

PICKAWAY COUNTY

Coordinated Public Transit Human Services Transportation Plan

2018 – 2020

Includes 2018 Update

Pickaway County Community Action Organization

For more information about this plan
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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Pickaway County, Ohio and transportation to neighboring counties. This Plan was initially developed in 2013, and was updated in 2016 and updated again in November for 2017 for years 2018-2020. 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 Pickaway County and all of Central Ohio. Transportation provides access to jobs, education, health care, 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:

Our county has established a Transportation Coordination Committee that is continuously adding new members representing transportation customers and providers throughout the county. These referral agencies and providers including Job and family services, Area School Districts (Circleville City Schools, Teays Valley, and Logan Elm), Berger Hospital, Pickaway County Board of Developmental Disabilities, Local Nursing homes, Pickaway Senior Center, and Pickaway Diversified Industries.

2. Identify and Prioritize community transportation needs

Throughout this plan you will see provider and customer feedback expressing the potential need for Evening Hours, Weekend Hours, Finding Options, Rides to Jobs, and Out of County Medical Transportation

3. Establish a clear plan for achieving shared goals

This plan will address the path we are taking in eliminating these barriers and working toward these goals such as: Extending Weekday and Weekend Hours to as well as expanding current partnerships such as that with Pickaway county Job and Family Services for out of county medical trips.

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 agencies/providers, and;
- The general public.

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

LIST STAKEHOLDER INVOLVEMENT ACTIVITIES

Early in 2017 the PICCA Mobility Management Office compiled a new expanded list of Stakeholders serving the needs of Pickaway County residents. That list was comprised of Human Service Agencies, Transportation Providers, Government Agencies, Service Providers, Churches, Care Facilities, Adult Daycare Programs, Developmental Disability Care Providers, Elected Officials, and other groups.

Over 144 invitations were distributed to individuals and organizations to invite them to the Coordinated Plan / Transportation Coordination Meeting held on June 7th at PICCA, 469 East Ohio Street Circleville, Ohio. There were a total of 10 members of the community present at that meeting.

The meeting was followed up with emails keeping the 144 invitees updated on the results of the June meeting, and they were invited to make comments. Surveys were also sent out to stakeholders and transportation providers to solicit input and information about their organizations, and determine how they used transportation.

Those that indicated (via the stakeholder survey) or were previously known to be transportation providers were sent a second survey to give better insight into services provided. These surveys were followed up with interviews to get further information especially about driver qualifications, dispatch/routing software and vehicle fleet information.

Further interviews of individual's group's stakeholders and providers were held to fine tune their needs and to discuss what they saw as the unmet transportation issues of their clients and the community as a whole.

Meetings were also held to reach out to more groups and individuals to get more feedback throughout the year. By late summer as all the input and data came together it formed a clearer picture of the community needs and what was currently available, showing a clearer path for the future. The fruitage of all the efforts and input from all that participated in this Coordinated Plan has given the Mobility Management Program direction and focus on what still needs to be done to meet the mobility and transportation needs of county residents.

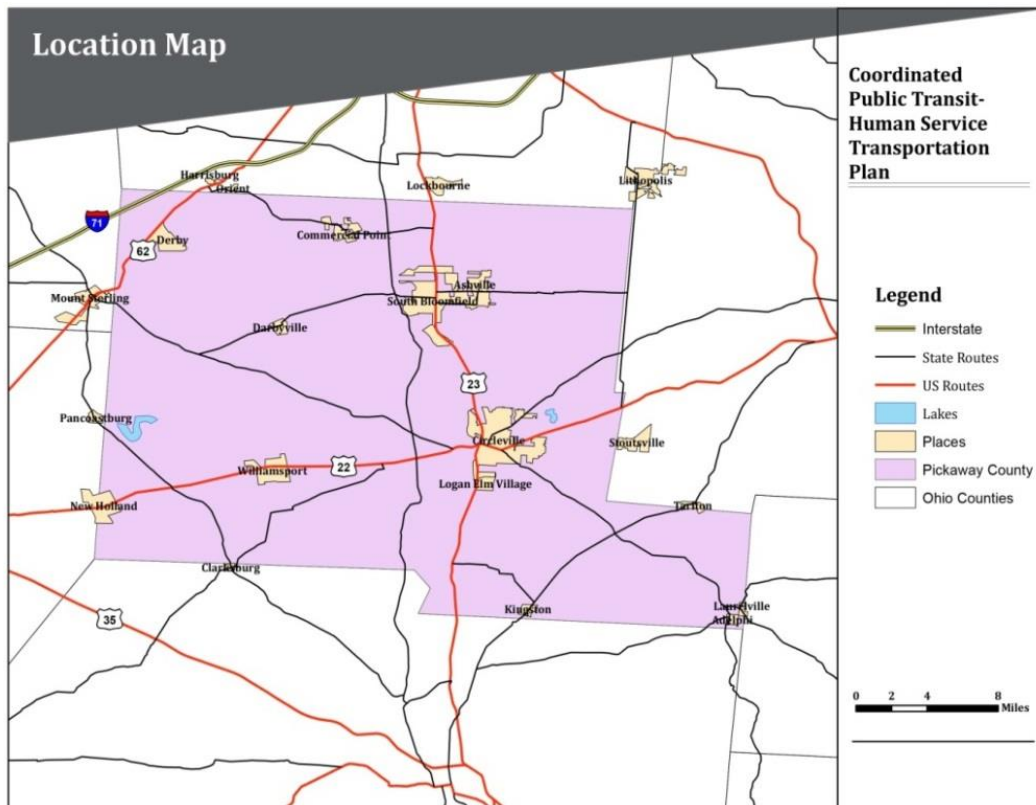
This plan was developed and adopted by a Transportation Coordination Committee that served as a planning committee for the Coordinated Plan. More information about the planning committee can be found in Appendix A.

I. Geographic Area –Pickaway County

Pickaway County is located in the south central section of the state of Ohio, just south of Columbus, and encompasses 502.2 square miles. The county seat is Circleville and consists of 9 other villages and small towns. Pickaway County is often considered part of the Columbus Metropolitan Statistical Area.

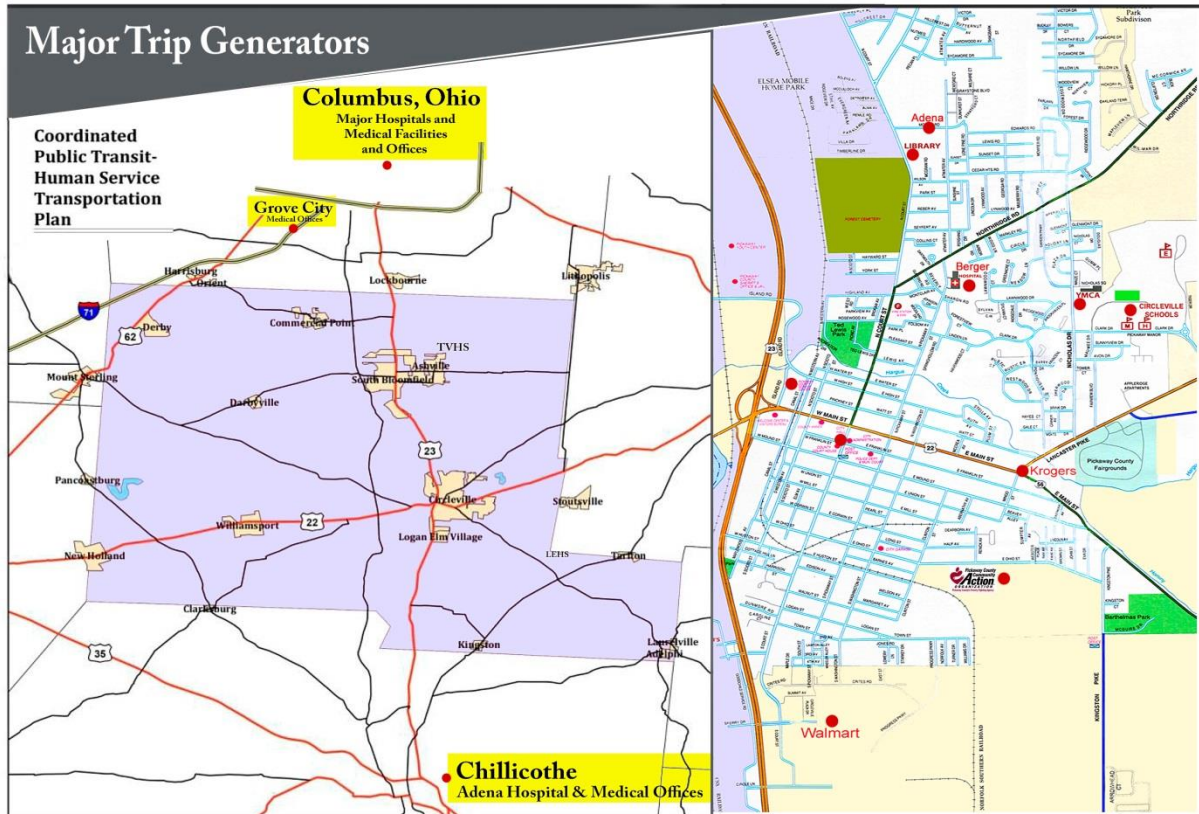
Map 1 is a highway and location map of Pickaway County. The region is served by the following major highways: Interstates 71 and U.S. Route 62 in the northeast corner of the county and U.S. Route 22 that divides the county east and west and U.S. Route 23 that divides the county north and south. There are several other State Routes that cross the county providing other high quality road access to all corners of the county. The total of public highways and roads totals 929.44 miles. Pickaway County’s connection to Columbus, Ohio is primarily via U.S. Route 23.

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



Map 2 shows where the major trip generators are in Pickaway County are located. The major destinations include medical offices and hospitals in Circleville, Columbus, Grove City, Chillicothe, and Lancaster. There are trips made to various Circleville, Teays Valley and Logan Elms School buildings. Inside the city, destinations include several doctor's offices, Berger Hospital, Adena Medical, Walmart, Krogers, Aldi's, Sav-a-lot, Library, JFS, PICCA, YMCA, and the Court House.

Map 2: Major trip generators in the geographic area



II. Population Demographics

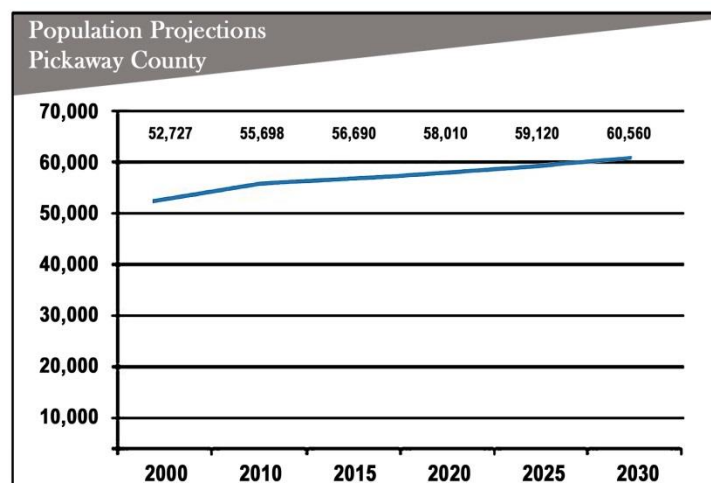
Population Growth

According to information from the U.S. Census Bureau, the estimated population of Pickaway County in 2016 was 57,565 persons, an increase of 1867, or 3.6%, between the actual 2010 Census numbers and the 2016 population figures. The Ohio Development Services Agency continues to project a .6% per year increase in population for Pickaway County. Chart 1 shows the historical and projected population trends for Pickaway County through the year 2030.

Chart 1: Total Population Current and Projected for 5 years

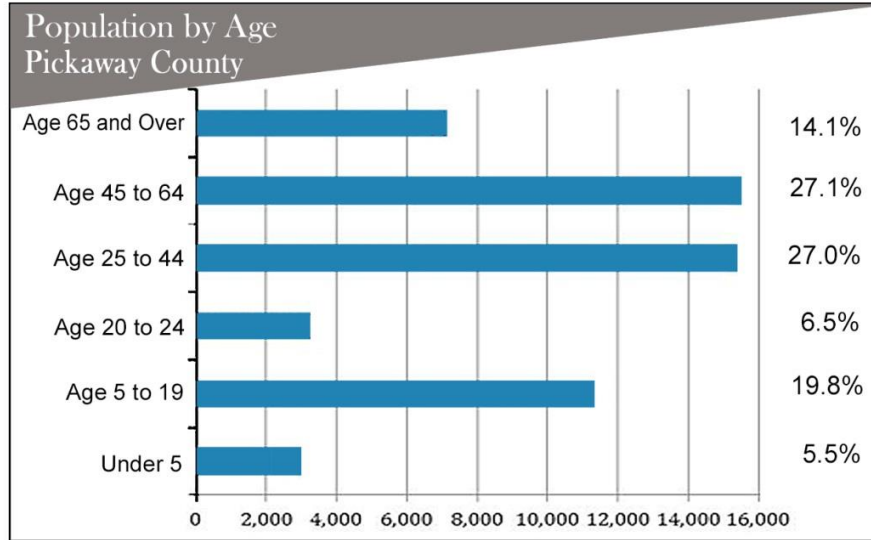
Population	2016 (Estimated)	2010 (Actual)
Pickaway County	57,565	55,698
Cities and Villages	2016 (est)	County %
Circleville	13,902	24.15 %
Ashville	4194	7.28 %
South Bloomfield	1864	3.23 %
Commercial Point	1611	2.79%
Williamsport	1061	1.81%
New Holland	836	1.44 %
Laurelville	510	.88%

Source: U.S. Census Bureau 2016 Census Data



Source: Ohio Development Services Agency, Population Projections Totals

Chart 2: Total Population by Age Group



Source: U.S. Census Bureau, 2015 American Community Survey

Chart 3: Total Population by Race

Total population 2015 (est.) Pickaway County, Ohio		56,515	
White	53,064	93.9%	
Black or African American	1,837	3.3%	
American Indian and Alaska Native	185	0.3%	
Hispanic of Latino	724	1.3%	
Filipino	130	0.2%	
Japanese	0	0.0%	
Chinese	10	0.0%	
Vietnamese	0	0.0%	
Other Asian	26	0.0%	
Native Hawaiian and Other Pacific Islander	1	0.0%	
Some other race	538	.9%	

Source: U.S. Census Bureau 2015 American Community Survey

Chart 4: Number and percentage of people with disabilities

People with Disabilities in Pickaway County, Ohio	Population Total	Population with a disability	Percent with a disability
	Estimate	Estimate	Estimate
Total Non-institutionalized Population	52,367	7,639	14.6%
SEX			
Male	25,943	3,763	14.5%
Female	26,424	3,876	14.7%
AGE			
Under 5 years	3,123	0	0.0%
5 to 17 years	9,550	511	5.4%
18 to 34 years	10,547	765	7.3%
35 to 64 years	21,593	3,662	17.0%
65 to 74 years	4,453	1,211	27.2%
75 years and over	3,101	1,490	48.0%

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

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

↑ Households in Poverty	Pickaway County, Ohio	
	Households Below Poverty	Percentage
Total: Family households "Family households" consist of a householder and one or more other people related by birth, marriage, or adoption.	14,598	
Income in the past 12 months below poverty level:	1,435	9.83%
Married-couple family	347	2.37%
Male householder, no wife present	39	.27%
Female householder, no husband present	1,049	7.18%
Income in the past 12 months at or above poverty level:	13,163	
Married-couple family	10,729	81.50%
Male householder, no wife present	852	6.48%
Female householder, no husband present	1,582	12.02%

Source: U.S. Census Bureau, 2015 American Community Survey 1-Year Estimates

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

Individuals in Poverty	Pickaway County, Ohio		
	Population Total	Individuals below poverty level	Percent below poverty level
Population for whom poverty status is determined	51,856	6,509	12.6%
AGE			
Under 18 years	12,295	2,236	18.2%
18 to 34 years	10,398	1,668	16.0%
35 to 64 years	21,609	2,069	9.6%
65 years and over	7,554	536	7.1%
SEX			
Male	25,677	3,040	11.8%
Female	26,179	3,469	13.3%
EDUCATIONAL ATTAINMENT			
Population 25 years and over	35,071	3,435	9.8%
Less than high school graduate	4,080	972	23.8%
High school graduate (includes equivalency)	15,054	1,566	10.4%
Some college, associate's degree	9,435	710	7.5%
Bachelor's degree or higher	6,502	187	2.9%

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

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

Individual that speak English “Less than very well”	Pickaway County, Ohio	
	Estimate	Percentage
Total:	53,392	
Speak only English or “English very well”	53,278	99.78%
Individuals by language that speak English “less than very well”	114	.22%
Spanish	43	.09%
French	6	.01%
German	10	.02%
Slavic Languages	44	.09%
Mon-Khmer, Cambodian	7	.01%
Thai	4	<.01%

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

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 Pickaway County and across county lines.

Inventory of Transportation Providers

Pickaway County Community Action (the lead agency), various stakeholders, other groups and the public participated 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.

Although more detailed services offerings can be found below, the 29 organizations that provided information were:

- Berger Circle of Caring
- Berger Health Systems
- Brown Memorial Home
- Capabilities LLC
- Circleville City Schools
- Community United Methodist Church
- Crossroads Church
- Fun Bus- Creative Coach
- Genesis Health Care
- Good Hands
- Goodwill Industries
- Haven House of Pickaway County
- Jackson Transportation
- Logan Elm Healthcare
- Ohio Christian University
- Person Centered Services
- PICCA Head Start
- PICCA Mobility Management Program
- PICCA Veterans Transitional Housing
- Pickaway Area Rural Transit (PART)
- Pickaway County Board of Developmental Disabilities
- Pickaway County Early Child Intervention
- Pickaway County Job and Family Services
- Pickaway County Veterans Services
- Pickaway County Family YMCA
- Pickaway Diversified Industries
- Pickaway Senior Center
- Roundtown Tax
- Wyngate at Circleville

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 29 organizations provided information about their services.

List of Transportation Service Providers

Agency Name: **Berger Circle of Caring**
Transportation Service Type: Volunteer Transportation to Medical Appointments
Other Services Provided: Passenger Aides /Comfort - Client Support
Contact Information: 740-474-7844 tray.vanhorn@bergerhealth.com
Hours: Office Hours 8am-4:30 M-F
Service Area: Pickaway County
Eligibility Requirements: Call for Details
Web-site: www.bergerhealth.com

Agency Name: **Berger Health System**
Transportation Service Type: Patient Transportation to Medical Appointments
Other Services Provided: Full Service Medical Provider / Hospital
Contact Information: 740-474-2126
Hours: Office Hours 8am-4:30 M-F
Service Area: Pickaway County
Eligibility Requirements: Call for Details
Web-site: www.bergerhealth.com

Agency Name: **Brown Memorial Home**
Transportation Service Type: Resident Transportation
Other Services Provided: Skilled Nursing and Assisted Living Services
Contact Information: 740-474-6238
Hours: Office Hours 8am-4:30 M-F
Service Area: Pickaway County
Eligibility Requirements: Call for Details
Web-site: www.brownmemorialhome.com

Agency Name: **Capabilities LLC**
Transportation Service Type: Client Workplace Transportation
Other Services Provided: Disabilities Employment Services
Contact Information: 740-500-6129
Hours: Office Hours 8am-4:30 M-F
Service Area: Pickaway County and other Locations

Eligibility Requirements: Program Client - Call for Details
Web-site: www.capabilitiesinc.biz/

Agency Name: **Circleville City Schools**
Transportation Service Type: Student Transportation
Other Services Provided: City School District
Contact Information: 740-474-6663
Hours: Office Hours 8am-4:00 M-F
Service Area: Circleville
Eligibility Requirements: Enrolled Student - Call for Details
Web-site: www.circlevillecityschools.org

Agency Name: **Community United Methodist Church**
Transportation Service Type: Member Transportation
Other Services Provided: Church and Faith-based Services
Contact Information: 740-474-4796
Hours: Office Hours 9am-3:30 M-F
Service Area: Pickaway County
Eligibility Requirements: Call for Details
Web-site: www.circlevillecommunitychurch.com

Agency Name: **Crossroads Church**
Transportation Service Type: Member Transportation
Other Services Provided: Church and Faith-based Services
Contact Information: 740-474-7265
Hours: Office Hours 9am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Call for Details
Web-site: www.crossroadscircleville.com/

Agency Name: **Funbus - Creative Coach**
Transportation Service Type: Charter Bus Transportation
Other Services Provided: Taxi Service in Fairfield County
Contact Information: 740-653-4600
Hours: Office Hours 9am-4:00 M-F
Service Area: Call for Details
Eligibility Requirements: Call for Details
Web-site: www.funbus.com

Agency Name: **Genesis Health Care**
Transportation Service Type: Resident Transportation
Other Services Provided: Skilled Nursing and Assisted Living Services
Contact Information: 740-477-1695
Hours: Office Hours 8am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Resident - Call for Details
Web-site: www.genesishcc.com/Circleville

Agency Name: **Good Hands**
Transportation Service Type: Developmental Disabilities Transportation
Other Services Provided: Developmental Disabilities / Rehabilitation Services
Contact Information: 740-474-2646
Hours: Office Hours 8am-4:00 M-F
Service Area: Pickaway County and other Locations
Eligibility Requirements: Program Client - Call for Details
Web-site: www.ghsloho.org

Agency Name: **Goodwill Industries**
Transportation Service Type: Disabilities Transportation
Other Services Provided: Developmental Disabilities / Rehabilitation Services
Contact Information: 740-702-4000
Hours: Office Hours 8am-4:00 M-F
Service Area: Pickaway County and other Locations
Eligibility Requirements: Program Client - Call for Details
Web-site: www.goodwill.org

Agency Name: **Haven House of Pickaway County**
Transportation Service Type: Client Transportation
Other Services Provided: Developmental Disabilities / Rehabilitation Services
Contact Information: (740) 477-9113 havenhouse1180@yahoo.com
Hours: Office Hours 8am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Program Client - Call for Details
Web-site: www.havenhouse1180.com

Agency Name: **Jackson Transportation**
Transportation Service Type: Contract Provider DD, NEMT, Broker Medicaid
Other Services Provided: Contract Provider and General Service
Contact Information: 740-288-2091
Hours: Office Hours 8am-4:00 M-F
Service Area: All of Ohio
Eligibility Requirements: Call for Details
Web-site:

Agency Name: **Logan Elm Health Care**
Transportation Service Type: Resident Transportation
Other Services Provided: Skilled Nursing and Assisted Living Services
Contact Information: 740-474-3121
Hours: Office Hours 8am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Resident - Call for Details
Web-site: www.loganelm.com

Agency Name: **Ohio Christian University**
Transportation Service Type: Student Transportation
Other Services Provided: Higher Education
Contact Information: 740-474-8896
Hours: Office Hours 9am-4:00 M-F
Service Area: N/A
Eligibility Requirements: Call for Details
Web-site: www.ohiochristian.edu

Agency Name: **Person Centered Services**
Transportation Service Type: Disabilities Transportation
Other Services Provided: Developmental Disabilities / Rehabilitation Services
Contact Information: 740-420-0421
Hours: Office Hours 8am-4:00 M-F
Service Area: Pickaway County and other Locations
Eligibility Requirements: Program Client - Call for Details
Web-site: www.pcs4dd.com/pickaway-county-circleville-center.html

Agency Name: **PICCA Head Start**
Transportation Service Type: Student Transportation
Other Services Provided: Early Childhood Development
Contact Information: 740-474-9544
Hours: Office Hours 8am-4:30 M-F
Service Area: Pickaway County
Eligibility Requirements: Call for Details
Web-site: www.picca.info/early-childhood-services.html

Agency Name: **PICCA Mobility Management Program**
Transportation Service Type: Transportation Coordination
Other Services Provided: Transportation Solutions Advisor
Contact Information: 740-477-1655 ext. 309 brickerd@picca.info
Hours: Office Hours 8am-4:30 M-F
Service Area: Pickaway County
Eligibility Requirements: General Public
Web-site: www.picca.info/community-services.html

Agency Name: **PICCA Veterans Transitional Housing**
Transportation Service Type: Veterans Transportation
Other Services Provided: Veterans Transitional Services
Contact Information: 740-477-1655 ext 303
Hours: Office Hours 8am-4:30 M-F
Service Area: Pickaway County
Eligibility Requirements: Veteran's Program Client - Call for Details
Web-site: www.picca.info

Agency Name: **Pickaway Area Rural Transit**
Transportation Service Type: **Public Transportation**
Other Services Provided: Demand Response Handicapped Equipped
Contact Information: 740-474-8835
Hours: Office Hours 8am-4:30 M-F
Service Area: Pickaway County (with trips to surrounding counties)
Eligibility Requirements: General Public - Elderly/Handicapped Discounts
Web-site: www.picca.info/community-services.html

Agency Name: **Pickaway County Board of Developmental Disabilities**
Transportation Service Type: Transportation of DD Clients
Other Services Provided: Developmental Disabilities Services
Contact Information: 740-477-3353
Hours: Office Hours 8am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Call for Details
Web-site: www.pickawaydd.org

Agency Name: **Pickaway County Early Child Intervention**
Transportation Service Type: Client Transportation
Other Services Provided: Early Childhood Development
Contact Information: 740-474-9544
Hours: Office Hours 8am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Call for Details
Web-site: www.picca.info/early-childhood-services.html

Agency Name: **Pickaway County Job and Family Services**
Transportation Service Type: NEMT / Medicaid
Other Services Provided: Family Social Services
Contact Information: 740-474-7588
Hours: Office Hours 7:30am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Call for Details
Web-site: www.pickawayjfs.org

Agency Name: **Pickaway County Veterans Services**
Transportation Service Type: Veterans / V/A Transportation
Other Services Provided: Veterans Services
Contact Information: 740-474-7588
Hours: Office Hours 8:00am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Veterans Call for Details
Web-site: www.pickaway.org/offices/veterans-assistance/index.html

Agency Name: **Pickaway County YMCA**
Transportation Service Type: YMCA Member / Program Transportation
Other Services Provided: YMCA Programs / Healthy Living Programs
Contact Information: 740-477-1661
Hours: Office Hours 8:00am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Veterans Call for Details
Web-site: www.ymcacolumbus.org/pickaway

Agency Name: **Pickaway Diversified Industries**
Transportation Service Type: Transportation of DD Clients
Other Services Provided: Developmental Disabilities Job Services
Contact Information: 740-474-1670
Hours: Office Hours 8am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Call for Details
Web-site: www.facebook.com/pg/PickawayDiversified/posts/

Agency Name: **Pickaway Senior Center**
Transportation Service Type: Senior Transportation
Other Services Provided: Senior Programs
Contact Information: 740-474-8831
Hours: Office Hours 8:00am-4:00 M-F
Service Area: Pickaway County
Eligibility Requirements: Senior Citizen
Web-site: www.pickawayseniors.org

Agency Name: **Roundtown Taxi**
Transportation Service Type: Taxi
Other Services Provided: Contract Transportation
Contact Information: 740-420-2525
Hours & Service Area: No Response
Eligibility Requirements: No Response
Web-site: No Response

Agency Name: **Wyngate at Circleville**
Transportation Service Type: Resident Transportation
Other Services Provided: Skilled Nursing and Assisted Living Services
Contact Information: 740-474-1411
Hours: Office Hours 8am-4:00 M-F
Eligibility Requirements: Resident Only - Call for Details

The table below provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers or agency clients:

Table 1: Organizational Characteristics						
Agency Name	Directly Operates Transportation	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (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
Berger Circle of Caring	Yes	No	Non Profit	500 +-	3+-	Yes
Berger Health System	No	PART	Government	415	N/A	Yes
Brown Memorial	Yes	PART	Non- Profit	Not Sure	0	Yes
Capabilities	Yes	PART	Private for Profit	1000+-	N/A	Yes
Community United Methodist	Yes	PART	Private Non Profit	300+-	N/A	Yes
Creative Coach / Fun Bus	Yes	No	Private for Profit	No Answer	No Answer	No
Crossroads Church	Yes	No	Private Non Profit	Not Sure	N/A	Yes
Genesis	Yes	Portsmouth/PICCA	Private non profit	400+-	N/A	Yes
Good Hands	Yes	PICCA	Private Non Profit	6000+-	N/A	Yes
Goodwill Industries	Yes	No	Private Non Profit	4500+-	0	Yes
Haven House	No	PART/Jackson/PCS	Non Profit	1500+-	2	Yes
Jackson Transportation	Yes	No	Private for Profit	19000+-	0	No
Logan Elm Health Care	Yes	Ambulance	Private for Profit	1200+-	0	Yes
Ohio Christain University	Yes	No	Private Non Profit	Not Sure	0	Yes/Students Only
PC Board of DD	No	PART & Jackson	Government	27,000	0	N/A
Person Centered Services	Yes	No	Non Profit	7280	0	Yes
PICCA Head Start	Yes	No	Non Profit	31,585	0	Yes/Students Only
PICCA Veterans Transitional	Yes	PART	Non Profit	250+-	0	Yes
Pickaway Area Rural Transit	Yes	No	Non Profit	66118	<1	No
Pickaway Early Intervention	No	Gas Cards	Government	50	0	Yes
Pickaway Co. JFS (NEMT)	No	PART & Jackson	Government	3194	0	Yes
Pickaway Co. Veterans Services	Yes	No	Government	Not Sure	1	Yes
Pickaway Co. YMCA	Yes	PART	Non Profit	Not Sure	0	Yes
Pickaway Diversified	Yes	PART/Jackson/PCS	Non Profit	2200+-	0	Yes
Pickaway Senior Center	Yes	No	Non Profit	6000+-	<1	No
Rountown Taxi	Yes	No Response	Private for Profit	No Response	No Response	No Response
Wyngate	Yes	No	Private for Profit	N/A	0	Yes

* Answering “Yes” 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 work-shop, 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”.

The participating organizations provide a wide range of transportation services with most being “On-Demand” or as needed by the sponsoring organization. All 29 of the participating organizations provide transportation services on weekdays. While only 12 operate transportation on Saturdays and Sundays. Evening services after 5pm are operated by the same 12 organizations. The evening and weekend services involve specialized programs and those service are not currently available to the general public.

The following table depicts the transportation service characteristics by agency.

Table 2: 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
Berger Circle of Caring	Demand Response	M-F 8:00-4:30	No	Door to Door	CBC/FA
Berger Health System	Demand Response	M-F 8:00-4:30	No	Door to Door	N/A
Brown Memorial	Demand Response	M-F 8:00-4:30	Yws	Door to Door	CBC/FA
Capabilities	On Demand	M-F 8:00-4:30	Yes	Door to Door	CBC/FA/RDS/HT
Community United Methodist	On Demand	24/7	No	Door to Door	IN
Creative Coach / Fun Bus	Demand Response, Charter	24/7	No	Door to Door	CBC/PX/FA/RDS/CDL
Crossroads Church	On Demand	24/7	No	Door to Door	IN
Genesis	On Demand	24/7	No	Door to Door	CBC/FA/IN
Good Hands	On Demand	as needed	Yes	Door to Door	CBC/FA/DD/RDS
Goodwill Industries	On Demand	M-F 8am-5pm	Yes	Door to Door	CBC/FA/HT/RDS
Haven House	On Demand	24/7	No	Door to Door	N/A
Jackson Transportation	Demand Response	24/7	Yes	Door to Door	CBC/PX/FA/HT/DD/RDS
Logan Elm Health Care	As Needed	24/7	No	Door to Door	CBC/DD/HT/RDS
Ohio Christian University	As Needed	24/7	No	Door to Door	CBC/DD/IN
PC Board of DD	Demand Response	24/7	Yes	Door to Door	N/A
Person Centered Services	Contract Service	M-F 6am to 5:00	Yes	Door to Door	CBC/PX/FA/RDS
PICCA Head Start	Fixed Route	M-Th 8am-4:00	No	Door to Door	CBC/CDL/FA/RDS
PICCA Veterans Transitional	As Needed	M-F 8am - 4:00	No	Door to Door	CBC/RDS
Pickaway Area Rural Transit	Demand Response	M-F 7am-4:00 Limited 24/7	Yes	Door to Door	CBC/PX/FA/DD/HT/RDS
Pickaway Early Intervention	Medical Gas Cards	M-F 8am-4:00	No	N/A	N/A
Pickaway Co. JFS (NEMT)	Demand Response	M-F 7:30am-5:00	Yes	Door to Door	N/A
Pickaway Veterans Services	Appointment	M-F 6am to 5:00	No	Door to Door	CBC/PX
Pickaway Co. YMCA	Member Transport	M-F 5:30am to 9pm	No	Door to Door	CBC/FA/DD
Pickaway Diversified	Demand Response	Limited 24/7	Yes	Door to Door	CBC/PX/FA/HT/DD/RDS
Pickaway Family & Child First	Gas Cards	M-F 9-4pm	No	N/A	N/A
Pickaway Senior Center	On demand	M-F 8am-4:30	Yes	Door to Door	CBC/PX/FA/DD/RDS
Roundtown Taxi	Taxi ?	No Response	No Response	No Response	No Response
Wyngate	On Demand	as needed	No	Door to Door	CBC/PX/DD/RDS

Transportation-related expenses and revenues also differ by organization. Government and private grants, contracts and donations are the most common revenue sources for transportation operators in Pickaway County. Most providers do not charge clients a fare at time of service, but bill a 3rd party.

The table below provides a summary of expenses and revenues for transportation programs.

Table 3 Transportation Revenue Characteristics

Agency Name	Fare Structure	Donations Accepted	Number of Drivers	Revenue Sources (Most Recent Fiscal Year)	Total Amount Transportation Expense
Berger Circle of Caring	No Charge	Yes	20 Volunteers	Berger Foundation	No Answer
Berger Health System	Patient No Charge	N/A	Contract/PART	Berger Hospital	\$22,844
Brown Memorial	Patient No Charge	N/A	N/A	Medical Billing	No Answer
Capabilities	3rd Party Billing	No	12	ODD/Medicaid	No Answer
Community United Methodist	No Charge	N/A	Volunteers	Church Donations	\$1,500
Creative Coach/Fun Bus	\$5+\$2/Mile Demand Charter Quote on Request	N/A	Varies	Contracts	No Answer
Crossroads Church	No Charge	N/A	Volunteers	Church Donations	\$1,500
Genesis Assisted Living	Patient No Charge	N/A	1	Medical Billing	No Answer
Goodwill Industries	3rd Party Billing	N/A	1	Grants/Billings	Not Sure
Good Hands	3rd Party Billing	N/A	6	Grants/ Billings	Not Sure
Haven House	No Charge	N/A	N/A	Grants & Donations	\$500+
Jackson Transportation	3rd Party Billing	No	18	Contracts	No Answer
Logan Elm Health Care	Patient No Charge	No	1	Medical Billing	Not Sure
Ohio Christian University	No Charge/Students	No	Not Sure	OCU Funds	Not Sure
Pickaway County DD Board	No Charge	N/A	Contract/PART	Levy/Billing/Grants	Not Sure
Person Centered Services	3rd Party Billing, \$19.31 each way or \$1.23/mile	N/A	Not Sure	Contracts/Billings	Not Sure
PICCA Head Start	No Chare/Students	N/A	7	Grants	\$265,612
PICCA Veterans Transitional	No Charge	N/A	1	Grants	Not Sure
Pickaway Area Rural Transit	Point Bus \$.50-- Same Day Demand \$3 - 24 Hour Notice \$1 - E&D 50% Discount	No	24	ODOT 5311 Grant - Local Match	\$595,162
Pickaway Early Intervention	N/A	N/A	N/A	Grants	Not Sure
Pickaway Veterans Services	No Charge	N/A	7	Government	\$64,744
Pickaway County YMCA	No Charge	No	10	Membership Fee	Not Sure
Pickaway Diversified (PDI)	Contract Billing	No	4	Government	Not Sure
Pickaway Senior Center	Donations	Yes	5	Grants and Levy	255,631
Roundtown Taxi	No Response	No Response	No Response	No Response	No Response
Wyngate Care Center	No Charge	No	1	Medical Billing	Not Available

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 4: Alternative/ Active Transportation Options				
Transportation Option	Availability	Cost	Usage	Service Area
Roundtown Taxi	No Response	No Response	No Response	No Response
No Intercity Bus				
No Public Rideshare				

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

Table 5: Transportation Resources				
Transportation Resource	Availability	Cost	Usage	Service Area
No Travel Training	at this time			

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

Table 6: Technology				
Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/GPS Tracking
Berger Circle of Caring	No	No	No	No
Berger Health System	N/A	N/A	N/A	N/A
Brown Memorial Home	N/A	N/A	N/A	N/A
Capabilities	No	No	No	No
Community United Methodist	No	No	No	No
Creative Coach / Fun Bus	No	No	No	Yes
Crossroads Church	No	No	No	No
Genesis	No	No	No	No
Good Hands	No	No	No	No
Goodwill Industries	No	No	No	No
Haven House	N/A	N/A	N/A	N/A
Jackson Transportation	ETS	No	ETS	Tele-Trip
Logan Elm Health Care	No	No	No	No
Ohio Christian University	No	No	No	No
PC Board of DD	N/A	N/A	N/A	N/A
Person Centered Services	No	No	No	No
PICCA Head Start	No	No	No	No
PICCA Veterans Transitional	No	No	No	No
Pickaway Area Rural Transit	ECOLANE	No	ECOLANE	ECOLANE
Pickaway Early Intervention	N/A	N/A	N/A	N/A
Pickaway Co. JFS (NEMT)	N/A	N/A	N/A	N/A
Pickaway Veterans Services	No	No	No	No
Pickaway Co. YMCA	No	No	No	No
Pickaway Diversified	No	No	No	No
Pickaway Senior Center	No	No	No	No
Roundtown Taxi	No Response	No Response	No Response	No Response
Wyngate	No	No	No	No

Assessment of Community Support for Transit

Like many other communities in Ohio, most residents of Pickaway County have reliable transportation parked in the driveway. Transportation is only a problem when you don't have it. While most areas in Pickaway County are less than 5% Zero Vehicle Households, there are areas within the City of Circleville that are over 20% Zero Vehicle. This population group does have low cost public transit available through Pickaway Area Rural Transit's in city bus service, and demand response throughout the county.

The Pickaway County Board of Developmental Disabilities has also partnered with PART to provide 24/7 transit options for the DD community. The Pickaway Senior Center also has developed a program for senior transport, Mondays-Fridays during the day.

While local government does assist in other ways they currently provide no funds for transit. There also is a major segment of residents that are not aware of all the various transportation options open to all citizens and not just low-income, handicapped or seniors. Plus there are very limited options in the evenings and weekends for more residents in the county outside of a personal vehicle.

Safety

Based on the survey and interview results of the various providers most require criminal background checks, physicals exams, first-aid/CPR training, wheelchair training, and defensive driver training for their staffs. Many have required vehicle inspections and their buses and vans look to be in good condition. There are some providers in the county that did not respond to survey and interview invitations, so there is currently no information on driver training or vehicle condition, which might lead to safety issues for riders.

Vehicles

Survey/Interview participants listed a combined total of 40 vehicles. Approximately 65% of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 6).

Not all of the transportation providers provide at least 1 wheelchair accessible vehicle, while some organizations have an entire fleet of wheelchair accessible vehicles. Pickaway Area Rural Transit's (operated by Pickaway County Community Action) vehicles are 90%+ handicapped accessible and provides most wheelchair transports in Pickaway County, averaging 40+ wheelchairs a day as the average age of county residents increase so will handicapped ride needs. Plus as vehicles age, they require additional maintenance, may break down more often, becoming costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

Table [1]: Vehicle Utilization Table

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
PICKAWAY AREA RURAL TRANSIT				PICCA							
64	Ford	E-350 Bus	2008	1FD3E35L08DA05766	10	1	Mon-Fri	7A-4P	Good	5311	
67	Chevy	Uplander	2008	1GBDV13W78D165822	3	2	7 Days	24 Hour	Good	5311	
69	Dodge	Caravan	2010	2D4RNYDE8AR167660	3	1	7 Days	24 Hour	Good	5311	
70	Dodge	Caravan	2010	2D4RN4DEXAR167644	3	1	7 Days	24 Hour	Good	5311	
71	Dodge	Caravan	2010	2D4RN4DE2AR167623	3	1	7 Days	24 Hour	Good	5311	
72	Dodge	Caravan	2010	2DYRN4DE4AR164532	3	1	7 Days	24 Hour	Good	5311	
73	Dodge	Caravan	2010	2D4RN4DE4AR164545	3	1	7 Days	24 Hour	Good	5311	
74	Ford	E-350 Bus	2010	1FDEE3FL2ADA46378	10	1	Mon-Fri	7A-4P	Good	5311	
75	Ford	E-350 Bus	2010	1FDEE3FL4ADA46379	10	1	Mon-Fri	7A-4P	Good	5311	
76	Ford	E-350 Bus	2010	1FDEE3FL8ADA46384	10	1	Mon-Fri	7A-4P	Good	5311	
77	Ford	E-350 Bus	2010	1FDEE3FL0ADA46377	10	1	Mon-Fri	7A-4P	Good	5311	
78	Dodge	Caravan	2010	2D4RN4DE5AR435645	6	0	7 Days	24 Hour	Good	5311	
79	Dodge	Caravan	2010	2D4RN4DE7AR435646	6	0	7 Days	24 Hour	Good	5311	
80	Dodge	Caravan	2010	2D4RN4DE9AR435647	6	0	7 Days	24 Hour	Good	5311	
81	Dodge	Caravan	2010	2D4RN4DE6AR485549	6	0	7 Days	24 Hour	Good	5311	
82	Ford	E-350 Bus	2015	1FDEE3FSXDA34767	14	1	7 Days	24 Hour	Good	5311	
83	Ford	MV-1	2016	57WMD2C67GM100533	3	2	7 Days	24 Hour	Good	5311	
16	Ford	E-450 Bus	2009	1FDFF45P99DA37848	10	2	Mon-Fri	7A-4P	Good	5311	
17	Ford	E-450 Bus	2009	1FDFF45P09DA37849	10	2	Mon-Fri	7A-4P	Good	5311	

Table [2]: Vehicle Utilization Table

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
PICKAWAY COUNTY VETERANS SERVICES											
	Ford	Hi-Top		1FTSS3EL4ADA67525	6	2	M-F	8-4	Good	V/A Transport	Pickaway
	Ford	E-350		1FBNE3BL3CDA91427	11	0	M-F	8-4	Good	V/A Transport	to V/A
	Ford	E-350		1FBNE31L09DA66169	11	0	M-F	8-4	Good	V/A Transport	only
	Dodge	Caravan		2D8HN54P58R77864	5	1	M-F	8-4	Good	V/A Transport	“ “
	Ford	FLEX		2FMHK6C88GBA10314	6	0	M-F	8-4	Good	V/A Transport	“ “
	GMC	Suburban		1GKFK16317J208814	5	0	M-F	8-4	Good	V/A Transport	“ “
	Ford	FLEX		2FMHK6C88GBA08045	6	0	M-F	8-4	Good	V/A Transport	“ “
	Ford	Explorer		1FM5K8HT1GGA69578	6	0	M-F	8-4	Good	V/A Transport	“ “
PICKAWAY SENIOR CENTER											
6	Chrysler	Journey	2011	3D4PG1FG1FG7BT543228	6	0	M-F	8-4	Good	Sr Transport	Pickaway
7	Chevy	Impala	2012	2G1WGSE37C1122801	4	0	M-F	8-4	Good	Sr Transport	County
11	Dodge	Caravan	2013	2C4RDGBG1DR757175	6	0	M-F	8-4	Good	Sr Transport	only
12	Dodge	Caravan	2014	2C4RDGCGXER252882	6	0	M-F	8-4	Good	Sr Transport	“ “
13	Dodge	Caravan	2014	2C4RDGCG4ER391891	6	0	M-F	8-4	Good	Sr Transport	“ “
15	Chevy	Equinox	2016	2GNALCEK6G6135998	5	0	M-F	8-4	Good	Sr Transport	“ “

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
BROWN MEMORIAL HOME											
		Bus		No Details Provided	10	2	7days	24hours		Patient Use	
CABILITIES											
		Mini Van		No Details Provided	5	1	7days	24hours		Client Use	
COMMUNITY UNITED METHODIST											
		Van		No Details Provided	14		7days			Church Use	
CREATIVE COACH / FUNBUS											
				Out of County Charter Co.			7days	24hours		Charters	
				No Details Provided							
CROSSROADS CHURCH											
		Van		No Details Provided	14		7days	24hours		Church Use	
GOODWILL											
		Bus		No Details Provided	11	2	M-F	8am-4		Client Use	
HAVEN HOUSE											
		Van		No Details Provided	14		7days	24hours		Client Use	
OHIO CHRISTIAN UNIVERSITY											
		Multiple		OCU Athletics/Activities	14		7days	24hours		Student Use	
		Vehicles		No Details Provided							

PICCA VETERANS TRANSITION											
	Ford	Van	2011	1FBNE3BLOBOA76544	5	0	7days	24hours	Good	Program Use	

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
PICKAWAY DIVERSIFIED INDUSTRIES											
		Bus		No Details Provided	8	2	7days		Fair	Client Use	
ROUNDTOWN TAXI											
				No Details Provided	?	?	7days	24hour	?	?	?
WYNGATE OF CIRCLEVILLE											
		Van		No Details Provided	14		7days			Church Use	
YMCA / CIRCLEVILLE											
		Bus		No Details Provided	14		7days			Client Use	

Summary of Existing Resources

This 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. These resources are available to various groups however as you can see by the charts many are specific to agency clientele.

Currently the only non-profit general public provider is Pickaway Area Rural Transit. With a fleet of 19 they are running up to 24 hours a day within the county and surrounding areas. The next two largest fleet agency providers are the Pickaway Senior Center and Veterans Services with fleets of 6-8; however as discussed they are limited to their target populations.

As you can see many of the other providers within the county are limited to just one or two vehicles to meet their transportation needs depicting the necessity for community transportation coordination amongst providers to overcome these transportation barriers. As this Pickaway County Transportation Coordination Committee grows, we have watched new partnerships blossom and resources continue to grow throughout the county.

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the transportation needs of Pickaway County, 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.

Pickaway County Community Action (lead agency) coordinated and surveyed a variety of stakeholders in the area in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholder and the general public is available upon request.

The following methods were used to assess transportation needs and gaps

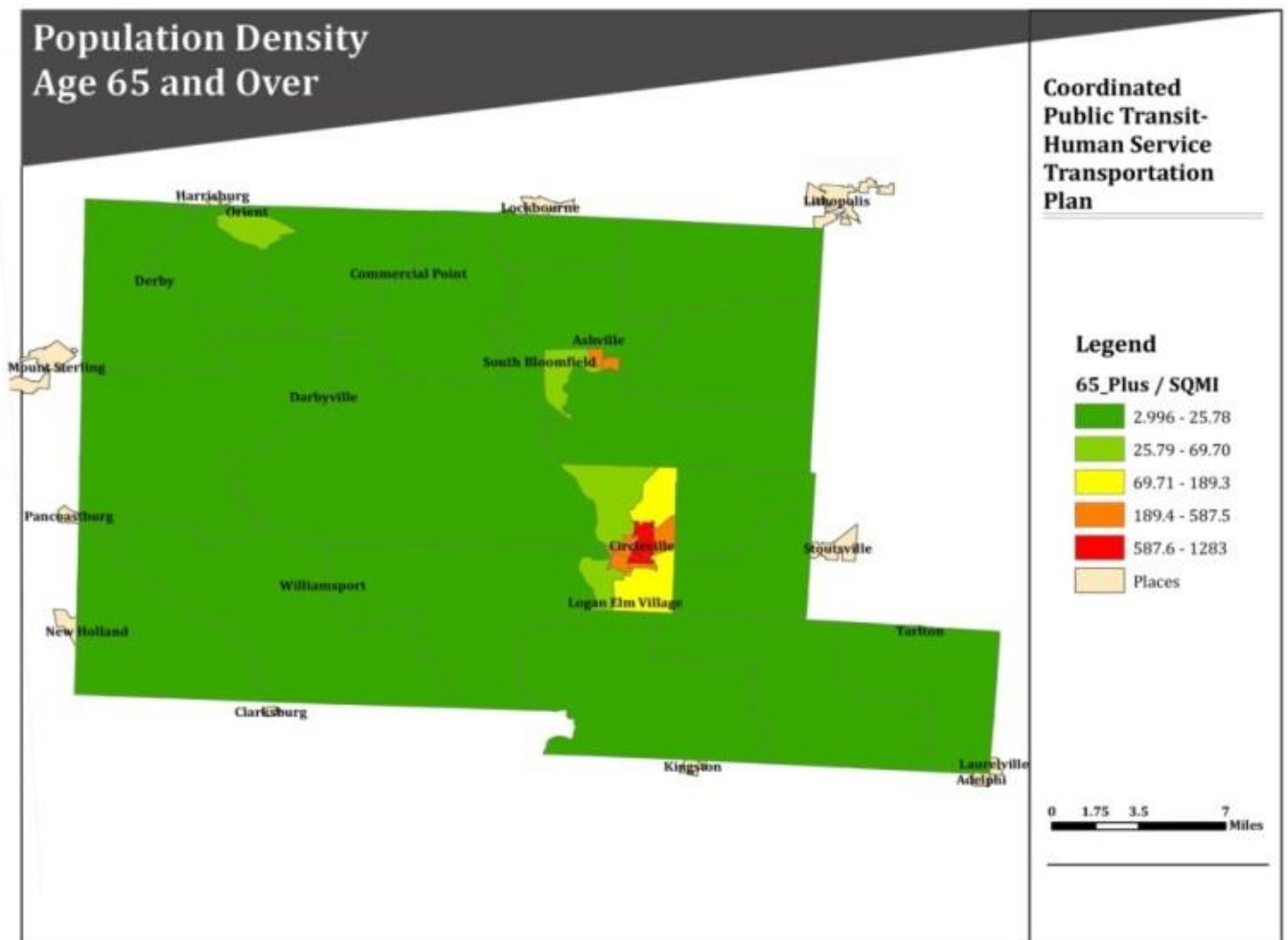
- 1) Collection of Data via interviews and surveys
 - a) Questionnaires and Survey Distributed
 - i) Distribution at out-reach events, focus groups events, public events
 - ii) Rider Surveys
 - iii) Target Groups
 - iv) Email invitations
 - b) Interviews
 - i) Phone interviews of survey respondents to get more details and confirm information
 - ii) Follow-up interviews of Providers
- 2) Compiling of Data
 - a) Confirming information received
 - b) Adding up the numbers
 - c) Consulting US Census and State of Ohio for demographics data
- 3) Assessment of data and demographics
 - a) Discussion of data with stake holders and target groups
 - b) Discussion of Data, getting consensus/conclusions form Transportation Coordination Committee
- 4) Discussion of results with Stakeholders and Community Leaders

Local Demographic and Socio-Economic Data

Data for each target population group were aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data is valuable because 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.

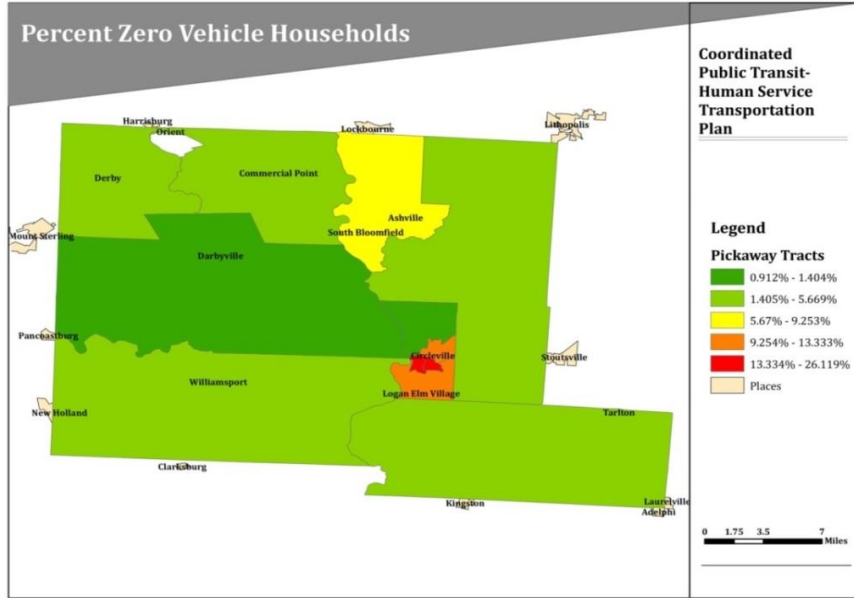
The following exhibit illustrates the areas where the number of older adults (age 65 and older) is at or above the Pickaway County average.

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



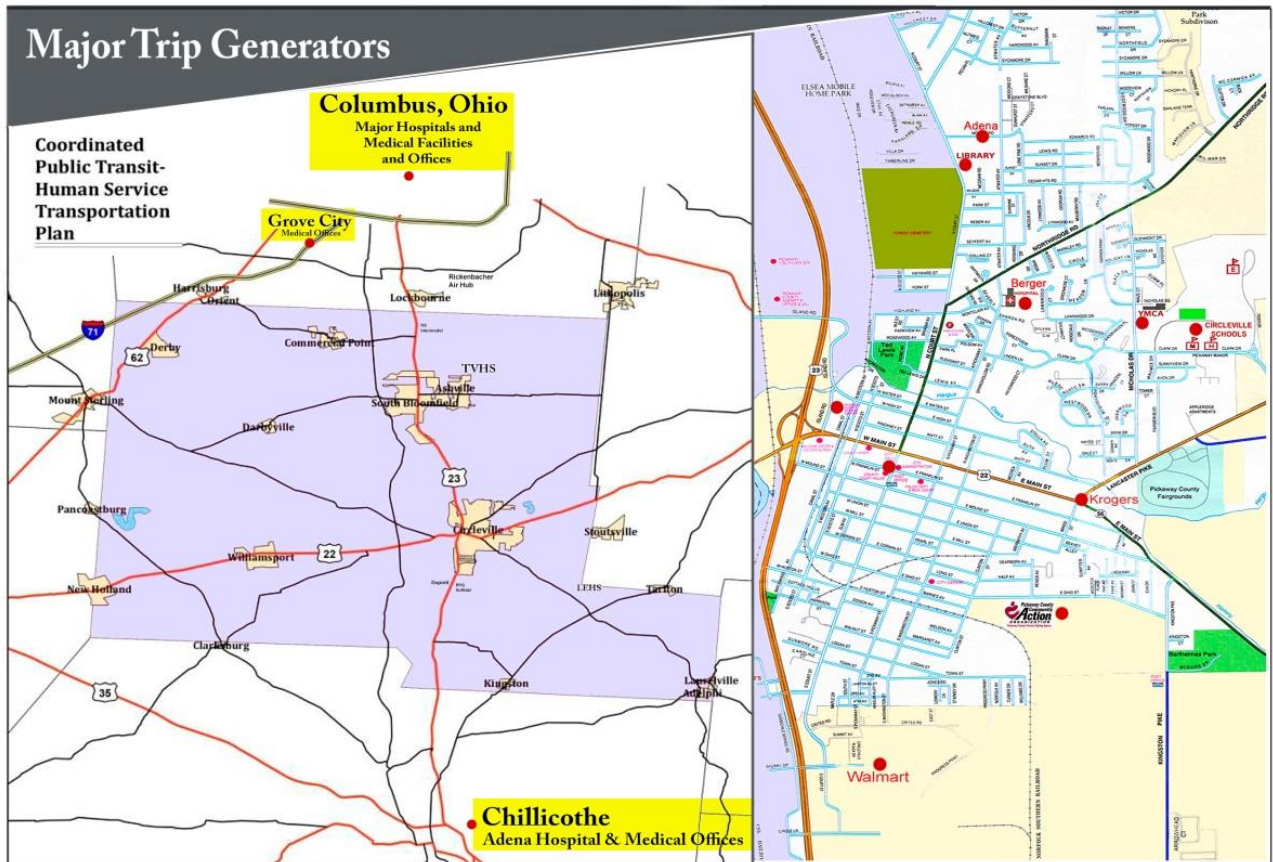
The next exhibit (2) indicates the areas where the number of zero vehicle households is above the Pickaway County average. The absence of a vehicle in the household is often an indication of the need for transportation services.

Exhibit [2]: Map of Density of Zero Vehicle Households



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.

Exhibit [3]: Map of Major Trip Generators



Analysis of Demographic Data

Pickaway County sits in the shadow of the Metro-Columbus Ohio Area. Most residents in county work in the Metro-Columbus market or for companies that service that market. The county does have a large agricultural base but as technology continues to grow less people are being employed in the existing farm businesses. The Last decade has seen a decline on major manufacturing plants, however there has been some new industrial development and the outlook for future growth is encouraging. Still Pickaway County is no longer a self-sufficient community, most residents work out of the county.

Entertainment shopping and leisure activities are limited so again Columbus is the major destination for those activities. While there are good medical options in the county, many choose Columbus or Chillicothe for many medical services.

Most households with limited or Zero Vehicles are located in or near Circleville, along with the greatest concentration of the 65 or older population. In Circleville there are multiple options for these groups to get to where they need to go Monday through Friday during the day, however options on evenings and weekends or to the Columbus area is very limited. Currently there is only one handicapped transit option for the public available and as the general population ages the lack of ADA transit will become a bigger issue

General Public and Stakeholder Meetings/Focus Groups

Pickaway County Community Action's Mobility Manager hosted and facilitated 4 local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. 10 people participated in the meetings. Of those, 2 self-identified as older adults and 2 self-identified as being a person with a disability. More information about what meetings were held and attendance at those meetings is available upon request.

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

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

After the changes to the needs/gaps list were completed and new needs/gaps were added, each participant was asked to rank the needs/gaps using colored dots representing a high, medium, or low priority or that the remaining gap/need should be deleted.

Participants discussed more than 2 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

Surveys

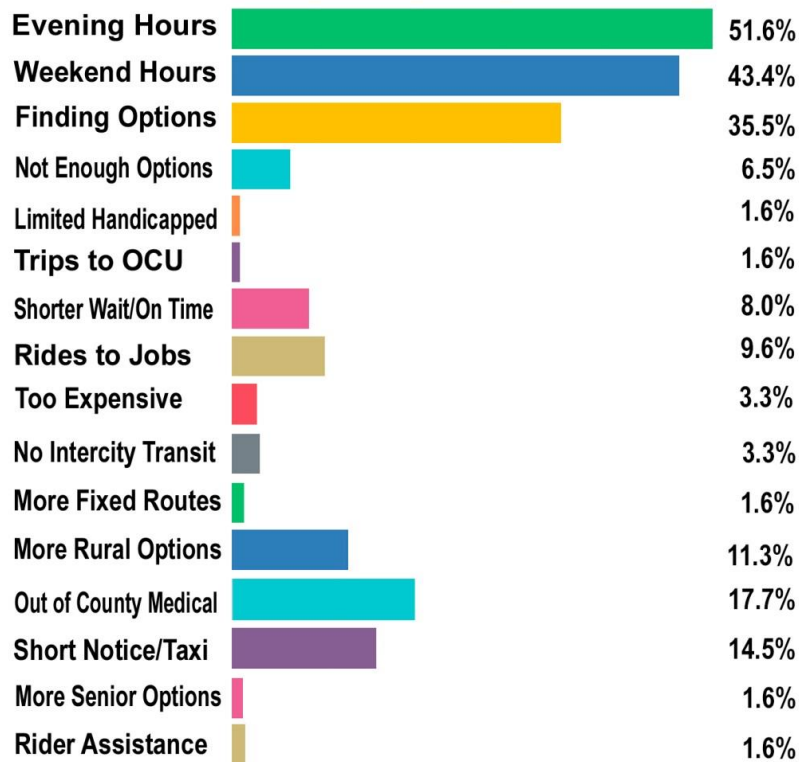
General Public

The following public survey summary includes the information gained from the general public surveys that were performed. 89 surveys from the general public: 35% of individuals with disabilities completed the survey; 46% of older adults completed the survey (26% 65+ and 20% 55-64).

The public survey included 26 questions that help us determine the demographics of the responder. Questions included information about vehicles in the family, travel times, travel destinations, transit needs, age, contact info, disability eligibility, current needs and assets being used.

General Public Survey Needs Results

What do you see as the biggest unmet needs in Pickaway County concerning transportation or transit options ?



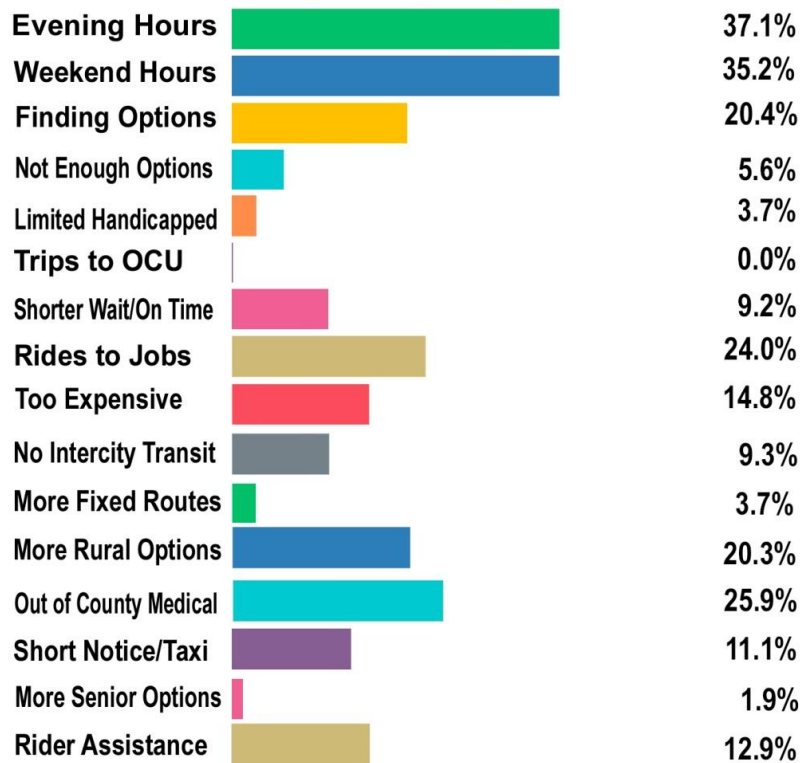
*Multiple answers were allowed so total percentage exceeds 100%
Public Survey for 2018 Coordinated Plan

Stakeholder Survey

The following stakeholder survey summary includes the information gained from the stakeholder surveys that were returned. 67 surveys from human service agencies / stakeholders: 18% of those survey respondents were with groups assisting individuals with disabilities 23% of the surveys were from groups assisting older adults with the remaining 59% from assisting low income and the general public.

Stakeholder Survey Needs Results

What do you see as the biggest unmet transportation needs in Pickaway County?



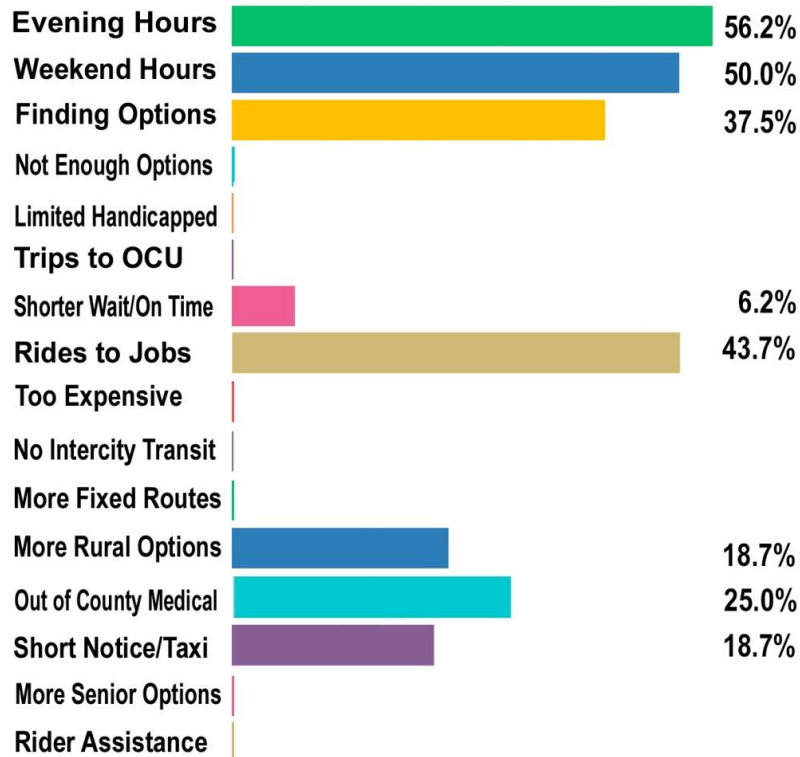
*Multiple answers were allowed so total percentage exceeds 100%
Human Service Agency / Stakeholder Survey for 2018 Coordinated Plan

Transportation Provider Survey

The following provider survey summary includes the information gained from the s19 urveys that were completed and returned.

Transportation Provider Needs Results

What do you see as the biggest unmet needs in Pickaway County concerning transportation or transit options ?



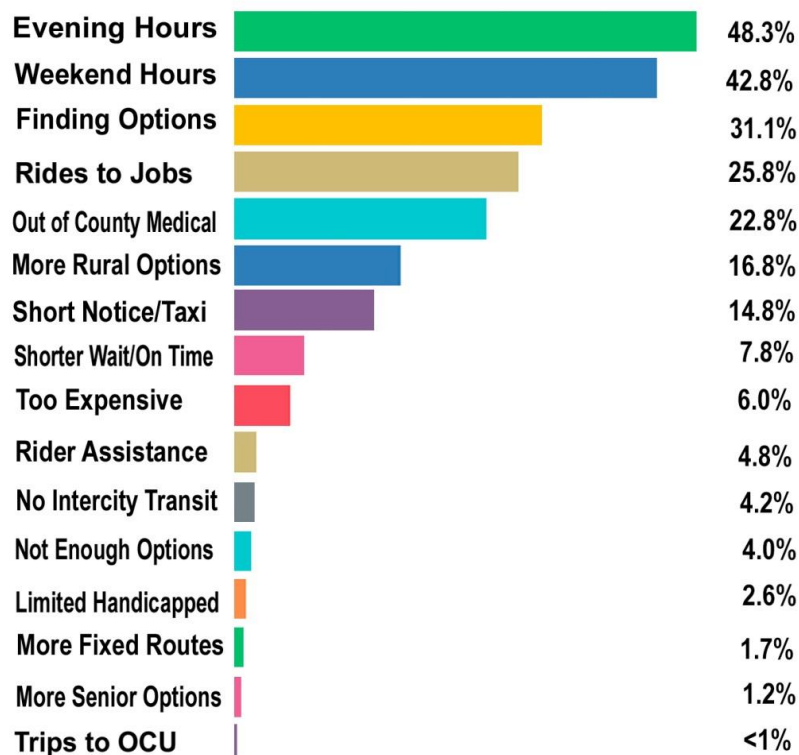
*Multiple answers were allowed so total percentage exceeds 100%
Provider Survey for 2018 Coordinated Plan

Combined Survey Results

The Public, Human Service Agencies/Stakeholders, and Transportation Provider all have different perspective as to what are the unmet transit needs. All three groups overwhelmingly see evening and weekend as the top needs, from there the surveys differ slightly with Stakeholders and Providers choosing rides to jobs as the number three need, while the Public sees it at number six. The Public surveys saw finding ride options as a strong number three, the other two groups saw it as need number four and five (did average out to be 3rd). Most needs mentioned had low overall percentages and half were of no concern to providers. Another observation relates to “Finding Ride Options” based on survey results and interviews of the public and stakeholders many were unaware of the options currently in place to meet their stated unmet needs. This suggests that an information gap does exist and needs to be addressed ASAP to provide for the needs of the community.

Combined Survey Results

What are seen as the biggest unmet transportation needs in Pickaway County by the Public, Human Service Agencies & Providers



*Multiple answers were allowed so total percentage exceeds 100%
Combined All Survey for 2018 Coordinated Plan

Challenges to Coordinated Transportation

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

- Multiple agencies providing transportation services, with multiple funding sources, multiple sets of regulations, multiple missions and goals. Some agencies can't cross county lines, for others transit is only for county resident enrolled in the agency's core programs as transportation is not a primary function.
- Agencies have different vehicle and driver standards. If there were a certain level of mandated vehicle standards, inspections and driver qualifications there would be an assurance of certain standards on any transit vehicle in Ohio. This would force providers with sub-standard vehicle and driver to improve or cease to exist, increasing safety to riders.
- Lack of knowledge of what various programs do and how they use transportation. Increased communications between agencies could foster ride sharing, however some regulations do not permit mixed loads on the vehicles along with special needs situations.
- Clients with assorted appointment or job start times which lead to duplicate trips to the same destinations. Coordinated appointment times by scheduling agency would lead to increase use of vehicle assets by filling seats and reducing operation cost of transportation.
- For-Profit Providers "cherry picking" the higher profit runs leaving higher cost riders to the government subsidized providers. This but a monetary drain on public transit systems and results in some services not being offered due to lack of funds.

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.

Exhibit [1]: Prioritized Unmet Mobility Needs

Rank	Unmet Need	Need Description	Method Used to Identify and Rank
1	<i>Evening Hours</i>	Very Limited transit options after 5pm	Survey & Interviews of Public, Stakeholders, and Providers
2	Weekend Hours	Very limited Weekend options	" "
3	Finding Options	Information Site for available services	" "
4	Rides to Jobs	Rides to in & out of County Job Sites	" "
5	Rides to Medical	Rides to in & out of county medical facilities	" "
6	More Rural Options	Ride options from smaller villages & homes	" "
7	Short Notice Taxi	Quick Response/Last Minute Taxi Service	" "
8	Shorter Wait	Improvement to on-time responses	" "
9	Too Expensive	More lower cost options	" "
10	Rider Assistance	Assistance through door / helper	" "
11	Inter-City Transit	Travel out of town-long distance bus	" "
12	Not Enough Options	More Transit Options Needed	" "
13	Limited Handicapped	More Handicapped Vehicles Needed	" "
14	Additional Fixed Routes	More Bus Routes	" "
15	More Senior Options	More Ride Programs for Senior Citizens	" "

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Pickaway 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, Pickaway County Community Action Mobility Office has 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 the number of 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: (To Meet Needs 1 and 2)

Expand availability of Affordable Transit to the General Public, Senior Citizens and Handicapped Persons on Nights and Weekends.

Need Being Addressed: Most residents of the county that do not drive or use personal vehicles have no mobility / transportation options after 5pm or on weekends.

Strategy 1.1:

The strategy to address this need will involve expanding the hours of operations of PART (local 5311 Public Transit). This will necessitate increasing funding (both local match and ODOT funding). This also involves coordination with PART to promote the increased availability of these services to achieve this goal.

Timeline for Implementation: No later than end of 2018

Action Steps:

- Meet with Pickaway Area Rural Transit to discuss their needs to implement these added services.
- Assist them in finding the needed funding and provide PR and marketing assistance (if needed) to increase ridership and the use of these new services. Will also encourage their participation in Goal #2 (see below) to insure public knowledge of all the services they offer.

Parties Responsible for Leading Implementation: PICCA Mobility Manager, PICCA's Pickaway Area Rural Transit, Pickaway County Community Action, Pickaway Senior Center, & Pickaway County DD Board.

Parties Responsible for Supporting Implementation: Transportation Coordination Committee

Resources Needed: Additional funding to support expanded services, marketing materials

Potential Cost Range: \$60,000-\$100,000

Potential Funding Sources: Local Contracts, ODOT funding, Local Donation

Performance Measures/Targets:

1. Increased funding to meet expanded services.
2. Increased ridership
3. Increased night and weekend service hours

Strategy 1.2:

Encourage local for profit taxi (and other providers) to market and advertise any services they offer that increases the availability of afterhours or 24/7 services.

Timeline for Implementation: No later than end of 2018

Action Steps:

- Open discussions with local Taxi Company and other for-profit provider to assist them in informing the public as to options they might offer to provide 24/7 services

Parties Responsible for Leading Implementation: PICCA Mobility Manager, PICCA's Pickaway Area Rural Transit.

Parties Responsible for Supporting Implementation: Pickaway County Community Action and General Public to support new services.

Resources Needed: Marketing and possible fundraising

Potential Cost Range: \$4,000-\$6,000

Potential Funding Sources: Customer Fares, local grants

Performance Measures/Targets:

1. Increased for profit ridership
2. Increased awareness of community access of afterhours transportation options
3. Increased collaboration amongst for profit providers

2018 Progress on meet Goal #1: (Needs 1 and 2)

Pickaway Area Rural Transit (5311) has expanded Demand Response to include Expanded Saturday Service Times.

Pickaway County Development Disabilities Board Has entered into contract with Pickaway Area Rural Transit to provide 24/7 transit to the DD community.

Goal #2: (To Meet Need 3)

Increase public awareness of transportation services and options currently available in Pickaway County.

Need Being Addressed: Finding Ride Options was a need repeatedly mentioned in surveys, meetings, and interviews. It was also something that was apparent based on comments and responses about other unmet needs. Several of the unmet needs in discussion are already being addressed, however many residents had no idea of what is currently available or eligibility for most programs.

Strategy 2.1:

The strategy to address this need will involve increasing public awareness of options available. This will be accomplished through expanded web presence and digital information referral. There will also be a need to inter-link with local and regional websites to direct transportation questions to the solutions.

Timeline for Implementation: Year end 2018

Action Steps:

- *Develop an internet/ web presence with a complete listing of providers and agencies that provide transportation solutions.*
- *Assist the current "211" system to integrate updated transportation information.*

Parties Responsible for Leading Implementation: Existing TCC with PICCA as the lead agency, Public transit providers, private providers, taxis, and human service agency partners.

Parties Responsible for Supporting Implementation: Mobility Manager

Resources Needed: Internet

Potential Cost Range: \$50,000

Potential Funding Sources: Local Match Funds and ODOT 5311 Funding

Performance Measures/Targets:

1. Website developed
2. Number of brochures distributed
3. Number of web hits and number of calls

2018 Progress on Goal #2: (To Meet Need 3)

Pickaway Mobility Program has developed a new web site www.pickawaytoride.org .

Goal #3: (To Meet Needs 4 and 5)

Establish collaborative efforts of transportation providers throughout a multicounty region to improve and increase services for low income and older adults to get to medical appointments and job centers.

Need Being Addressed: Coordination between multi county agencies

Strategy 3.1:

Building on current practices of trip sharing and coordination, providers can discuss working together to alternate longer trips to reduce the number of vehicles traveling outside the region to similar destinations. Some trips may require transfers to other providers to reach the final destinations.

Timeline for Implementation: End of 2018

Action Steps:

- *Determine current duplications of trips going to similar destinations.*
- *Coordinate these trips amongst providers to reduce the number of vehicles going outside the area and increase efficiency of transportation across providers as a whole.*

Parties Responsible for Leading Implementation: Transit providers in Pickaway and surrounding areas.

Parties Responsible for Supporting Implementation: Mobility Manager

Resources Needed: Extra vehicles, staffing and local funding

Potential Cost Range: \$70,000-\$100,000

Potential Funding Sources: 5311, 5310 and Local

Performance Measures/Targets:

1. Information is distributed regarding the IRS qualified Transportation Fringe Benefits
2. Number of employers that assist employees with costs
3. Number of employees assisted

Goal #4: (To Meet Needs 6, 7, 8, and 9)

Incorporate New Technology and Capital to improve existing Mobility Options

Need being addressed: Work with area stakeholders in securing funding to enhance current technological resources including tablets and video cameras.

Strategy 4.1:

Acquire replacement and expansion vehicles for accessible service to accommodate mobility aids.

Timeline for Implementation: On-Going

Action Steps:

- *Determine upgrade and equipment need of providers.*
- *Determine costs associated with purchase and upgrade*
- *Assist in securing funding to meet these upgrades*

Parties Responsible for Leading Implementation: Transit providers and human service agencies

Parties Responsible for Supporting Implementation: Mobility Manager

Resources Needed: Vehicles, Tablets, Funding

Potential Cost Range: \$60,000-\$100,000

Potential Funding Sources: 5310, 5311. Local match

Performance Measures/Targets:

1. # of mobility aids accommodated
2. # of individuals with disabilities served
3. # of vehicles and equipment acquired

2018 Progress on meet Goal #4: (Needs 6, 7, 8, and 9)

Pickaway Area Rural Transit (5311) is using funding from ODOT/FTA Tiger Grant to Update Radios, Improve Dispatch Software, Replace Computers and Tablets and add new software features to improve response time and make more efficient use of existing vehicles. PART also replaced 3 aging vehicles to reduce repair costs and down time.

Goal #5: (To Meet Needs 6 thru 15)

Increase Funding for Public and Coordinated Transportation

Need Being Addressed: Our Mobility Manager is reaching out to various agencies

Strategy 5.1:

Encourage human service agencies and other organizations that require transportation services for their consumers to contract with Pickaway Area Rural Transit when possible. Agencies and organizations may realize a savings by purchasing services rather than providing them in-house.

Timeline for Implementation: on-going

Action Steps:

- *Work with area human service agencies in educating on the services offered and availability to meet client needs.*
- *Provide trip cost breakdowns to complete cost analysis and determine potential savings.*
- *Work with organizations and partners in coordinating efforts to meet client need.*

Parties Responsible for Leading Implementation: TCC and Pickaway Area Rural Transit

Resources Needed: Internet

Potential Cost Range: Minimal

Potential Funding Sources: Not required

Performance Measures/Targets:

1. Number of contracts approved and signed
2. Number of clients transported by contract agreement
3. Local match generated by contracts

2018 Progress on meet Goal #5: (Needs 6, thru 15)

Pickaway Area Rural Transit (5311) expanded local contracts to provide services to various groups. The new contract with Pickaway County Board of Developmental Disabilities has provided 24/7 transportation for DD clients. Improved contracts with Berger Hospital is providing expanded transit options for senior citizens and low income families and individuals. These contracts have increased the availability of local match funds for future services.

VI. Plan Adoption

The plan was introduced to the Pickaway County Transportation Coordination Committee (TCC) at the March quarterly meeting. The committee unanimously approved to move forward with the plan. On December 6th, 2017 the 2018-2020 Pickaway County Coordinated Public Transit-Human Services Transportation Plan was formally adopted by the Pickaway County TCC. The plan adoption included input by older adults, people with disabilities, public, private and non-profit transportation and human services providers, and the general public.

Agency Representation

Organization	Name
Circle Of Caring / Berge	Tracy Van Horn
Haven House	Lisa Johnson
Head Start Transportation	Debbie West
PICCA Mobility Management	Bruce Rickerd
PICCA Transportation	Mark Mills
Pickaway County DD	Travis Dresbach
Pickaway Diversified Industries	Tom Dixon
Pickaway Job & Family Services	Laura McGuire
Pickaway Senior Center (Director)	Cynthia Love
Veteran's Service Office	Margi Pettibone
YMCA	Jeff Phillips

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: Bruce Rickerd, Mobility Manager

Agency Representation

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, Pickaway County Community Action 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: Bruce Rickerd, Mobility Manager

Agency: Pickaway County Community Action

Phone Number: 740-477-1655 ext 203

E-mail Address: brickerd@picca.info

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 Bruce Rickerd, Mobility Manager, Pickaway County Community Action, 740-477-1655 ext 309.

Annual Review

Each year the plan is reviewed and suggestions are made. The TCC committee recommends making the changes or keeping the plan as is. The last annual review was performed on September 5th, 2018.

2018 Annual Review

Changes made were corrections on pages 22, 25, 32, 33, 40, and 41. (as recommended by ODOT)

Also added were the highlighted Progress Updates on Goals 1-5 on pages 42-46.

Since conditions in Pickaway County (while improving slightly) have not significantly changed the Coordinated Plan did not need any major changes in 2018.

2018 Annual Review Adoption

The plan was introduced to the Pickaway County Transportation Coordination Committee (TCC) at the September quarterly meeting. The committee unanimously approved to move forward and adopt the annual review and updates on the plan. On September 5th, 2018 the Updates to the 2018-2020 Pickaway County Coordinated Public Transit-Human Services Transportation Plan Updates were formally adopted by the Pickaway County TCC. The plan adoption included input by older adults, people with disabilities, public, private and non-profit transportation and human services providers, and the general public.

Update Approval / TCC Representation

Organization	Name
Pickaway Diversified Industries	Tom Dixon
Pickaway Child and Family First Council	Kim Martin
Brown Memorial Home	Bonnie Vallette
PICCA Mobility Management	Bruce Rickerd
Pickaway Area Rural Transit	Matthias Rickerd
Pickaway County DD	Travis Dresbach
Elizabeth's Hope	Kathy Winner
Pickaway Job & Family Services	Laura McGuire
Jackson Transportation	Wayne Lester
Pickaway County Community Action	Becky Hammond
Pickaway Area Rural Transit	Hazel Sturtz

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 – (Pickaway County Transportation Coordination Committee) 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. Subrecipients 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.