

Union County

Coordinated Public Transit-Human Services Transportation Plan Update

2018 through 2021

Union County Area Transportation Service (UCATS)

For more information about this plan please contact Kathleen Albanese, Program Manager at (937) 644-1010 or Kathleen.Albanese@jfs.ohio.gov
Funding for the development of this plan was provided by Union County Agency Transportation Agency (UCATS), Union County Department of Job and Family Services, Union County Health Department and Union County Senior Services.

TABLE OF CONTENTS

Contents

Executive Summary and Acknowledgments	3
I. Geographic Area	6
II. Population Demographics	9
III. Assessment of Available Services	13
Inventory of Transportation Providers	14
Existing Transportation Services	14
Assessment of Community Support for Transit	24
Safety	24
Vehicles	25
Summary of Existing Resources	28
IV. Assessment of Transportation Needs and Gaps	29
Local Demographic and Socio-Economic Data	30
Analysis of Demographic Data	41
General Public and Stakeholder Meetings/Focus Groups	41
Surveys	42
Challenges to Coordinated Transportation	51
Summary of Unmet Mobility Needs	51
V. Goals and Strategies	52
Developing Strategies to Address Gaps and Needs	52
Goal #1:	53
Goal #2:	54
Goal #3:	55
Goal #4:	53
VI. Plan Adoption	56
Appendix A: List of Planning Committee Participants	58
Agency Representation	58
Appendix B: List of Annual Reviews and Plan Amendments	59
Annual Review [Sept, 2018]	59
Amendment [N/A]	59
Appendix C: Definitions	60

Executive Summary

This document is the Public Transit-Human Services Transportation Plan for Union County Agency Transportation Service. The plan was initially developed in 2007 and updated in 2014. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five (5) years.

Transportation is a critical component of the communities in Union County. Transportation provides access to jobs, education, healthcare, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. It is the purpose of this plan for local stakeholders to work collaboratively to do the following activities:

1. Identify all community resources including:
 - Local organizations that provide transportation, both directly and indirectly
 - Local sources of funding for transportation
 - Vehicles available within the county available to transport residents
 - Private transportation providers
2. Identify and Prioritize community transportation needs:
 - Sufficient number of reliable, wheelchair accessible vehicles in the community to meet the needs of elderly and disabled individuals
 - Affordable transportation options for low income individuals and for those seeking employment, and for disabled individuals not eligible for outside funding sources to provide transportation
 - Transportation options available during weekend and evening hours. This includes a need for medical transportation and for non-medical trips
 - Coordination of transportation resources to ensure efficient use of current resources currently available
3. Establish a clear plan for achieving the following shared goals:
 - Union County will continue to provide safe and reliable transportation for older adults and people with disabilities.

- Transportation will be available at a reasonable cost, affordable to target populations and meet transportation needs in rural and populated areas. Transportation will be available during evening and weekend hours in addition to typical weekday availability.
- Collaboration will ensure the most effective use of passenger transportation vehicles and services in the area, minimizing or eliminating unnecessary duplication of services or resources. Collaboration will enhance riders' ability to access available resources.
- Union County residents will have transportation opportunities in the evenings and on weekends to meet their needs and enhance quality of life.

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

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

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

A 2015 Community Needs Assessment found that 63% of respondents felt that a lack of transportation was an important or very important issue for the community and a lack of transportation was cited as a cause for lack of follow through with health-related appointments. Stakeholder meetings began late 2016 to evaluate the 2014 Coordinated Transportation Plan, address issues from the 2015 Community Needs Assessment, review current transportation needs, and to seek new transportation resources.

Available transportation services in Union County have changed in the last few years with the privatization of services for the developmentally disabled, a reduction in the number of vehicles operated by UCATS, reduced UCATS service hours, private transportation available at nursing facilities, and the introduction of private transportation providers. New technology is also changing the way transportation is accessed.

Stakeholder meetings, led jointly by Union County Agency Transportation Service (UCATS) and the Union County Health Department began to assess current transportation services and unmet needs. UCATS was represented in the Union County Subcommittee of Central Ohio Rural Planning Organization (CORPO). Community stakeholders and community individuals were surveyed on transportation needs and barriers. A subgroup of stakeholders initiated plans to seek a Mobility Manager (resulting in the award of funding for a Mobility Manager in 2018) and began to consider new transportation provider options.

This plan was developed and adopted by a planning committee, consisting of individuals and organization stakeholders. It is one step in an on-going assessment and development process. Union County is the fastest growing county in Ohio, and while traditionally rural, there are challenges with an

increasing demand for urban services. The US Route 33 “smart corridor” will have a bearing on transit in the years ahead. This plan will be revised and updated annually to reflect community changes and progress toward goals. Information about some service providers is incomplete or not available at this time, and efforts will continue to engage additional service providers so future amendments to this plan will continue to be relevant and increasingly comprehensive. More information about the planning committee can be found in Appendix A.

Acknowledgments

Parts of this plan, including maps are adopted from the 2014 Coordinated Public Transit-Human Services Plan Update, developed by RLS and Associates, Inc. Some narrative descriptions in the Existing Condition sections were written by Mike Borger, Senior Planner with Mid-Ohio Regional Planning Commission, MORPC, as part of the draft Union County Rural Transportation Plan 2018-2045. Stakeholder Surveys and Individual Surveys were written and analyzed by Zachary J. Colles, MPH, Epidemiologist at Union County Department of Health. We are grateful for their important contributions to this plan.

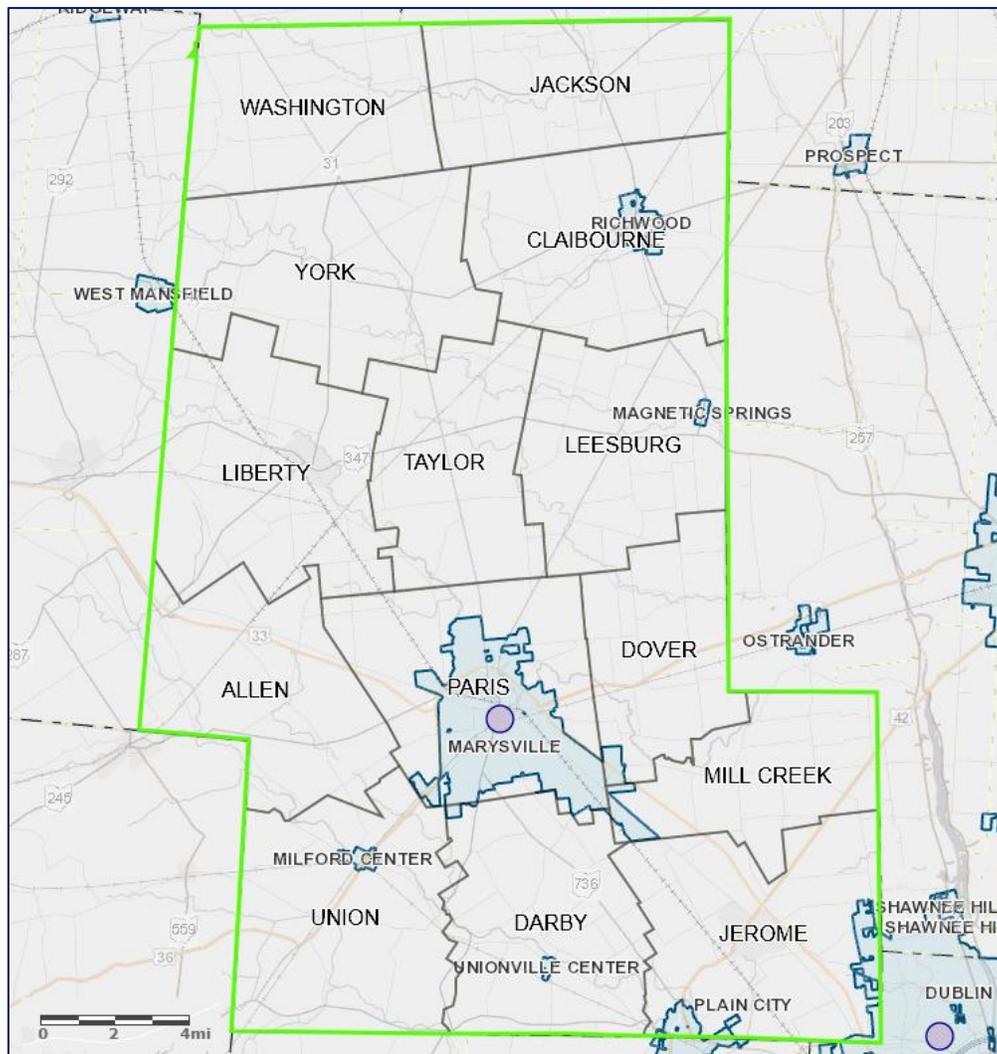
I. Geographic Area

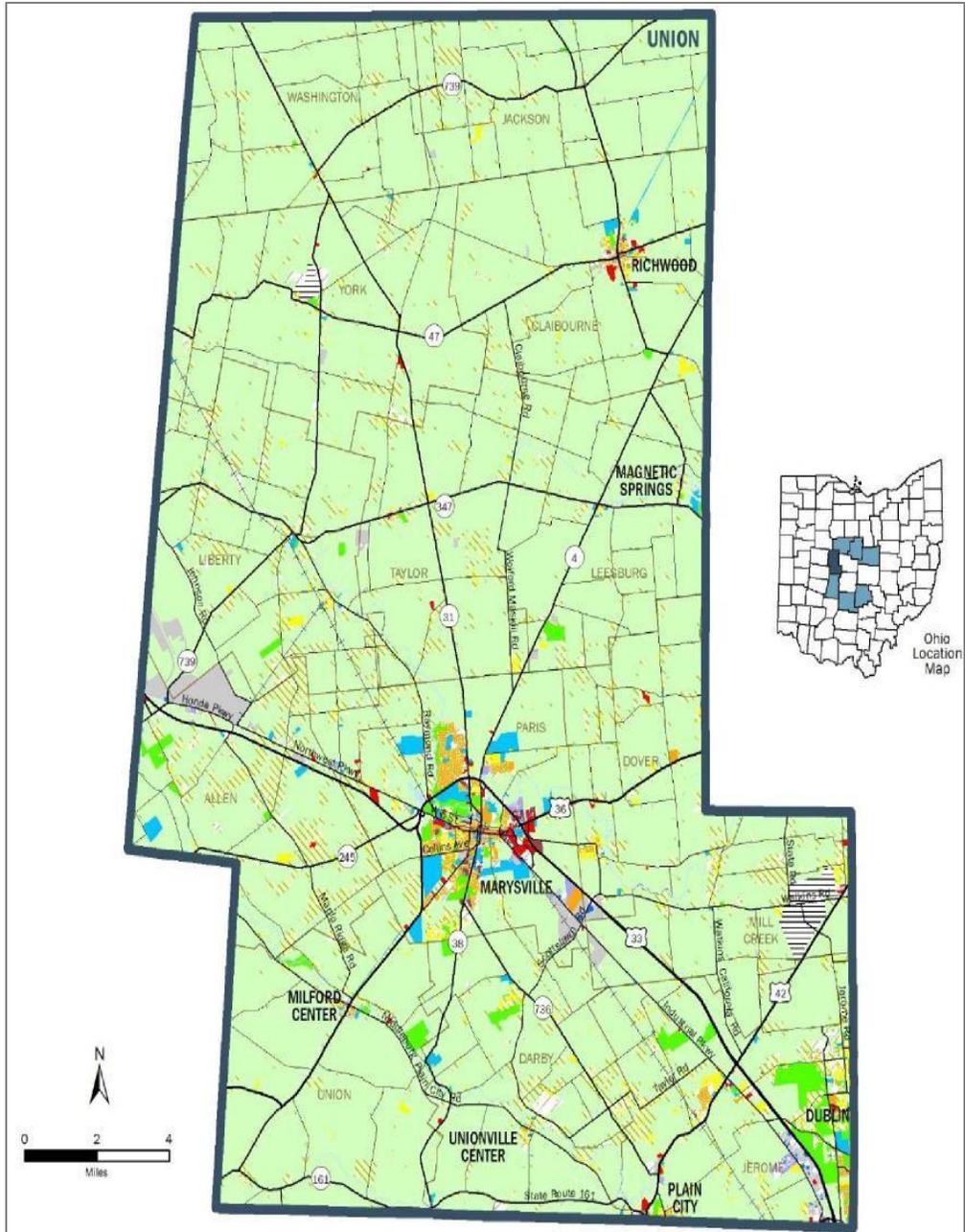
Union County has a total of 437 square miles, of which 432 square miles is land and 5.1 square miles is water. The county is located in the central portion of Ohio, bordered by Hardin and Marion Counties to the north; Delaware County to the east; Franklin County to the southeast; Madison County to the south; Champaign County to the southwest; and Logan County to the west. Union County is a part of the Columbus Metropolitan Area.

The county is served by the following major highways: U.S. Routes 33, 36 and 42; and Ohio Routes 4, 31, 37, 47, 161, 245, 347, 736 and 739.

Map 1: Basic map of the geographic area covered by the plan

Maps 2 and 3: Land use and points of interest in the geographic area





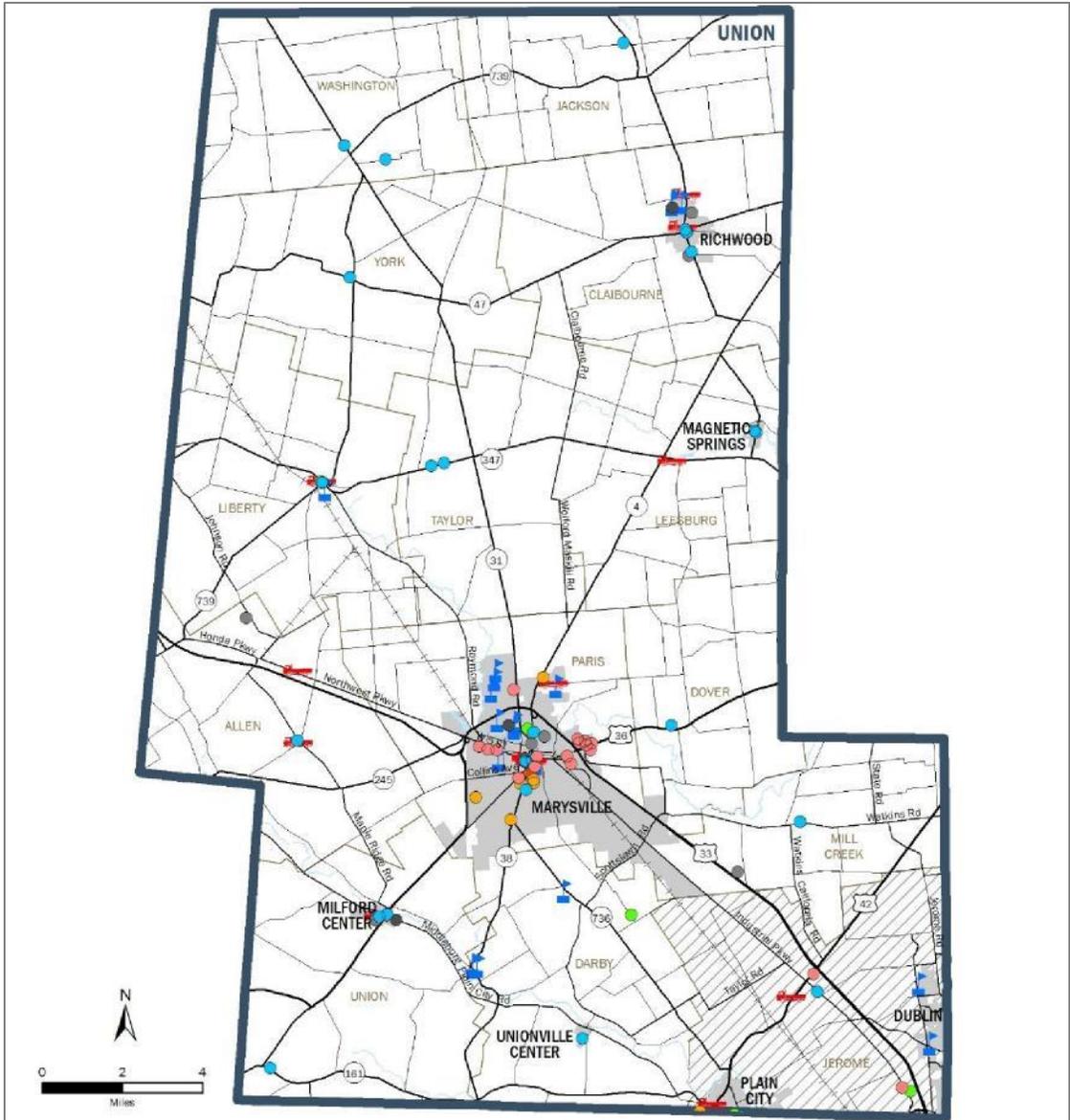
CENTRAL OHIO RURAL PLANNING ORGANIZATION

Existing Land Use

- | | | |
|---|------------------------------------|-------------------|
| Commercial | Rural Residential (2-20 acre lots) | CORPO County |
| Neighborhood Mix | Agriculture | Township Boundary |
| Office | Public Service | |
| Industrial | Quarry | |
| Park/Open Space | Warehouse | |
| High Residential (8-20+ units per acre) | Vacant | |
| Medium Residential (3-8 units per acre) | Water | |
| Low Residential (0.5-3 units per acre) | | |

Source: MORPC, 2014

The information shown on this map is compiled from various sources made available to us which we believe to be reliable.
 N:\ArcGIS\CORE\RTPO\CORPO_UNI_LU.mxd
 6/19/2017



CENTRAL OHIO RURAL PLANNING ORGANIZATION

Points of Interest

- Commercial
- Education
- Emergency Response
- Government
- Group Quarters
- Industrial
- + Medical
- Public Places
- Transportation
- CORPO County
- MORPC MPO
- Township Boundary



The information shown on this map is compiled from various sources made available to us which we believe to be reliable.
 N:\ArcGIS\CORE\RTPO\CORPO_UNI_POI.mxd
 6/19/2017

Source: MORPC, ODOT

II. Population Demographics

According to Census population estimates, Union County's population was 55,457 in July, 2016. This represents a 6 percent increase from the 2010 Census estimated population of 52,416. Union County's population grew 2.1 percent between July 1, 2015 and July 1, 2016, making it the fastest growing county in the state by percentage. Between 2010 and 2016, the natural population grew by 1,737, while 1,375 persons moved into the county from elsewhere, of which 314 came from outside of the United States. There are a number of factors contributing to this change such as increased employment opportunities, access to the US 33 corridor, new residential developments and Union County's proximity to Dublin and the Greater Columbus area.

The county seat and largest city is Marysville. Richwood, Dublin and Plain City are the next largest communities in the county (Exhibit II.1). Portions of Dublin and Plain City are in Union County, and are experiencing rapid residential growth.

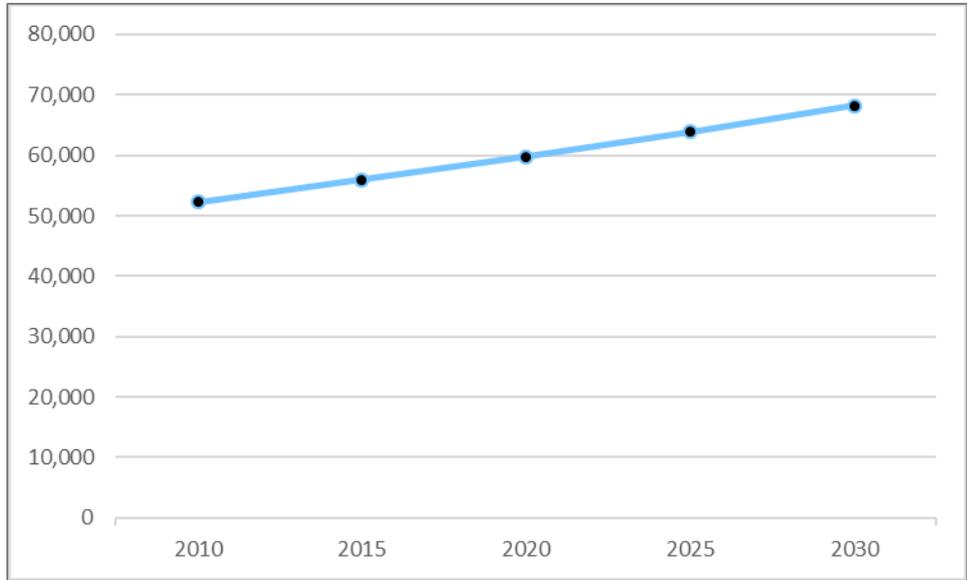
Table 1: Union County Cities & Villages

<i>Largest Places</i>	<i>2015 ACS</i>
<i>Marysville</i>	<i>22,732</i>
<i>Richwood</i>	<i>2,268</i>
<i>New California</i>	<i>1,761</i>
<i>Milford Center</i>	<i>821</i>
<i>Unionville Center</i>	<i>268</i>
<i>Magnetic Springs</i>	<i>260</i>
<i>Raymond</i>	<i>83</i>
<i>Dublin (All)</i>	<i>43,224</i>
<i>Plain City (All)</i>	<i>4,330</i>

Source: U.S. Census American Community Survey 5-year estimates 2011-2015

Chart 1: Total Population Current and Projected for Five Years

Steady and significant growth is in the planning forecast for Union County

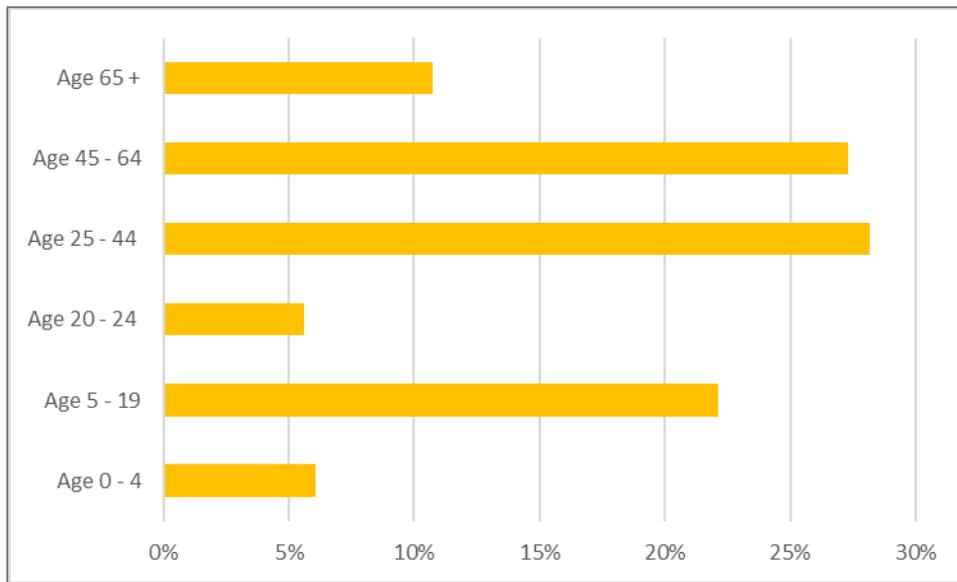


Source: Ohio Development Services Agency

Age:

Union County’s median age of 38 years is comparable to that of the State of Ohio, also at 38 years. Neighboring Franklin County has historically been a younger county with a median age of 35, because of the large population of university students. However, like the rest of Ohio, Union County residents are aging and will face challenges in the future as this population leaves the workforce and enters retirement. The 55+ age cohort of both Ohio and Union County is increasing. This is consistent with the findings in Insight 2050, a collaborative initiative among public and private partners designed to help communities proactively plan for development and population growth over the next 30+ years that is expected to be dramatically different from the past.

Chart 2: Total Population by Age Group

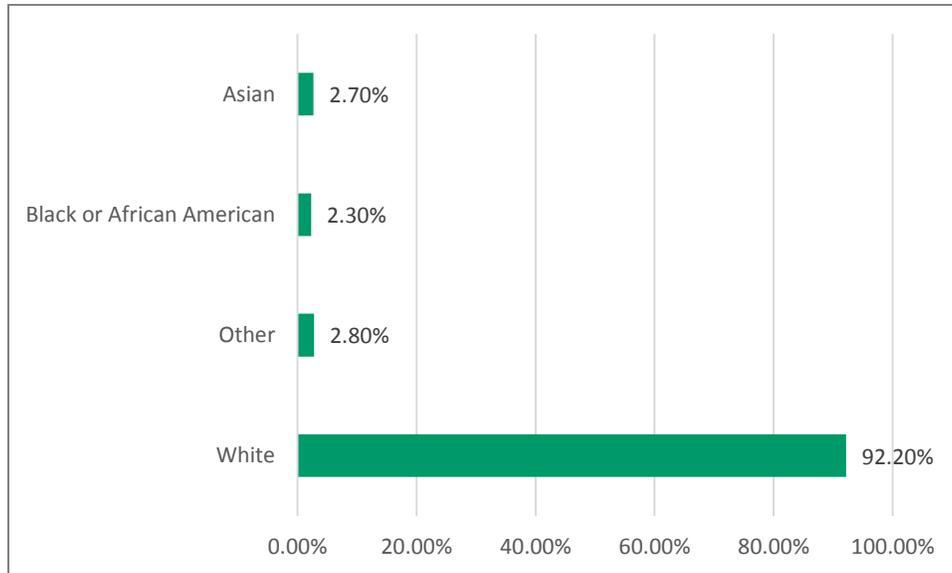


Source: U.S. Census American Community Survey 5-year estimates 2011-2015

Race:

The population of Central Ohio is primarily white and Union County is no exception. In 2015 Union County's population was 92 percent white. Union County is less diverse when compared to Ohio as a whole. That same year it was estimated that Ohio was 82 percent white, 12 percent African-American and roughly 6 percent other races.

Chart 3: Total Population by Race for Union County



Source: U.S. Census American Community Survey 5-year estimates 2011-2015

Table 2: Number and percentage of people with disabilities

Disability Status by Age		
With one or more Disability	5,832	11.7%
under 18 years	791	5.6%
18-64 years	2,928	9.7%
65 years and over	2,113	44.0%
Total Civilian Noninstitutionalized Population	49,775	

Poverty:

According to Census data, the percentage of Union County residents living below the poverty line in 2015 was estimated to be 8.7 percent, totaling 4,344 individuals. The percentage increased from the 7.3 percent estimated in 2012. However, the rate is comparatively low to that of the state, which is currently 15.8 percent, and neighboring Franklin County, where the percentage is estimated to be 17.5. Minority populations in Union County appear to make up a disproportionate percentage of those living in poverty. For example, African Americans alone make up 2.2 percent of the population in Union

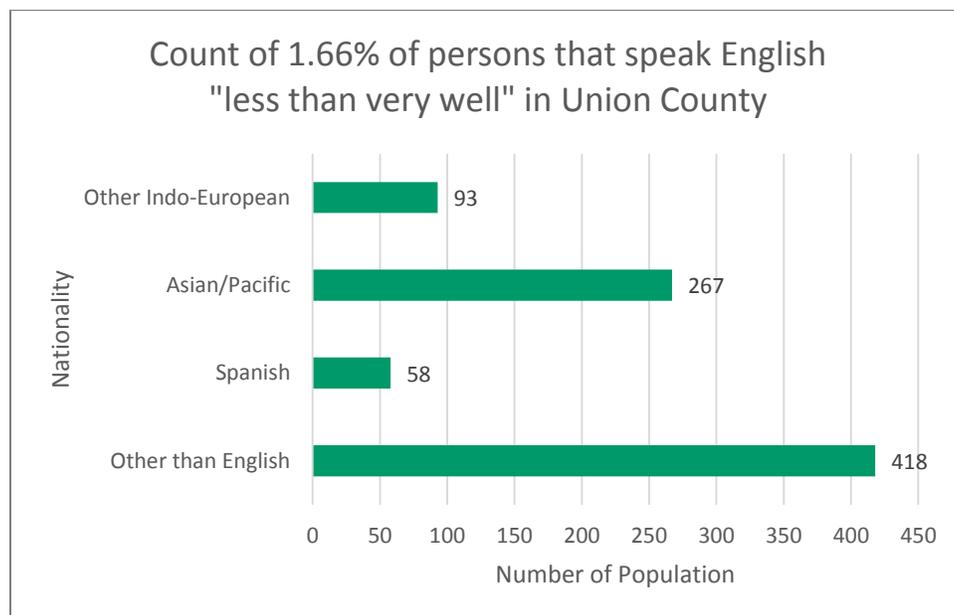
County but over 41 percent of African Americans are living below the poverty line in Union County.

As the percentage of those living in poverty has increased, the median income for Union County residents decreased. In 2015 the median household income in Union County was \$67,283, a small reduction from the estimated \$68,452 in 2010. Union County’s median income is considerably higher than that of the state however, which in 2015 was \$49,429.

Table 3: Number and percentage of individuals with incomes below the federal poverty level

Union County Number and percentage of individuals with incomes below the federal poverty level	
Individuals living in Poverty 2011-2015 Estimate	4,333
Percentage of Individuals living in poverty	8.7%

Chart 4: Percent of population that speak English “Less than very well”



Source: U.S. Census American Community Survey 5-year estimates 2011-2015

III. Assessment of Available Services

Conducting an evaluation of service provider capabilities and analyzing the existing gaps and duplications of services for transportation resources in each community, provides transportation planners with the information needed to implement changes that will improve the network of transportation resources and services in each county and across county lines.

The lead agency identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others who the planning committee identified as being appropriate stakeholders.

Interviews were conducted with each of the identified stakeholders.

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

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

Inventory of Transportation Providers

The following organizations identified that they provide transportation services and participated in surveys, stakeholder meetings or interviews.

- *Bridges Community Action Partnership*
- *Bring It Delivery Service*
- *CCHS (Columbus Center for Human Services, Inc.)*
- *Creative Foundations*
- *Hope Center*
- *Memorial Hospital*
- *Richwood Civic Center*
- *Saint John's Emergency Assistance Program*
- *Union County Agency Transportation Service (UCATS)*
- *Union County Department of Job and Family Services (UCDJFS)*
- *Union County Neighbor to Neighbor*
- *Union County Senior Services*
- *Union County Veterans Service*
- *Wings Enrichment Center*

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of fourteen (14) organizations provided information about their services.

List of Transportation Service Providers

Agency Name: Bridges Community Action Partnership

Transportation Service Type: Employees may transport clients in agency van

Other Services Provided: Emergency Services

Contact Information: Rochelle Twining

Hours: 8:00 AM – 4:30 PM

Service Area: Champaign, Delaware, Logan, Madison, Shelby and Union Counties

Eligibility Requirements: varied

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

Agency Name: Bring It Delivery Service
Transportation Service Type: Medical Non-Emergency
Other Services Provided: Private transportation and delivery service
Contact Information: Kathryn Obenour
Hours: Monday – Friday 9:00 AM – 6:00 PM
Service Area: Local and to Columbus
Eligibility Requirements: none
Web-site: <http://bringitdelivery.com>

Agency Name: CCHS (Columbus Center for Human Services, Inc.)
Transportation Service Type: Human Services Fixed Route
Other Services Provided: Supportive Service to clients. Some residential services
Contact Information: Joel Steinmetz, Program Specialist, UCO
Hours: 7:30 AM – 5:00 PM, Monday through Friday
Service Area: Union County
Eligibility Requirements: Medicaid eligible employee of UCO
Web-site: <https://cchsohio.org/cchs-transportation-services/>

Agency Name: Creative Foundation
Transportation Service Type: Human Services
Other Services Provided: Day services, supportive living and employment.
Contact Information: David Robins, Executive Director
Hours: Unknown
Service Area: Champaign, Delaware, Franklin, Knox and Union Counties
Eligibility Requirements: Individuals with developmental disabilities
Web-site: <http://creativefoundations.org/index.php>

Agency Name: Hope Center
Transportation Service Type: Volunteers transport clients with agency vehicle
Other Services Provided: Personal Needs, meals, legal assistance, furniture bank
Contact Information: Lorie Spain, Director of Compassion Ministries
Hours: Monday, Tuesday, Thursday 9:00 AM – 9:00 PM, Wednesday and Friday, 9:00 AM - 6:00 PM, Saturday, 9:00 AM -12:00 PM
Service Area: Union County Ohio
Eligibility Requirements:
Web-site: <http://www.hopecenterohio.org/>

Agency Name: Memorial Hospital of Union County
Transportation Service Type: Medical transportation
Other Services Provided: Hospital medical treatment

Contact Information: Not provided
Hours: 24/7
Service Area: Beyond Union County
Eligibility Requirements: hospital patients
Web-site: <http://memorialohio.com/>

Agency Name: Richwood Civic Center
Transportation Service Type: Events and activities
Other Services Provided: Socialization activities
Contact Information: Gaybrielle Hastings, Executive Director
Hours: Varied
Service Area: Richwood Ohio
Eligibility Requirements:
Web-site: <https://www.facebook.com/Richwood-Civic-Center-138485712882843/>

Agency Name: St. John's Emergency Assistance Program
Transportation Service Type: Volunteers provide transportation
Other Services Provided: Emergency housing, financial assistance
Contact Information: Pastor Jack Heino
Hours: Unknown
Service Area: Union County
Eligibility Requirements: Union County resident
Web-site: N/A

Agency Name: Union County Agency Transportation Service (UCATS)
Transportation Service Type: Demand Response Transportation
Other Services Provided: none
Contact Information: Kathleen Albanese, Program Manager
Hours: Monday – Friday 8:00 – 4:30
Service Area: Union County. Will transport outside of county
Eligibility Requirements: Referred by contracting organizations
Web-site: <https://www.co.union.oh.us/ucats>

Agency Name: Union County Department of Job and Family Services
Transportation Service Type: Non-Emergency Medical Transportation, gas vouchers, employment assistance transportation
Other Services Provided: Child Protective Services, Child Support Enforcement Agency, Day Care Assistance, Ohio Means Jobs and Public Assistance
Contact Information: Sue Ware, Human Services Director
Hours: Monday – Friday, 8:00 AM – 4:30 PM
Service Area: Union County
Eligibility Requirements: Varies by program
Web-site: <https://www.co.union.oh.us/department-of-job-family-services>

Agency Name: Union County Neighbor to Neighbor
Transportation Service Type: Volunteer
Other Services Provided: Volunteer assistance services
Contact Information: Tessa Fite, Program Manager
Hours: Varies, based on need
Service Area: Union County
Eligibility Requirements: Member
Web-site: <http://ucn2n.org/>

Agency Name: Union County Senior Services
Transportation Service Type: Medical transportation, meal sites, shopping and special events
Other Services Provided: In-home supportive services, home delivered meals
Contact Information: Kathleen Albanese, Program Manager
Hours: Monday – Friday, 8:00 AM – 4:30 PM
Service Area: Union County
Eligibility Requirements: Union County resident age 60 and over
Web-site: <https://www.co.union.oh.us/Senior-Services-Home/>

Agency Name: Union County Veteran’s Service
Transportation Service Type: Medical transportation to VA approved medical appointments
Other Services Provided:
Contact Information: Dale Bartow, Executive Director
Hours: Monday – Friday, 8:30 AM – 4:00 PM
Service Area: To Veteran’s Medical facilities in Ohio
Eligibility Requirements: United States Veteran
Web-site: <https://www.co.union.oh.us/veterans/>

Agency Name: Wings Enrichment Center
Transportation Service Type: Volunteer
Other Services Provided: Employment assistance, mental health support
Contact Information: Tim Schilling, Executive Director
Hours: Monday – Friday, 9:00 AM – 5:00 PM
Service Area: Union County
Eligibility Requirements:
Web-site: <https://www.wingsenrichment.org/>

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

Table 4: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)* See * below
Bring It Delivery Service, BIDS	Yes	No	Private, For-Profit	Unknown	Unknown	no
CCHS (Columbus Center for Human Services, Inc.)	Yes	No	Private, Non-Profit	4,888	0	yes
Creative Foundations	Yes	No	Private For-Profit	Unknown	Unknown	yes
Hope Center	Yes, volunteers	No	Private, Non-Profit	Unknown	0	yes
Memorial Hospital	no	Yes, purchased from Robinaugh and UCATS	Public	Unknown	Unknown	n/a
Richwood Civic Center	Yes	No	Private, Non-Profit	382	0	No
Union County Agency Transportation Service (UCATS)	Yes	No	Public	11,323	4	No
Union County Department of Job and Family Services	Yes, For children in agency custody	Yes, Purchased from Bring it Delivery Service and UCATS, also provides gas vouchers.	Public		Unknown	Yes
Union County Neighbor to	Yes/volunteers	No	Private Non-Profit	180	0	Yes

Neighbor						
Union County Senior Services	No	Yes, from UCATS	Public	4982	Unknown	No
Veteran's Service	Yes	No	Public	Unknown	Unknown	Yes

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

The participating organizations provide a wide range of transportation including, Demand Response and Human Services agency transportation. There is no public or fixed route service in Union County. *While some organizations consider themselves “Open Door” services, eligibility is dependent on human service agency funding.* UCATS and CCHS provide service only on Weekdays. Bring it Delivery is available at other times by appointment. The following table depicts the transportation service characteristics by agency.

Table 5: Transportation Service Characteristics

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
Bring It Delivery Service (BIDS)	Demand Response	24/Seven	Yes	Unknown, No wheel chair lift vehicles	unknown
CCHS (Columbus Center for Human Services, Inc.)	Human Service	Monday – Friday 7:30 AM – 5:00 PM	Yes	Curb to curb, can provide door to door and transfer assistance if needed.	First Aid, CPR, Passenger Assistance Training, Employment orientation program.
Richwood Civic Center	Activities only	Monday – Fridays When scheduled	No	Pick up and Drop off at Richwood Civic Center	CPR, First Aid, Defensive Driving, DRIVE Training (passenger assistance training)
UCATS	Demand Response	M-F 8:00 – 4:30, plus early morning dialysis	Yes	Curb to Curb. May go to the door for those with disability	Defensive Driving First Aid CPR DRIVE TRAINING (passenger assistance training)

Transportation-related expenses and revenues also differ by organization. Medicaid Non-Emergency Medical Transportation, Union County Senior Service Levy, Department of Developmental Disability Waivers, and private donations are common revenue sources for transportation operators in Union County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table 6: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/ Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
Union County Agency Transportation Service UCATS	Fees to cover actual costs.	yes	Four full time drivers, one intermittent driver	One full time Dispatcher/Scheduler	Contracts/Charges: Grants County General fund Donations	2016 Expenses were \$444,101
Bring It Delivery Service	\$8.00 one way or \$16 round trip for local. Outside Marysville, \$5.00 first loaded mile, \$1.50 per additional mile.	Unknown	Unknown	Unknown	Unknown	unknown
Richwood Civic Center	N/A	Yes	2 Part time	0	In Kind, Vehicle provided by UCATS	\$350.00

The following table provides basic information about transportation options other than the traditional public and human services transportation. Transportation options might include bike share, ride share, intercity, or taxi services, and more.

Table 7: Alternative/ Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
Blue Jacket Taxi Service	As scheduled			
Bridges Community Action Partnership	Agency has one van, Employees will transport clients as available	N/A	Employees transport clients	Multi-County area
Hope Center	Volunteer, as available	N/A	Unknown	Union County
Intercity Bus/GoBus	One stop daily by appointment	\$5.00 - \$45.00	Over 1,200 trips/year	One stop in Marysville, by appointment to Columbus or to Lima
Neighbor to Neighbor	By membership available to any Union County resident.	Free with paid membership	Up to 4 services (transportation trips) per month per member.	Union County
Richwood Library Bike Share	Available with Richwood Library Card	n/a		Richwood Ohio
Wings Enrichment Center	Volunteer	Private fees	Unknown, Wings no longer provides direct transportation	Unknown

The following table provides basic information about local travel training program options. N/A

There are no travel training programs in the area. Union County was awarded a 2018 Section 5310 Grant for a Mobility Manager, which may provide future travel training.

The following table illustrates the technology used by each transportation provider for scheduling, dispatching, and/or GPS tracking vehicles.

Table 8: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/ GPS (Y/N)
UCATS	ParaPlan Pro	Yes	ParaPlan Pro	yes

Assessment of Community Support for Transit

During the last year, twenty-seven organizations participated in at least one community meeting regarding transportation planning. Some organizations had multiple representatives involved. Members of the community attended a public meeting and hundreds of individuals responded to a written survey.

A subgroup of stakeholders has taken an active role in obtaining additional transportation resources for Union County. A grant application was submitted and approved for a Mobility Manager to be hired in 2018. The subgroup also initiated dialogue with a private transportation provider and is currently evaluating a proposal and the pooling of public funds to increase transportation options for individuals not currently served in the county. This involvement demonstrates a commitment for assisting clients with transportation resources.

Union County, Ohio, is a location for the future of transportation innovation, with the US Route 33 “smart corridor” which may have long range impact on the future of transportation, including driverless vehicles. The community is fast growing and recognizes the need for future transportation options, including wider roadways, additional east/west travel roadways and bicycle pathways. Officials in the County and Marysville are planning for community growth.

Other than personal vehicles and agency transportation, alternative forms of transportation are also of interest. A committee is working toward improving a network of multi-use trails. Members of Union County-Marysville Economic Development are putting together a Union County Trail & Greenway Master Plan.

Union County does not have a Public Transit service available to the general public, and there are no fixed routes, other than one inter-city route with one Union County stop between Lima and Columbus. At this time, there is no discussion of public support for public fixed route transit. This may be a topic for future discussion and future amendments of this plan.

Safety

Public Emergencies

Currently, the Union County Emergency Management Agency has several Memoranda of Understanding in place to assist with transportation needs during an emergency. According to the Union County Emergency Operations Plan, “If necessary, transportation of evacuees out of the evacuated area will be accomplished using the transportation section of the [County] Resource Book, with appropriate guidance from emergency services agencies. Transportation for the evacuees, including the functional needs population, would be accomplished using Union County Agency Transportation Service, ambulance services, and school system transportation.”

Safety Planning

As growth in Union County accelerates, officials are monitoring accident and injury rates. Traffic congestion is under consideration with the approval of new residential and commercial developments.

The City of Marysville is working with Honda Manufacturing and Ohio Department of Transportation to install Dedicated Short-Range Communications (DSRC) at 27 intersections in the city. The DSRC radios, will be able to communicate with vehicle on-board units (OBU's) to monitor traffic and communicate safety messages. This is just one-way technology will change transportation safety in years to come.

Crash Rates

Union County is growing in population and is becoming a destination for jobs and commercial development. Like state and national trends, the number of reported crashes and fatal crashes in Union County has been trending slowly upward in recent years. In Union County, from 2012 to 2016, the total number of crashes increased by 17 percent. The number of crash resulting injuries in Union County increased by only 7 percent and crashes resulting in property damage only increased by 20 percent

Transit Safety Efforts

Public transit vehicles must be safe. For example, Union County Agency Transportation Service (UCATS) drivers are required to perform extensive pre-trip vehicle inspections daily. Vehicles are maintained with a preventative maintenance program which includes regular inspections of wheel chair lift equipment.

UCATS drivers have current CPR and First Aid Certification, complete Defensive Driving Training and have been trained in passenger assistance to provide for persons with disabilities, including physical, mental and developmental disabilities.

As transportation options are increased, and diversified to include private providers, driver and vehicle safety will remain an issue to monitor.

Vehicles

Survey/Interview participants listed a combined total of 21 vehicles. There are additional vehicles in the county owned by churches, nursing facilities and other organizations that did not participate in this planning process. At least twelve of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 9).

Not all the transportation providers provide wheelchair accessible vehicles, while some organizations have several wheelchair accessible vehicles. The only Human Service Transportation Providers operating wheelchair accessible vehicles and participating in this plan are Creative Foundations, Columbus Center for Human Services, Inc. (CCHS), Richwood Civic Center, Union County Agency Transportation Service (UCATS) and Veteran's Service. Additionally, local nursing facilities and private medical transportation services have wheelchair accessible vehicles and will be included in subsequent plan updates, if possible.

Non-ambulatory individuals require wheelchair accessible vehicles. There is a high demand to transport older adults to medical appointments in wheelchairs. Union County Senior Services can subsidize transportation for Union County disabled residents over age 60, to medical appointments and other grant funded activities. Trips are denied when requests are made for transportation after normal business hours or for requests for non-medical trips that do not qualify for service. Disabled individuals under age 60 lack a funding source to pay for the trips. There are also requests for trips to medical appointments outside of the county that are denied due to limited number of available vehicles. Clients are encouraged to schedule medical appointments around transportation availability.

As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

Table 9: Vehicle Utilization Table

Veh #	Make	Model	Yr	Vin #	Cpct	WC Cpct	Days of Week Vehicle Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
Enter Agency Name Union County Agency Transportation Service (UCATS)											
17	Ford	Mini-Bus	'10	1FDEE3FS1ADA12956	10	3	5	4:00 AM- 4:30 PM	Beyond useful life	5310	Union & surrounding counties
NF1	Dodge	Standard Mini Van	'13	2C4RDGBG9DR583016	7	0	5	8:00 AM- 4:30 PM	Beyond useful life	New Freedom	Union & surrounding counties
NF2	Dodge	Standard Mini Van	'13	2C4RDGBG7DR583015	7	0	5	8:00 AM- 4:30 PM	Average	New Freedom	Union & surrounding counties
NF3	Dodge	Standard Mini Van	'13	2C4RDGBG5DR83014	7	0	5	8:00 AM-4:30 PM	Average	New Freedom	Union & surrounding counties
NF4	Ford	Dedicated Mobility Vehicle	'14	1FDEE3FL6EDA56451	10	1	5	4:00 AM-4:30 PM	Good	New Freedom	Union & surrounding counties
18	Dodge	Modified Mini Van	'11	2D4N4DE8AR420525	5	1	5	4:00 AM-4:30 PM	Beyond useful life	5310	Union & surrounding counties
19	Dodge	Modified Mini Van	'10	2D4N4DE8AR420527	5	1	5	4:00 AM-4:30 PM	Beyond useful life	5310	Union & surrounding counties
F2	Dodge	Standard Mini Van	'12	2C4RDGCG7CR195473	7	0	5	8:00 AM-4:30 PM	Beyond useful life	5310	Union & surrounding counties
B2	Dodge	Standard Mini Van	'12	2CARDGCG5CR195472	7	0	5	8:00 AM-4:30 PM	Beyond useful life	5310	Union & surrounding counties
Enter Agency Name: Richwood Civic Center											
10	Ford	Mini-Bus	'11	1FDEE3FS4BDA29736	8	1	5	9:00 AM-5:00 PM	Average	5310	Richwood
Enter Agency Name CCHS (Columbus Center for Human Services, Inc.)											
		4 Modified Mobility Vehicles			15	1	5	10		UCO Industries	Union County only
		2 Standard mini vans			7	0	5	10		UCO Industries	Union County
Enter Agency Name: Creative Foundations											
		3 Wheelchair accessible vehicles			UK	UK	M-F	UK	UK	Creative Foundations	Union County
Enter Agency Name: Veteran's Service											
		2 Vehicles			UK	UK					
Yr = Year Cpct = Capacity UK = Unkown											

Summary of Existing Resources

The primary source of transportation in Union County remains private automobiles. While five percent of households have no car available, many households have more than two vehicles. For those without a personal vehicle, options are limited.

Union County Agency Transportation Service (UCATS) currently has ten (10) vehicles. Five (5) are wheelchair accessible. One of these is currently in use by Richwood Civic Center to serve the seniors in the Richwood area and provide for social trips and shopping in Richwood. UCATS vehicles are aging; the majority being over 5 years old with high mileage.

For individuals with developmental disabilities, working at UCO Industries, there is reliable transportation through CCHS. Transportation is also provided for those involved at Creative Foundations, which also exclusively serves developmentally disabled persons.

There are nursing facilities and new senior living communities in Union County that provide transportation for their residents only.

Private non-profit organizations have limited transportation resources, and volunteers or staff that occasionally transport clients.

Neighbor to Neighbor has been in Union County for one year and provides volunteer transportation services to individuals with a paid membership.

Local Churches collaboratively, through the Marysville Area Ministerial Association (MAMA) and the Hope Center have generous volunteer programs. Some of these church volunteers provide transportation.

There is one Inter-city route, spanning Lima to Columbus, that makes a stop in Union County by appointment. However, there is no return trip on the same day.

Private taxi and services and Uber have some limited availability.

This plan is the beginning of a comprehensive attempt to evaluate existing resources. The Planning Committee will continue to explore several other transportation resources in Union County, including churches, nursing facilities, day care centers and other organizations that own vehicles and provide transportation.

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the Union County needs, the planning committee examined research and data, as well as solicited input from the community in an effort to gather information about needs and gaps in transportation services.

The demographic and socio-economic conditions of the study area are discussed in the Demographics Chapter of this plan. The following overview is an evaluation of the gaps in service based upon geographic data as well as from the perspective of the targeted populations, transportation providers, and the general public.

Union County Agency Transportation Service (UCATS) and the Union County Health Department met with a variety of stakeholders in the area to solicit input and request participation from organizations that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholders and the general public is available upon request.

The following methods were used to assess transportation needs and gaps

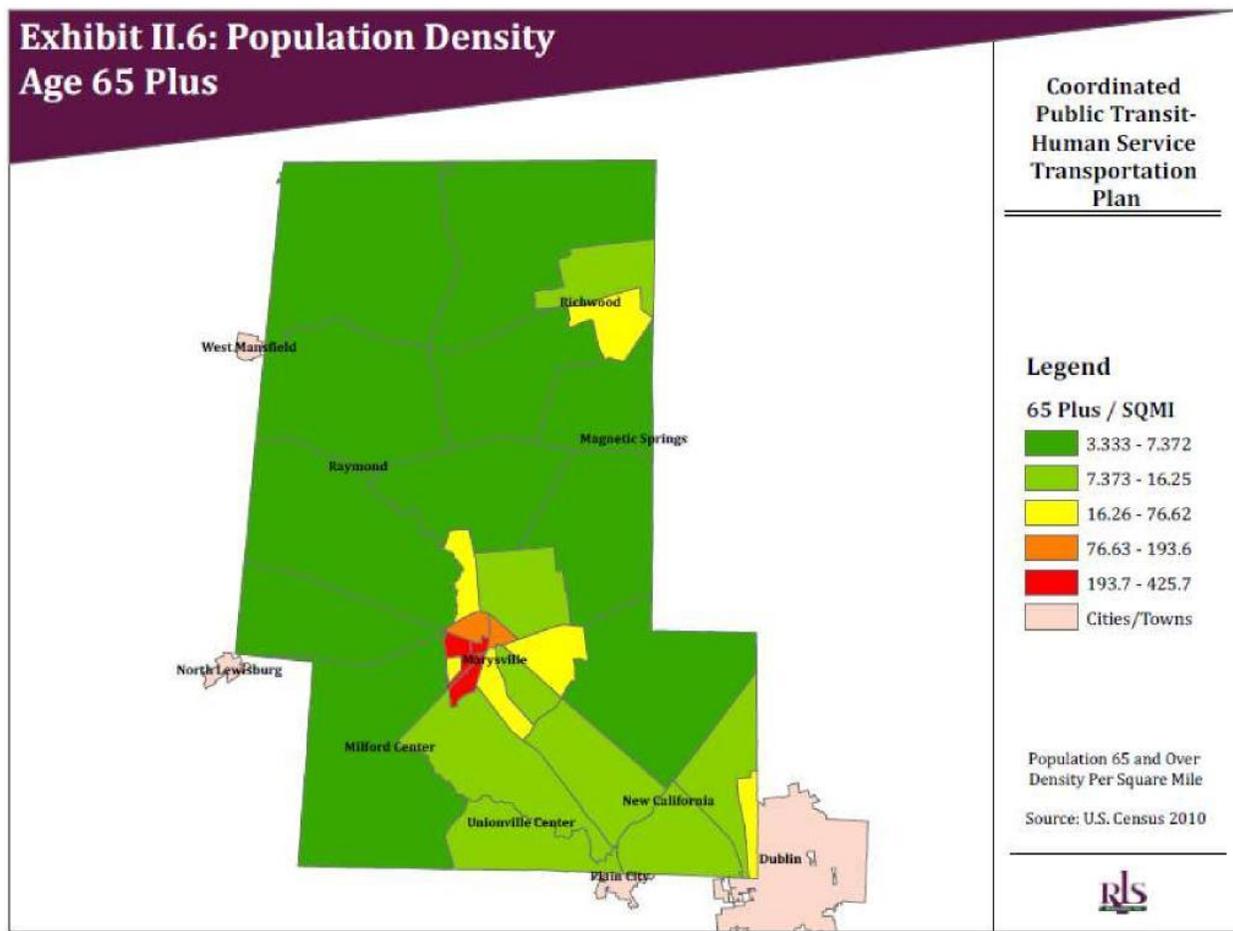
- Assessment of data and demographics (required)
- Community Needs Assessment, completed in 2015
- Interviews with provider agencies
- Open Public Meeting
- Participation in Union County Transportation Subcommittee of CORPO (Central Ohio Rural Planning Organization)
- Public Surveys
- Stakeholder Surveys
- Transportation Stakeholder Meetings

Local Demographic and Socio-Economic Data

The demographic and socio-economic data is valuable because a comparison of where the highest and lowest densities individuals who are most likely to need transportation live. This information can then be compared to the locations of (1) major trip generators, and (2) available transportation services.

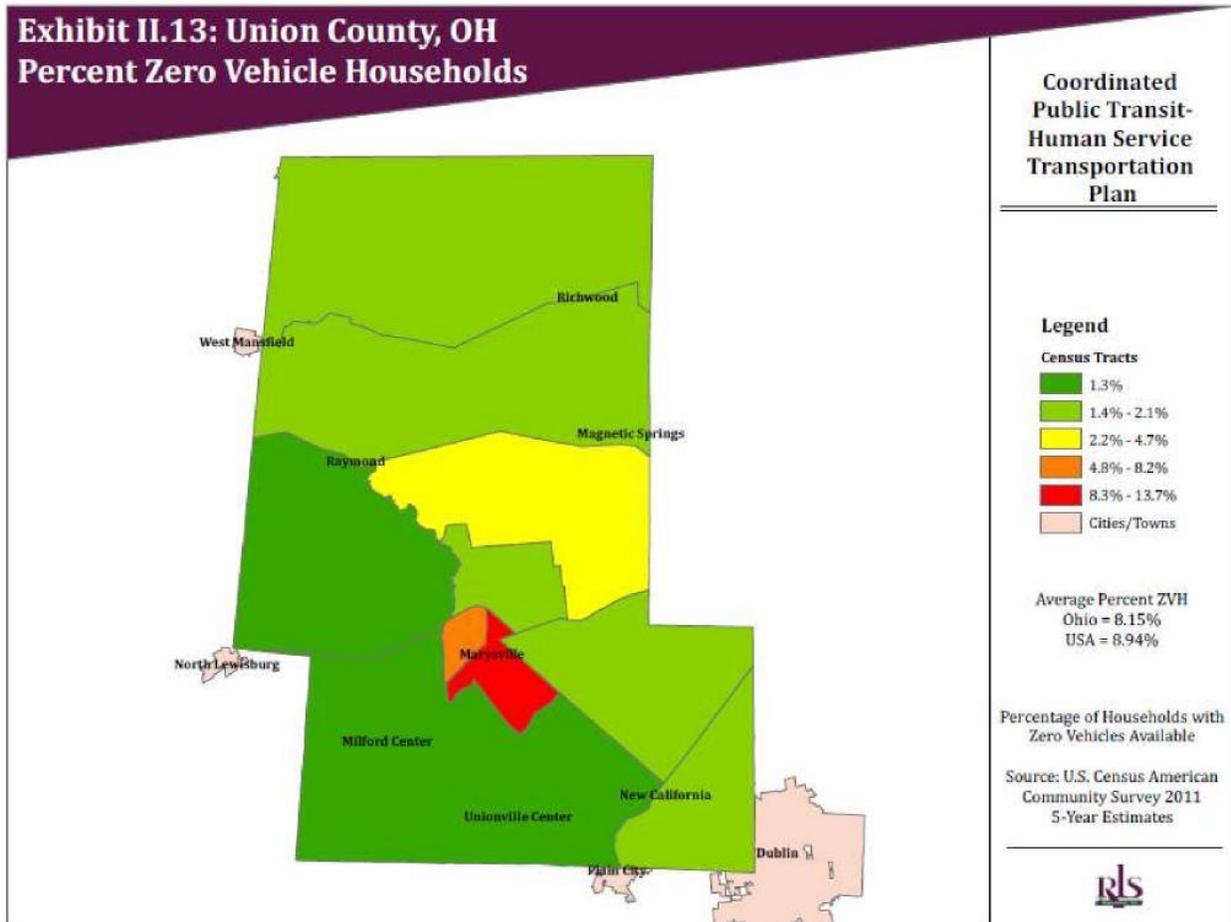
The following map illustrates older adult population density per square mile. The highest density of people age 65 and older were in southwest Marysville. Areas of moderate densities of persons age 65 and older are in Maryville, Dublin and Richwood.

Map 4: Map of Population Density of Individuals Age 65 and Older



The map below indicates the areas where the number of zero vehicle households is above the State average of 8%. The absence of a vehicle in the household is often an indication of the need for transportation services.

Map 5: Map of Density of Zero Vehicle Households



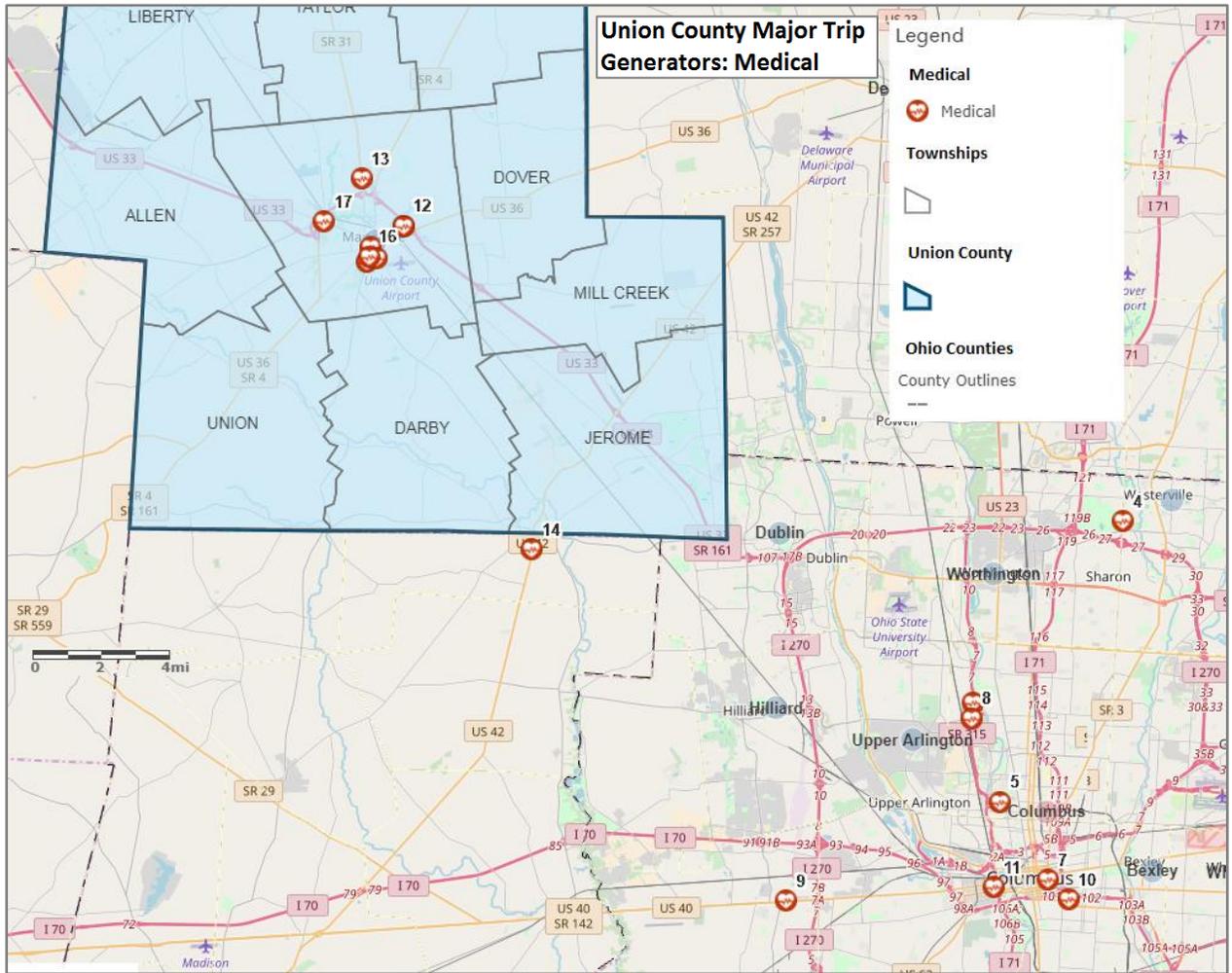
Little or no access to reliable personal or public transportation can create a multitude of daily challenges. Of the 18,431 households in Union County, 5 percent reported no vehicle in the home in 2015. This is a slightly smaller percentage than that of the state, which reported 8 percent that same year. That means just under 1,000 households in Union County have to plan trips to work, school or medical appointments in advance and may be dependent upon others to make it to any of those. In a county with limited public transit options, this can create real obstacles.

The next exhibit illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle.

Since the last update in the Coordinated Transportation Plan, several new medical facilities have been opened. The map and tables below show the expanded medical trips generated.

Maps 6-14: Map of Major Trip Generators

Map 6: Union County - Medical Major Trip Generators



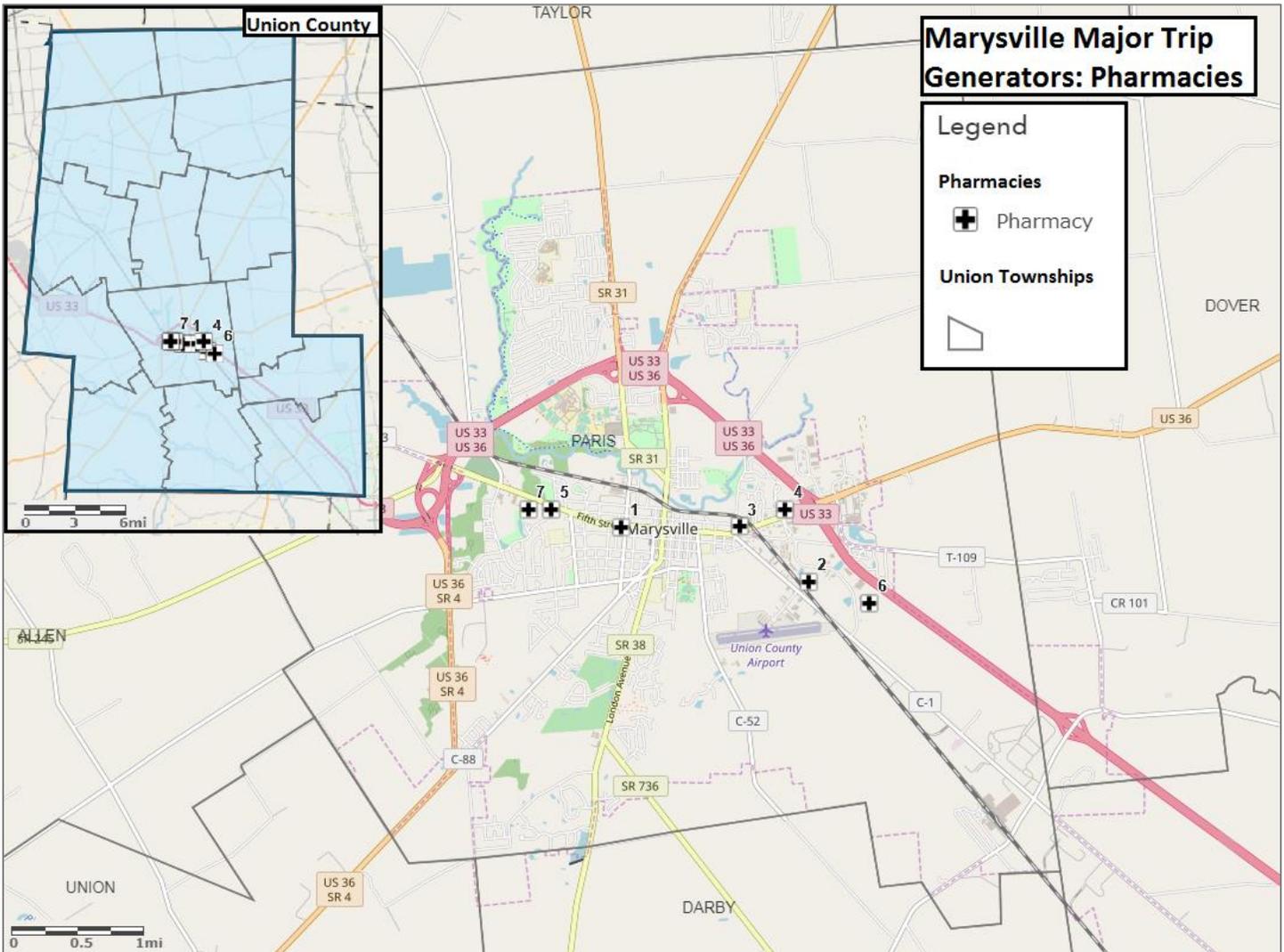
Map 7: Medical- Major Generators (Marysville)



Major Medical Trip Generators for Union County

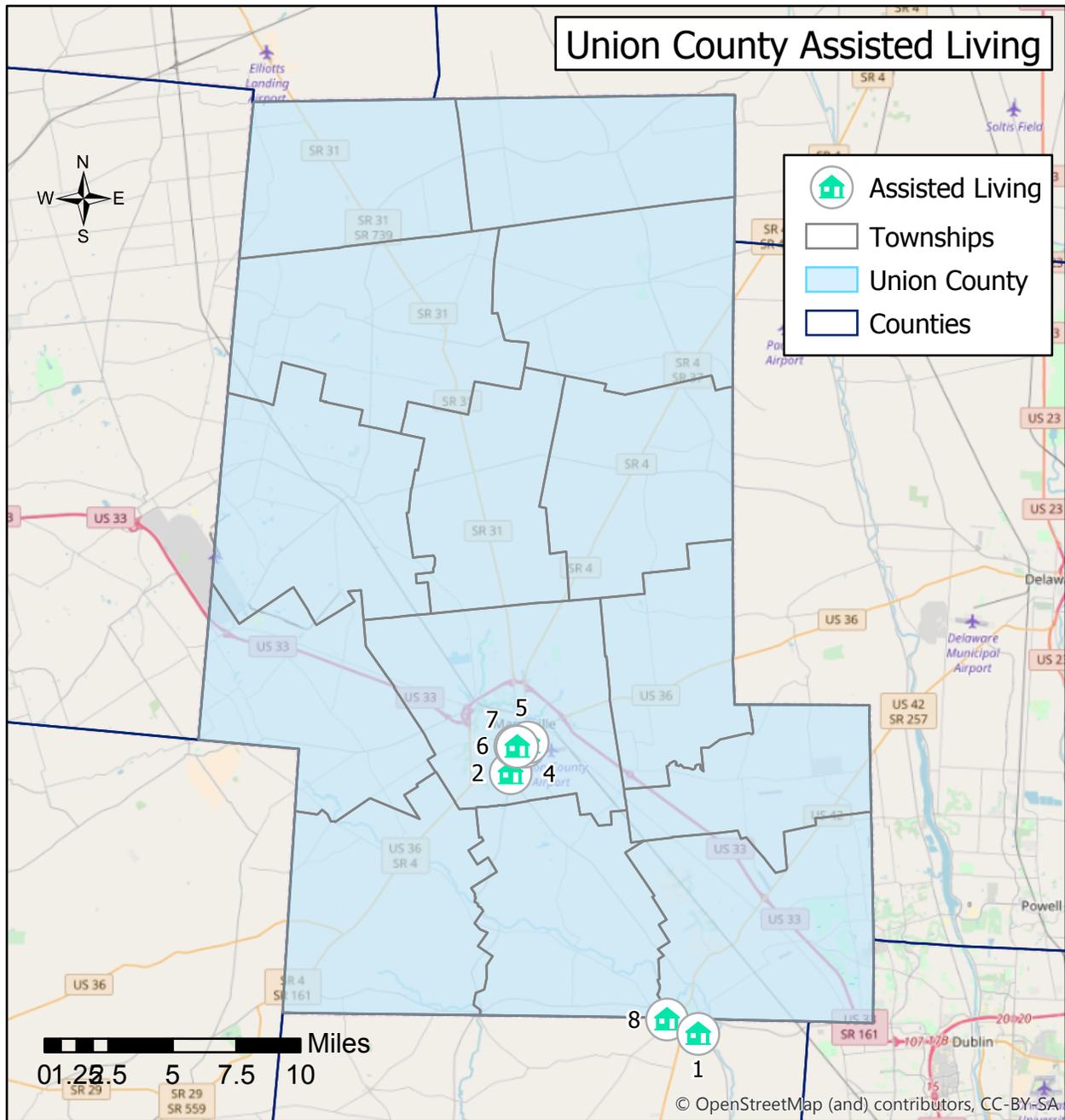
Key	Name	Address		
1	Memorial Hospital of Union County	500 London Ave	Marysville	43040
2	Memorial Hospital of Union County Urgent Care	120 Colemans Crossing Blvd	Marysville	43040
3	Union County Health Department	940 London Ave	Marysville	43040
4	Mount Carmel St. Ann's	500 S Cleveland Ave	Westerville	43081
5	The Ohio State University Wexner Medical Center	410 W 10th Ave	Columbus	43210
6	McConnell Heart Health Center	3773 Olentangy River Rd	Columbus	43214
7	Grant Medical Center	111 S Grant Ave	Columbus	43215
8	Riverside Methodist Hospital	3535 Olentangy River Rd	Columbus	43214
9	Doctors Hospital	5100 W Broad St	Columbus	43228
10	Nationwide Children's Hospital	700 Children's Dr	Columbus	43205
11	Mount Carmel West	793 W State St	Columbus	43222
12	Marysville Close to Home Center	100 Colemans Crossing Blvd	Marysville	43040
13	Memorial Family Medicine	17853 State Route 31	Marysville	43040
14	Memorial Family Medicine	480 South Jefferson	Plain City	43064
15	Union Star / Lower Lights Christian Health Center	773 South Walnut St	Marysville	43040
16	Memorial Morey Medical Center	112 Morey Dr	Marysville	43040
17	The Little Clinic	1501 W 5th St	Marysville	43040

Map 8: Pharmacy - Major Trip Generators (Marysville)

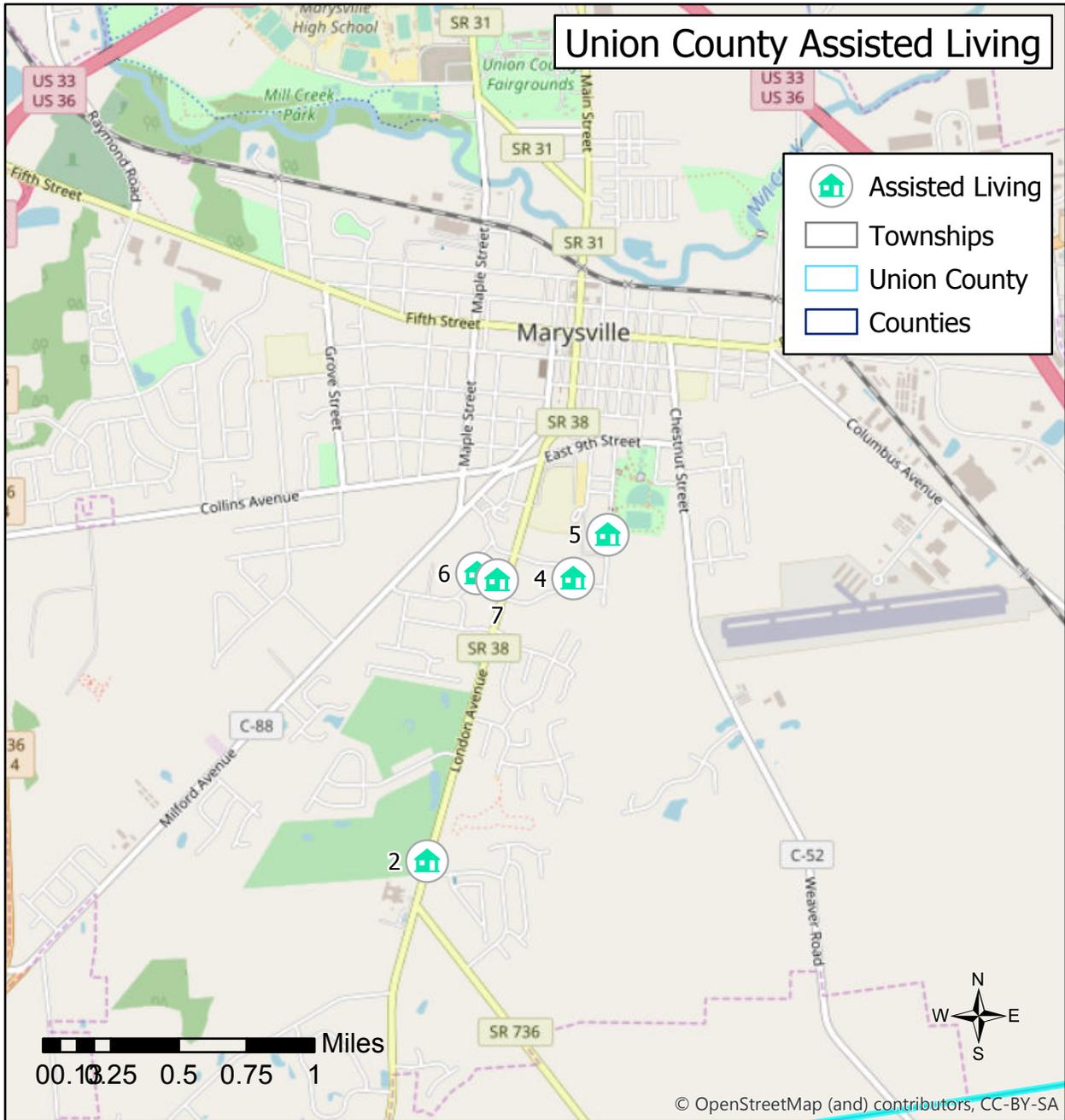


Major Pharmacy Trip Generators for Union County				
Key	Name	Address		
1	Dave's Pharmacy	411 W 5th St	Marysville	43040
2	Walmart Pharmacy	555 Colemans Crossing Blvd	Marysville	43040
3	Rite Aid	800 Delaware Ave	Marysville	43040
4	Walgreens Pharmacy	180 Colemans Crossing Blvd	Marysville	43040
5	CVS	969 W 5th St	Marysville	43040
6	Meijer Pharmacy	930 Colemans Crossing Blvd	Marysville	43040
7	Kroger Pharmacy	1501 W 5th St	Marysville	43040

Map 9: Assisted Living - Major Trip Generators (Union County)



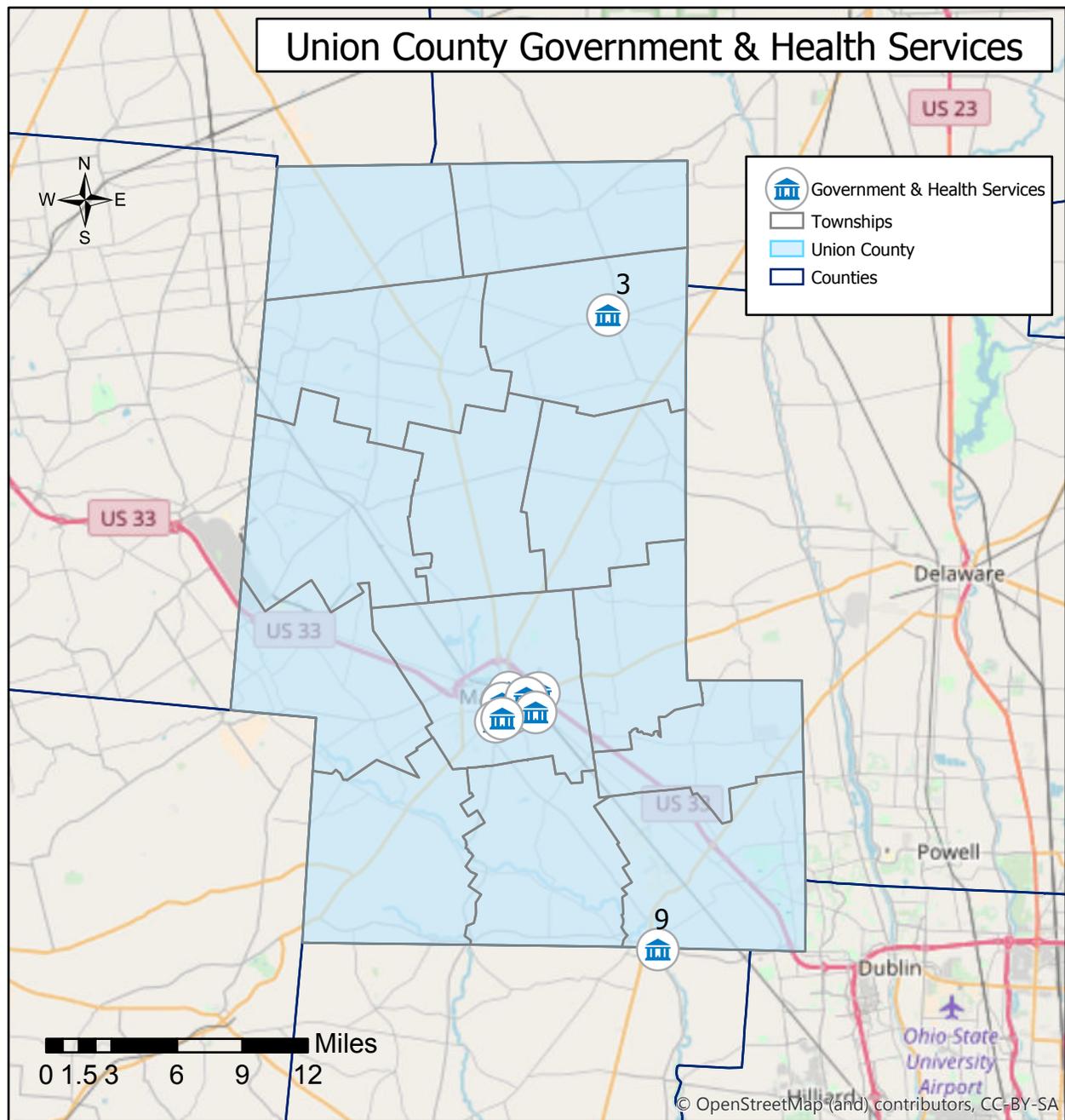
Map 10: Assisted Living - Major Trip Generators (Marysville)



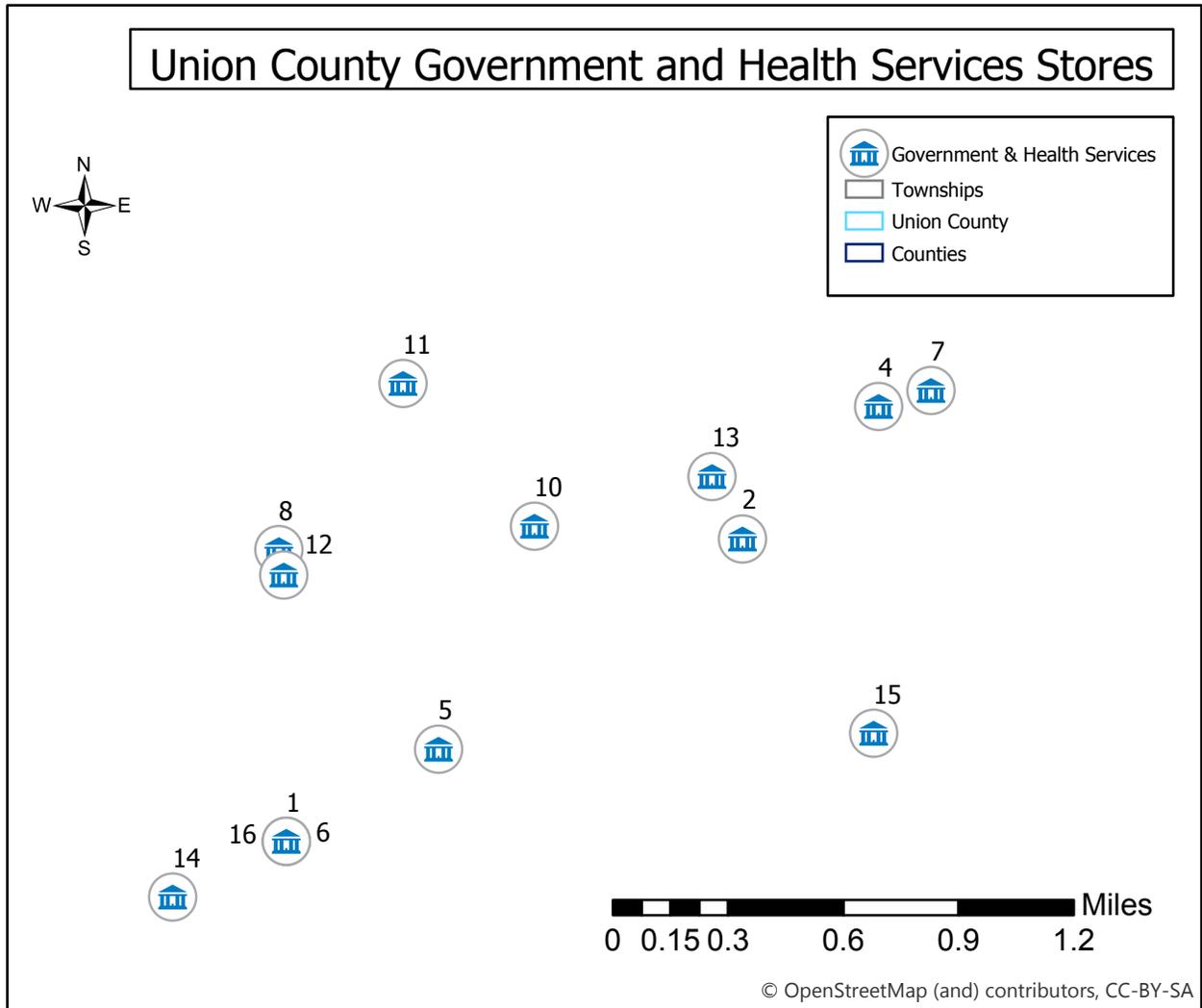
Assisted Living - Major Trip Generators for Union County

Key	Name	Address		
1	Pleasant Valley Seniors	390 Allgyer Dr	Marysville	43042
2	Brookdale Marysville	1565 London Ave	Marysville	43040
3	Bluebird Retirement Community	145 Coleman's Crossing	London	43140
4	Walnut Crossing	311 Professional Pkwy	Marysville	43040
5	Carriage Court Assisted Living	717 South Walnut St	Marysville	43040
6	Milcrest Nursing Center	730 Milcrest Dr	Marysville	43040
7	Loving Care Hospice and Home Health	779 London Ave	Marysville	43040
8	Edgewater Place	11351 Lafayette-Plain City Rd	Plain City	43064

Map 11: Government & Health Services - Major Trip Generators (Union County)



Map 12: Government & Health Services - Major Trip Generators (Marysville)

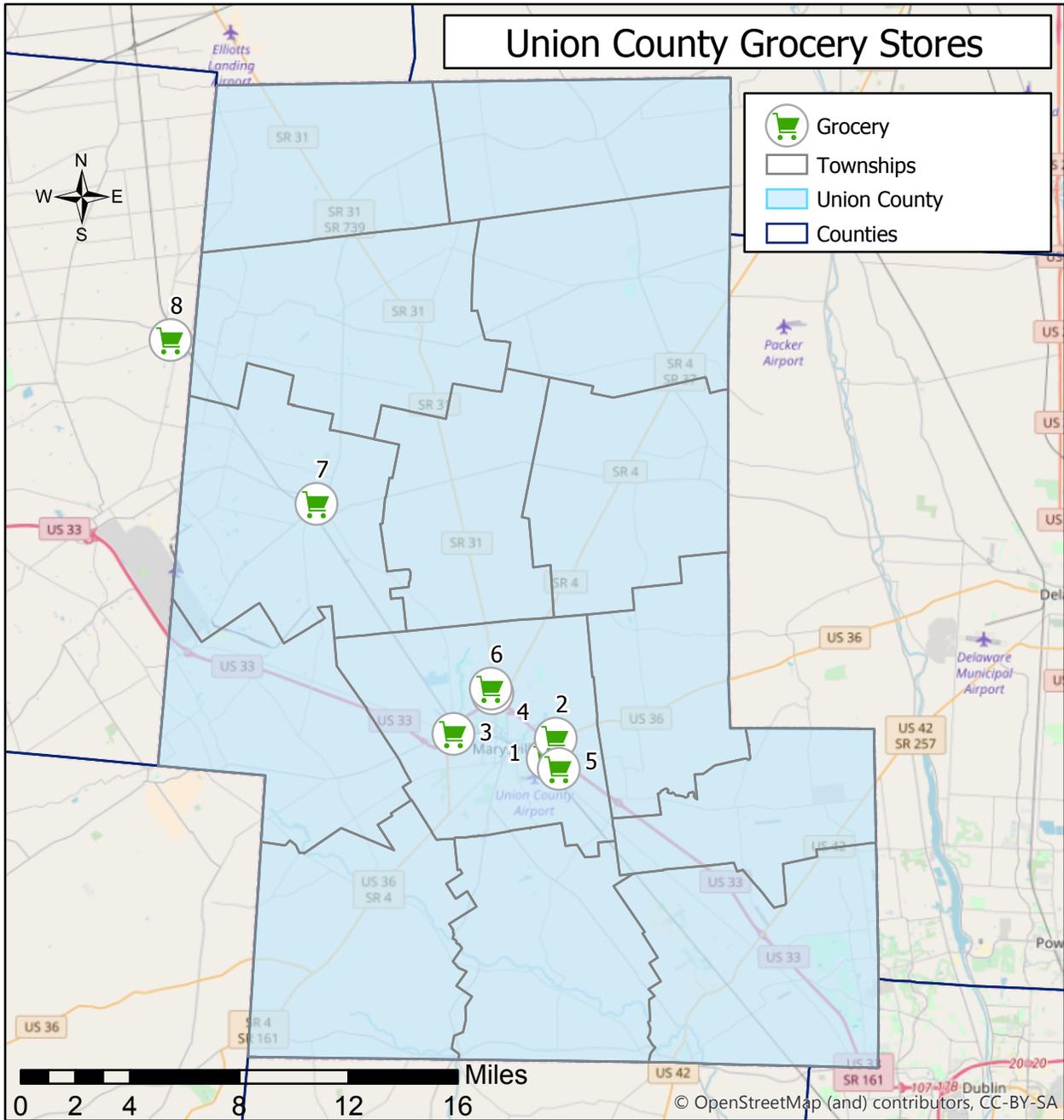


© OpenStreetMap (and) contributors, CC-BY-SA

Government and Health Services - Major Trip Generators for Union County

Key	Name	Address		
1	Union County Senior Services	940 London Ave	Marysville	43040
2	Community & Seasoned Citizens	900 Columbus Ave	Marysville	43040
3	Richwood Civic Center	235 Grove St	Richwood	43344
4	Union County Family YMCA	1150 Charles Ln	Marysville	43040
5	Wings Enrichment Center	729 South Walnut Street	Marysville	43040
6	Union County JFS	940 London Ave	Marysville	43040
7	Union County Board of DD	1280 Charles Ln	Marysville	43040
8	Marysville Food Pantry	333 Ash St	Marysville	43040
9	Plain City Food Pantry	156 W Main St	Plain City	43064
10	Hope Center	212 Chestnut St	Marysville	43040
11	Community Action Organization of Union County	232 N Main St	Marysville	43040
12	Big Brothers / Big Sisters of Central Ohio	1855 E Dublin Granville Rd	Marysville	43040
13	Union County Veterans Services Office	835 E 5th St	Marysville	43040
14	Windsor & Community Seniors, Inc.	376 Rosehill Dr	Marysville	43040
15	United Way of Union County	648 Clymer Rd	Marysville	43040
16	Union County Health Department	940 London Ave	Marysville	43040

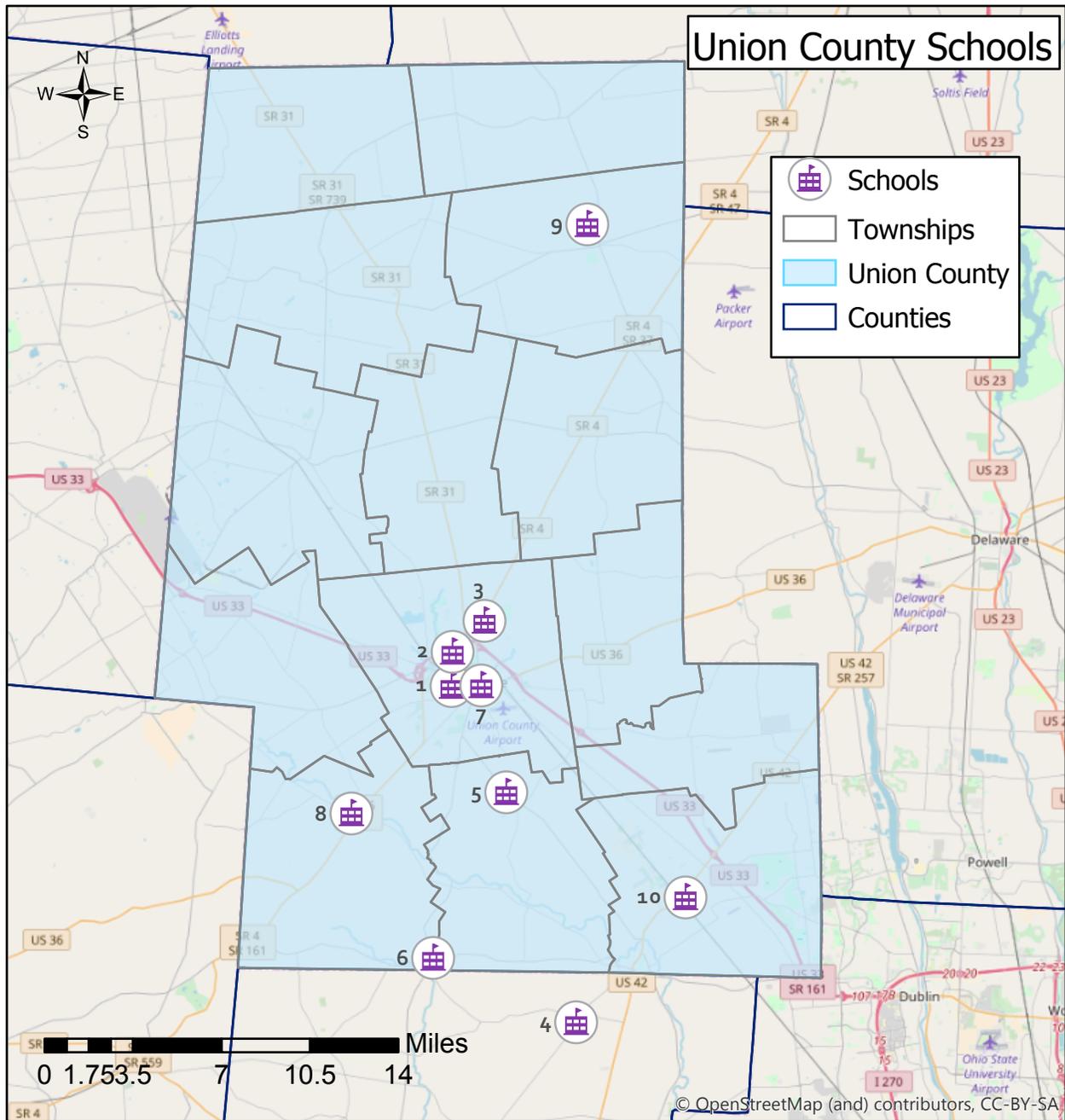
Map 13: Grocery Stores - Major Trip Generators (Union County)



Grocery - Major Trip Generators for Union County

Key	Name	Address		
1	Walmart Supercenter	555 Colemans Crossing Blvd	Marysville	43040
2	ALDI	15740 US Rt 36 E	Marysville	43040
3	Kroger	1501 W 5th St,	Marysville	43040
4	Turkey Hill Market	1621 Cobblestone Way	Marysville	43040
5	Meijer	930 Colemans Crossing Blvd	Marysville	43040
6	MVP Food Mart	17787 OH-31	Marysville	43040
7	Mosier's Market	21701 OH-347	Raymond	43067
8	Fields Grocery	139 S Main St	West Mansfield	43358

Map 14: Schools- Major Trip Generators (Union County)



School - Major Trip Generators for Union County

Key	Name	Address		
1	Marysville Exempted Village School District	1000 Edgewood Dr	Marysville	43040
2	Marysville High School	800 Amrine Mill Rd	Marysville	43040
3	Union County Co-Op Extension Services	18000 OH-4	Marysville	43040
4	Shekinah Christian School	10040 Lafayette-Plain City Rd	Plain City	43064
5	St. John Lutheran School	12809 OH-736	Marysville	43040
6	St. Paul Lutheran Church & Early Childhood Center	7960 OH-38	Milford Center	43045
7	Trinity Lutheran School	311 E. 6th St	Marysville	43040
8	Fairbanks Local Schools	11158 S.R. 38	Milford Center	43045
9	North Union Local Schools	420 Grove St	Richwood	43344
10	Jonathan Alder	9200 US-42	Plain City	43064

Analysis of Demographic Data

Union County is rapidly growing in population. While the number of older residents is increasing, growth in business and residential development is bringing new families to the area. Low unemployment and proximity to Columbus without city congestion makes the county desirable. While this growth is positive, it is bringing additional transit challenges.

Like much of Ohio, Union County is struggling with opiate crisis, with many young adults requiring community support to treat addiction. This includes a need for supportive transportation to medical and counseling appointments and to seek employment.

For older and disabled residents of Union County, those living in more rural areas are at risk of isolation as transportation is not available except for medical appointments.

General Public and Stakeholder Meetings/Focus Groups

Union County Agency Transportation Service (UCATS) and Union County Health Department hosted and facilitated eight local meetings, including one public meeting to discuss the unmet transportation needs and gaps in mobility and transportation. A total of 49 individuals attended at least one of the meetings, representing thirty-seven (37) organizations and the public. Of those, six (6) individuals self-identified as older adults (over age 65) and three (3) individuals self-identified as being a person with a disability.

During the meetings, highlights of historical coordinated transportation plans in Union County were presented and discussed. Participants evaluated community changes affecting transportation since the last Coordinated Public Transit Human Services Transportation Plan was updated in 2014. Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the previous plan and identify any gaps that were no longer valid and any new needs. The focus of the discussion was transportation for older adults, individuals with disabilities, and people with low incomes. However, topics discussed also impact mobility options for the general public. This included results of the 2015 Community Needs Assessment that evaluated the needs of women of child bearing years and children from birth to 18 years of age.

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

Transportation was provided to a public meeting in which four (4) older adults attended. During the public meeting, participants described frustration being unable to attend an event such as an evening concert. They discussed the challenge of losing independence, and “feeling like a burden” to have to call relatives or neighbors for help.

Additional information about what meetings were held and attendance at those meetings is available upon request.

Surveys

The following survey summary includes the information gained from surveys that were performed. There were 47 respondents to a stakeholder survey and 291 persons completed a general public survey. Of general public survey respondents, 6% self-identified as an individual with a disability and 13% self-identified as an older adult.

Stakeholder Survey

A transportation needs survey was completed in May of 2017 with 47 respondents representing 33 organizations. The stakeholders were asked to summarize the transportation service that they provide and to define the barriers that exist in regards to transportation. While Union County's approximate population is 55,457, stakeholders estimated that they provide transportation to over 5,888 individuals. Stakeholders were surveyed about their perception on transportation in the county and what issues exist for community members, strengths of existing services, and the most common needs for transportation. Greater than **90%** of stakeholders believe the people they serve have transportation problems.

Demographic information was estimated for the average client for whom transportation is a barrier or need by stakeholders.

Chart 5: Age Demographics For 10 of 33 respondents, the average age of the persons served was over 65 years old.

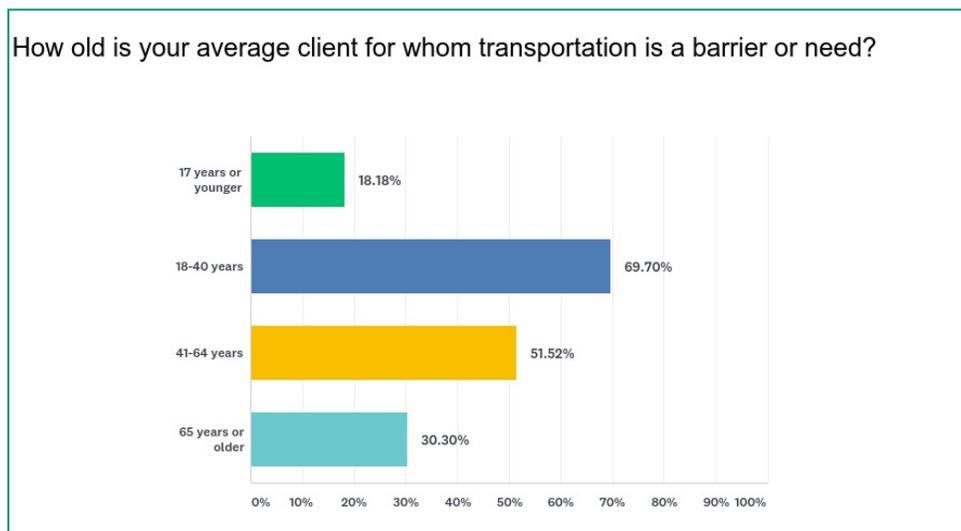


Chart 6: Employment status Transportation was found to be a barrier regardless of employment status of persons served. Forty eight percent of respondents served persons who were disabled, not able to work. Twenty-seven percent of respondents served retired persons for whom transportation is a barrier.

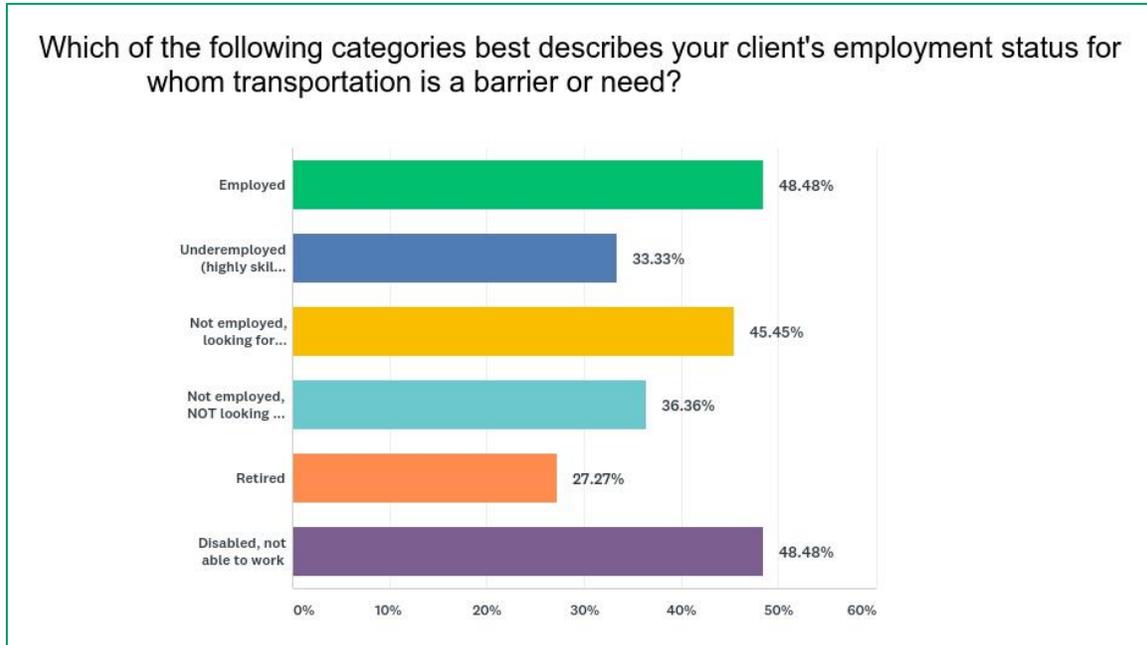


Chart 7: Transportation Problems in Union County Stakeholders were asked what transportation issues their clients were faced with. Responses could include more than one answer.

Respondents cited several transportation barriers for the persons they served. Fifty-three percent (53%) of respondents felt that there was a lack of available transportation services. For twenty-three percent (23%), clients had no car or an unreliable car. For 10% of respondents, clients were unable to drive for health or ability reasons. For 10% of respondents, clients had no license. Respondents found that for qualifying individuals, UCATS was working well, Medicaid transportation was sometimes helpful and the Neighbor to Neighbor program was showing promise. For all transportation, it is perceived to work best for clients during normal business hours.

Lack of applicable services (i.e. lack of public transportation, lack of service providers, and exclusionary criteria for existing services) was the most common response.

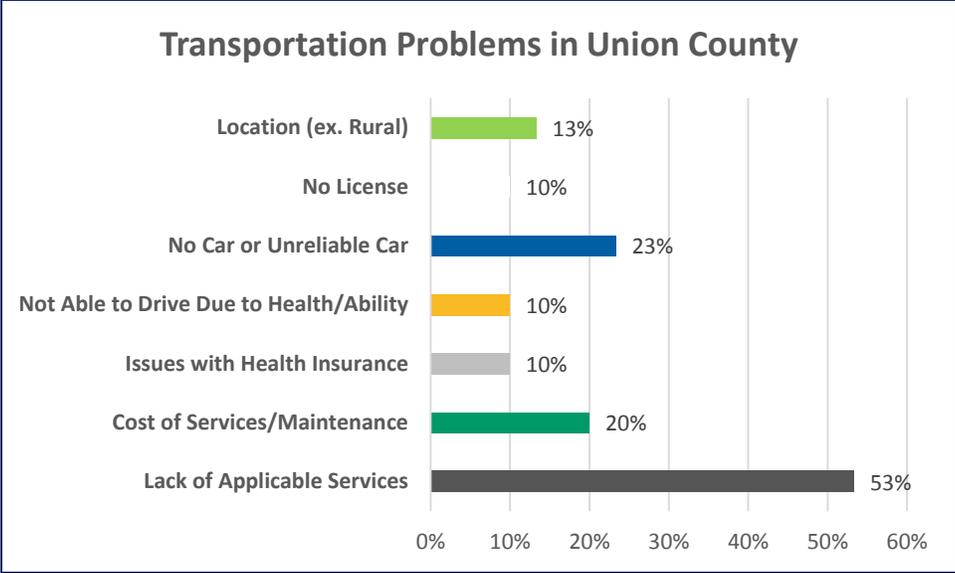


Chart 8: Yearly Household income Limited income was the clearest barrier to transportation. The yearly household income of clients served by survey respondents was less than \$20,000 for 87% of respondents.

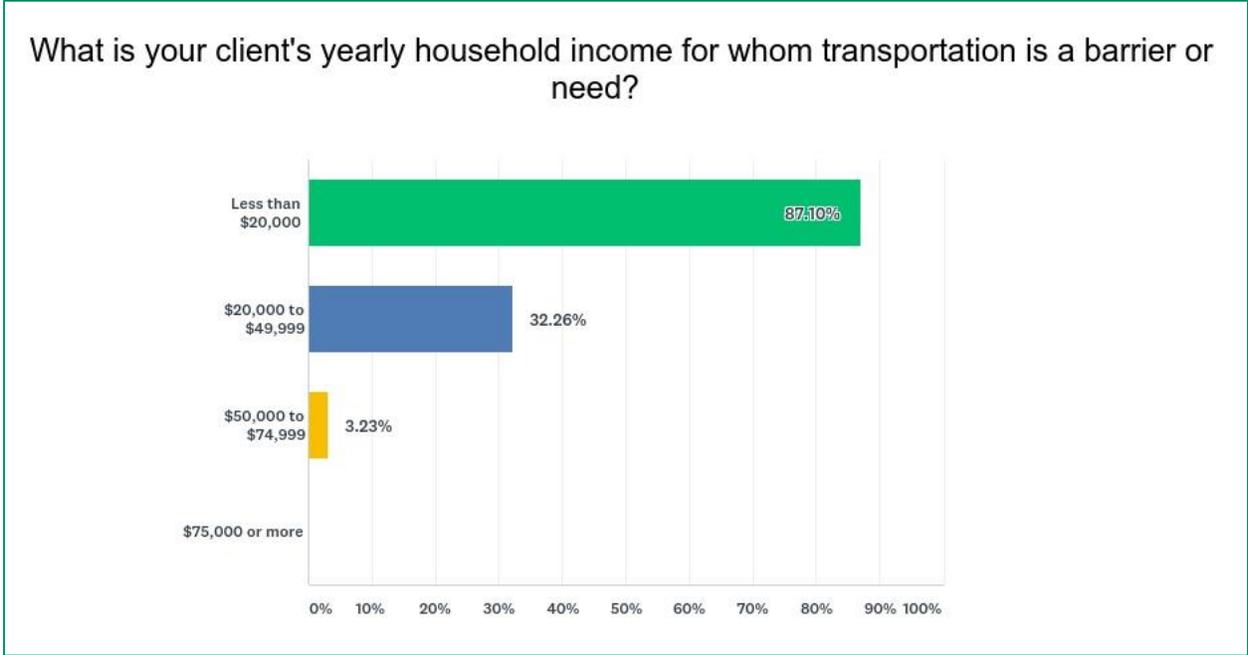


Chart 9: Ranking Transportation Needs The table below shows the higher service perceived needs indicated with a larger portion of dark blue color, with lower perceived needs indicated by more dark red.

Respondents indicated the greatest transportation need for clients was for health services. Secondly, the need was for employment and job searching. Daily living needs such as grocery shopping ranked third.

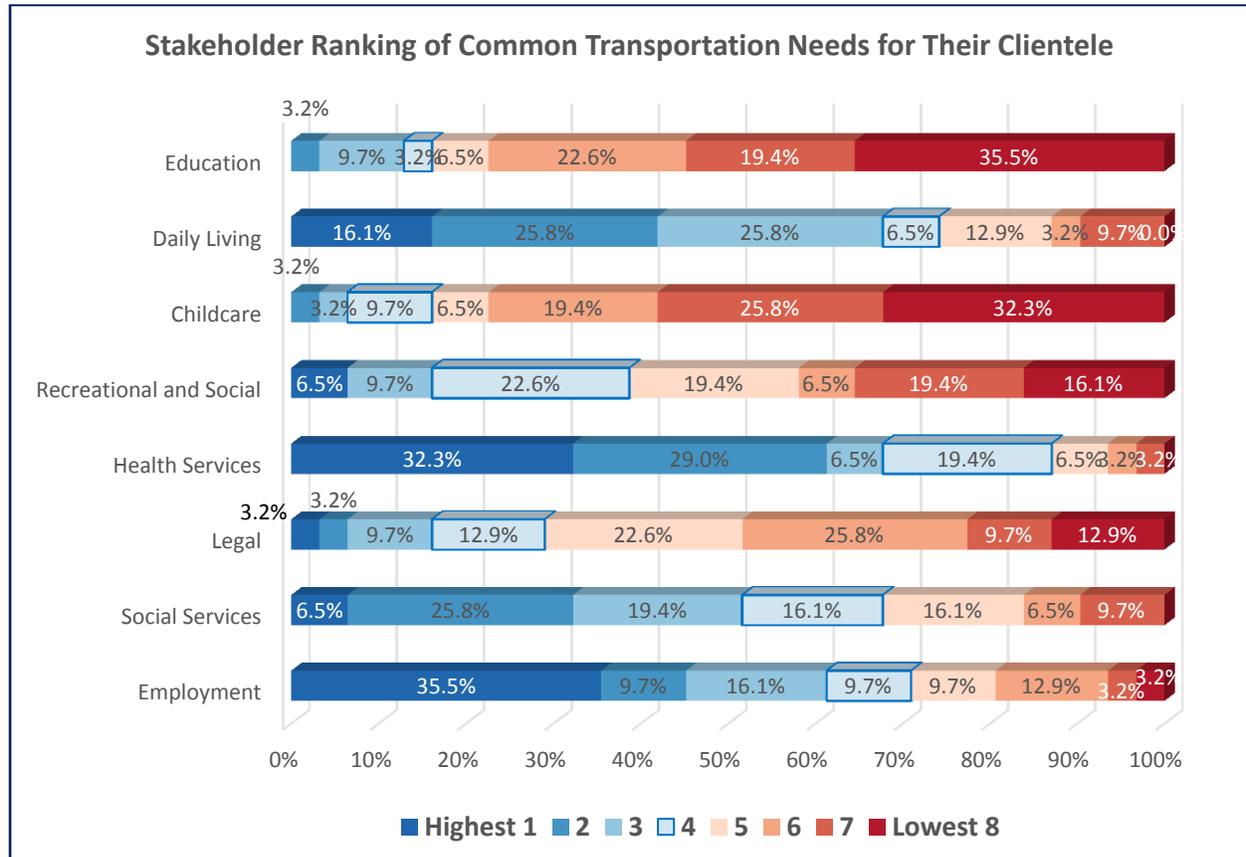
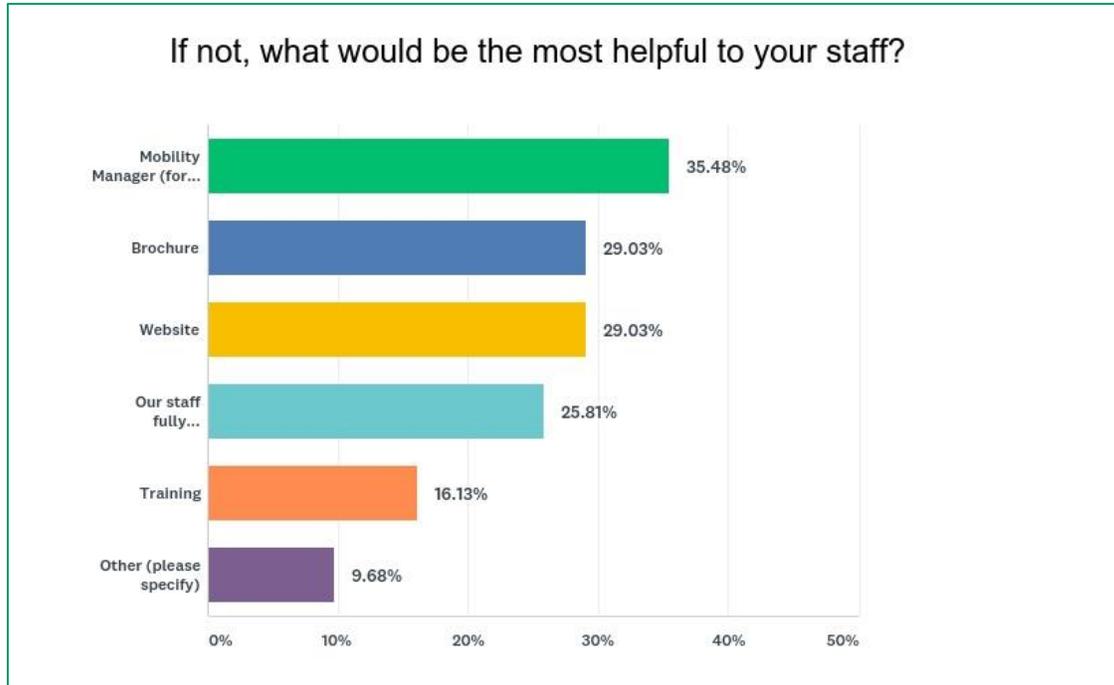


Chart 10: Transportation Resources Though respondents identified the needs above, more than 32% of respondents believed that their staffs did not understand transportation options for their clients. In addition to brochures, websites, and training, thirty-four percent (34%) felt that a Mobility Manager in Union County would be helpful.



Community Survey

The Union County Health Department conducted a survey of community members in July through August of 2017. A total of 291 surveys were collected through varying methods. 221 of the surveys were collected electronically through SurveyMonkey while an additional 70 were collected on paper copies distributed by UCHD and other stakeholders on the transportation coalition. The survey itself consisted of 18 questions, the results of which are detailed below.

The community member survey focused on identifying if the community itself was perceiving transportation as an issue that needed to be addressed. Approximately 20% of the individuals surveyed believed that transportation was an issue for them or for someone in their household. An additional 4% of respondents indicated that transportation was not an issue but then described a transportation issue that they were facing. Furthermore, participants were asked if they had ever had trouble making or keeping a health care related appointment due to transportation. Respondents indicated that this is an issue in the community with 29% of the responses highlighting missed health care appointments. Thirty-six (36) respondents were 65 years of age or older. Eighteen were disabled.

Table 10: Impact of Transportation Barriers 60% of community members indicated that they had not had a negative impact on their health, finances, or social life while 40% indicated that one or multiple of these areas had been affected by a transportation issue.

How has transportation negatively impacted you?	
Impact	Count
Negatively Impacted Health	25%
Negatively Impacted Finances	16%
Negatively Impacted Social Life	16%
No Negative Impacts	60%

Table 11: Community Knowledge of Resources Stakeholder were looking to identify possible problems and solutions during the community member surveying process. Community members were asked to identify their own knowledge of transportation resources available in the community. The majority of community members, 58% indicated that they did not feel they were aware of all of the resources in Union County.

	Do you know what resources are available?
Total Yes	108
Total No	152
Total Responses	260
% No	58%

Chart 11: Perceived Transportation Need The chart below ranks the common transportation needs of survey respondents. The greater amount of dark blue is indicative of greater need. Daily living, health Services and Employment were identified to be the greatest need for transportation. This is consistent with the responses of the stakeholder survey, with perception of client transportation needs.

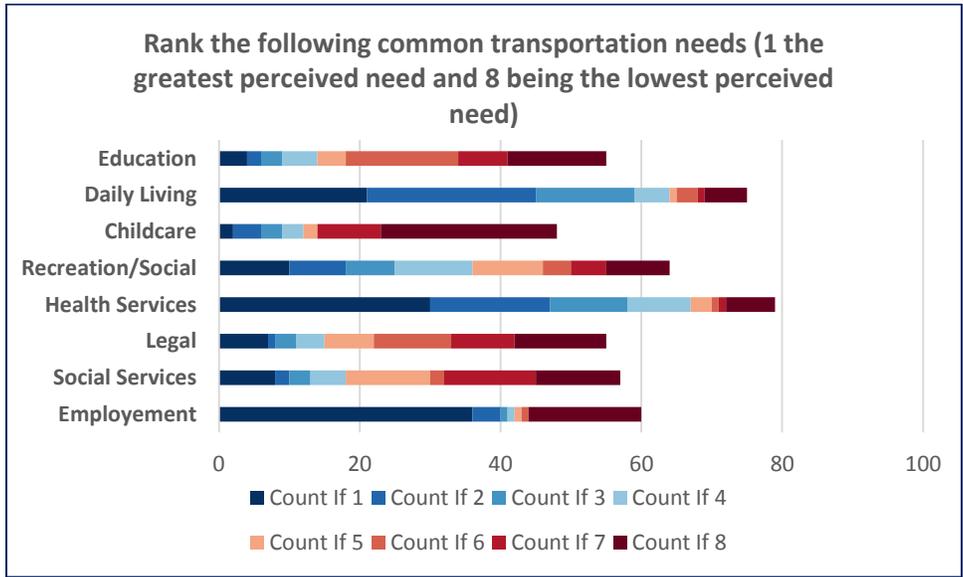


Chart 12: Primary Modes of Transportation The chart below is indicative of the county’s reliance on use of privately owned vehicles, with 240 respondents using their own car. As described in existing conditions, Union County has a low percentage of households without a vehicle. Lack of public transportation may be a reason to live outside of Union County.

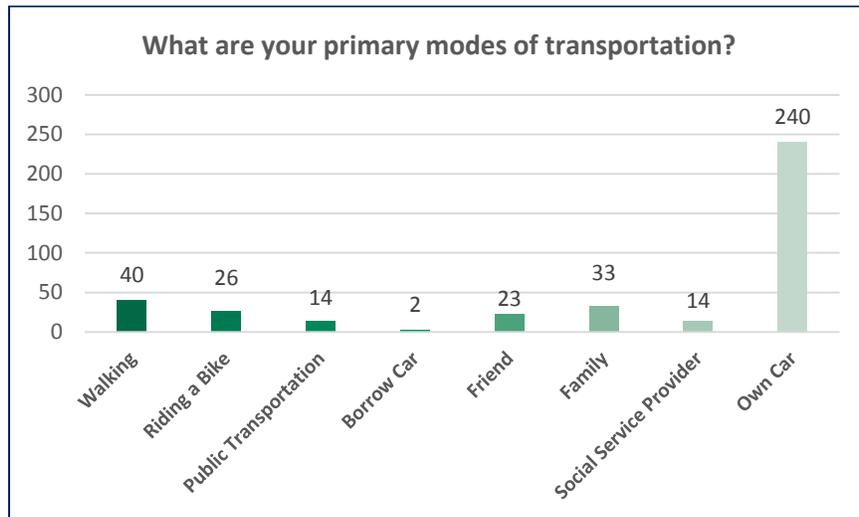
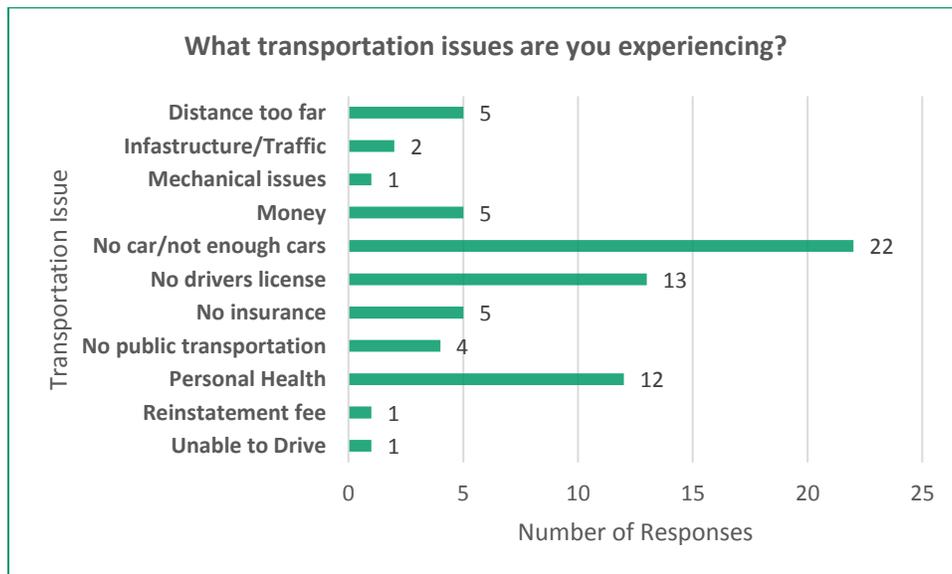


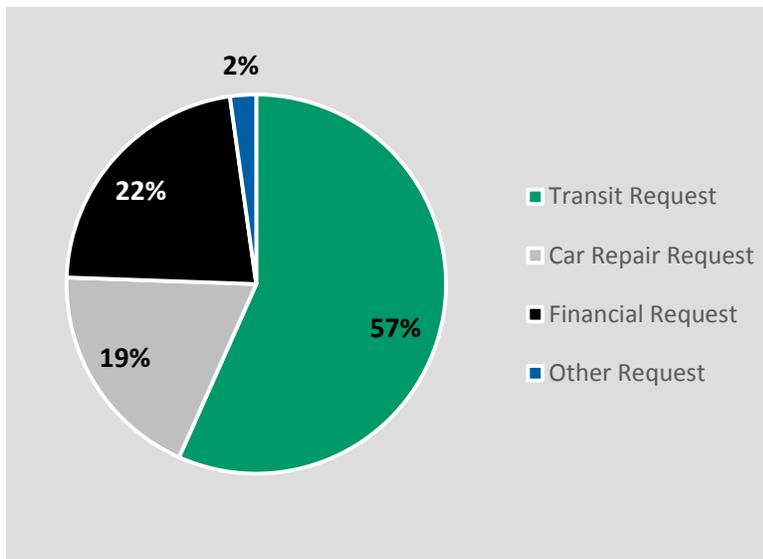
Chart 13: Most Frequently Listed Transportation Issues



Additional Data From 2-1-1:

2-1-1 is a simple, easy-to-remember number to call when you need non-emergency help or access to human services. It is a free 24-hour service so you get the help you need when you need it. When you dial 2-1-1, your call will be answered by the local information & referral agency, HelpLine. 2-1-1 provided data on calls related to transportation from 2014-2016 which is detailed below.

Chart 14: 211 Transportation Requests for 2014-2016: Type of Assistance Requested



Most callers were looking for a transportation provider to assist them. 22% of callers were requested financial assistance (i.e. help with gas purchases).

211 Transportation Requests for 2014-2016: Need Help Getting To...	
Transportation Requested for:	Number of Requests
Appointment	41
Work	39
Grocery	15
Other	7
Total¹	90
1 Responders could choose more than one so requests exceed total number of times the service was used for transportation	

This table shows the actual breakdown and number of requests for 2-1-1 from 2014-2016

Challenges to Coordinated Transportation

In addition to identifying needs, the planning committee gathered information from stakeholders and used their own professional experience to identify challenges to providing coordinated transportation services. These challenges include the following:

- Rural nature of Union County creates high cost of unloaded miles (miles driven to pick up the passenger and return miles after drop-off).
- Challenges to sharing legal and financial responsibility, for example, liability insurance.
- Smaller organizations, owning vehicles for private organizational use did not yet participate in the plan and inventory analysis.
- Difficulty with developing and maintaining a comprehensive list of assets and eligibility information with changing environment.
- Difficulty disseminating information about available resources.
- Changes in organization staff members/representatives during the planning process.

Summary of Unmet Mobility Needs

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

Table 12: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Elderly and disabled individuals require sufficient number of reliable wheelchair accessible vehicles.	Trip denial records, trip requests. Status of current fleet.
2	Affordable transportation to and from work for those in low paying and part time positions and for those seeking employment.	Representatives from Mental Health and Recovery Board and Wings Enrichment Center discussed the concern at stakeholder meetings.
3	Lack of transportation to or from medical appointments after hours. There is a need for transportation from the hospital after hours to transfer to medical facilities or home.	Representatives from Memorial Health discussed at stakeholder meetings.
4	There are no transportation services available for non-medical needs after hours and on weekends.	Seniors at the public meeting expressed frustration with transportation limits after hours and for non-medical events.
5	Limited transportation options beyond Union County, for regional	Number of trip denials, requests for out of county appointments.

	transportation needs.	
6	Disabled individuals not eligible for Department of Developmental Disability services and not old enough for Senior Services funded transportation cannot afford available handicapped accessible vehicles.	Discussions at stakeholder meetings. Data provided by community individuals and their families seeking transportation. Conversations with family members of disabled individuals.
7	Limited transportation for riders in rural areas.	Discussion at Planning Committee meeting.
8	There is a lack of information available about transportation options, eligibility, costs and accessibility. There is not a central source of information or coordination of service options and available resources.	Stakeholder Meeting discussions.
9	No transportation resource for general public.	Public surveys and transportation requests.

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, Union County Agency Transportation Service developed the following strategies to address the gaps and unmet transportation needs. Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting this unmet need expressed by the public and stakeholders. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be accomplished. Nonetheless, these strategies have been tailored to four (4) of the identified primary gaps and needs.

Below is an outline describing the prioritized strategies to address each of the identified unmet transportation needs and gaps in service.

Goal #1: Union County will continue to provide safe and reliable transportation for older adults and people with disabilities.

Need(s) Being Addressed: Older adults and individuals with disabilities require sufficient number of reliable wheelchair accessible vehicles in the community.

Strategy 1.1:

Maintain a safe and reliable fleet of wheelchair accessible vehicles by implementing a new vehicle replacement program. This will include large wheelchair accessible vehicles to accommodate extra-large mobility devices. Vehicles will be available to serve all of Union County area.

Timeline for Implementation: 2018-2021

Action Steps:

1. *Create and maintain a vehicle replacement program which will be updated annually.*
2. *Evaluate and apply for available funding resources, Section 5310 Vehicle funding and local match for vehicles.*
3. *Evaluate and apply for Section 5310 Capitalized (Preventative) Maintenance funding.*
4. *Purchase at least 3 wheelchair accessible vehicles annually, based on demand.*
5. *Evaluate vehicle needs for transportation stakeholder non-profit organizations, such as Senior Centers.*

Parties Responsible for Leading Implementation: Union County Agency Transportation Service (UCATS)

Parties Responsible for Supporting Implementation: Union County Commissioners.

Resources Needed: Local match of 20% for vehicle replacement.

Potential Cost Range: UCATS currently operates ten (10) vehicles, of which, seven (7) have reached years and mileage considered to be beyond useful life. UCATS will need to replace at least 3 vehicles in 2019 and again in 2020. Vehicles may cost between \$40,000 and \$80,000.

Potential Funding Sources: New and replacement vehicles may be purchased using Section 5310 Vehicle funding (with 20% local match). Local match can come from other grant programs such as Central Ohio Area on Aging, local foundations, County general revenue funds and current cash balance.

Performance Measures/Targets:

1. All UCATS vehicles will be reliable and safe.
2. At least 50% of UCATS vehicles will be wheelchair accessible.
3. At least one accessible vehicle will be able to accommodate extra-large mobility devices.
4. The total number of trips per year for older adults and individuals with disabilities will increase. The number of trip denials will decrease.
5. Rider satisfaction surveys will indicate that needs of passengers are met.

Goal #2: Transportation will be available at a reasonable cost, affordable to target populations and meet transportation needs in rural and populated areas.

Need(s) Being Addressed: There is a lack of affordable transportation for low income and unemployed individuals and for disabled individuals under 60 years old who are not eligible for other funded transportation.

Strategy 2.1:

Decrease the current per trip cost to individuals. Reduce cost per passenger mile and cost per hour.

Timeline for Implementation: 2018-2021

Action Steps:

1. *Utilize current resources to increase transportation efficiencies to reduce costs.*
2. *Utilize technology to increase efficiency and reduce cost.*
3. *Seek community partner and stakeholder support to subsidize costs.*
4. *Utilize a Mobility Manager to increase rider efficiency and reduce unloaded miles.*
5. *Obtain Section 5310 Operations Assistance Grant to support cost of operation.*
6. *Obtain Section 5310 Capitalized (Preventative) maintenance funding*
7. *Obtain Section 5310 Computer Hardware and Software funding to enhance current scheduling and dispatching options including applications that riders may access.*

Parties Responsible for Leading Implementation: Union County Agency Transportation Service (UCATS)

Parties Responsible for Supporting Implementation: Union County Commissioners and partnering agencies/transportation stakeholders.

Resources Needed: Additional transportation staffing is needed in Union County to address this goal. Union County Health Department will hire a Mobility Manager in 2018. UCATS will hire an Operations Supervisor. Training will be needed for the Mobility Manager and the Operations Supervisor. Grant support from Section 5310 Operations Assistance and Capitalized (Preventative) Maintenance and local match from fares and contracts will also be needed.

Potential Cost Range: Total operation expenditure cost for UCATS in 2016, was \$444,101. In 2018 and 2019 there will be added staff cost for Mobility Manager and Operations Supervisor. This will potentially increase the total cost by \$160,000.

Potential Funding Sources: Section 5310 Operations Assistance and Capitalized (Preventative) Maintenance with 50% local match will assist with operations cost to reduce burden on riders. Section 5310 Hardware and Software funding may assist with efficiency, reducing duplication of services and increasing service availability. Local match can come from other grant programs such as Central Ohio Area on Aging, local foundations, County general revenue funds and fees.

Performance Measures/Targets:

1. Cost per passenger mile and hour is reduced.
2. Increase in ridership.

3. Ridership surveys will indicate satisfaction in meeting transportation needs.

Goal #3: Collaborate to ensure the most effective use of passenger transportation vehicles and services in the area, minimizing or eliminating unnecessary duplication of services or resources. Enhance potential rider's ability to access available resources.

Need(s) Being Addressed: There is no central source of information that potential riders can easily access and understand. There is lack of coordination of information regarding available transportation options, eligibility, costs and accessibility. Current resources are underutilized, as residents and community stakeholders do not always know how to access the available services nor do they understand the eligibility criteria.

Strategy 3.1:

Actively take responsibility for leading implementation of the coordination strategies identified in this plan. Union County will employ a Mobility Manager to work closely with Union County Agency Transportation Service (UCATS) to develop and maintain a centralized point of access to information and resources. The Mobility Manager and UCATS Program Manager will engage transportation providers to develop cooperative agreements to achieve goals. The planning committee will continue to evaluate and amend this coordinated transportation plan and keep the inventory of resources up to date.

Strategy 3.2:

Utilize technology to improve safety and effectiveness of current transportation options and to increase availability and access for passengers.

Timeline for Implementation: 2018-2021

Action Steps:

1. Union County Health Department will hire a Mobility Manager in 2018, and apply for the Mobility Manager again for 2019 and beyond.
2. The Mobility Manager will efficiently utilize current resources by tracking the inventory of transportation resources initiated by the Transportation Planning Committee in 2016 and 2017, ensuring that the inventory of services, complete with eligibility criteria and access information is published and distributed among stakeholders and available to the public. The Mobility Manager will utilize a variety of resources to make information available, including use of social media, stakeholder websites and local 211.
3. Develop contracts and agreements between agencies to maximize available resources to avoid underutilized capital assets.
4. Seek sources of technology to facilitate accessibility.
5. Evaluate additional transportation provider options, including potential public/private partnerships.

Parties Responsible for Leading Implementation: Union County Health Department and Union County Agency Transportation Service (UCATS)

Parties Responsible for Supporting Implementation: This will require commitment from all transportation stakeholders and providers.

Resources Needed: Continued funding for Mobility Manager for 2018 through 2021. Funding for promotional materials and media.

Potential Cost Range: \$70,000-\$85,000

Potential Funding Sources: Section 5310 funding has been secured for a Mobility Manager for 2018. This funding will also be necessary for 2019 through 2021. Local match for the mobility manager will come from stakeholders willing to pool funding to enhance transportation options for their client base.

Performance Measures/Targets:

1. The amount of pooled funds from stakeholders willing to assist with matching funds.
2. Number of new stakeholders engaged in the coordination efforts and planning.
3. Written contracts and agreements between stakeholders to enhance transportation efficiencies.
4. Positive feedback in future stakeholder meetings and surveys.

Goal #4: Union County residents will have transportation opportunities in the evenings and on weekends to meet their needs and enhance quality of life.

Need(s) Being Addressed: Lack of transportation services during evening and weekend hours. This includes for necessary medical transportation and for non-medical events which effect quality of life for older adults. Transportation is needed for rural parts of the county during all hours. Transportation is needed for trips outside of Union County. There are very limited transportation options outside of “normal business hours” and there are limited options for transportation to varieties of personal needs outside of medical appointments, such as for social and religious events.

Strategy 4.1:

Increase transportation options for service gaps to include weekend and evening trips, trips outside of Union County and trips for a variety of purposes beyond medical appointments. Evaluate current and potential new transportation providers.

Timeline for Implementation: 2018-2021

Action Steps:

1. Narrow the currently defined gaps through improved utilization of existing services and reducing the cost of current services (Strategies 2.1 and 3.1 above)
2. Planning committee will continue to seek transportation alternatives with public/private partnerships and alternative transportation resources.
3. Planning committee will evaluation regional transportation coordination and contract options.
4. Partnering agencies will collaborate to jointly fund any new transportation options, for client populations.

5. Providers will provide partner agencies with ongoing usage and progress reports which will include number of drivers, passengers, trip miles and locations, and any trip denials.

Parties Responsible for Leading Implementation: Union County Health Department

Parties Responsible for Supporting Implementation: Transportation Stakeholders, including the Department of Developmental Disabilities, Memorial Hospital, Mental Health and Recovery Board, Union County Agency Transportation Service (UCATS), Union County Commissioners

Resources Needed: At this time, the above parties are evaluating a proposal for a public/private partnership that will require partners to pool initial start-up and maintenance costs. Partners may also subsidize the trip cost for respective clients.

Potential Cost Range: To be determined. For example; with Action Step #2 above, the annual cost of a pending proposal from one potential provider is \$62,000 for the first year.

Potential Funding Sources: Pooled funds from partner agencies and rider fares.

Performance Measures/Targets:

1. Number of trips provided during evening and weekend hours will increase
2. Number of trip denials will decrease.
3. Survey results will indicate passenger satisfaction.

I. Plan Adoption

Several stakeholders met consistently since November, 2016. These stakeholders represented older adults, disabled adults with mental health and developmental disabilities. Several representatives of the original agencies remained active throughout the process, including the approval of this plan. Members of the public joined the process in September, 2017, which included older adults and individuals with disabilities.

The draft plan was made available to all participants via email and notice was posted on UCATS web site, inviting public inquiries and review.

A meeting was held on November 6th 2017 in which eleven (11) individuals representing seven (7) provider organizations and the general public attended. The draft plan was presented and discussed. Participants made recommendations for clarification. The Union County Transportation Planning Committee Resolution was read aloud and voted upon. The group approved the plan with a unanimous vote of 11 in favor of the plan. One planning committee member was unable to attend the meeting on November 6th and signed the resolution on November 14, 2017.

Following approval, the draft was updated to final and forwarded to the planning committee. Upon submission to ODOT, the plan will also be posted on UCATS web site for public information and comment.

Appendix A: List of Planning Committee Participants

The planning committee consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. More information about the planning committee is available upon request by contacting

Agency Representation

Name	Agency
Attorney/General Public	Elizabeth Mosser
Union County Agency Transportation Service (UCATS)	Kathleen Albanese
Union County Board of Developmental Disabilities	Nick Bowsher
Union County Emergency Management Service	Kathy Brown
Union County Guardianship Services	Sharon McFarlane
Union County Health Department	Zach Colles
Union County Health Department	Mary Salimbene Merriman
Union County Health Department	Shawn Sech
Human Services	Sue Ware
Union County Senior Services	Joel Lige Gibson
Union County Senior Services	Tony Pfarr
United Way of Union County	Shari Marsh

In addition to participants listed above, the planning committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting a planning committee, Union County Agency Transportation Service (UCATS) and other planning committee members also conducted a wide variety of activities designed to increase involvement of community stakeholders in identifying community resources, addressing community needs, and setting goals and priorities. More information about the efforts that occurred is available upon request. To request additional information please contact:

Name: Kathleen Albanese
 Agency: Union County Agency Transportation Service (UCATS)
 Phone Number: 937-644-1010 ext. 2237
 e-mail Address: Kathleen.Albanese@jfs.ohio.gov

Appendix B: List of Annual Reviews and Plan Amendments

It is required that this plan be reviewed by the planning committee annually. For more information on when the next annual review will occur, how to be involved in the annual review process or to request information on how to make changes or corrections to this plan between annual reviews, please contact:

Name: Kathleen Albanese

Agency: Union County Agency Transportation Service (UCATS)

Phone Number: 937-644-1010 ext. 2237

e-mail Address: Kathleen.Albanese@jfs.ohio.gov

Annual Review [To be scheduled September, 2018]

Provide a brief description of any annual reviews that have occurred, including a summary of the review meeting and a brief summary of any changes were made.

Amendment [N/A]

If the plan has been amended between annual reviews, include that information here.

Appendix C: Definitions

There are several terms used throughout the plan that may be unique to transportation providers or human service agencies. The terms are defined here for reference.

Coordination – Collaborative efforts toward understanding and meeting the mobility needs in the most appropriate, cost effective, and responsive manner.

FAST Act – Congress established the funding for Federal Transit Administration programs through authorizing legislation that amends Chapter 53 of Title 49 of the U.S. Code. On December 4, 2015, President Obama signed the Fixing America’s Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020.

Gaps in Service – A break in the continuity of available transportation resources such as a break between hours of operation or a break between two or more geographic areas.

Lead Agency – The organization responsible for facilitating outreach; composing a plan that meets the requirements of current Federal and State legislation; maintaining documentation from the planning process and making it available upon request; and leading stakeholders through annual reviews, amendments, and updates of the plan. The Lead Agency also is responsible for submitting the adopted Coordinated Plan and all amendments or updates to participating stakeholders and ODOT.

Planning Committee – (indicate if the planning committee has another formal name) The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

Ridership – The total number of passengers who boarded transportation vehicles are counted each time they board a vehicle.

Section 5310 Program – Enhanced Mobility of Seniors & Individuals with Disabilities (49 U.S.C. 5310) provides Federal formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

Section 5311 Program – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000 where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Sub recipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

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

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

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