services Agency, the following is a list of major employers:

- ◆ Bridgestone APM Company
- ◆ Continental Structural Plastics
- ◆ Guardian Industries Corporation
- ◆ Wyandot Memorial Hospital
- ◆ Kalmbach Feeds
- ◆ Kasai Kogyo/M-Tek Inc.
- ◆ Liqui-Box Corporation
- ◆ Walmart Stores, Inc.

ECONOMIC PROFILE

Household Income Measures

Exhibit II.11 illustrates the per capita personal income for Wyandot County residents from 2009 to 2012. From 2010 to 2011 the per capita income rose sharply.



Source: U.S. Bureau of Economic Analysis, 2012

Exhibit II.12 illustrates the percentage of the population in each Census tract that is living in poverty. The high-percentage tracts are in northern Upper Sandusky. The next highest percentage tracts were found in the southeastern and northwestern regions of Wyandot County. All of Wyandot County has a percentage of individuals living below the poverty level that is less than the state and national poverty averages.

Zero-vehicle occupied housing unit status is another indicator of poverty. Exhibit II.13 is a map that displays the distribution of zero-vehicle households in Wyandot County. The highest densities of households with zero vehicles are located in Upper Sandusky and in the southeastern portion of Wyandot County. Northern Upper Sandusky has a tract which is above both the State and National zero vehicle household average.

Exhibit II.12 : Wyandot County, OH Population's Percent Below Poverty Level

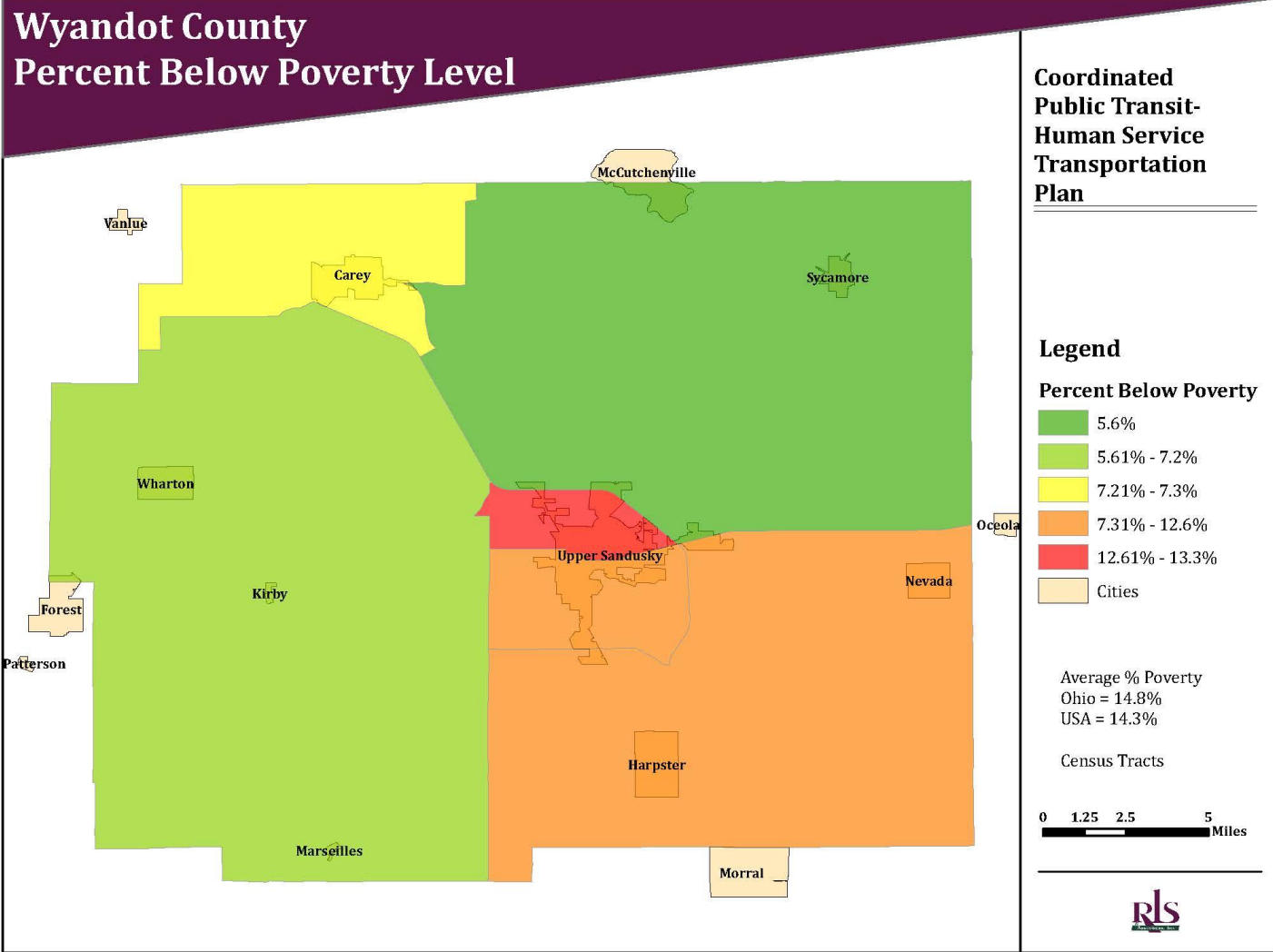
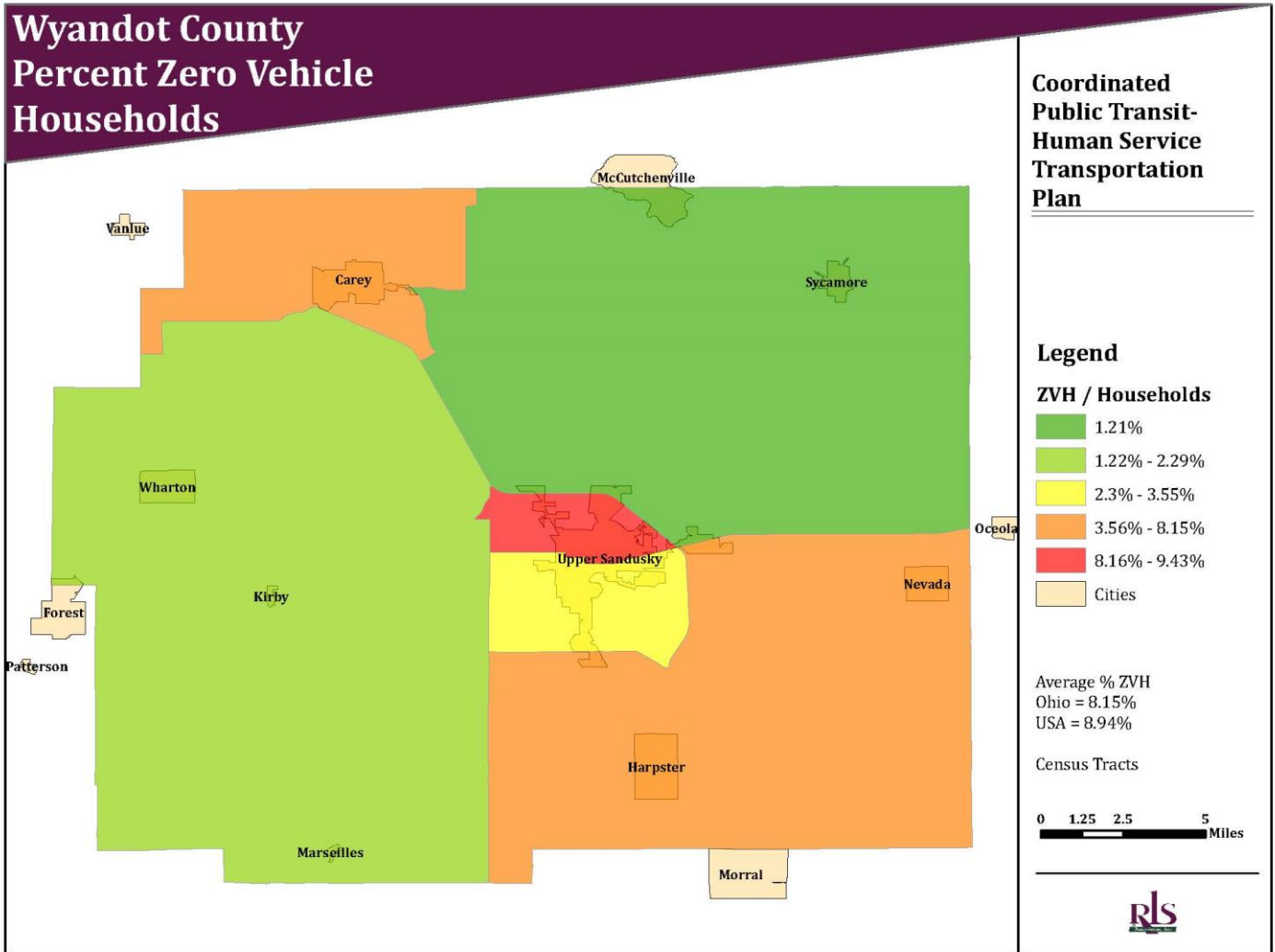
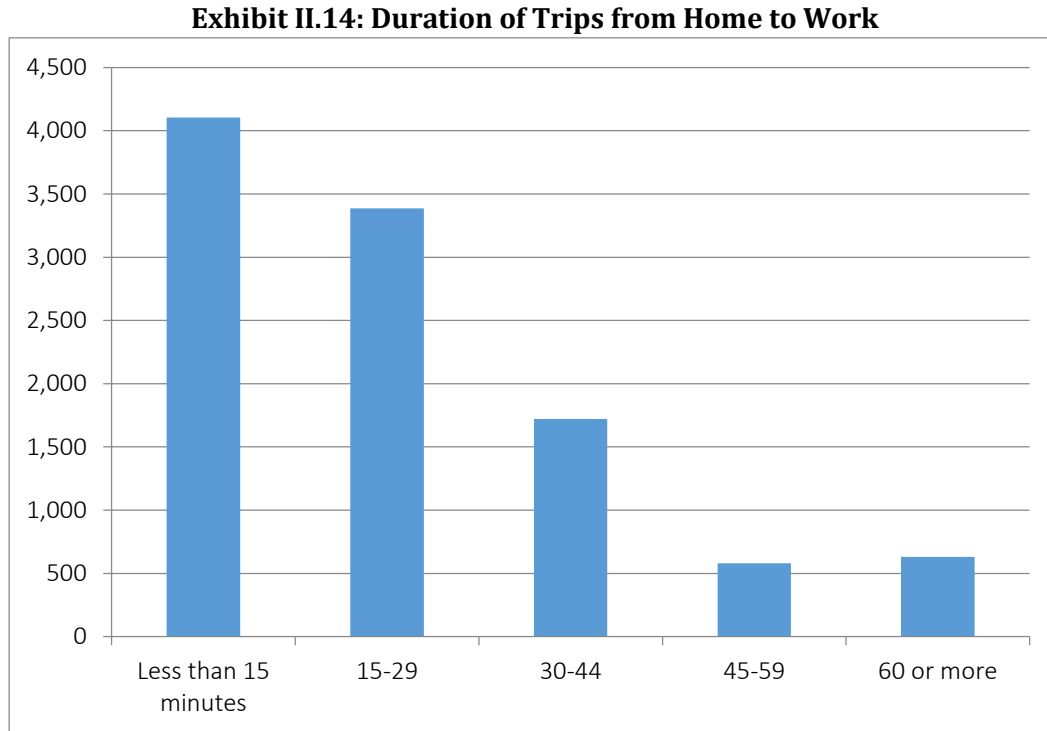


Exhibit II.13 : Wyandot County Zero Vehicle Households



Transportation to Work

Exhibit II.14 shows the duration of trips from home to work for members of Wyandot County's labor force. Most residents traveled less than 15 minutes from home to work, with the second largest group traveling between 15 and 29 minutes to get to work. The mean travel time to work is 22.7 minutes.



Source: U.S. Census American Community Survey 5-Year Estimates
2008-2012

Home-Base to Work Trips

An analysis of home base to work trip interchanges within the county was conducted to determine whether or not there are any observable commuting patterns within the area to neighboring counties that could be served by transit. The analysis uses 2011 U.S. Census Longitudinal Employer-Household Dynamics (LEHD) data sets. LEHD is an innovative program that links place of employment data with U.S. Census place of residence data. The result is a very useful tool that transportation planners can use to analyze the origins and destinations of home-based work trips. Exhibit II.14A illustrates the results for Wyandot County. The LEHD data reveals that most Wyandot County residents who work outside of the county are traveling to work in Hancock and Marion Counties. Other common out-of-county work locations are Seneca, Crawford, Franklin, Lucas, and Hardin Counties.

Exhibit II.14A: Job Counts by Place for Wyandot County Residents

Place of Work	Number of Wyandot County Residents by Work Place
Wyandot County	3,973
Hancock County	1,296
Marion County	712
Seneca County	650
Crawford County	399
Franklin County	316
Lucas County	306
Hardin County	259

Source: 2011 U.S. Census Longitudinal Employer-Household Dynamics (LEHD) data sets

SUMMARY

Wyandot County’s population is projected to decrease by 4 percent by the year 2020. Approximately 3,049 individuals in Wyandot County have a disability. This represents over 13 percent of the total population.

There were approximately 6 percent of households earning less than \$15,000 per year according to the ACS. Although the per capita personal income is gradually increasing, these individuals will present ongoing challenges for service providers in Wyandot County.

As Wyandot County’s age group 45 to 64 years old moves into retirement, their need for transportation will change. Likewise, the face of the county and the needs for transportation will change further as the age group (18 to 24 year olds) joins the labor force.

Disabilities, income, and age will all play a role in the changing need for transportation in Wyandot County.

Inventory

III. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS

INTRODUCTION

Evaluation of service provider capabilities and analysis of the existing gaps and duplications that exist in the structure of transportation resources in the county provides coordinated transportation planners with the necessary foundation for implementing changes that will complete and improve the network of transportation resources. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers to participate in the coordination planning efforts.

Stakeholders were invited to a public meeting to discuss community unmet needs and opportunities, and were also encouraged to participate in Coordinated Public Transit-Human Services Transportation Provider and Human Service Agency Surveys. The surveys were designed for transportation providers, government and non-profit organizations, and funders. Survey questions were intended to collect information on unmet transportation needs and available service. The survey was implemented as a web-based application and hosted by RLS & Associates, Inc. A list of organizations that either completed a survey and/or attended the stakeholder public meetings is included below:

- HHWP Community Action Commission (HATS Transportation)
- Wyandot County Council on Aging
- Wyandot County Skilled Nursing and Rehabilitation Center
- Wyandot Family and Children First Council
- Wyandot Memorial Hospital
- Wyandot County Board of Developmental Disabilities
- Wyandot County Commissioners
- Wyandot County Department of Job and Family Services
- Freedom Caregivers
- Wyandot County General Health District
- Wyandot County Veterans Services

The following information is based upon the tabulations from the survey and interview database. A total of eight organizations provided information about their services. Summaries of organizations that directly operate and/or purchase transportation for consumers are listed in Section A. Organizations that refer people to available transportation services are listed in Section B.

A. Organizations that Directly Operate, Administer, and/or Purchase Transportation

Wyandot County Board of Developmental Disabilities

The Wyandot County Board of Developmental Disabilities is a branch of state government providing day programs, adult workshops, job training and placement, and transportation services to the developmentally disabled in Wyandot County. The Board of Developmental Disabilities provides door to door human service agency fixed route transportation services to anywhere within Wyandot County Monday through Friday, from 7AM to 4PM. No fare is charged to clients. Transportation services are provided using agency owned and operated vehicles, and also by mileage reimbursement to family and friends of clients. In 2013, the Board of Developmental Disabilities provided approximately 10,000 trips to clients of their day program and for community employment purposes. The total cost for transportation in 2013 was \$295,672. The Board of Developmental Disabilities has 9 total vehicles, all of which are wheelchair accessible. The vehicles include 3 school buses, 5 paratransit vans, and soon there will be the addition of an MMV. Three of these vehicles were purchased through the Section 5310 funding program.

Wyandot County Skilled Nursing and Rehabilitation Center

The Wyandot County Skilled Nursing and Rehabilitation Center is housed under the Wyandot County government and provides health care, rehabilitation services, and recreation to agency patients and residents. The Skilled Nursing and Rehabilitation Center provides demand response door through door transportation services to their residents and patients from 7 AM to 3 PM, Monday through Friday. Transportation services are provided by both agency vehicles and staff dedicated to transportation, by using personal vehicles of agency staff, and by purchasing transportation from the Council on Aging and from Integrity Ambulance. Agency vehicles were purchased through the Section 5310 program. In 2013, nearly 2650 trips were provided for medical appointments, social activities, community employment, and other trips. Total capital and operating expenses for 2013 were \$41, 601.62. The Skilled Nursing and Rehabilitation Center has 3 vehicles, two of which are wheelchair accessible.

Wyandot County Council on Aging, Inc.

The Wyandot County Council on Aging is a private, non-profit entity providing transportation and nutrition services to seniors over 60 years old in Wyandot County. The Council on Aging provides demand response door to door and door through door transportation services to Wyandot County seniors over 60, to disabled residents, and to residents under contract with a different program such as though the Wyandot Memorial Hospital or through the Department of Job and Family Services. No fares are charged but suggested donations are \$4 for in-town round trips, \$10 for in-county round trips, and \$20 for adjoining county round trips. This service runs from 7:30 AM to 5:00 PM, Monday through Friday. Dialysis transportation is from 6:00 AM to

5:00 PM Monday through Friday, and 6:00 AM to 3:00 PM on Saturdays. The Council on Aging has 11 total vehicles, of which 7 are wheelchair accessible.

In 2013, the Council on Aging provided 8,746 total trips for medical appointments, social activities, and other services for seniors. This program is funded by a levy, United Way, state appropriations, passenger and other donations, and fundraising. In the future, the Council on Aging would like to see Hancock Area Transportation Services expand into Wyandot County or a local agency take the lead in a Coordination Transportation Grant.

Wyandot County Department of Job and Family Services

The Wyandot County Department of Job and Family Services is part of the county government and provides social services, job training, healthcare, nutrition, income assistance, transportation, and referral services to Wyandot County residents. The Department of Job and Family Services provides demand response, curb to curb transportation from 8:00 AM to 4:30 AM Monday through Friday for medical appointments only. Transportation is provided through both agency owned vehicles and staff, through purchasing transportation from other community agencies, as well as through mileage reimbursements to agency employees, clients, and the families and friends of clients providing transportation for them. Clients receiving transportation services must be Medicaid-eligible, and no fare is charged to these clients. Transportation is purchased from Transport 28, the Council on Aging, and from the HHWP Community Action Commission. Total transportation costs for 2013 were \$242,805 and were paid almost completely by Medicaid.

Upper Sandusky Exempted Village School District

The Upper Sandusky Exempted Village School District is under the jurisdiction of the elected school board and provides education and transportation services to school age children within the limits of the school district. The School District provides fixed route transportation with designated vehicles and transit staff.

Wyandot County Veterans Services

Wyandot County Veterans Services is housed under the Ohio Department of Veterans Services. The Wyandot County branch provides transportation to veterans to any VA medical facility. Trips are often out of county to the Marion and Columbus VA outpatient facilities. Trips can be provided all hours of the day, Monday through Friday. Wyandot County Veterans Services are supported by a portion of the county's property tax revenue; all transportation services are free to veterans. In 2014, Veterans Services spent approximately \$37,000 on transportation.

Veterans Services utilizes five volunteer drivers using their own vehicles to provide the transportation; Veterans Services does not have any agency vehicles. Volunteers are reimbursed \$0.50 per mile, receive a flat \$20.00 fee, and also receive a fuel adjustment which is calculated based on distance traveled. None of the volunteer vehicles used can provide wheelchair-

accessible transportation; if this service is needed, Veterans Services contracts with the Wyandot County Council on Aging to provide these trips. The Council on Aging provides trips even to veterans who are under sixty years of age.

Hancock Area Transportation Services (HATS)

HATS is a department of the HHWP Community Action Commission, and is a Section 5311 rural public transportation system for Hancock County. The HHWP Community Action Commission (the CAC) is a private non-profit and is the designated grantee for HATS. As such, the CAC is responsible for general oversight and HATS handles the day-to-day operations. While the CAC provides many services to Hancock, Hardin, Wyandot, and Wyandot Counties, HATS is only a public transportation provider for Hancock County. HATS provides low-cost, demand response transportation to anyone within Hancock County and for any purpose. There are no service eligibility requirements for passengers.

Currently, HATS serves 1,378 public transportation consumers. They provided 42,084 passenger trips in 2013. The fare structure is \$1.50 per city trip, \$2.50 per county trip, and elderly and disabled passengers pay half fare. HATS operates from 7:15 AM to 9:45 PM Monday through Friday, and from 7:15 AM to 4:45 PM on Saturdays.

HATS had a total operating budget of \$896,170 in 2013, and a total capital budget (including maintenance of vehicles) of \$122,080. The fleet consists of 20 vehicles, of which only 3 are not wheelchair accessible. Two vehicles are scheduled to be replaced in 2014.

B. Organizations That Use and/or Refer People to Available Transportation Resources

The Wyandot County General Health District

The Wyandot County General Health District provides health care, nutrition, and information referral services to Wyandot County residents. The Health District has 22,500 individuals enrolled in its programs, with the average age of those individuals being 22 to 59 years old. The Health District believes that 100 percent of its clients need transportation at least occasionally. The Health District does not provide transportation services to clients but it does provide referral services for community transportation options.

Wyandot Memorial Hospital

Wyandot Memorial Hospital is a private, non-profit organization providing health care and rehabilitation services to patients. While not directly providing transportation, Wyandot Memorial Hospital does pay for trips through the Council on Aging for patients who are unable to pay the fare for the Council on Aging's services. Occasionally and when the schedule allows, the Council on Aging will provide trips for those not over 60 and bill the hospital. The average age of patients served by Wyandot Memorial Hospital is 60 to 65. Occasionally, if a patient is under 60

but qualify for Non-Emergency Transportation, trips are able to be funded through that program. For the future, Wyandot Memorial Hospital would like to see a public transportation option brought to Wyandot County in the form of a public transportation system or a taxi service. The patients need curb to curb and door to door service, some only occasionally but many patients need transportation two or three times a week for radiation or chemo treatments and many of these appointments are out of county.

Needs

IV. ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICES

INTRODUCTION

Multiple components of community outreach activities were utilized to encourage public, private, and non-profit transportation providers to participate in the coordinated transportation planning efforts. The general public was encouraged to participate in a brief written survey that was available online and in paper versions at the many area human service agencies. The general public was also invited to attend a public meeting facilitated during the planning process. The public meeting was advertised in the local newspaper, through email invitations, flyers, and word-of-mouth. The public meeting took place on April 23, 2014. Another meeting, targeting input from the elderly and disabled population, was held on June 17, 2015.

Local transportation stakeholders were invited to attend and participate in public meetings. Invitations to the meetings were distributed via email to 20 organizations that represent older adults, individuals with disabilities, people with low incomes, and/or the general public in Wyandot County.

This chapter summarizes the results of the public and stakeholder outreach activities. The chapter is arranged in the following topical order: (1) Input from the Public and Stakeholder Meeting; and (2) Input from the public survey.

PUBLIC AND STAKEHOLDER MEETING SUMMARY AND RESULTS

During the meetings, the facilitators dedicated a portion of the time to defining coordinated transportation and explaining its potential benefits. Basic coordination principles were outlined, and the purpose for the planning process was explained.

Following the presentation, the meeting participants were asked to identify public and human service agency transportation and mobility needs, gaps, successes, and challenges in Wyandot County and the immediately surrounding area. Key discussion points are outlined below.

- ◆ Dial-A-Ride for the public to access transportation resources
- ◆ More affordable transportation to access needed community resources
- ◆ Transportation for individuals struggling with substance abuse issues to court-mandated classes out of county
- ◆ Transportation for the low-income population for job-seeking purposes and for accessing JFS services
- ◆ More disabled/handicapped access to transportation
- ◆ Out-of-county transportation for cancer treatments
- ◆ Transportation for the under 60 population to pick up prescriptions
- ◆ Transportation for rides home after hospital stays

- ◆ School trips for autistic children in Findlay
- ◆ Veterans non-medical transportation
- ◆ Taxi service
- ◆ Weekend and holiday transportation
- ◆ Wheelchair accessible transportation
- ◆ More transportation options for dialysis patients

ELDERLY AND DISABLED FEEDBACK MEETING

New guidance for the Section 5310 program went into effect on July 7, 2014. In order to be in compliance with the new circular, elderly and disabled individuals (not solely agencies representing these individuals) must be part of the public participation process. In order to ensure that adequate feedback from these populations is represented, the Wyandot County Coordinated Public Transit-Human Services Transportation Plan was presented to Wyandot County senior citizens and individuals with disabilities by RLS Associates, Inc. consultant Julie Schafer on June 17, 2015. Of 25 meeting participants, 40 percent identified themselves as being age 60 and older and 64 percent identified themselves as being disabled.

After reviewing the plan with attendees, Ms. Schafer opened the floor for comments. Comments were made in appreciation of both the Board of Developmental Disabilities and the Council on Aging's quality services and the importance of those services continuing. Additional comments were made regarding the public survey, and a wish to see more public interest in filling out the survey in the future. A wish to see additional services offered for weekends and holidays mirrored input received at the public forum.

In closing, a motion was made to approve the plan. The motion unanimously passed approving Wyandot County's Coordinated Public Transit – Human Services Transportation Plan.

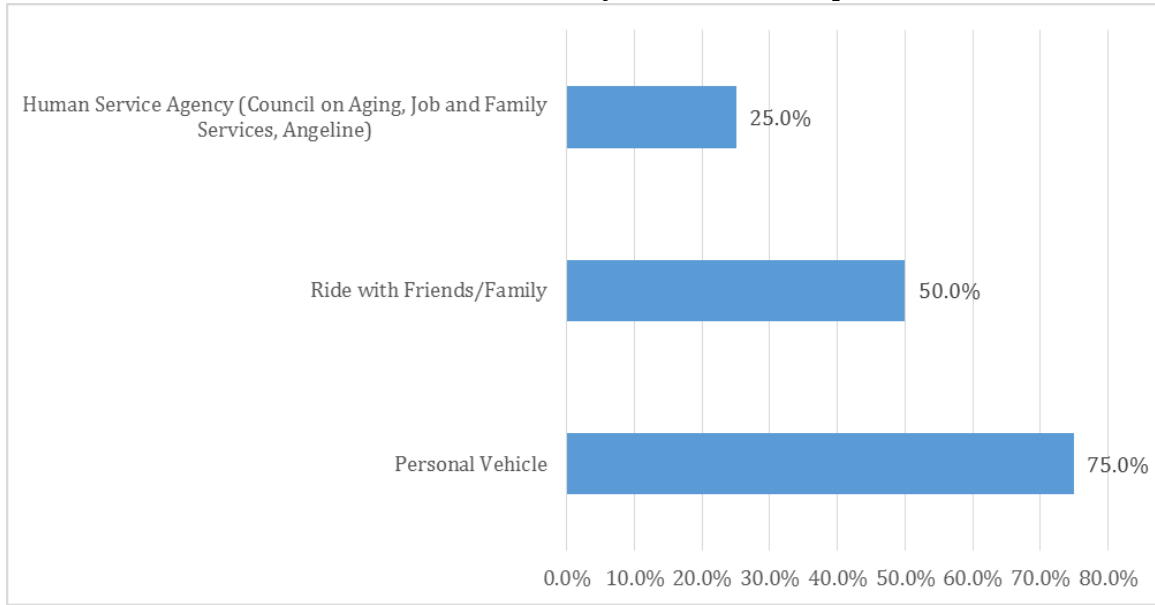
PUBLIC SURVEY RESULTS SUMMARY

A survey of the general public was conducted during May and June of 2014. The general public survey was available online and in paper format distributed by stakeholders to their clients and to the public. A total of 4 surveys were completed. As this is a low amount of surveys, this summary does not claim to be a full representation of the Wyandot County general public. A summary of the survey results follows.

Modes of Transportation

The survey asked respondents which modes of transportation they used in the past 12 months. Seventy-five percent of respondents have a personal vehicle they use on a regular basis. The next most common response was riding with friends and family, with 50 percent of responses. Twenty-five percent used Human Service Agency transportation in the past 12 months.

Exhibit IV.1: Primary Modes of Transportation



Trip Needs, by Destination

The survey asked respondents about their most commonly visited general destinations, their most commonly visited community-specific locations, and the most commonly visited cities or villages for work and/or pleasure. Exhibit IV.2, IV.3, and IV.4 outline the results. As seen in Exhibit IV.2, the most common general destinations were local shopping, the grocery, the pharmacy, and employment. Exhibit IV.3 outlines the most commonly visited local destinations. Wal-Mart has the highest demand, receiving 75 percent of responses. Other common responses are Dollar General, work, the pharmacy, and Wyandot Memorial Hospital. Exhibit IV.4 demonstrates that Findlay and Marion are the cities most traveled to for work and/or pleasure.

Exhibit IV.2: Most Commonly Visited Destinations

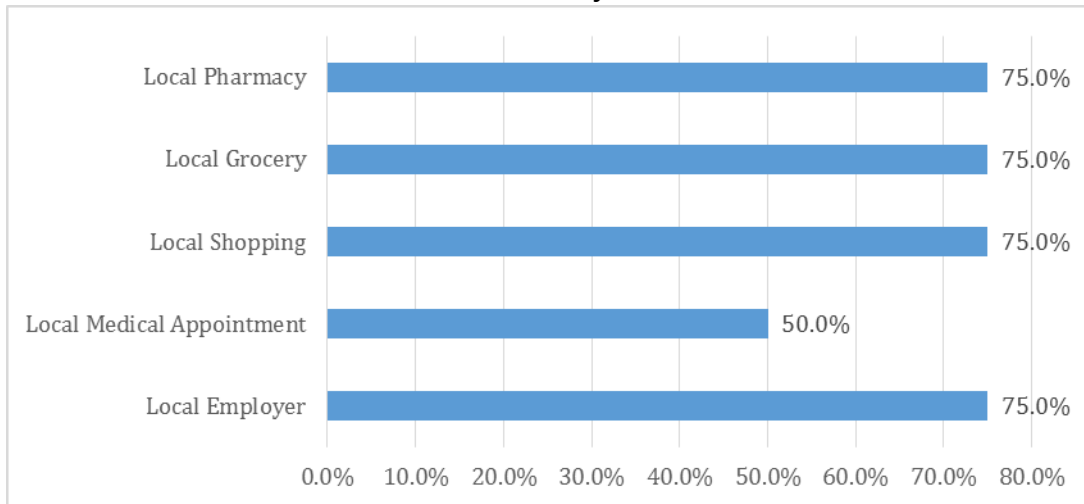


Exhibit IV.3: Wyandot County Commonly Visited Local Destinations

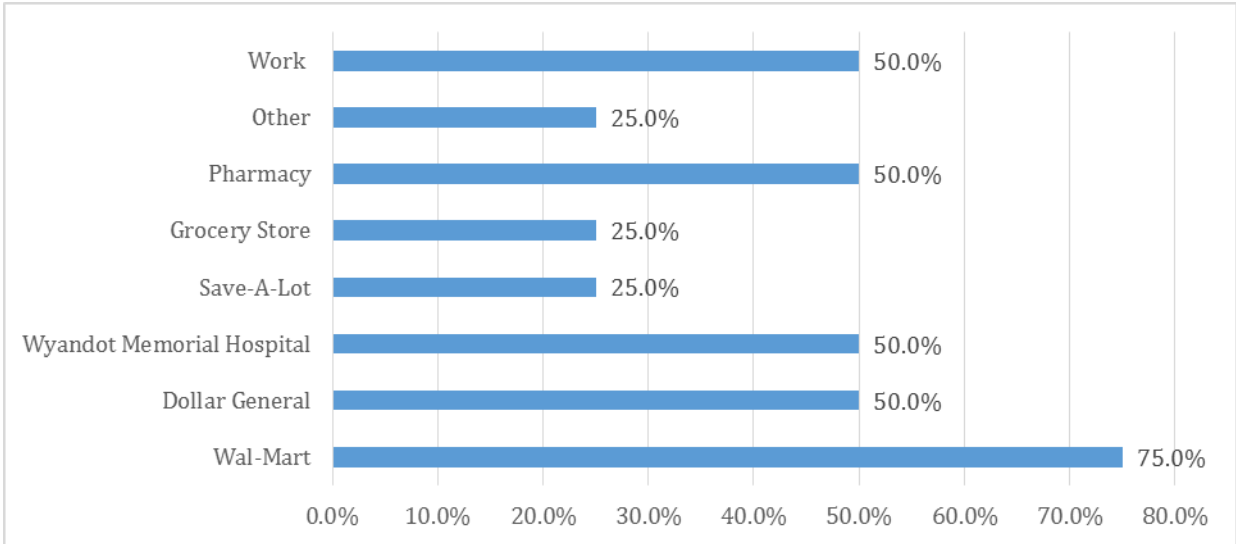
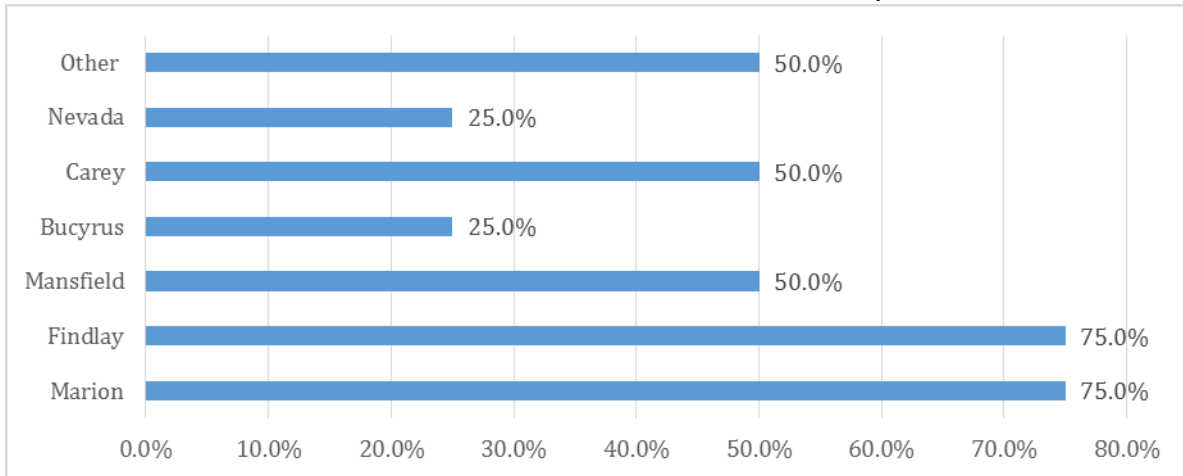


Exhibit IV.4: Most Common Destinations for Work and/or Pleasure



Community Transportation

Survey respondents were asked about their familiarity with local community transportation options, their use of those services, and why they do not use services, if they do not. Respondents were also asked for reasons why they would consider using public transportation if it was available to them, and which services would be the most useful to them. The charts below illustrate the results.

Respondents were most familiar with the Wyandot Council on Aging as well as the Wyandot County Department of Job and Family Services. Out of those respondents, one third have used Council on Aging and two thirds have used no community transportation. Of those who do NOT use community transportation, the most common response was owning a personal vehicle. If they did not have another transportation option or if it might provide cost savings, they would

be most likely to use community transportation in the forms of fixed route service, Dial-A-Ride service, and car or vanpool programs.

Exhibit IV.5: Familiarity with Local Community Transportation Options

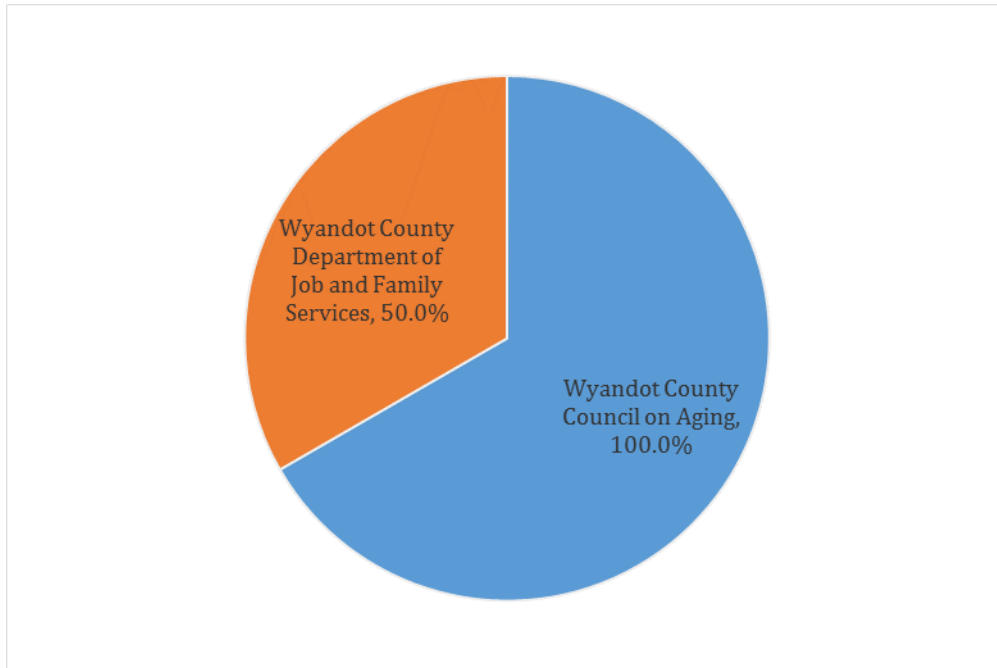


Exhibit IV.6: Usage of Local Community Transportation Options

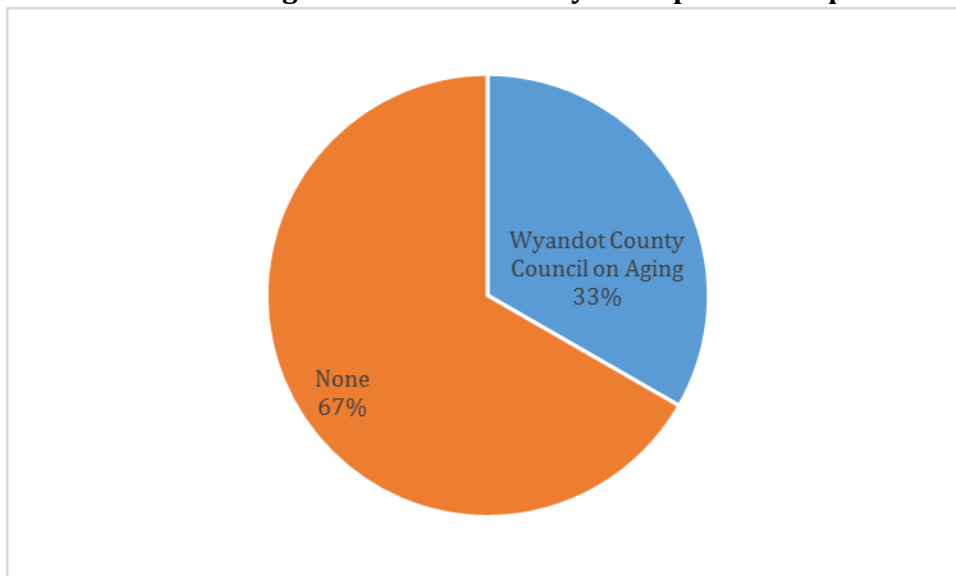


Exhibit IV.7: Reasons for NOT Using Community Transportation

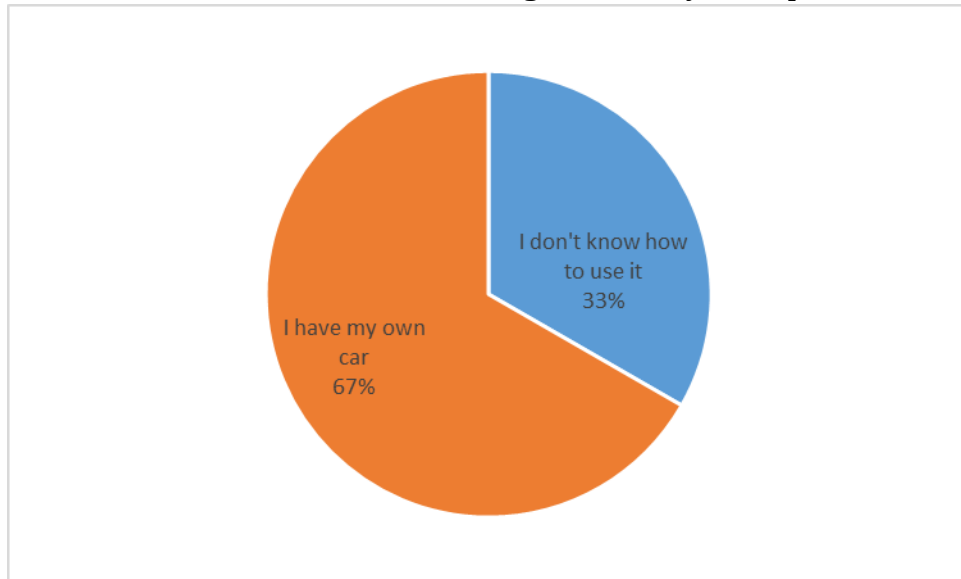


Exhibit IV.8: Reasons for Possible Public Transportation Use in the Future

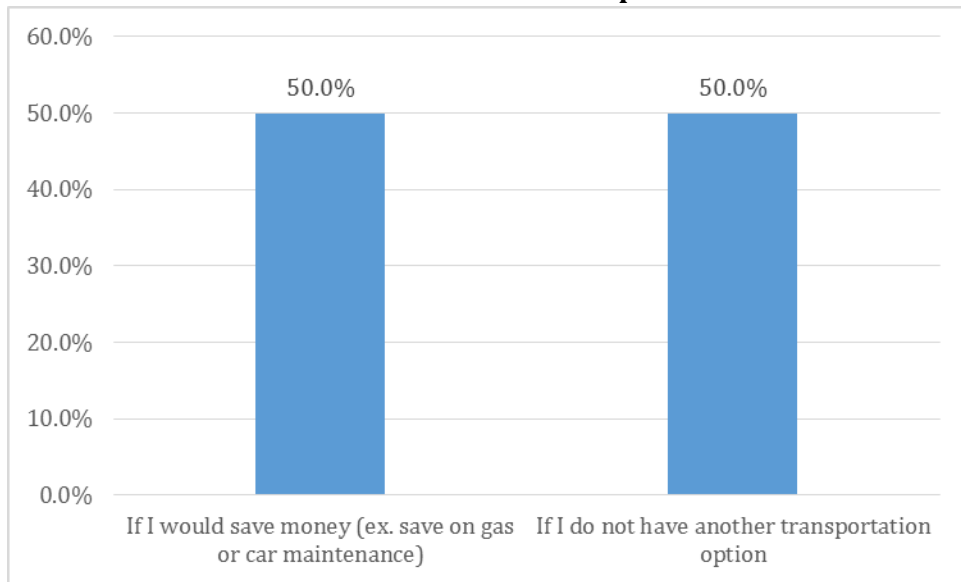
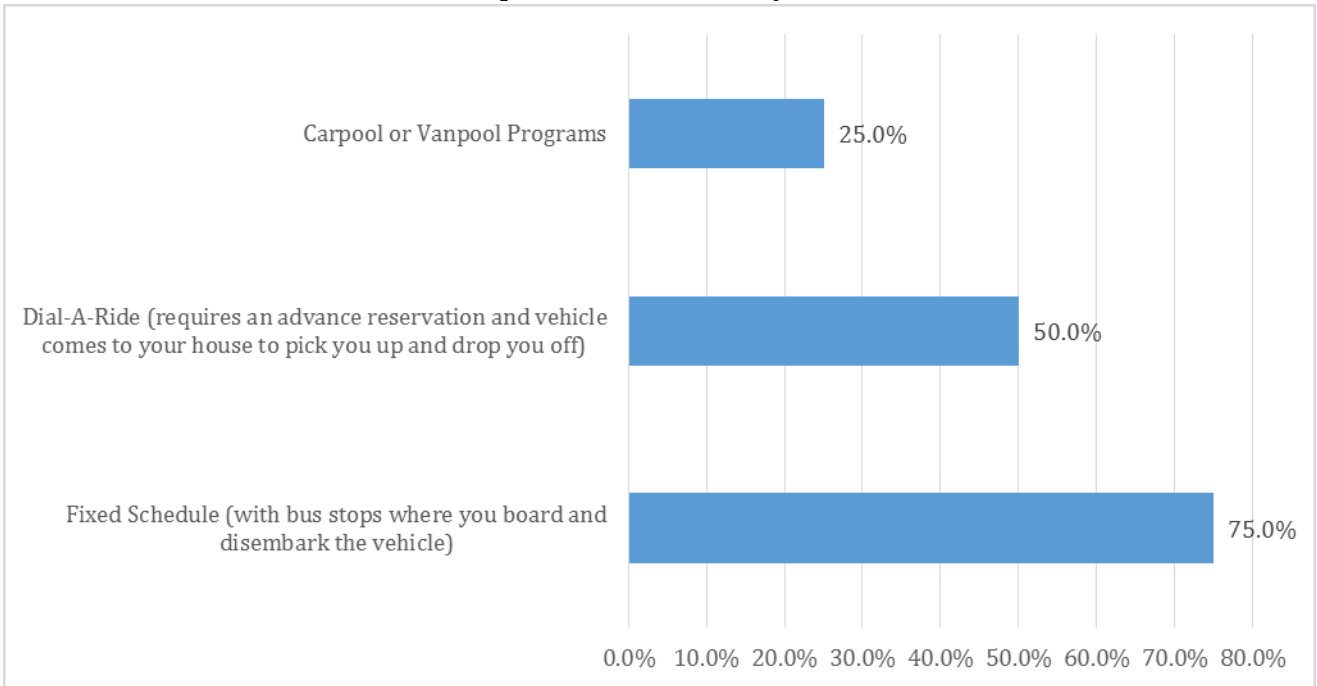


Exhibit IV.9: Forms of Transportation Most Likely to be Used if Available



Demographic and Socio-Economic Survey Results

Vehicle Status

Most respondents possess at least at least 2-3 vehicles in their household, with at least two drivers.

Exhibit IV.10: Number of Vehicles Per Household

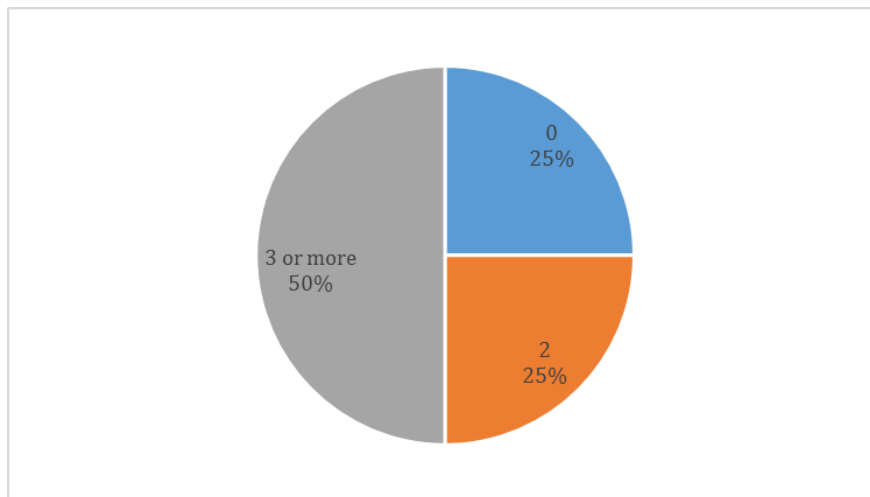
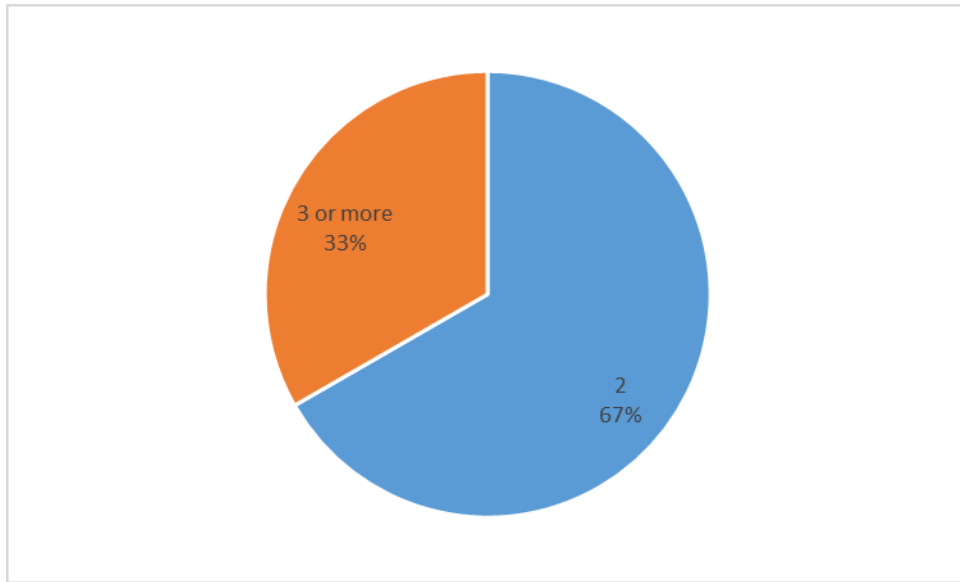


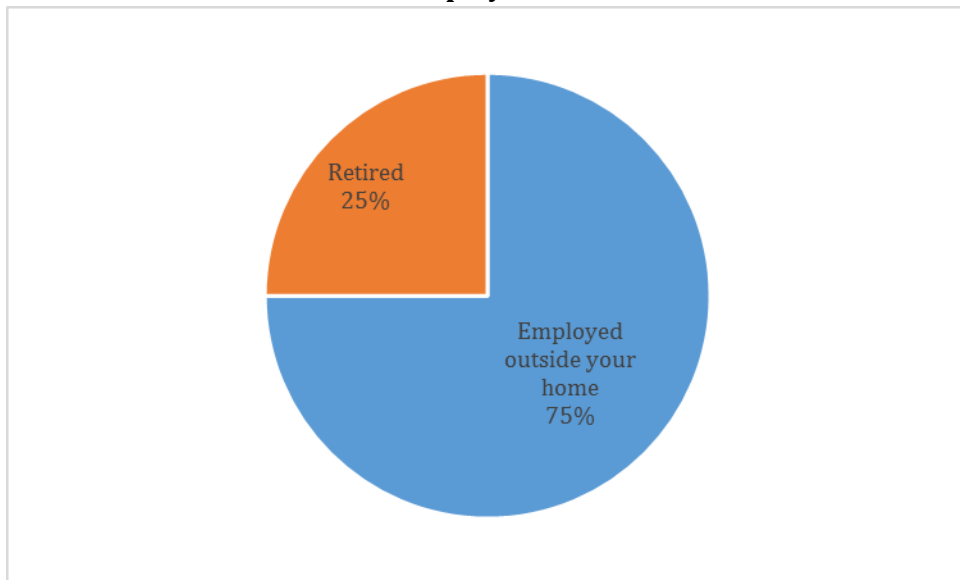
Exhibit IV.11: Number of Valid Drivers Per Household



Employment Status

Seventy-five percent of survey respondents were employed outside of their home. The next most common response was retirement, with 25 percent of responses.

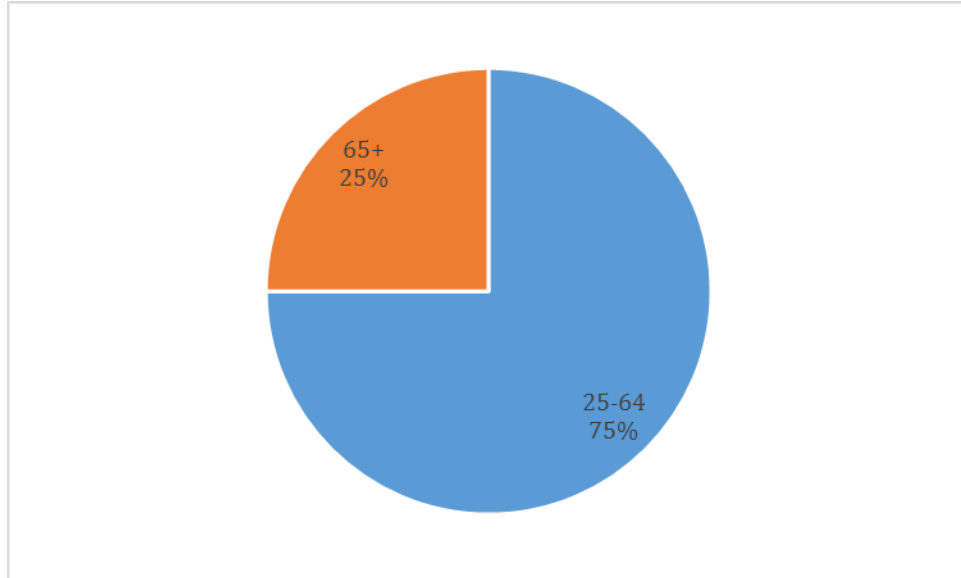
IV.12: Employment Status



Age

Seventy-five percent of respondents were between the ages of 25 and 64. Twenty-five percent were 65 or older.

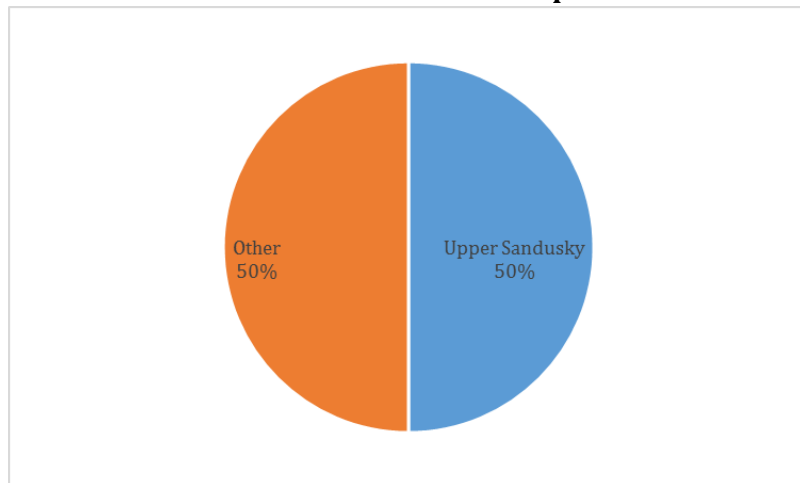
Exhibit IV.13: Age of Respondents



Residence

Most respondents live in Upper Sandusky. Of the other responses, Nevada and Forest were mentioned.

Exhibit IV.14: Residence of Respondents



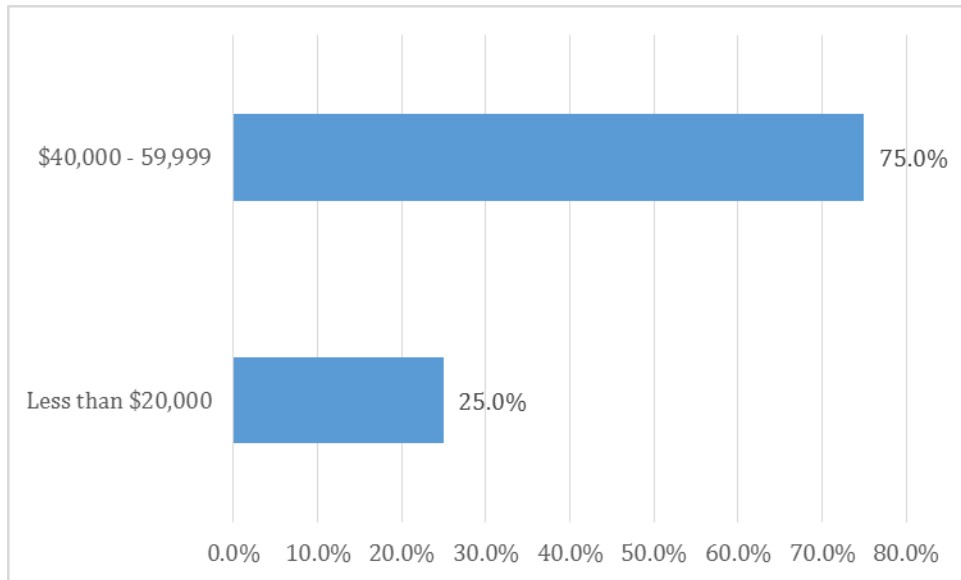
Race

One hundred percent of survey respondents considered themselves to be white.

Annual Income

The majority of respondents reported an annual income of \$40,000 to \$59,999. The next most common response was an annual income of less than \$20,000.

Exhibit IV.15: Annual Income



EMPLOYER SURVEY RESULTS SUMMARY

Wyandot County employers were also invited to participate in a survey. As only two employers completed the survey, a summary is not provided in the plan, but a full copy of all questions and responses is included in the Appendix.

RIDER SURVEY RESULTS

Riders of the Board of Developmental Disabilities transportation program were invited to participate in a survey evaluating the service and gaining information on their transportation needs. As this survey is agency-specific, no summary will be provided in the plan but a copy of the results were provided to the Board of Developmental Disabilities.

Goals

V. GOALS, STRATEGIES, AND PRIORITIES

COORDINATED TRANSPORTATION GOALS

Wyandot County transportation stakeholders have faith in the existing network of transportation providers and support the concept of continuing to work together to improve mobility for older adults, individuals with disabilities, and people with low incomes. By coordinating the existing resources and implementing new projects that will fill the gaps in service, stakeholders can improve access to jobs, education, medical trips, and the overall quality of life for Wyandot County.

The following goals for coordinated transportation were developed and prioritized by local transportation stakeholders to build upon the existing principles for the coordinated transportation that is currently provided by the stakeholders. Ultimately, local stakeholders are recommending this list of goals as a starting point from where they can take action to continue to improve mobility for individuals with disabilities, people with low incomes, older adults, and the general public throughout Wyandot County.

Goal #1: Wyandot County will encourage cooperation and communication among stakeholders.

Goal #2: Wyandot County will work to increase public knowledge of available transportation options.

Goal #3: Wyandot County will increase issue awareness and appreciation among influencers of local public opinion.

Goal #4: Wyandot County will increase wheelchair accessible transportation options.

Goal #5: Wyandot County will work to provide operational funding options for meeting the transportation needs of target populations.

Goal #6: Wyandot will build on the HHWP Community Action Commission's regional mission to explore options for expanding community transportation services.

Goal #7: Wyandot County will continue to identify gaps in service and unmet needs.

COORDINATED TRANSPORTATION STRATEGIES AND PRIORITIES

The following paragraphs outline the coordinated transportation strategies to be implemented under each of the established goals. It is noteworthy to state that many of the implementation strategies require both a time and financial commitment from responsible parties. Some strategies are a continuation of existing successful services, while others are recommendations for new services which will require a responsible party for implementation and, in most cases, additional funding.

Continued discussion about potential coordination strategies and prioritizing of the coordinated transportation goals will be necessary for refining the implementation plan that follows as conditions in Wyandot County relative to mobility issues continue to change and evolve through 2018. Therefore, it is recommended that the stakeholders who influenced this plan continue to meet and delineate a structure for sharing the responsibility for achieving the goals and priorities that make the most impact on the local community.

GOAL #1: Wyandot County will encourage cooperation and communication among local and regional stakeholders.

Strategy 1.1: Establish a Wyandot County Transportation Advisory Board, which will meet quarterly to keep coordinated transportation issues at the forefront of stakeholders' minds.

Strategy 1.1.1: Coordination partners will establish a communication network to allow members to share information and respond to questions in an effective manner that does not require a face-to-face meeting (i.e. a secure Facebook group, an email listserve, etc).

Responsible Parties: All agencies and organizations that participated in the making of this plan and have a stake in the coordinated transportation planning effort, as well as other agencies that become interested in future years and want to contribute to the effort.

Implementation Time Frame: Years 2016-2017

Staffing Implications: Agency Directors from each of the participating agencies will be responsible for assuming the role or designating the responsibility to a staff member. The Transportation Advisory Committee representative position should have a vested interest in developing coordinated transportation efforts. Directors will also be responsible for ensuring that responsibilities are successfully completed.

Priority: High priority for immediate and on-going implementation.

Performance Measures:

- ◆ Transportation Advisory Committee established.

- ◆ Network of communication established.
- ◆ Number of quarterly meetings held per year.

Implementation Budget: There are no additional direct expenses associated with this strategy. Indirect expenses may occur for travel to meetings.

Strategy 1.2: Local coordination partners will create a regional coordination coalition. This coalition will meet quarterly. Current four-county steering committee members will be the base membership of the coalition, and will discuss the addition of other necessary community members representing transit-dependent populations.

Responsible Parties: All agencies and organizations that participated as steering committee members in the coordinated transportation planning effort and other agencies that become interested in future years and want to contribute to the effort.

Implementation Time Frame: Years 2016-2017

Staffing Implications: Agency Directors from each of the participating agencies will be responsible for assuming the role or designating the responsibility to a staff member. The coalition representative position should have a vested interest in developing coordinated transportation efforts. Directors will also be responsible for ensuring that responsibilities are successfully completed.

Priority: High priority for immediate and on-going implementation.

Performance Measures:

- ◆ Regional Transportation Coalition established.
- ◆ Number of meetings held per year.
- ◆ Number of multi-county coordinated trips performed per year.

Implementation Budget: There are no additional direct expenses associated with this strategy. Indirect expenses may occur for travel to meetings.

Strategy 1.3: Research the implementation of a regional centralized dispatching and scheduling system for coordinating the use of passenger transportation vehicles among all participating agencies and organizations.

Under a centralized dispatching and scheduling system, anyone can call a single number to request a trip; the scheduler/dispatcher at the center will assign the trip to the most appropriate provider who has an available vehicle and seat and is in the desired service area. The call center must be managed by a neutral party to

ensure that all participating transportation providers feel protected from favoritism and maintain the highest level of trust in the lead agency.

Responsible Parties: The HHWP Community Action Commission would be a logical lead agency for the centralized dispatching and scheduling system, because although it is not the primary transportation provider for Wyandot County, it is a regional provider with experienced dispatching staff. The HHWP Community Action Commission also currently provides other regional services. However, other transportation providers in the region could also take the lead. For the implementation of this strategy, the Area 3 Agency on Aging should be consulted, as this organization provides this service for the elderly population in seven counties, of which the three partnering counties to this plan are involved.

Implementation Time Frame: 2016-2017

Staffing Implications: If agencies begin referring clients to the new call center number, call volume at the designated lead agency will increase. Additional part-time call takers or schedulers may be required. However, the HHWP Community Action Commission should work with the local coordination partner agencies that will be referring callers to build an estimate of increased call volume before hiring additional staff. It is likely that, with little advertising, one additional part-time call-taker/scheduler will be necessary to handle the new volume of responsibilities.

Priority: Low

Performance Measures:

- ◆ Lead agency steps forward to take action in implementation of a call center.
- ◆ Funding for the increased staffing effort for at least two years is secured.
- ◆ Part-time call-taker/scheduler is hired.
- ◆ Call center is implemented and advertised to agencies and their eligible consumers.
- ◆ The number of passengers per mile and hour for participating providers is increased.
- ◆ The cost per mile and hour per participating providers is decreased.

Implementation Budget: Annual salary for a part-time call-taker/scheduler will be needed. Additional hardware and software for the scheduling program may also be needed, depending upon the number of local agencies that agree to coordinate scheduling services.

Potential Grant Funding Sources: Potential funding through Section 5310 may be available for purchasing additional scheduling software and hardware. Local match is required at 20% for capital funds. Additional funding through Section 5310 may also be available for operating the call center. A 50% local match is required for the Section 5310 operating grant. Finally, the eligible lead agency may submit a grant application to the Ohio Department of Transportation Division of Planning, Office of Transit, Ohio Coordination Program for operating dollars to support the effort. Additional information about the program is available at

www.dot.state.oh.us/divisions/planning/transit/pages/coordination.aspx. Early contact with the Office of Transit is encouraged.

GOAL #2: Increase public knowledge of available transportation services.

Strategy 2.1: Add links and brief descriptions of services and eligibility requirements of other community transportation providers to the HHWP Community Action Commission's website and to city, county, and other government websites.

Strategy 2.1.1: Develop a community transportation resource guide that identifies all transit providers, eligibility requirements, service area, service hours, and cost to the rider. The Wyandot County Transportation Resource Guide should be made available to all social and human service organizations as well as countywide distribution to the general public.

Responsible Parties: All community agencies who provide transportation, whether directly or indirectly.

Implementation Time Frame: Years 2016-2017

Staffing Implications: An HHWP employee will be responsible for gathering the needed information from other providers and ensuring this information is added to their website. The Wyandot County Transportation Advisory Board will be responsible for coordinating and sharing the information with the appropriate city, county, and other government websites. All transit providers will be responsible for providing detailed information about their transportation service.

Priority: High

Performance Measures:

- ◆ As information is available and added to existing websites, the number of "hits" the new information pages receive.
- ◆ Resource guide is developed and distributed.
- ◆ Number of passenger trips provided per mile and hour is increased.
- ◆ Self-sufficiency of local residents is preserved and improved (measured through surveys) due to knowledge of transportation options for necessary services.

Implementation Budget: There are no additional direct expenses associated with this strategy.

Strategy 2.2: Make presentations about the community transportation options to local community organizations and community leaders to increase awareness of what is available.

Responsible Parties: Transportation providers and/or the regional transportation coalition committee members will be responsible for reaching out to various local organizations. The goal will be to get on public and/or private meeting agendas, even if only given a brief time allotment, to present the transportation services available in Wyandot County.

Implementation Time Frame: Years 2016-2017

Staffing Implications: No additional staff is required.

Priority: High

Performance Measures:

- ◆ Number of individuals served by Wyandot County providers increases.
- ◆ Cost per passenger, mile, and hour is sustained or improved.
- ◆ Quality of life for eligible passengers is enhanced by transportation (measured by survey).

Implementation Budget: Additional hours may be required by those making the presentations, but this strategy presents no other cost implications.

Potential Grant Funding Sources: There are no additional direct expenses associated with this strategy.

GOAL #3: Increase issue awareness and appreciation among influencers of local public opinion.

Strategy 3.1: Make presentations about the community transportation options to local community officials to increase awareness of transportation services available in the community.

Strategy 3.1.1: Distribute transportation ridership reports to community officials on at least a quarterly basis. The distribution of reports can be completed via email or by U.S. postal service. The statistical information will help ensure local officials and community leader remain aware of the valuable services provided.

Responsible Parties: Transportation providers and/or the regional coordination coalition members will be responsible for reaching out to community officials and leaders. Reports routinely generated for state and federal program funding could be used to accomplish this strategy.

Implementation Time Frame: Years 2016-2017

Staffing Implications: No additional staff is required.

Priority: High

Performance Measures:

- ◆ Number of local officials who have become advocates for Wyandot County transportation.
- ◆ Number of statistical reports distributed in the community.
- ◆ New local funding provided in support of Wyandot County transportation is secured.
- ◆ Self-sufficiency of local residents is preserved and improved (measured through surveys) due to increased local support of transportation options for necessary services.

Implementation Budget: There are no additional direct expenses associated with this strategy.

Potential Grant Funding Sources: There are no additional direct expenses associated with this strategy.

GOAL #4: Wyandot County will ensure the availability of wheelchair accessible transportation within the community.

Strategy 4.1: All new and replacement vehicles purchased will be evaluated as to the need for wheelchair accessibility, specifically those which will accommodate large mobility devices.

Responsible Parties: This effort is and should continue to be coordinated by transportation providers that provide transportation for individuals with disabilities and older adults.

Implementation Time Frame: Years 2016-2017

Staffing Implications: No new staff expansions are projected unless services are increased.

Priority: High

Performance Measures:

- ◆ Increase in the number of individuals transported in wheelchairs per year.
- ◆ Quality of life for individuals using mobility devices improves (measured through surveys).
- ◆ Safety and security of transporting large mobility devices improves (measured through customer feedback, observing drivers on-the-job, and decreased incidence of accidents or injuries associated with use of a wheelchair).

Implementation Budget: Expenses include purchase of new or replacement vehicles or match funds for grant-secured vehicles. In 2015, a Modified Minivan purchased off of the state contract costs approximately \$39,000. Larger vehicles cost \$60,000 on average, but can be more or less depending on the size of the vehicle and optional additions needed. Federal capital grants cover 80% of these costs, leaving approximately \$8,000 to \$12,000 needed for local match.

Potential Grant Funding Sources: New and replacement vehicles may be purchased using Section 5311 and Section 5310 funding (with a 20% local match for both). Potential sources of local match include foundations, donations, or other grant programs such as the Older Americans Act.

Strategy 4.2: Develop and maintain an appropriate vehicle replacement plan, which adequately addresses the need for wheelchair-accessible transportation.

Responsible Parties: All transportation providers.

Implementation Time Frame: Years 2016-2017

Staffing Implications: No new staff expansions are projected unless services are increased.

Priority: High

Performance Measures:

- ◆ A vehicle replacement plan is developed by agency and updated annually.
- ◆ Replacement vehicles are purchased in a timely manner and local match is secured, as needed.
- ◆ Passengers receive safe transportation and have access to wheelchair accessible vehicles.

Implementation Budget: Expenses include purchase of new or replacement vehicles. See Strategy 4.1 for cost estimates.

Potential Grant Funding Sources: New and replacement vehicles may be purchased using Section 5311 and Section 5310 funding (with a 20% local match for both). Potential sources of local match include foundations, donations, or other grant programs such as the Older Americans Act.

GOAL #5: Provide operational funding options for meeting the transportation needs of target populations.

Strategy 5.1: Encourage human service agencies and other organizations that require transportation services for their under 60 consumers to contract with other local transportation providers to the greatest extent possible. Agencies and organizations may realize a savings by purchasing services rather than providing them in-house. Contract rates will be determined by the transportation provider and include the fully allocated costs associated with the provision of the transportation services provided.

Responsible Parties: Human Service Agencies and Wyandot County transportation providers.

Implementation Time Frame: Years 2016-2017

Staffing Implications: No new staff expansions are projected for Wyandot County transportation providers.

Priority: Moderate

Performance Measures:

- ◆ Number of contracts approved and signed.
- ◆ Number of consumers transported under contract agreement.
- ◆ Local match generated by contracts is increased.

Implementation Budget: If fully allocated cost is charged for new contracts, new costs for this strategy will be minimal to transportation providers. Organizations paying for expensive transportation for clients could potentially save money by contracting with local transportation providers.

Potential Grant Funding Sources: For agencies looking to contract with local transportation providers, funding for independent living, rehabilitation, community service block grants, developmental disabilities, head start programs, CHIP programs, substance abuse and mental health treatments, cancer and dialysis treatments, and many more. A list of 62 federal funding sources available which can fund transportation is included in the Appendix.

Strategy 5.2: Investigate hiring a Contract Grant Writer to maximize grant application opportunities. Researching and writing grants is time consuming and requires extensive research and excellent writing skills. Experience with grants and grant writing always makes the odds better for being awarded a grant. The diverse experience many professional grant writers have can be a bonus, as exposure to different ideas, trends, and kinds of work can filter into other proposals. Utilizing grant writing professionals to locate appropriate grants for community transportation and then completing the grant writing process could be financially beneficial while allowing staff to focus on other coordination goals.

Responsible Parties: The Regional Coordination Coalition

Implementation Time Frame: Years 2016-2017

Staffing and Budget Implications: Dependent on Grant Writer Contract – one time use or long term contract for multiple grants. Rates typically range from 5 percent to 10 percent of the grant request.

Priority: Moderate

Performance Measures:

- ◆ Grant Writer selected.
- ◆ Number of grants submitted.

- ◆ Number of grants awarded.
- ◆ Amount of funding is increased from new grants.

Potential Grant Funding Sources: This strategy could prove to be an excellent fundraising move; however, it is not an eligible expense for state and federal grants. Grant writer fees will require local funds.

GOAL #6: Build on HHWP’s regional mission and existing resources to explore options for expanding community transportation services.

Strategy 6.1: Implement volunteer transportation programs, such as the Transportation Ally Program and the Independent Transportation Network.

Responsible Parties: The Regional Coordination Coalition

Implementation Time Frame: 2016-2017

Staffing Implications: These programs may require additional time from already existing staff, or a new staff person may need to be hired to coordinate volunteer trips. Using a volunteer to coordinate trips, if possible, would keep costs minimal.

Priority: Moderate

Performance Measures:

- ◆ Agreements with these programs are signed.
- ◆ Number of volunteer drivers recruited.
- ◆ Number of consumers transported.
- ◆ Regional and out-of-county transportation options are increased for Hancock, Hardin, Wyandot, and Putnam Counties.

Implementation Budget: To be determined by specific programs.

Potential Grant Funding Sources: The United Way in Hancock County has shown interest in implementing the Independent Transportation Network and could possibly secure funding to bring that program to the region.

GOAL #7: Continue identifying gaps in transportation services and unmet needs.

Strategy 7.1: Conduct annual transportation consumer and provider surveys.

Responsible Parties: Wyandot County transportation providers

Implementation Timeframe: 2016-2017

Staffing Implications: No additional staff is necessary.

Priority: High

Performance Measures:

- ◆ Number of surveys received.
- ◆ Satisfaction with services, etc. is increased/decreased.
- ◆ Gaps and unmet needs are addressed.

Implementation Budget: Surveys will need to be printed out and distributed to consumers. The cost of printing is the only added direct expense. Assuming the agency went to an outside vendor to print surveys, a short 4-page survey will cost approximately \$0.60 for each survey. A longer survey for providers will cost approximately \$1.00. In-house printing costs will be considerably less.

Potential Grant Funding Sources: The printing expense is the only expense associated with this strategy.

Summary

VI. EXECUTIVE SUMMARY

This document seeks to update the 2007 coordinated public transit-human services transportation plan for Wyandot County. Updated information includes analyses of county demographic and socio-economic data, an inventory of transportation providers and consumers, and feedback received through public and stakeholder meetings. All goals from the previous plan were considered for relevancy. The Wyandot County Board of Developmental Disabilities agreed to lead the coordinated transportation efforts in Wyandot County in the creation of this plan and in strategy implementation.

Data provided from the U.S. Census, The Ohio Development Services Agency's County Profiles, and the American Community Survey indicated that the population has slightly decreased since 2010 in Wyandot County and is expected to continue slightly decreasing through 2020. Upper Sandusky, which is also the county seat, is the most populated followed by Carey and Sycamore. The central and southeastern parts of the county have the highest concentration of low-income individuals. These areas of the county also have the highest concentration of zero-vehicle households, with the addition of the northwest corner around Carey. Over 13 percent of the Wyandot County population has a disability, and over 16 percent of the population is elderly.

Transportation providers and consumers completed surveys and telephone interviews to provide a full picture of the transportation resources available in the county and which populations benefit from these services.

Public and stakeholder input was gathered using public and rider surveys, employer surveys, and multiple public and private meetings. The culmination of these methods demonstrated that Wyandot County residents and transportation stakeholders need transportation options for individuals who do not qualify for a specific government program. No public transportation exists in Wyandot County currently. Transportation is available for the elderly and disabled as well as low income populations for certain purposes, but if an individual does not qualify under one of these funding sources, there are no other options. Other concerns were for the lack of opportunities for out-of-county transportation, the lack of weekend and holiday transportation, and the need for addition wheelchair accessible transportation options.

The surveys showed that most Wyandot County residents do not rely on agency transportation options, but instead drive cars or ride with friends. Respondents were aware of the transportation provided by the Council on Aging and by the Board of Developmental Disabilities. Common destinations are for shopping, grocery, pharmacy, and employment trips. Wal-Mart was the resounding most popular destination within the county. For out-of-county trips, Marion and Findlay are common for work and pleasure trips.

Many goals in this plan are continued from the previous plan, but include updated strategies for achieving progress. The goals seek to increase general public and public knowledge of transportation resources available to them, wheelchair-accessible transportation, funding and

options for Wyandot County residents currently unserved. The goals also seek to encourage and cultivate coordination among transportation stakeholders and to continue to evaluate and understand the county's unmet needs.

VII. ADOPTION AND APPROVAL OF PLAN

The Wyandot County Coordinated Public Transit-Human Services Transportation Plan was adopted on _____ at a steering committee meeting of the project participants. Signatures of adoption are provided below. Committee Members who adopted the plan participated in the planning process.

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date



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

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

Name Date

