

Seneca County

Coordinated Public and Human Services Transportation Plan

2022-2026

Great Lakes Community Action Partnership
For more information about this plan please contact
Mobility Management Coordinator at 419-334-5016
Funding for the development of this plan was provided by the
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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Seneca County, Ohio. The plan was initially developed in 2016 and updated in 2021. 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 Seneca County, Ohio. 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 such as: Seneca Crawford Area Transportation (SCAT), Seneca County Commission on Aging, Seneca County Board of Developmental Disabilities, Seneca County Veterans Services, Seneca County Department of Job and Family Services, and other related transportation services including local taxi services, and private residential, medical, and transportation entities, all which provide transportation to their clientele and residential population.
2. Identify and prioritize community transportation needs, such as: improving regional coordination and making it easier to cross county lines (including travel within Fostoria), a need for extension of service earlier and/or later in the day, provision of weekend services, implementing a Tiffin flex route, addressing Medicaid non-medical transportation needs, improving community awareness of available transportation resources, and improved coordination by executing memorandums of Understanding between Seneca County agencies and providers, among others.
3. Establish a clear plan for achieving shared goals, through such actions as updating and providing (on several platforms) information on available transportation resources; maintaining a process of coordinated vehicle fleet replacement; Creating a plan of action using mobility management techniques to examine the costs and duties; Identifying methods, including best practices used elsewhere, to make crossing the county line more affordable and easier to accomplish; and Identifying and implementing strategies to make scheduling demand response more flexible.

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 series of stakeholder planning meetings with agencies and individuals who serve target populations
- Social media outreach and attendance at community events
- Interviews with persons from these same agencies, and contact with other agencies and transportation providers within Huron county
- Completion of surveys by a sample of persons representing the disabled, seniors, and the general population, many of whom are of low income, to learn of priorities and obstacles facing any of these user groups
- Completion of an on-line survey by staff and representatives from the key transportation-related agencies mentioned above
- Facilitation of a focus group of disabled persons to gain insight into their issues and obstacles faced when desiring public transportation services

This plan was developed and adopted by the Seneca County Transportation Planning Committee. More information about the planning committee can be found in Appendix A.

I. Geographic Area

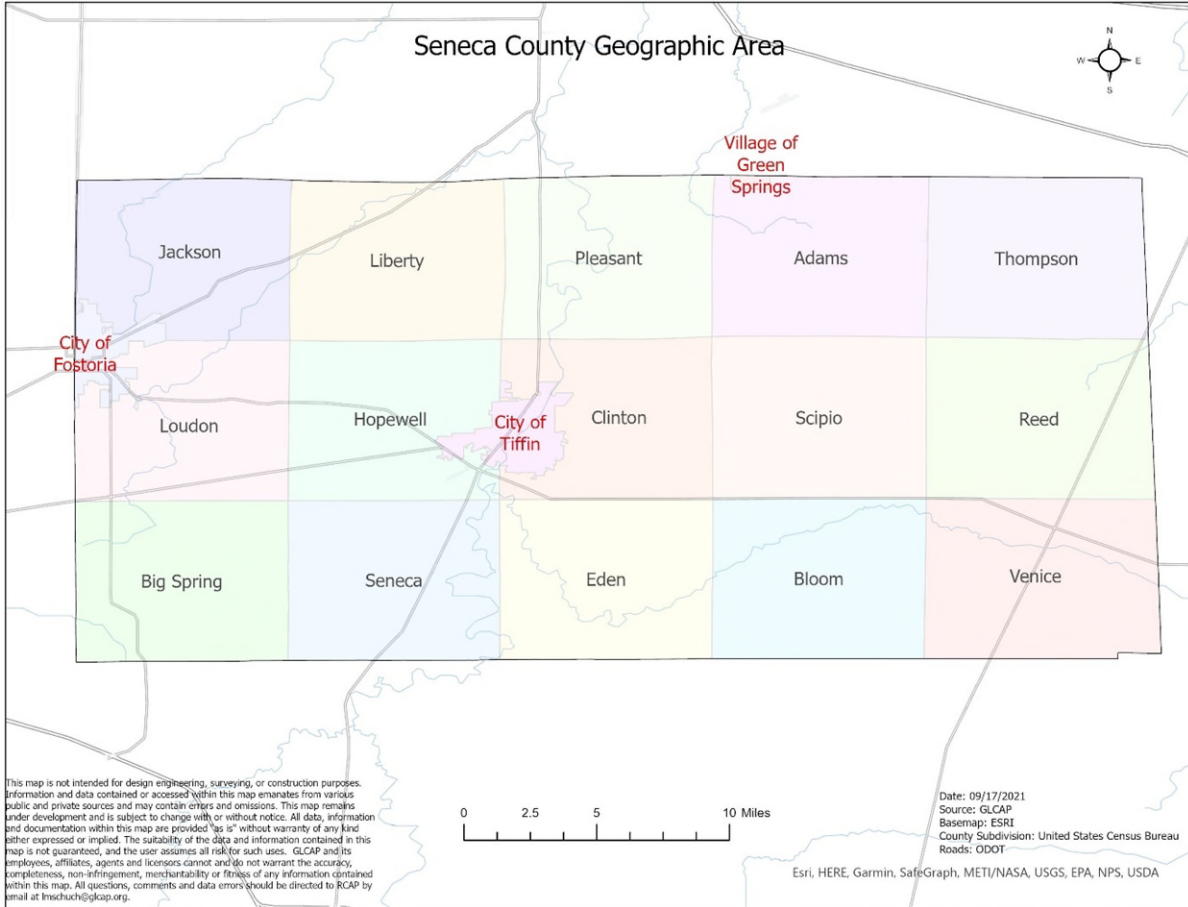
Seneca County is located in northwestern region of Ohio. Adjacent counties include Sandusky County to the north, Huron County to the east, Crawford County to the southeast, Wyandot County to the southwest, Hancock County to the west, and Wood County to the northwest.

The county seat is Tiffin, OH. Seneca County covers 553 square miles, of which 551 square miles is land and the remaining 1.8 square miles is water. Lakes and reservoirs include: Grassy Pond, Morrison Lake, Greenwich Reservoir, Mohawk Lake, Beaver Creek Upground Reservoir, Attica Upground Reservoir, and Seneca Shores.

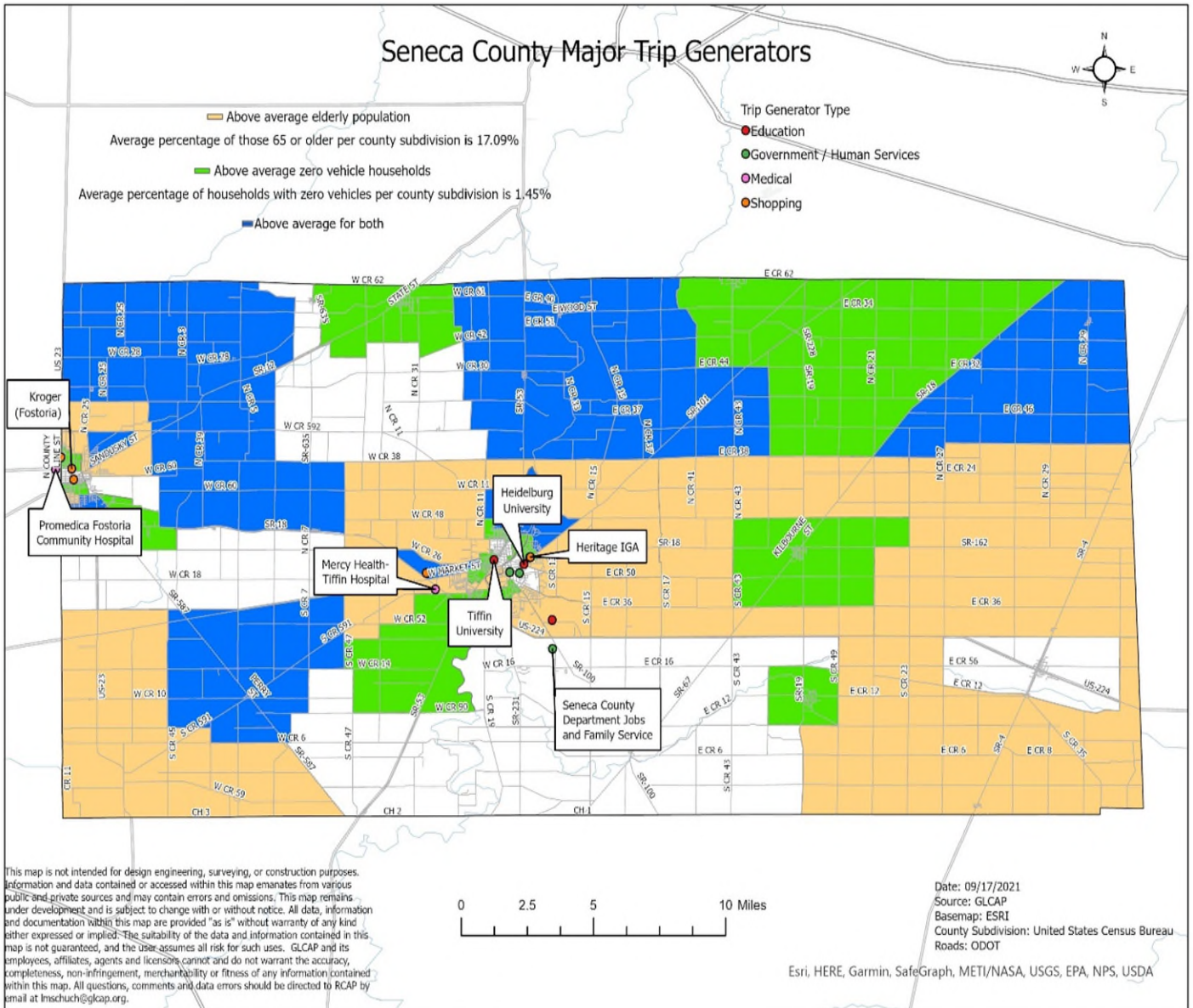
There are six villages in Seneca County: Attica, Bettsville, Bloomville, New Riegel, Republic and Green Springs (partly located in both Seneca and Sandusky Counties). The county is divided into fifteen townships: Adams, Big Spring, Bloom, Clinton, Eden, Hopewell, Jackson, Liberty, Loudon, Pleasant, Reed, Scipio, Seneca, Thompson, and Venice (see map on preceding page). Seneca County also has twenty-nine unincorporated communities or hamlets.

The county is served by two U.S. highways and twelve State highways. There are 45.48 miles of U.S. highways: U.S. 224 which bisects the county from east to west and U.S. 23 which reached from north to south along the west side of the county. There are 176.76 miles of State highways include State Routes 4, 12, 18, 19, 53, 67, 100, 101, 162, 231, 587, 590, 635 and 778. Interestingly, State Route 778 is Ohio's shortest State Route, only extending .43 miles (less than a half of a mile). It was established in 1942 as a shortcut to connect State Route 19 and State Route 101 near Green Springs. A highway map of Seneca County is presented on the following page.

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



Map 2: Major trip generators in the geographic area



II. Population Demographics

Seneca County has two cities, Tiffin (the county seat) and Fostoria. The largest portion of Fostoria is located in Seneca County; however, parts of this city are also located in Hancock and Wood Counties. Fostoria has a population of 13,225 (Census Bureau, 2019). Fostoria created a Recovery Plan in 2018, focusing on a progressive financial forecast to improve fiscal integrity.

Tiffin has a population of 17,582 (Census Bureau, 2019). The city is the home of two universities: Heidelberg and Tiffin University, as well as Vanguard Sentinel Career & Technology Center. In 2016, the City of Tiffin created and implemented the Downtown Tiffin Strategic Growth & Development Plan to bolster the downtown area of Tiffin for new growth and economic development. The plan has seen success and economic growth in retail and restaurants for the city.

Please note that due to projections, estimations, and survey year data, that some totals may vary. Percentages may not sum to 100% due to rounding in the tables and charts below.

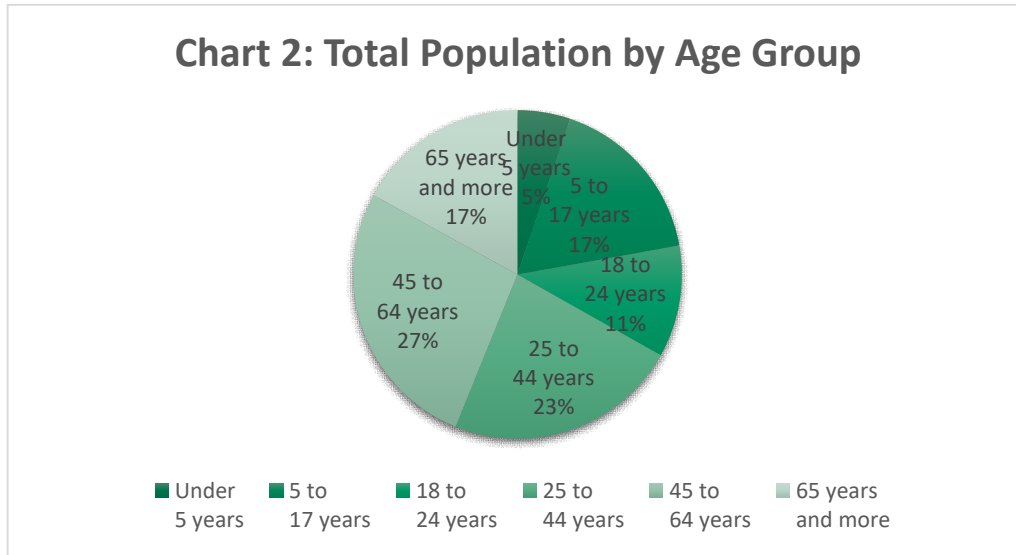
According to the American Community Survey, 2019, the overall population of Seneca County will see a gradual decline in the next 20 years. It is predicted that there will be more females than males in the county as the population declines. Chart 1 shows the total population current and projected for five years.

Chart 1: Total Population Current and Projected for Five Years

Year	Total Population	Male	Female	Change
2020	55,050	27,480	27,570	-980
2025	54,030	26,910	27,120	-1020
2030	53,040	26,350	26,680	-990
2035	52,190	25,900	26,300	-850
2040	51,540	25,560	26,000	-650

According to the American Community Survey, 2019, the largest cohort in Seneca County is those who are aged 45-64 years at 27% of the total population. Meaning that the county will experience many of its workers transitioning into the aging network and leaving the workforce within the next 20 years. Also note that the 18–24-year-olds are only 11% of the total population. Chart 2 shows the total population by age group.

Chart 2: Total Population by Age Group



According to the American Community Survey, 2019, over 87% of individuals surveyed in Seneca County identified as Caucasian with only about 7% of individuals surveyed identified as a minority. Chart 3 shows total population by race.

Chart 3: Total Population by Race

Population by Race	Number	Percent
ACS Total Population	55,069	100.0%
White	48,213	87.55%
African-American	1,380	2.51%
Native American	120	0.22%
Asian	363	0.66%
Pacific Islander	37	0.07%
Other	891	1.62%
Two or More Races	1,028	1.87%
Hispanic (may be of any race)	2,899	5.26%
Total Minority	5,556	12.2%

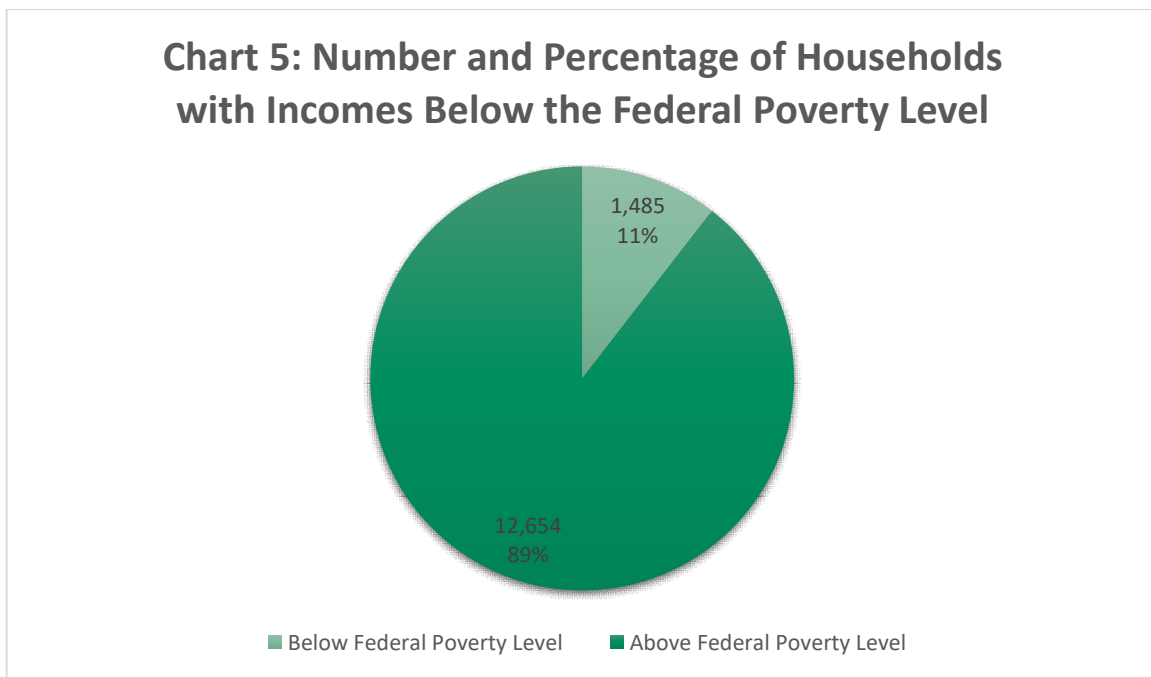
According to the American Community Survey, 2019, almost 50% of those who identified as persons with a disability in Seneca County are over the age of 75, meaning that the vast majority of disability services utilized are targeted for the senior population. Chart 4 shows the number and percentage of people with disabilities.

Chart 4: Number and Percentage of People with Disabilities

Age	Total Population	With a Disability	Percent with a Disability
Under 5 years	2,975	0	0.0%
5 to 17 years	9,201	743	8.1%
18 to 34 years	12,090	940	7.8%
35 to 64 years	21,066	3,079	14.6%
65 to 74 years	5,395	1,303	24.2%
75 years and over	3,700	1,821	49.2%

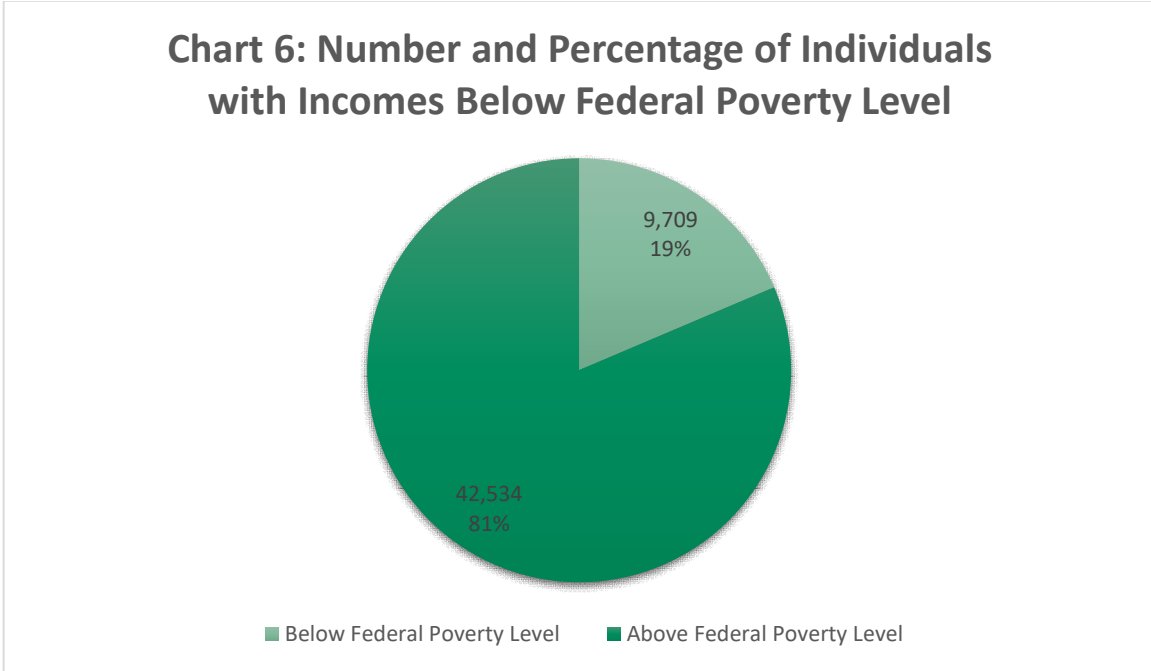
According to the Ohio Development Service Agency’s Office of Research County Profile, 2020, 11% or 1,485 households live at or below the Federal Poverty Level in Seneca County. Chart 5 shows the number and percentage of households with incomes below the federal poverty level.

Chart 5: Number and Percentage of Households with Incomes Below the Federal Poverty Level



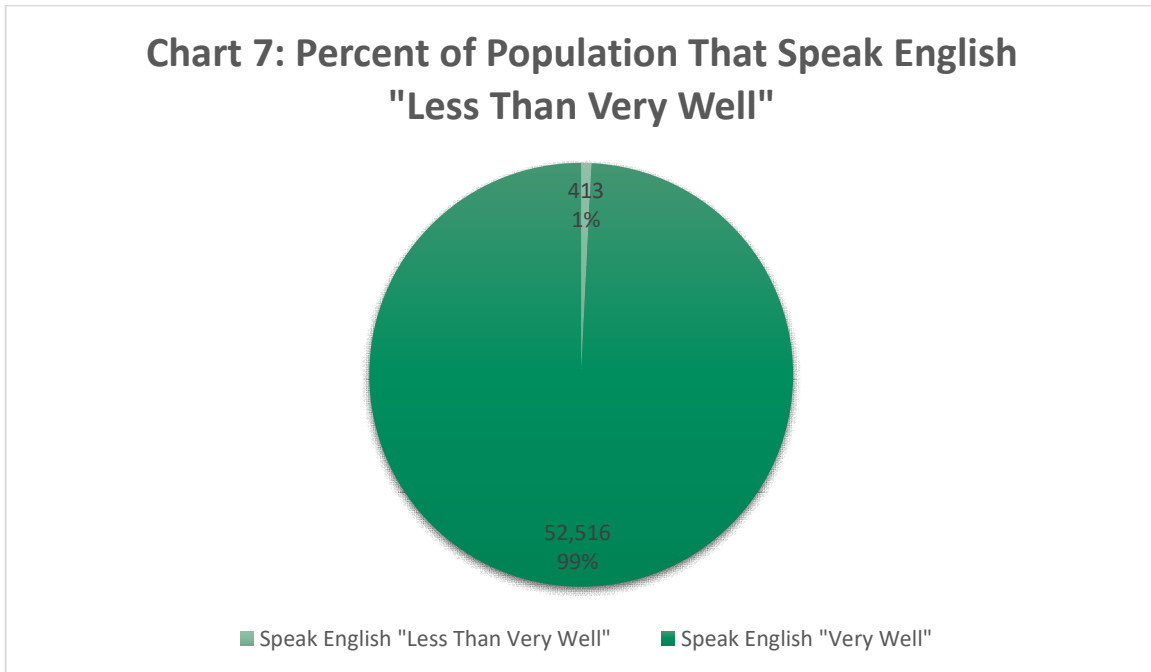
According to the Ohio Development Service Agency’s Office of Research County Profile, 2020, 19% or 9,709 individuals live at or below Federal Poverty Level in Seneca County. Chart 6 shows the number and percentage of individuals with incomes below the federal poverty level.

Chart 6: Number and Percentage of Individuals with Incomes Below the Federal Poverty Level



Seneca County, like most rural counties in Ohio, does not have many individuals where language barriers are present in great numbers. However, there are some individuals within the County where language comprehension presents a problem. The following chart presents the number of individuals in Seneca County where communication is a barrier. According to the American Community Survey, 2020 estimate, only 413 individuals or 1% of the population of Seneca County identified as able to speak “English Less than Well.” Chart 7 shows the percent of population that speak English “less than very well”.

Chart 7: Percent of Population That Speak English “Less Than Very Well”



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 Seneca County and across county lines.

Great Lakes Community Action Partnership, as 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 as well as regular outreach and participation in transportation planning committee meetings.

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 ideas and concepts for this coordinated plan.

Inventory of Transportation Providers

The following sections outline existing transportation service providers and discusses several organizations that do not operate transportation services, but are still invested and affected by the status of transit in Seneca County.

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 17 organizations provided information about their services.

List of Transportation Service Providers

Agency Name: Seneca Crawford Area Transportation

Transportation Service Type: Public transportation -Demand Response

Other Services Provided: This agency also manages public transportation in neighboring Crawford County.

Contact Information: 3446 S. Twp. Rd. 151, Tiffin, Ohio 419-448-7344 or 419-937-2428

Hours: 5 a.m. to 6 p.m.

Service Area: Seneca and Crawford Counties, including Metro Fostoria

Eligibility Requirements: Public

Website: <http://senecascap.org/>

Agency Name: Seneca County Commission on Aging

Transportation Service Type: curb to curbside demand response transportation for seniors

Other Services Provided: Chore service, nutrition (home delivered and congregate), socialization

Contact Information: Somerset / Tiffin Office 382 South Huron Street Tiffin, OH 44883 419-447-5792
Norfolk / Fostoria Office 601 Findlay Street Fostoria, OH 44830 419-937-2961

Hours: 8 am to 5 pm

Service Area: Seneca County

Eligibility Requirements: Seniors over the age of 60

Website: <http://www.seneca-coa.org/>

Agency Name: Seneca County Board of Developmental Disabilities/Opportunity Center

Transportation Service Type: curb to curb, door to door, for disabled

Other Services Provided: day treatment, job training, employment, job placement, recreation, and social activities

Contact Information: 780 East County Road 20, Tiffin, Ohio 44883 419.447.7521

Hours: 8:30 am to 3:00 pm for classes; 6:30 a.m. to 5:15 p.m. for transportation

Service Area: Seneca County and metro Fostoria area

Eligibility Requirements: Disabled individuals

Website: <https://www.senecadd.org/>

Agency Name: Seneca County Veterans Services

Transportation Service Type: Direct transportation for Veterans to medical appointments at VA facilities

Other Services Provided: Financial assistance program, other advocacy for veterans

Contact Information: 920 E. County Road 20, Tiffin OH 44883 419/447-2885

Hours: For medical appointments between 9 am and 3 pm

Service Area: Seneca County

Eligibility Requirements: Must be a United States military veteran

Website: <https://www.senecacountyveterans.org/>

Agency Name: Seneca County Department of Job and Family Services (DJFS)

Transportation Service Type: Limited direct transportation of clients; coordination with other providers

Other Services Provided: Medicaid, food assistance, job training, employment services, child support, childcare assistance, children's services, and adult protective services

Contact Information: 900 E C.R. 20 Tiffin, OH 44883 419-447-5011

Hours: 8 am -4:30 pm (7:15-4:30 on Tues and Wed)

Service Area: Seneca County

Eligibility Requirements: income eligibility criteria apply for many DJFS programs

Website: <http://djfs.co.seneca.oh.us/>

Agency Name: Flat Rock Homes. Inc.

Transportation Service Type: demand responsive to individuals living in facilities operated by, homes operated by, and/or enrolled in programs/services offered by Flat Rock Homes, Flat Rock Care Center, Flat Rock Community Services

Other Services Provided: Flat Rock Homes, Flat Rock Care Center and Flat Rock Community Services provide services to youth and adults with disabilities, with a special focus on adults with intellectual and developmental disabilities. Their programs include a 36-bed intermediate care facility (Seneca County); supportive living homes (Seneca, Erie, and Lorain Counties); non-medical transportation (Seneca, Sandusky, Erie, and Huron Counties); Adult Day Program (Seneca and Sandusky Counties); Vocational

Training and Employment Services Programs (Seneca, Sandusky, Erie, Huron, Lorain, Ashland, Richland, Crawford, Marion, Knox, Wyandot, Morrow, Ottawa Counties and expanding).

Contact Information: 419.483.7330 ext. 1104 or 1420

Office hours: 8:00-4:30 Monday – Friday

Service Area: Any destination required by individuals enrolled in programs/services for medical, school, employment, social events, and activities. Past trips have included many out-of-county destinations as far as Cleveland, Toledo and/or Mansfield.

Eligibility Requirements: Individuals enrolled in Flat Rock's programs/services.

Website: www.flatrockhomes.org

Agency Name: St. Francis Senior Ministries

Transportation Service Type: Demand response service to residents by St. Francis staff or through contracts with SCAT

Other Services Provided: St. Francis is the largest communal population of seniors in Seneca County

Contact Information: 419.447.2723; visit website: <http://stfrancistiffin.org>

Office hours: Open and operating daily

Service Area: Most destinations required by residents.

Eligibility Requirements: Residents of St. Francis Senior Ministry's facilities/programs

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

Table 1: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
SCAT	Yes	No	Private Non-Profit	114,444	2	No
Commission on Aging	Yes	No	Private Non-Profit	3,900	4-5	Yes
Veterans Services	Yes	No	Public Non-Profit	700	0	No
DJFS	Yes	Yes – SCAT	Public Non-Profit	1,750	1-2	Yes
Opportunity CTR/DD Board	Yes	Yes – SCAT	Public Non-Profit	83,600	0	No
Flat Rock Homes, Inc.	Yes	No	Private Non-Profit	1,829 due to COVID-19 Pandemic	0	Yes
CSJI	Yes	Yes – SCAT	Private Non-Profit	6,560	N/a	Yes

The participating organizations provide a wide range of transportation including demand response and on-demand, with some planned weekly trips to outside medical destinations. All seven of the participating organizations provide services on weekdays. One of the above operates transportation on Saturdays and one on Sundays. Evening service is not formally scheduled by any organization. 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
Comm. On Aging	Curb to curb	M-F 9am-5pm	Yes	On demand	First Aid, CPR, Drive, Defensive Driving, Passenger Assistance
CSJI	Transport residents	M-F 8am-5pm	Yes	On demand	Mandatory safety meetings and internal training
DD Board/ Opportunity Center	Transport clients	M-F 6:30am-5:15pm	Yes	Fixed route/limited on-demand	SCOC training, First Aid CPR, Behavior management, drug and alcohol, wheelchair securement, weekly staff safety meeting
DJFS	Limited on demand	M-F 8:00a-4:30p T&W 7:15a-4:30p	Yes, through a contract with SCAT	On demand	Smith System (defensive driving), Drug and alcohol, PAT/Drive, Bloodborne, Pathogen, First Aid / EPT. Mandatory safety mtgs. every other month
Flat Rock Homes, Inc.	Demand response	24/7/365	Yes, ICF & Waiver	On demand	All Drivers: "Driver Safety V4" video; Additional training for DOT certified drives & must pass DOT physical & road test
SCAT	Public service	M-F 5am-6pm	Yes, but do not bill Medicaid directly	On demand	Smith System (defensive driving), Drug and alcohol, PAT/Drive, Bloodborne, Pathogen, First Aid / EPT. Mandatory safety mtgs. every other month
Veterans Services	On demand scheduled medical trips	M-F variable	No	On demand	OJT

Transportation-related expenses and revenues also differ by organization. ODOT and Medicaid are common revenue sources for transportation operators in Seneca County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table 3: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
Comm on Aging	Donation	Yes	2 FT	1 FT	Federal T III, Local Levy	\$91,800
CSJI	\$10.00 round trip within Tiffin or within 8 miles of facility *Extended trips fare based on destination with max fee of \$75	Yes	2FT	2FT	Medicaid, Medicare, Grants, Donations, Private Pay and Resident fees	\$72,645.31
DD Board	N/A	No	14 FT, 8 PT	1 FT	Ohio Dept. DD (5%), Medicaid (11%), and local taxes (84%)	\$1,272,657
DJFS	N/A	No	Info not provided	Info not provided	Federal and state funding	\$75,000
Flat Rock Homes, Inc.	N/a	Yes	12 DOT certified dedicated to driving 95 FT may drive PT 26 PT may drive PT	0	Medicaid, Donations, Programs/Services Revenue	\$28,570.19 (less than normal due to COVID-19 Pandemic)
SCAT	Zones \$2-\$5 *Out of county trips are fare based on destination	Yes	8 FT, 22 PT	4 FT	FTA, ODOT, United Ways, Contracts, Donations, Fare Box	\$2,100,000
Veterans Services	No charge	No	2 FT, 1 PT	1 FT	County	\$10,000

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
Service Cab 419/447-3232	Any time 24/7	\$6.00 one way in town	Public	Tiffin/Seneca area - will drive to destinations out of county
Hart's Ambulette 419/332-3911	7a-6p every day	Varies with need	Wheelchair, medical, private transport	Seneca, Sandusky, Erie, Wood Counties
North central EMS	Anytime 24/7	Varies with need	Emergency and nonemergency medical, wheelchair van, specialized care	Erie and Huron; parts of Seneca, Lorain, Sandusky, Ottawa
Mercy Life Star 419/245-6220	Any time 24/7	Varies with need	Ambulance, special needs, wheelchair.	Tiffin and surrounding area

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

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
SCAT	M-F 5am - 6pm	Free	On Demand	Seneca and Crawford Counties, including Metro Fostoria
DD Board/Opportunity	For enrolled individuals through habilitation courses	N/A	Upon demand	Seneca County/Metro Fostoria
GLCAP- Mobility Management	M-F 8am -4:30pm	Free	Scheduled appointments	Seneca, Ottawa, Erie, Huron, Wood, & Sandusky counties

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 (Y/N)
SCAT	Ecolane	No	Ecolane	Yes
DD Board/Opportunity	Currently Travel Tracker for day trips	N/A	N/A	Zonar

III. Assessment of Community Support

There is strong support for transit in Seneca County. SCAT is an active advocate for transportation funding and awareness, and SCAT is an active member of planning and transportation coordination within Seneca County and the region. Social Service Agencies, to include Job and Family Services, indicated that capacity for out-of-county transportation is limited with current local providers despite a consistent need for transportation to Toledo and Cleveland for medical appointments. The City of Tiffin and Seneca County Regional Planning were actively involved with SCAT's planning for the Flex-route service set to begin in September of 2021.

Safety

Safety is practiced in Seneca County among their transportation providers through drivers' completion of required courses relating to safety and associated topics. Typical topics covered in trainings for public transit drivers include policy and procedures, drug and alcohol policy and symptoms, safety and hepatitis B/blood borne pathogens, defensive driving, fire extinguisher operation, CPR and first aid, securing a wheelchair and hospital discharge, AOOA Minimum Standards and Passport code of ethics and competencies, meal route consumer guidelines, and transport of non-ambulatory clients. Providers strive to maintain positive safety records.

Vehicles

Survey/Interview participants listed a combined total of 77 vehicles. Approximately 78% of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 7).

SCAT, the county public transit provider, operates wheelchair accessible vehicles and maintains its fleet according to industry standards and ODOT disposition guidelines. Among agencies that do not have wheelchair accessible vehicles, such as the Veterans Services office currently, they contract with SCAT to provide any needed such transportation. 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. Some 5310 providers, or other providers, report extending the useful life of their vehicles to maintain fleet capacity without additional capital purchases.

SCAT purchased specific vehicles for use on their flex-route service. Using vehicle appearance to differentiate between services (demand response and flex-route) is a critical component of the route/service design of a flex-route. As ridership levels on flex-routes increase, SCAT may explore higher capacity vehicles (as allowed by funding) or increase frequency of service.

Table 7: 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	Service Area
Seneca County Board of DD / Opportunity Center											
002	International	CES	2008	4DRBUAAN98B	33	5	M-F	6:30a-5:30p	1	SCOC	Seneca Co/metro Fostoria
003	International	CE	2012	4DRBUAANOC	20	5	M-F	6:30a-5:30p	3	SCOC	"
004	International	CE	2019	4DRBUPWN3K	20	5	M-F	6:30a-5:30p	4	SCOC	"
006	International	CE	2012	4DRBUAANOC	20	5	M-F	6:30a-5:30p	3	SCOC	"
009	International	3800	2002	IHVBBAAN72H	46	5	M-F	6:30a-5:30p	1	SCOC	"
010	International	3800	2002	1HVBBAAN83H	36	5	M-F	6:30a-5:30p	1	SCOC	"
011	International	CES	2008	4DRBUAAN96B	40	5	M-F	6:30a-5:30p	1	SCOC	"
012	International	CES	2004	1HVBBAAN24H	41	5	M-F	6:30a-5:30p	2	SCOC	"
013	International	CE SB	2006	4DRBUAAN96B	40	5	M-F	6:30a-5:30p	2	SCOC	"
014	International	CE	2011	4DRBRUAAN5B	33	5	M-F	6:30a-5:30p	2	SCOC	"
015	International	CE	2009	4DRBUAAN29A	33	5	M-F	6:30a-5:30p	2	SCOC	"
018	International	CE	2007	4DRBUAAN49A	33	5	M-F	6:30a-5:30p	3	SCOC	"

019	International	CE SB	2006	4DRBUAANO6B	40	5	M-F	6:30a-5:30p	2	SCOC	“
101	Dodge	Gd. Caravan	2008	1DBHH44HO8B	8	0	M-F	6:30a-5:30p	2	SCOC	“
102	Ford		2016	1FDEE3FS8GDC	10	4	M-F	6:30a-5:30p	2	SCOC	“
105	Dodge	Gd. Caravan	2008	1D8HN44H28B	8	0	M-F	6:30a-5:30p	2	SCOC	“
108	International	Bu	2015	4DRXWSKKOFH	22	4	M-F	6:30a-5:30p	3	SCOC	“
109	Ford	Transit	2010	NMOKS9BN4A	5	0	M-F	6:30a-5:30p	2	SCOC	“
112	Ford		2016	1FDEE3FS1GDC	10	4	M-F	6:30a-5:30p	3	SCOC	“
020	International	3800	2021		34	5	M-F	6:30a-5:30p	1	SCOC	“
005	International	3800	2021	4DRBUPWN7MB247319	34	5	M-F	6:30a-5:30p	1	SCOC	“
Seneca-Crawford Area Transportation (SCAT)											
65	Ford	Bus	2019	1FDEEFS7KDC52741	12	2	M-F	5:00 a-6:00p	5	SCAT	Seneca & Crawford
64	Ford	Bus	2019	1FDEEFS7KDC52740	12	2	M-F	5:00 a-6:00p	5	SCAT	Seneca & Crawford
63	Ford	Bus	2019	1FDEES7KDC52739	12	2	M-F	5:00 a-6:00p	5	SCAT	Seneca & Crawford
62	Ford	Bus	2018	1FDEE3FSXJDC37926	8	2	M-F	5:00 a-6:00p	5	SCAT	Seneca & Crawford
61	Ford	Bus	2018	1FDEE3FS6JDC37924	8	2	M-F	5:00 a-6:00p	5	SCAT	Seneca & Crawford
60	Dodge	Van	2018	2C7WDG8G7JR3235	10	2	M-F	5:00 a-6:00p	5	SCAT	Seneca & Crawford

59	Ford	Bus	2017	1FDEE3FS6JDC06527	10	2	M-F	5:00 a-6:00p	4	SCAT	Seneca & Crawford
58	Ford	Bus	2017	1FDEE3FS0JDC06524	10	2	M-F	5:00 a-6:00p	4	SCAT	Seneca & Crawford
57	Ford	Bus	2017	1FDEE3FS7JDC06519	10	2	M-F	5:00 a-6:00p	4	SCAT	Seneca & Crawford
33	Dodge	Van	2010	1FTD53L1BDA86060	6	1	M-F	5:00 a-6:00p	1	SCAT	Seneca & Crawford
35	Ford	Bus	2013	1FDEEF3S6DDAD2840	11	2	M-F	5:00 a-6:00p	3	SCAT	Seneca & Crawford
36	Ford	Bus	2013	1FDED3FS8DDA62841	11	2	M-F	5:00 a-6:00p	3	SCAT	Seneca & Crawford
37	Ford	Bus	2013	JFDEE3FSXDDA62842	11	2	M-F	5:00 a-6:00p	3	SCAT	Seneca & Crawford
38	Dodge	Van	2014	2C4RDGCG0ER162141	3	1	M-F	5:00 a-6:00p	3	SCAT	Seneca & Crawford
39	Dodge	Van	2015	2C7WDGBC2FR541960	4	1	M-F	5:00 a-6:00p	3	SCAT	Seneca & Crawford
40	Ford	Bus	2015	1FDEE3FL3FDA19598	6	2	M-F	5:00 a-6:00p	3	SCAT	Seneca & Crawford
41	MV-1	MV-1	2015	57WMD1A65EM100816	3	2	M-F	5:00 a-6:00p	3	SCAT	Seneca & Crawford
42	LTN	Bus	2016	1FDEE3FS4GDC57212	6	2	M-F	5:00 a-6:00p	3	SCAT	Seneca & Crawford
43	LTV-FS	Bus	2016	1FDEE3FS9GDC56864	6	2	M-F	5:00 a-6:00p	3	SCAT	Seneca & Crawford
44	LTN	Bus	2016	1FDEE3FS9GDC57206	6	2	M-F	5:00 a-6:00p	2	SCAT	Seneca & Crawford
45	MMV	Van	2016	2C7WDGDBG0GR372457	6	1	M-F	5:00 a-6:00p	3	SCAT	Seneca & Crawford
46	MMV	Van	2016	2C7WDGDBG1GR372466	6	1	M-F		3	SCAT	Seneca & Crawford

								5:00 a-6:00p			
47	MMV	Van	2013	2C4RDGBG5DR617503	4	1	M-F	5:00 a-6:00p	1	SCAT	Seneca & Crawford
48	MMV	Van	2013	2C4RDGBG5DR617501	4	1	M-F	5:00 a-6:00p	0	SCAT	Seneca & Crawford
49	SMV	Van	2014	2C4RDGBG2ER246303	6	0	M-F	5:00a-6:00p	3	SCAT	Seneca & Crawford
50	MMV	Van	2012	2C3RDGB6CR398484	6	1	M-F	5:00a-6:00p	2	SCAT	Seneca & Crawford
51	MMV	VAN	2015	2C7WDGBG9ER536769	6	1	M-F	5:00a-6:00p	4	SCAT	Seneca & Crawford
53	Ford	Bus	2013	1FDEE3L700AC85407	6	1	M-F	5:00a-6:00p	4	SCAT	Seneca & Crawford
54	Ford	Bus	2016	1FDEE3FL2GDC27179	8	1	M-F	5:00a-6:00p	4	SCAT	Seneca & Crawford
55	Ford	Bus	2016	2C&WDGBG4HR793096	8	1	M-f	5:00a-6:00p	4	SCAT	Seneca & Crawford

Flat Rock Homes, Inc.

1	Dodge	Grand Caravan	2019	23C4RDGEG4KR691827	7	0	7	8am-7pm	Excellent	Care Center/Community	Seneca
2	Dodge	Grand Caravan	2019	2C4RDGE0KR690688	7	0	7	8am-7pm	Excellent	Care Center/Community	Seneca
3	Dodge	Grand Caravan	2019	23C4RDGE8K709536	7	0	7	8am-7pm	Excellent	FRCS – Employment	Various
4	Ford	Transit Van	2018	1FBZX2CM7JKA23198	12	2	7	8am-7pm	Excellent	Community	Lorain
5	Ford	Transit Van	2020	1FBAX2C83LK59117	7	2	7	8am-7pm	Excellent	Care Center/Community	Seneca
6	Dodge	Grand Caravan 4x2	2013	3C4RDBG8DR694415	7	0	7	8am-7pm	Good	Care Center	Seneca
7	Dodge	Grand Caravan 4x2	2013	2C4RDGBG1DR699911	7	0	7	8am-7pm	Good	Care Center	Seneca

8	Dodge	Ram 2500 S	2012	3C6LD5AT3CG242389	2	0	5	8am-7pm	Good	Care Center	Seneca
9	Ford	E350 4x2 Ext.	2001	1FBSS3BL5BDA20692	10	0	5	7:30am- 3:30pm	Good	Community	Huron
10	Ford	Ecoline Wagon	2011	1FBSS3BLXBDA11051	10	0	5	7:30am- 3:30pm	Good	Community	Sandusky
11	Ford	Fusion SE	2009	3FAHP07169R117436	5	0	7	8am-7pm	Good	Care Center	Seneca
12	Buick	Terraza Extended Sport	2006	GADV23L06D180779	7	0	7	8am-7pm	Fair	Care Center	Seneca
Bus 1	Chevy	G30 4x2 Express	2002	1GBJG31F421191668	10	2	7	8:30am- 2:30pm	Fair	Care Center	Seneca
13	Ford	Club Wagon 4x2	1998	1FBSS31L0WHB26385	9	0	7	8:30am- 2:30pm	Fair	Care Center	Seneca
Bus 2	Ford	E350 Supreme Startrans	2005	1FDWE355S35HB44766	10	2	5	8:30am- 2:30pm	Fair	Community	Seneca
14	Chevy	C30 4x2 Fleet Side	1988	1GCGC34K9JE130530	N/a	N/a	N/a	Out of Service	Out of Service/Not Repairable	Care Center	Seneca
Seneca County Commission on Aging											
A-2	Dodge	Van	2014	2D4RN4DE2AR155309	5	1	M-F	9-5	n/p	Senior Program	Seneca
A-7	Dodge	Van	2006	1D4GP24R26B637793	7	0	M-F	9-5	n/p	Senior Program	Seneca
A-10	Dodge	Van	2014	2C7WDGBG7ER261224	7	1	M-F	9-5	n/p	Senior Program	Seneca
A-15	Dodge	Van	2015	2C7WDGBG6HR562880	5	1	M-F	9-5	n/p	Senior Program	Seneca
Seneca County Veterans Services											
1	Tesco	Bus	n/p	Not provided	n/p	0	M-F	Variable	n/p	Veterans	Seneca
2	Ford	Transit	2017	Not provided	n/p	0	M-F	Variable	n/p	Veterans	Seneca
3	Ford	Expedition	2017	Not provided	n/p	0	M-F	Variable	n/p	Veterans	Seneca
CSJI-Tiffin, Inc. DBA St. Francis Senior Ministries											
1	Ford	E250 Van	2015	1FTNS2EW9EDA90290	9	3	M-F	8a-5p	1	SFSM	Seneca Co
2	Ford	Transit Van	2016	1FBAX2CM6GKA52780	9	1	M-F	8a-5p	1	SFSM	Seneca Co

3	Elkhart	2020 Elkhart Coach EC11 with 2019 Ford E350	2020	1FDEE3FS8KDC74104	12	4	M-F	8a-5p	1	SFSM	Seneca Co
4	Van	Ford E350	1997	1FDKE3OS9VHA18470	Maintenance Use Only	N/a	N/a	N/a	Not usable for patient transport	SFSM	Seneca Co
5	Van	Chevy Van	1999	1GNGG25R9X1102681	Maintenance Use Only	N/a	N/a	N/a	Not usable for patient transport	SFSM	Seneca Co
6	Car	Lincoln Town Car	1991	1LNHM82W9XY648970	(Out of commission)	N/a	N/a	N/a	Not usable for patient transport	SFSM	Seneca Co
7	Truck	Ford Ranger	1991	1FTCR10A9MUD50517	Maintenance Use only	N/a	N/a	N/a	Not usable for patient transport	SFSM	Seneca Co

Summary of Existing Resources

Seneca County has a well-maintained fleet of vehicles and a sufficient number of providers to serve the residents of the county. The greatest need for Seneca County providers is steady, sustainable funding streams to reduce the local match required to be generated through specialized transportation contracts. Decreasing the reliance on local match generated through specialized transportation contracts will allow SCAT and other providers to sustain and expand services in Seneca County. Dedicated funding streams from local municipalities whose residents' consume transit services, or other sources, would allow SCAT to increase the community and general public focus of their service design.

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the Seneca 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.

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

The following methods were used to assess transportation needs and gaps

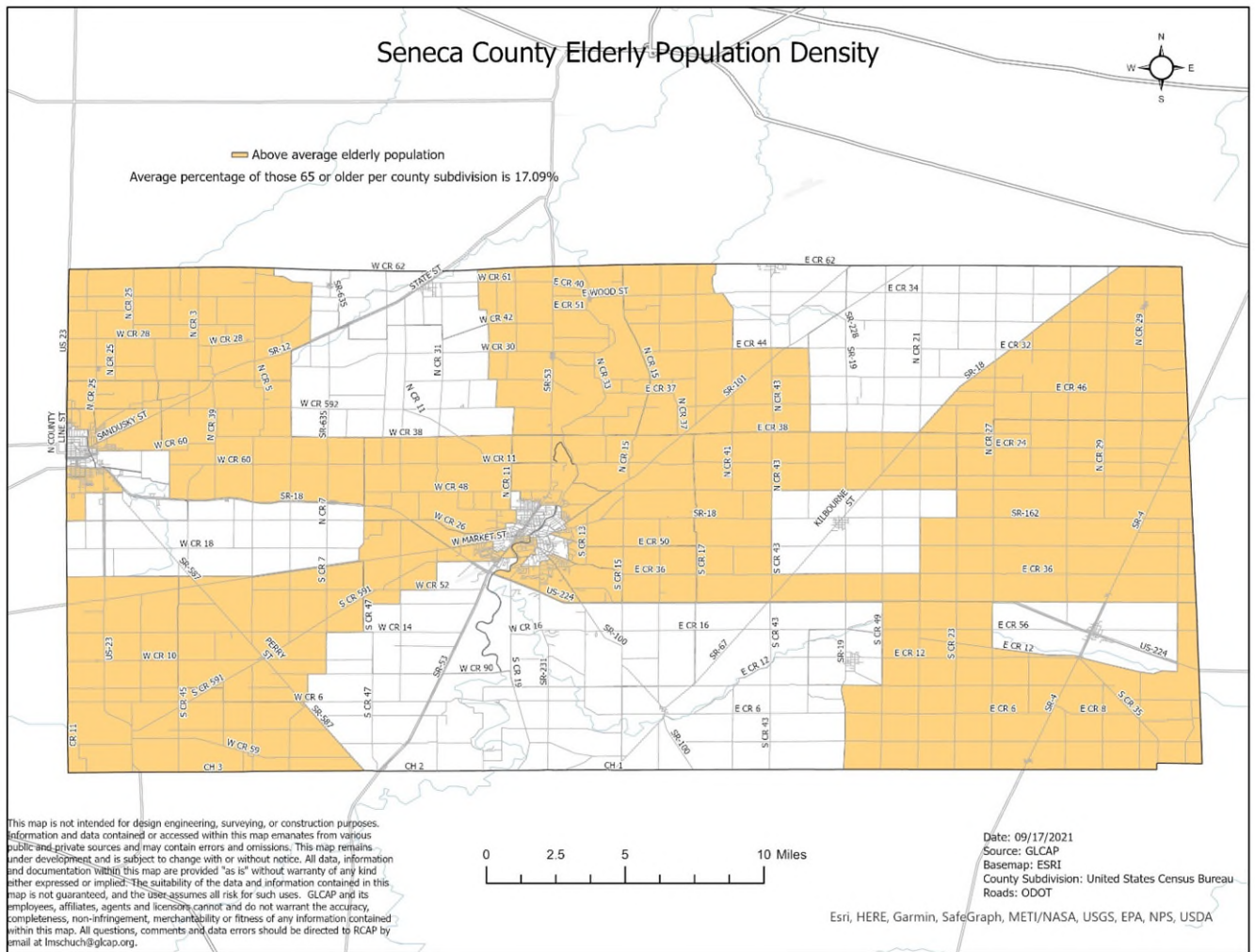
- Assessment of data and demographics (required)
- Surveys shared via paper copy, direct mail, and via web links
- Provider interviews and ride-a-longs
- Focus groups with target demographics

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.

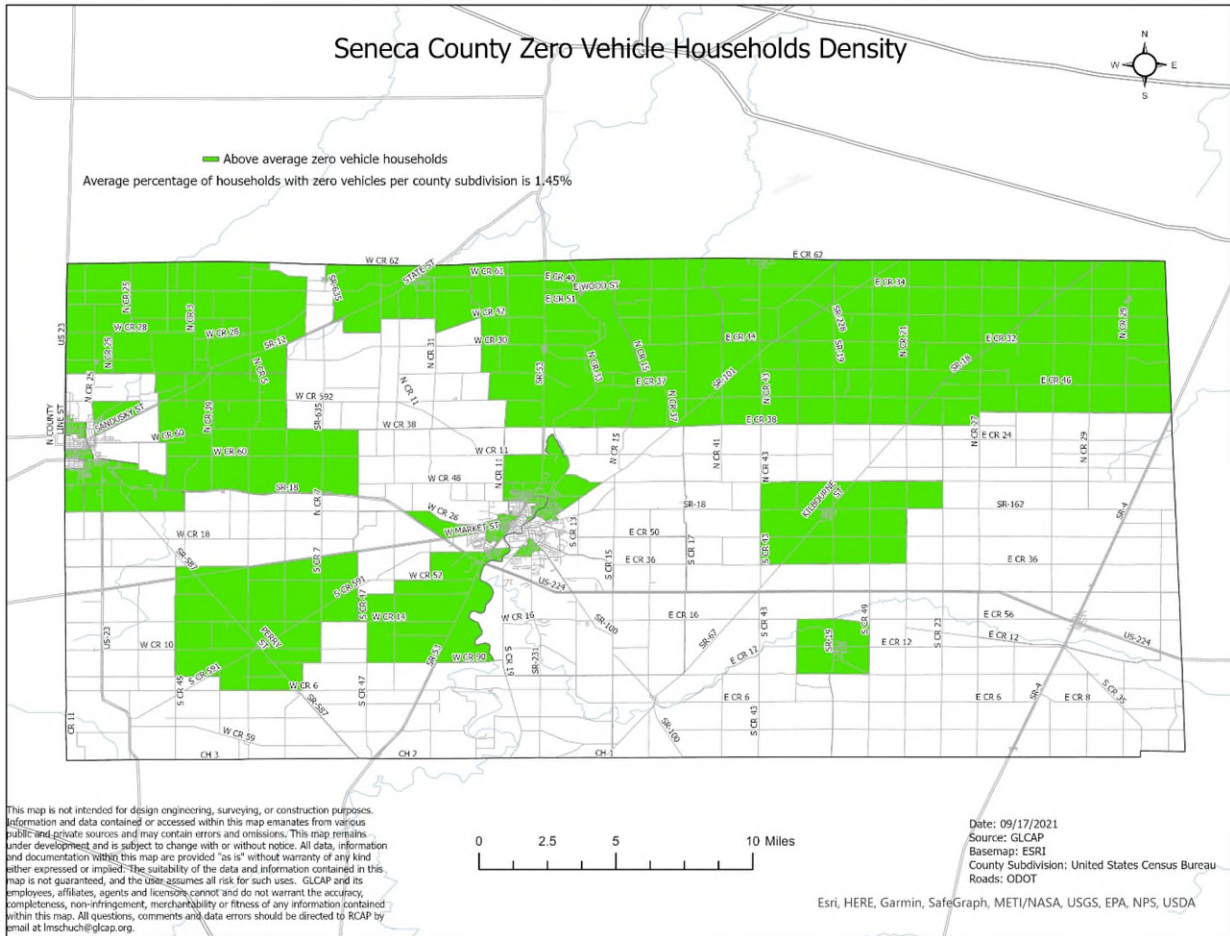
The following exhibit 1 illustrates the areas where the number of older adults (age 65 and older) is at or above the Seneca County average.

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



The exhibit below indicates the areas where the number of zero vehicle households is above the Seneca 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

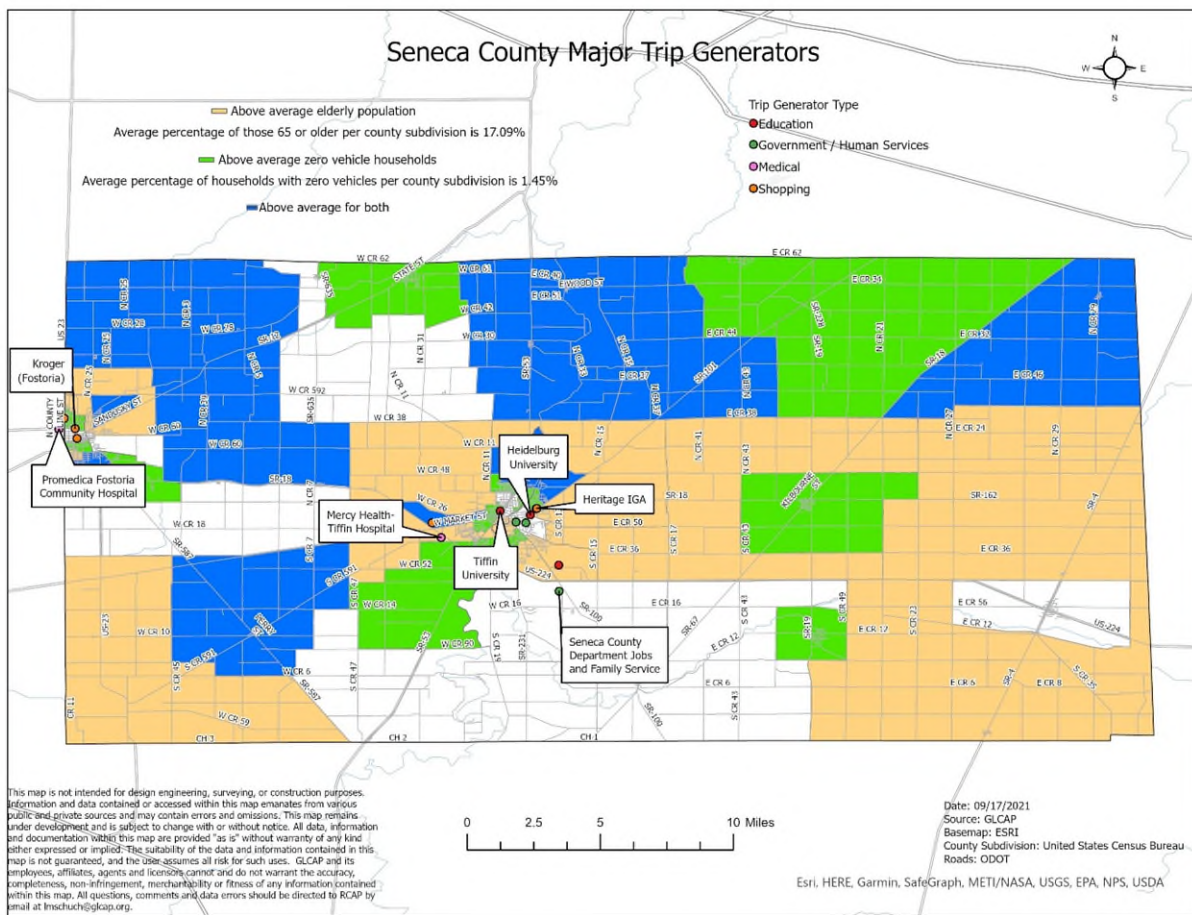


The next exhibit illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle.

These locations include:

- Medical facilities (largely centered around the hospitals in Tiffin and Fostoria);
- Social service offices (downtown or on the south side of Tiffin, and some in central Fostoria);
- Educational centers: six K-12 school systems, one parochial system, two universities in Tiffin (Heidelberg and Tiffin Universities) and Sentinel Career Center east of Tiffin;
- Concentrations of high-volume retail centers (including Tiffin’s SR 18 West corridor extending to Wal Mart, Countyline Street on Fostoria’s north side, the Fostoria Kroger store, and downtown Tiffin and Fostoria); and
- Major manufacturing employers such as Ameriwood Industries, Mennel Milling, Church and Dwight, national Machinery, Toledo Molding and Die, and Webster Industries.

Exhibit 3 Map of Major Trip Generators



Analysis of Demographic Data

- Significant portions of Seneca County show overlap in rural areas with senior citizens and zero vehicles registered, thus identifying physical areas where transportation needs are greater than average.
- Major trip generators are generally clustered in Tiffin and Fostoria, yet seniors and households with zero vehicles are dispersed throughout the county.
- Seneca County residents living in rural areas near county borders may prefer out-of-county trip destination as opposed to in-county destinations. Limited out-of-county options could require providers to perform less efficient trips in order to stay within their service areas.
- The largest cohort in Seneca County is that of individuals aged 45-64, measuring at 27% of the total population. Within the next 20 years, that cohort will retire and transition into the aging network and access services.
- Almost 50% of those who identified as persons with a disability in Seneca County are over the age of 75, meaning that the vast majority of disability services utilized are targeted for the senior population.

General Public and Stakeholder Meetings/Focus Groups

Great Lakes Community Action Partnership hosted and facilitated seven local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. Twenty (20) people participated in the meetings. Of those, fifteen (15) self-identified as older adults and five (5) 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 Great Lakes Community Action Partnership presented highlights of historical coordinated transportation in the Seneca 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.

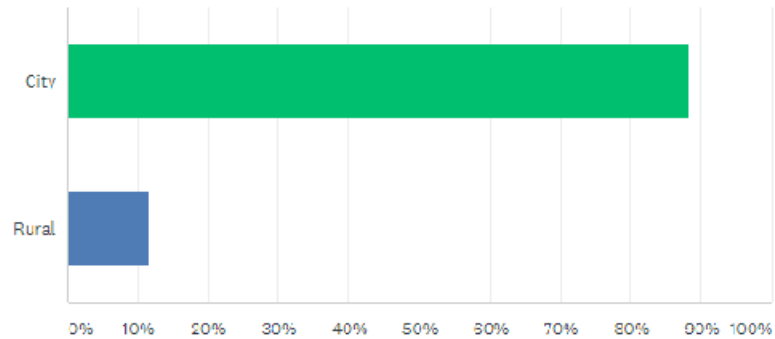
After the changes to the needs/gaps list were completed and new needs/gaps were added, each participant was asked to rank the needs/gaps using colored dots representing a high, medium, or low priority or that the remaining gap/need should be deleted.

Participants discussed more than 15 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

Surveys

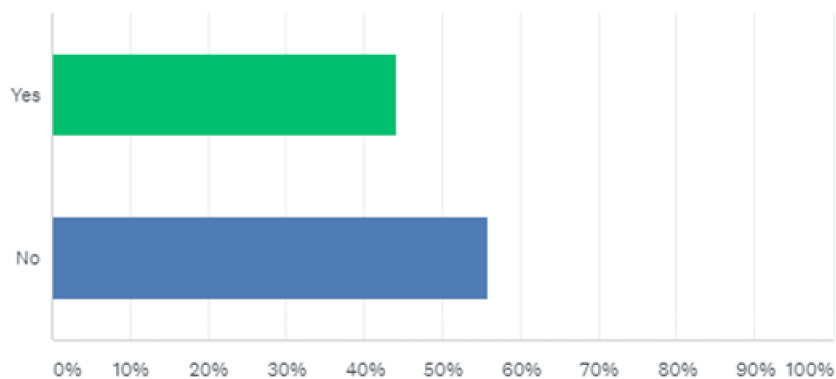
The following survey summary includes the information gained from the following surveys that were performed. 84 surveys from the general public: 3% of individuals with disabilities completed the survey; 82% of older adults completed the survey.

1. Do you live in a city or rural area?



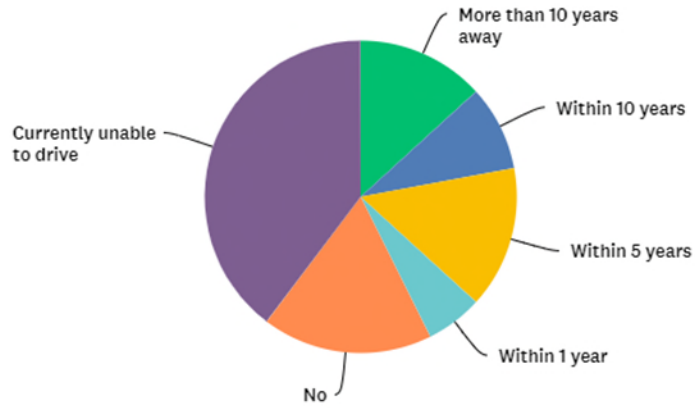
Summary: 88.24% of respondents report they live within the city limits and 11.76% report they live in a rural area.

2. Are you currently able to drive yourself where you need to go?



Summary: 44.12% of respondents report they can drive to where they need to go and 55.88% report they are not able to drive where they need to go.

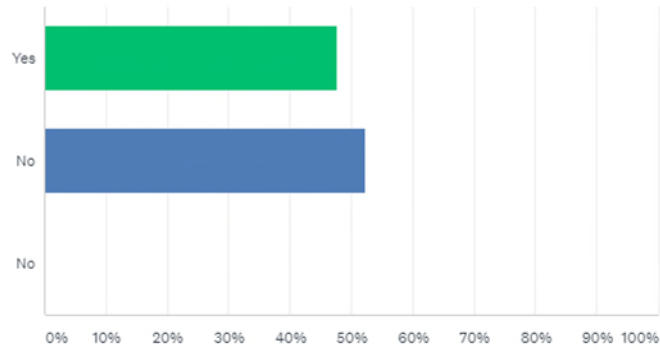
3. Do you anticipate a time when you will no longer be able to drive yourself?



Summary Data:

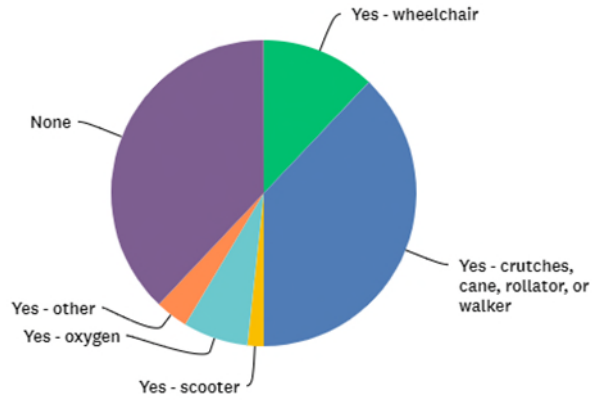
ANSWER CHOICES	RESPONSES
More than 10 years away	13.24%
Within 10 years	8.82%
Within 5 years	14.71%
Within 1 year	5.88%
No	17.65%
Currently unable to drive	39.71%

4. Do you have a disability that affects you travel?



Summary: 47.76% of respondents report they have a disability that affects their travel and 52.24% of respondents report they do not have a disability that affects their travel.

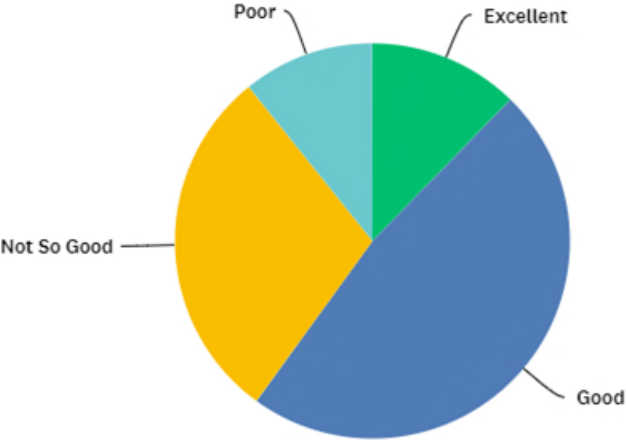
5. If yes, do you use equipment to help you?



Summary Data:

ANSWER CHOICES	RESPONSES
Yes - wheelchair	12.07%
Yes - crutches, cane, rollator, or walker	37.93%
Yes - scooter	1.72%
Yes - oxygen	6.90%
Yes - other	3.45%
None	37.93%

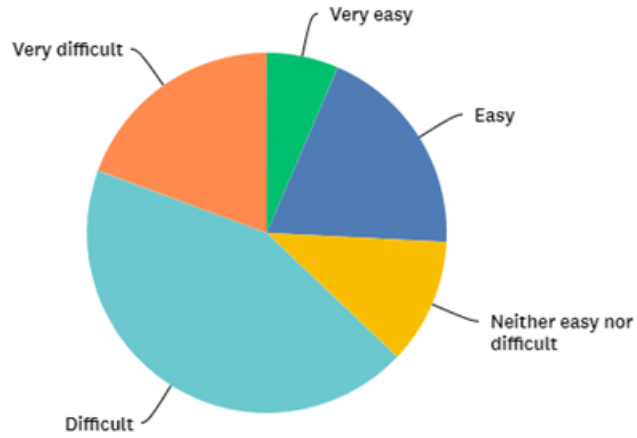
6. Other than driving yourself, how would you rate other travel options?



Summary Data:

ANSWER CHOICES	RESPONSES
▼ Excellent	12.31%
▼ Good	47.69%
▼ Not So Good	29.23%
▼ Poor	10.77%

7. If you stopped driving, how hard would it be to get to where you need to go?

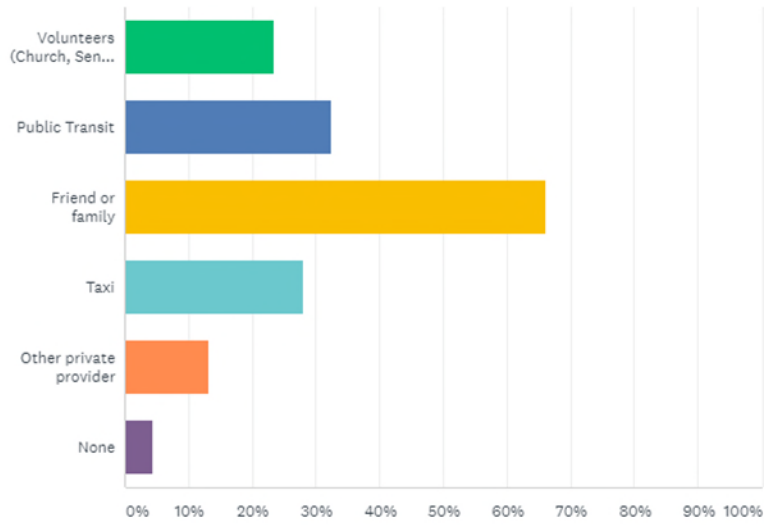


Summary Data:

ANSWER CHOICES	RESPONSES
▼ Very easy	6.45%
▼ Easy	19.35%
▼ Neither easy nor difficult	11.29%
▼ Difficult	43.55%
▼ Very difficult	19.35%

* The consensus from focus groups and comments written in the surveys was that most individuals who cannot drive rely on friends or family for their transportation. If friends or family became unable to provide transportation, it would be difficult to find a comparable substitute.

8. Other than driving yourself, what transportation service are available to you?



Summary Data:

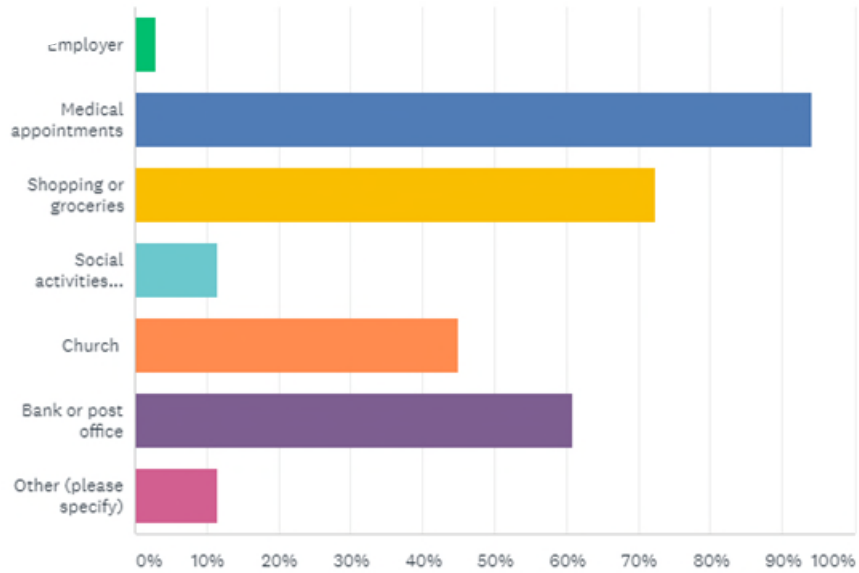
ANSWER CHOICES	RESPONSES
▼ Volunteers (Church, Senior Services)	23.53%
▼ Public Transit	32.35%
▼ Friend or family	66.18%
▼ Taxi	27.94%
▼ Other private provider	13.24%
▼ None	4.41%

9. From the list below, how often do you use the following transportation methods to get to the places you need to go to?

	OFTEN	SOMETIMES	NEVER
Drive a vehicle	40.63%	15.63%	43.75%
Ride with family or friends	40.00%	36.92%	23.08%
Walk	9.09%	9.09%	81.82%
Ride public transportation, like a bus or train	6.90%	10.34%	82.76%
Use a taxi or cab service	3.39%	20.34%	76.27%
Ride a bicycle	0.00%	12.07%	87.93%
Ride with a volunteer	8.62%	20.69%	70.69%
Use a ridesharing service, like Uber or Lyft	1.69%	1.69%	96.61%

Summary: Respondents report the other methods of transportation they use to get to their destination are, driving a vehicle, ride with family or friends, walking, ride public transportation like a train or a bus, using a taxi or cab service, riding a bike, ride with a volunteer, and using a ridesharing service like Uber or Lyft. The results of this question represent the consensus of focus group participants.

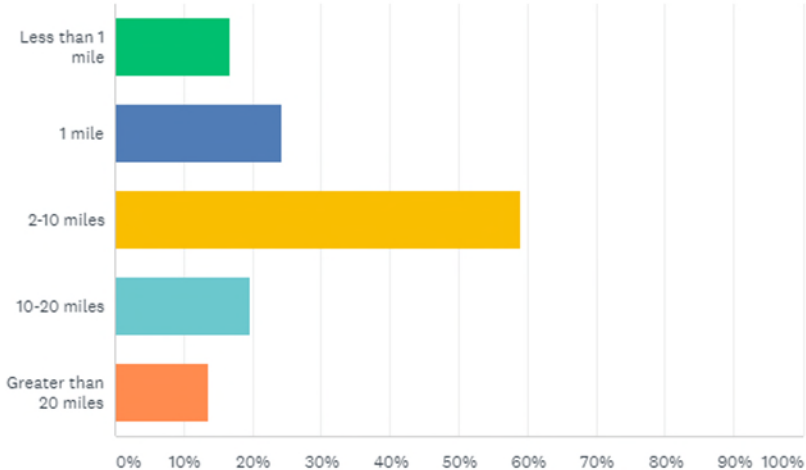
10. Which of the following are your most commonly visited destination?



Summary Data:

ANSWER CHOICES	RESPONSES
▼ Employer	2.90%
▼ Medical appointments	94.20%
▼ Shopping or groceries	72.46%
▼ Social activities (senior center)	11.59%
▼ Church	44.93%
▼ Bank or post office	60.87%
▼ Other (please specify)	Responses 11.59%

11. How far are the places that you most often need to go? Check all that apply.



Summary Data:

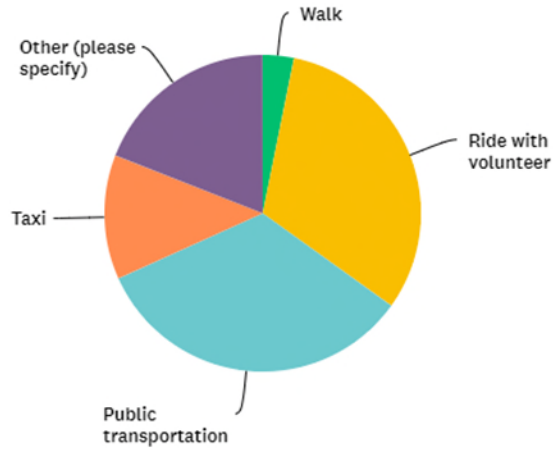
ANSWER CHOICES	RESPONSES
Less than 1 mile	16.67%
1 mile	24.24%
2-10 miles	59.09%
10-20 miles	19.70%
Greater than 20 miles	13.64%

12. If you were looking for information on transportation options, which would you be most likely to use?

ANSWER CHOICES	RESPONSES
▼ Family, friends, or colleagues	63.64%
▼ Computer search	7.58%
▼ Telephone book	19.70%
▼ Someone living in your community	18.18%
▼ Transportation provider agency	27.27%
▼ Organization that offers services for older adults	27.27%
▼ Senior Center	15.15%
▼ Area Office on Aging	19.70%
▼ Someone at your place of worship	6.06%
▼ Organization that offers services for disabled	9.09%
▼ Aging and Disability Resource Center	4.55%
▼ Library	0.00%
▼ Center for Independent Living	4.55%
▼ A community center	0.00%
▼ Mobility Manager or Mobility Management Program	1.52%

Summary: Respondents were asked to choose an option of transportation they would be most likely to use. Respondents reported they would most likely use family, friends or colleagues, but may also use a computer search, telephone book, someone living in their community, transportation provider agency, organization that offers services for older adults, senior center, area of office on aging, someone at your place of worship, organization that offers services for disabled, aging and disability resource center, library and mobility manager or mobility management program.

13. What form of transportation would you be most likely to use?

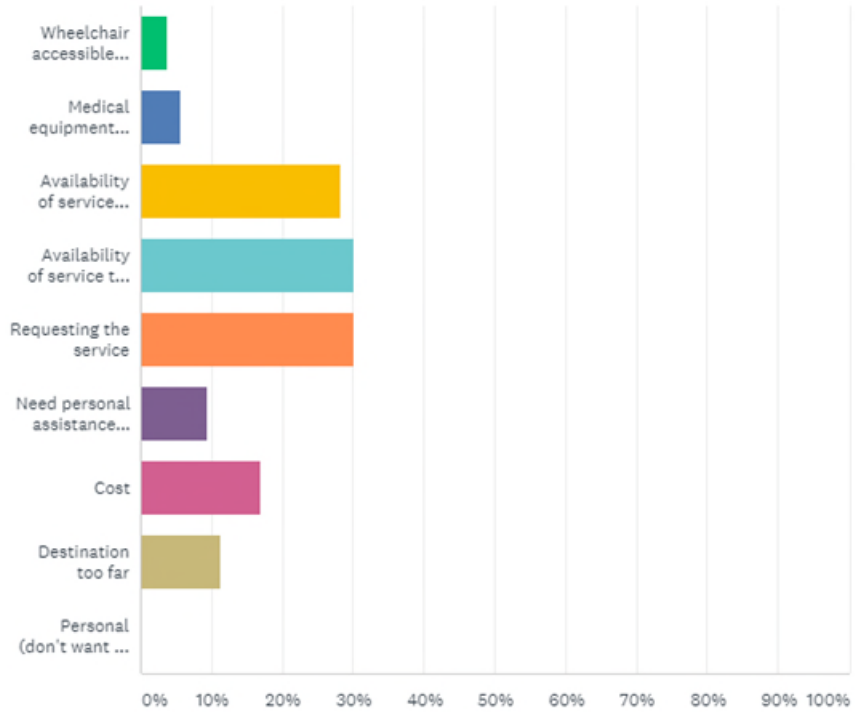


Summary Data:

ANSWER CHOICES	RESPONSES
▼ Walk	3.17%
▼ Bike	0.00%
▼ Ride with volunteer	31.75%
▼ Public transportation	33.33%
▼ Taxi	12.70%
▼ Other (please specify)	Responses 19.05%

*The most common answer specified as 'other' was to commute with friends and family

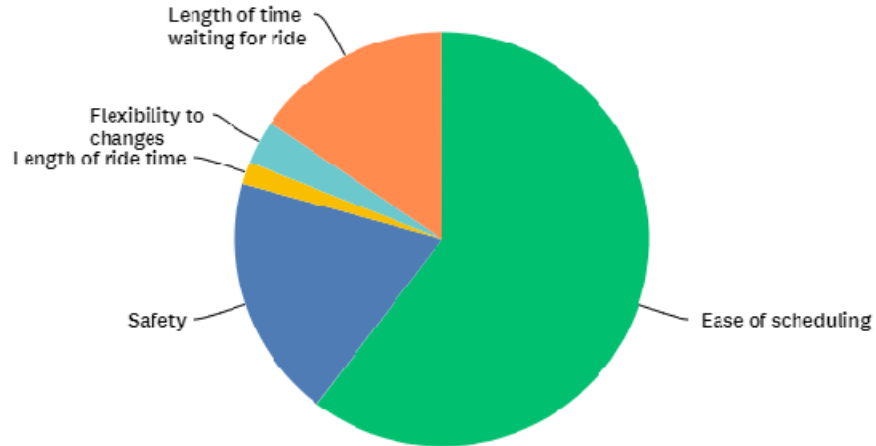
14. What makes using a transportation service most difficult?



Summary Data:

ANSWER CHOICES	RESPONSES
▼ Wheelchair accessible vehicles	3.77%
▼ Medical equipment and/or mobility aids	5.66%
▼ Availability of service where I live	28.30%
▼ Availability of service to where I need to go	30.19%
▼ Requesting the service	30.19%
▼ Need personal assistance beyond transportation	9.43%
▼ Cost	16.98%
▼ Destination too far	11.32%
▼ Personal (don't want to be a burden)	0.00%

15. What is most important when using a transportation service?

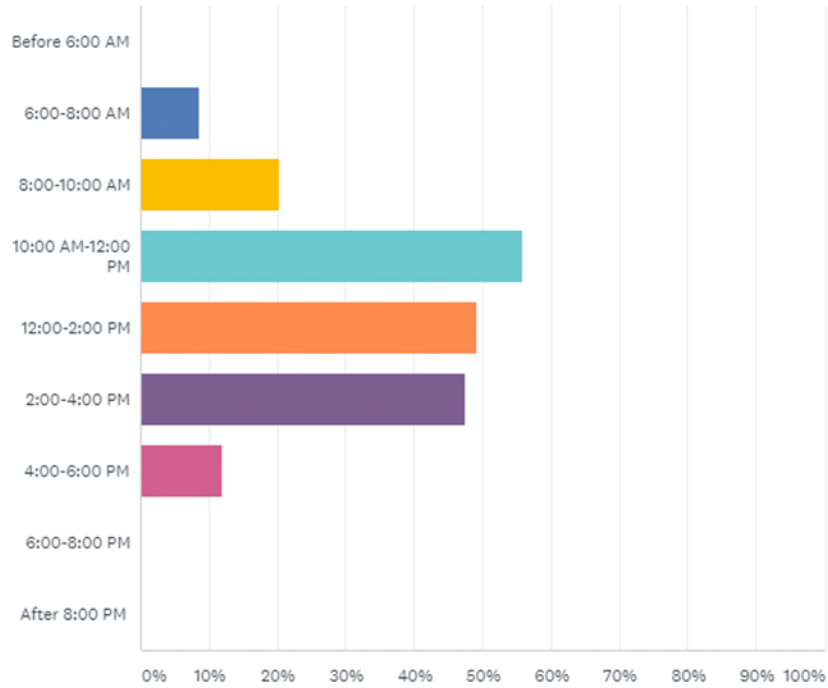


Summary Data:

ANSWER CHOICES	RESPONSES
▼ Ease of scheduling	60.34%
▼ Safety	18.97%
▼ Length of ride time	1.72%
▼ Flexibility to changes	3.45%
▼ Length of time waiting for ride	15.52%

*Ease of scheduling is the most important and often cited as the biggest dislike (question 20).

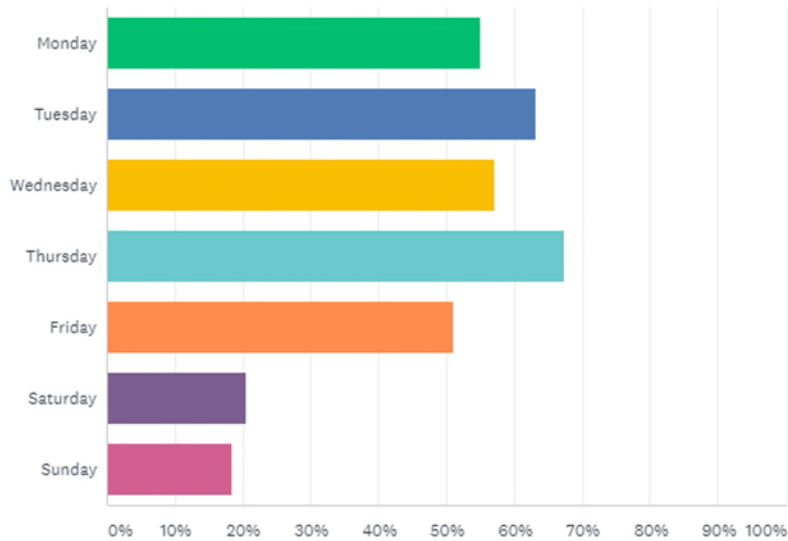
16. What hours of the day are you most likely to need transportation? Pick the two that most apply.



Summary Data:

ANSWER CHOICES	RESPONSES
▼ Before 6:00 AM	0.00%
▼ 6:00-8:00 AM	8.47%
▼ 8:00-10:00 AM	20.34%
▼ 10:00 AM-12:00 PM	55.93%
▼ 12:00-2:00 PM	49.15%
▼ 2:00-4:00 PM	47.46%
▼ 4:00-6:00 PM	11.86%
▼ 6:00-8:00 PM	0.00%
▼ After 8:00 PM	0.00%

17. What days of the week are you most likely to need transportation? Check all that apply.



Summary Data:

ANSWER CHOICES	RESPONSES
▼ Monday	55.10%
▼ Tuesday	63.27%
▼ Wednesday	57.14%
▼ Thursday	67.35%
▼ Friday	51.02%
▼ Saturday	20.41%
▼ Sunday	18.37%

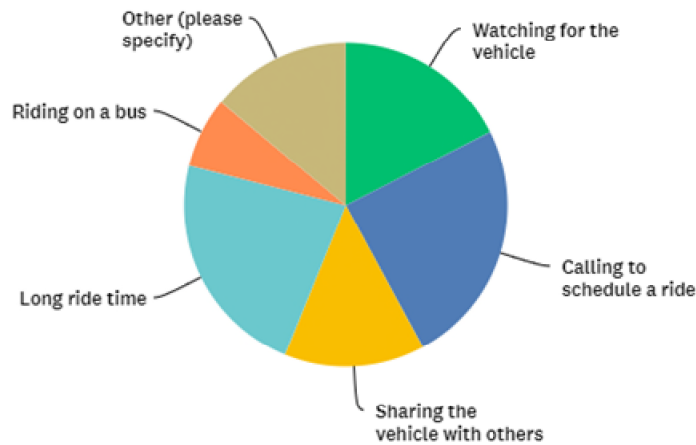
18. What is your most common destination within your county? (ie: city, town, etc.)

Summary: 33% of respondents report Tiffin as their most common destination within the county and 5.08% of respondents indicate Fostoria as the most common destination. Doctor appointments, medical appointments, church, and the grocery store were among this most common trip purposes reported.

19. What is your most common destination outside of your county? (ie: city, town, etc.)

Summary: Respondents reported Findlay as the most reported as the most common out-of-county destination (31.5%), and Toledo as another common destination (7.5%). Medical appointments were cited as the most common trip purpose out-of-county. This is congruent with information provided during an interview with Seneca County Job and Family Services.

20. What would you dislike most about using a transportation service?

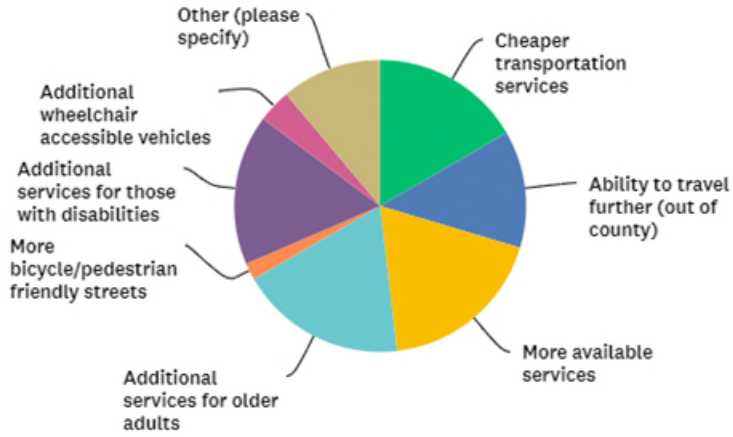


Summary Data:

ANSWER CHOICES	RESPONSES
▼ Watching for the vehicle	17.54%
▼ Calling to schedule a ride	24.56%
▼ Sharing the vehicle with others	14.04%
▼ Long ride time	22.81%
▼ Riding on a bus	7.02%
▼ Poor weather	0.00%
▼ Other	0.00%
▼ Other (please specify) Responses	14.04%

*Calling to schedule a ride and long ride times were consistently cited as the biggest dislikes of using public transportation. This was not specific to Seneca County and is a common criticism of the demand response service model.

21. What would you like to see in your community that would help you get around better?



Summary Data:

ANSWER CHOICES	RESPONSES
▼ Cheaper transportation services	16.67%
▼ Ability to travel further (out of county)	12.96%
▼ More available services	18.52%
▼ Additional services for older adults	18.52%
▼ More bicycle/pedestrian friendly streets	1.85%
▼ Additional services for those with disabilities	16.67%
▼ Additional wheelchair accessible vehicles	3.70%
▼ Other (please specify)	Responses 11.11%

Challenges to Coordinated Transportation

Seneca County has ongoing collaborative efforts with peer agencies within and outside of the county. SCAT has also established relationships with local municipal and county governments. Despite the positive relationship and collaborative climate, there are relatively few consistent streams of local funding to assist SCAT in meeting local match requirements. The existing consistent streams of local match funding were established by SCAT through transit advocacy at the local levels.

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:

- Generating sufficient local match to maintain, growth, develop, expand services
- Limited capacity for out-of-county service relative to demand (JFS medical appointments)
- Perception of coordination under circumstances of finite resources
- Limited provider pool results in closed-door services replicating service to be on-demand
- Scheduling software changes implemented through the Tiger Grant (Transit T2O) resulted in decreased performance metrics and new barrier for starting deviated-fixed route service

On September 13, 2021, just prior to the adoption of this plan, SCAT began to implement deviated-fixed routes to meet increase their service capacity in a more efficient manner. The effects of this service change could not be measure prior to the creation and adoption of this plan.

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 in highest to lowest priority.

Exhibit 1: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Continue to increase capacity/efficiency	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings, Interviews
2	Improve and increase in-county services	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings
3	Need for flex route service	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings
4	Increase public awareness of existing services	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings
5	Need for replacement vehicles to provide medical service appointments transport outside facilities	Coordinated Transportation Stakeholder meetings; - CSJI – Tiffin, Inc.
6	Replace Scheduling & Dispatching Software	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings, Interviews
7	Bus stop sign and infrastructure	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings, Interviews
8	Review possible flex routes and effectiveness within service area	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings, Interviews
9	Tiffin to Fostoria service	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings, Interviews
10	Additional Out-of-county service (Cleveland/ Toledo medical appointments)	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings, Interviews
11	Improve transfers and connections	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings
12	Increase funding sustainability	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings
13	Make healthy commute options more accessible	Surveys, Focus Groups, Coordinated Transportation Stakeholder meetings

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for the Seneca 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, Great Lakes Community Action Partnership 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 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:

Increase transit ridership and mobility through coordination and service design

Need(s) Being Addressed:

- Continue to increase capacity/efficiency
- Improve and increase in-county services
- Need for flex route service
- Increase public awareness of existing services
- Additional Out-of-county service (Cleveland/ Toledo medical appointments)
- Improve transfers and connections
- Increase funding sustainability

Strategy 1.1:

Assess feasibility of extended service hours and areas, especially relating to flex route service (SCAT)

Strategy 1.2:

Continue regional and local coordination between transit providers and stakeholders (All)

Strategy 1.3:

Increase marketing and advertising to promote service changes (Mobility Management)

Strategy 1.4:

Promote flex route and incentivize ridership within service area (SCAT & Mobility Management)

Strategy 1.5:

Continue advocacy efforts for public transit funding and local assistance (All)

Strategy 1.6:

Leverage new/recurring capital funding opportunities for replacement vehicles to sustain and expand access to transportation for program purpose demographics

Timeline for Implementation: Duration of plan implementation

Action Steps:

- Update Getting Around Guides to reflect flex route
- Explore improvements for flex route stop waiting environments (stops and signs)
- Offer travel training to assist with flex route implementation
- Conduct community-based travel training and awareness events
- Encourage stakeholders to apply for 5310 funding for replacement vehicles and maintenance as needed

Parties Responsible for Leading Implementation:

- SCAT
- GLCAP – Mobility Management
- Area service agencies

Parties Responsible for Supporting Implementation:

- Local jurisdictions
- Political leaders
- Non-profits
- Public-private and human service agency transportation providers
- Stakeholder committee members

Resources Needed:

- Staff time
- Contracts/coordination with area agencies
- Local matching fund for capital replacement

Potential Cost Range: \$54,000 - \$108,000

Potential Funding Sources:

- Local jurisdictions
- Human service agencies
- 5310, 5311, 5339 (ODOT)
- Donations
- CSBG and/or CDBG

Performance Measures/Targets:

1. Measure: Ridership
 - Target: Increase total stakeholder annual ridership by 10%
 - Target: Establish ridership goals for flex route
2. Measure: Implement second flex route
 - Target: Begin second flex route service
 - Target: Measure and optimize service design
 - Target: Explore transfer point improvements
3. Measure: Flex route impact
 - Target: Trend analysis on flex route stops/requests
 - Target: Measure increase/decrease in demand response trips to determine total system capacity gains
4. Measure: Fleet Condition
 - Target: Replace 90% of vehicles beyond ODOT useful life standards

Goal #2:

Sustainable fleet funding that minimizes duplication of resources and services

Need(s) Being Addressed:

- Continue to increase capacity/efficiency
- Improve and increase in-county services
- Need for flex route service
- Scheduling/dispatching software
- Additional Out-of-county service (Cleveland/ Toledo medical appointments)
- Improve transfers and connections
- Increase funding sustainability
- Regulatory barriers

Strategy 2.1:

Assess joint funding application to leverage additional funding (All)

Strategy 2.2:

Explore vehicle sharing and leasing between 5310 eligible stakeholders (All)

Strategy 2.3:

Stakeholder group review and discuss 5310 projects and vote on letters of support (All)

Strategy 2.4:

Continue to support 5310 projects for unique and high demands that cannot be met by 5311 (Mobility Management)

Strategy 2.5:

Continue capital planning to facilitate changing transit service design (fixed route vehicles) (SCAT)

Timeline for Implementation: Duration of plan implementation

Action Steps:

- Make vehicle sharing/leasing easier between eligible stakeholders (ODOT advocacy)
- Score and rank 5310 project applications prior to LOS
- Expand stakeholder group to increase 5310 eligible participants
- Include MOUs and joint-use agreements ahead of funding requests when/where possible

Parties Responsible for Leading Implementation:

- SCAT
- GLCAP – Mobility Management
- Area service agencies

Parties Responsible for Supporting Implementation:

- Local jurisdictions
- Political leaders
- Non-profits
- Public-private and human service agency transportation providers
- Stakeholder committee members

Resources Needed:

- Staff time
- Contracts/coordination with area agencies
- Local matching fund for capital replacement

Potential Cost Range: \$140,000 - \$210,000

Potential Funding Sources:

- Local jurisdictions
- Human service agencies
- 5310, 5311, 5339 (ODOT)
- CSBG and/or CDBG

Performance Measures/Targets:

1. Measure: Transparency in 5310 applications
 - Target: Conduct vote on project support ahead of LOS
2. Measure: Sustainable funding source
 - Target: Identify one new funding source support transit or mobility
3. Measure: Document coordination efforts to formalize relationships
 - Target: Adopt one new MOU that demonstrates coordination of services

Goal #3:

Enhance mobility options for Seneca County residents

Need(s) Being Addressed:

- Increased capacity/efficiency
- Improve and increase in-county services
- Need for flex route service
- Scheduling/dispatching software
- Make healthy commute options more accessible
- Additional Out-of-county service (Cleveland/ Toledo medical appointments)
- Improve transfers and connections
- Increase funding sustainability

Strategy 3.1:

Assess opportunities to integrate technology to make cancelations and accessing trip information easier for riders and social service agencies (SCAT)

Strategy 3.2:

Explore GTFS data sharing for google maps (flex route) (SCAT & Mobility Management)

Strategy 3.3:

Explore alternative fare payment methods (swipe card, pass, etc.) (SCAT)

Strategy 3.4:

Improve shuttle stop waiting environments (bus stops, bike racks, etc.) (SCAT)

Strategy 3.5:

Increase awareness of alternative transportation service that best fit the passenger need (Mobility Management)

Strategy 3.6:

Increase accessibility of non-motorized, healthy, alternative forms of transportation (All)

Timeline for Implementation: Duration of plan implementation

Action Steps:

- Share scheduling information with care providers and interested agencies
- Assess neighboring agency interest in jointly adopting third party fare payment technology & fare structure
- Promote ride share and alternative transit services in Seneca County
- Assess planning efforts to integrate walking & biking into transit routes for first mile/ last mile
- Provide travel training for community groups to increase rider awareness and confidence
- Add vehicles to areas where large groups of senior and/or riders with disabilities are evident (i.e., CSJI-Tiffin, Inc. largest senior living healthcare facility servicing Seneca County)

Parties Responsible for Leading Implementation:

- SCAT
- GLCAP – Mobility Management
- Area service agencies

Parties Responsible for Supporting Implementation:

- Local jurisdictions
- Political leaders
- Non-profits
- Public-private and human service agency transportation providers
- Stakeholder committee members

Resources Needed:

- Staff time
- Contracts/coordination with area agencies
- Local matching fund for capital replacement

Potential Cost Range: \$3,000 - \$9,000

Potential Funding Sources:

- Local jurisdictions
- Human service agencies
- 5310, 5311, 5339 (ODOT)
- CSBG and/or CDBG

Performance Measures/Targets:

1. Measure: Flex route infrastructure and design
 - Target: Add signs, wayfinding, or technology to promote flex route
2. Measure: Encourage healthy commute options, including for first mile/last mile
 - Target: Conduct one marketing promotion to encourage biking/walking in Seneca County
 - Target: MM take active role in bicycle advocacy committee
3. Measure: Incentivize flex route ridership over demand response when/where appropriate
 - Target: Reduce overall demand response within flex route service area

Goal #4:

Increase trip efficiency

Need(s) Being Addressed:

- Continue to increase capacity/efficiency
- Improve and increase in-county services
- Need for flex route service
- Scheduling/dispatching software

- Make healthy commute options more accessible
- Additional Out-of-county service (Cleveland/ Toledo medical appointments)
- Improve transfers and connections
- Increase funding sustainability

Strategy 4.1:

Explore alternative scheduling and dispatch software options (SCAT)

Strategy 4.2:

Explore cost allocation for billing and rates between providers (All)

Strategy 4.3:

Conduct study to assess the feasibility of transportation route between Tiffin and Fostoria (SCAT)

Strategy 4.4:

Enhance transfers and connections between counties/providers (All)

Timeline for Implementation: Duration of plan implementation

Action Steps:

- Continue cooperation with other transit providers
- Identify software solution for deviated fixed routes
- Increase participation in stakeholder meetings
- Explore fare structure alternatives to incentivize deviated fixed route ridership for those in service area

Parties Responsible for Leading Implementation:

- SCAT
- GLCAP – Mobility Management
- Area service agencies

Parties Responsible for Supporting Implementation:

- Local jurisdictions
- Political leaders
- Non-profits
- Public-private and human service agency transportation providers
- Stakeholder committee members

Resources Needed:

- Staff time
- Contracts/coordination with area agencies
- Local matching fund for capital replacement

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

Potential Funding Sources:

- Local jurisdictions
- Human service agencies
- 5310, 5311, 5339 (ODOT)
- Donations
- CSBG and/or CDBG

Performance Measures/Targets:

1. Measure: Software to increase coordination and capacity
 - Target: Explore 3 potential replacement software vendors
 - Target: Replace Ecolane by 2024
2. Measure: Tiffin/ Fostoria connection service
 - Target: Conduct local feasibility study for service options between Fostoria and Tiffin
 - Target: Secure 1 additional funding source to support service (if feasible)
3. Measure: Establish connection, transfer, or multi-agency protocol
 - Target: Discern best practice for collaborative trips

VI. Plan Adoption

This plan was developed with the input of older adults, individuals with disabilities, members of the general public, private and nonprofit transportation and human services providers.

The input of these sources was gathered through discussion at meetings, surveys conducted during meetings or on-line, face-to-face interviews, discussion with individual riders, and by other means. Other local, state, and national surveys and plans were read and reviewed for relevant data.

Results from user surveys, interviews, development plans, data collections and other methods were used to compile a list of needs that had emerged. The Planning Committee was surveyed on-line via *Survey Monkey* to prioritize these needs.

The above actions were consolidated into the current document. Goals were developed to address the highest priorities and gaps indicated by the information gathered.

The draft plan was distributed to the Transportation Stakeholder and Planning Committee and feedback requested. Several members provided proposed changes prior to a scheduled committee meeting to review the Draft. The plan was further discussed, modified, and adopted during a scheduled meeting of the Transportation Stakeholder and Planning Committee on October 13, 2021. A public hearing was held October 28, 2021, with the plan provided and open for public comment. The plan was provided to the Seneca County Commissioners with the intent for the Commissioners to formally adopt the plan with a resolution on December 2, 2021.

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
Mary Habig, Isabelle Lewis	Seneca Crawford Area Transportation (SCAT)
Ron Davidson	Seneca County DD Board/Opportunity Center
Kanda Digby	Seneca County Commission on Aging
Charlene Watkins	Seneca Regional Planning Commission
Karen Kilgo, Margaret Larkin-Downing	Flat Rock Homes
Gabe Stoll	CSJI-Tiffin, Inc. (Former St. Francis Senior Ministries)
Ann Keefe	123 Grant Writer (Representative of CSJI-Tiffin, Inc.)

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, Great Lakes Community Action Partnership 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:

Mobility Management Coordinator

Great Lakes Community Action Partnership

419-334-5016

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:

Mobility Management Coordinator

Great Lakes Community Action Partnership

419-334-5016

Annual Review

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

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. 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.