Ottawa County

Coordinated Public and Human Services Transportation Plan

2022-2026

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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Ottawa County Ohio. The plan was initially developed in 2010 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 Ottawa County. 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 including Ottawa County Transportation Agency, Ottawa County Board of Developmental Disabilities (OCBDD), Ottawa County Department of Job and Family Services (OCDJFS), Ottawa County Senior Resources, Luther Home of Mercy, Oak House, Ottawa County Improvement Corporation, and Riverview Industries.
2. Identify and Prioritize community transportation needs
    - Limited capacity for out-of-county trips
    - Deviated Route in Port Clinton
    - Lack of trip generators in the county
    - Simplify public transit payment options
    - Lack of local funding streams – inconsistent local match
    - Port Clinton area consumes greater proportion of service
    - No ambulette service available
    - Identify expansion opportunities for medical transportation (in/out of county)
    - Transfers and connections are cumbersome
    - Duplicated fleets and services for specialized populations
    - Need additional options for reliable employment transportation
    - Unique geography negatively affects efficiency
    - Lack of understanding/poor perception of demand response reliability
3. Establish a clear plan for achieving shared goals

    - Continuation of regularly scheduled meetings of the stakeholder committee
    - Monitor progress and reach an understanding with regard to responsibilities of each member
    - Advocate elected officials for support of public transit in Ottawa County

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
- The general public

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

- A series of stakeholder group and planning committee meetings, to which members of the senior, disabled, and low-income population were invited.
- Invitations to the same meetings for leaders within agencies serving these groups, including OCTA, Ottawa County Senior Resources, Ottawa County DJFS, Ottawa County Board of DD, Riverview Industries (RVI) and United Way, among others.
- 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 focus groups of disabled persons to gain insight into their issues and obstacles faced when desiring public transportation services.

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

I. Geographic Area

Ottawa County is one of eight coastal counties located along the southern shore of Western Lake Erie. The county is surrounded by Lucas County on the northwest, Wood County on the west, Sandusky County on the south, Lake Erie on the northeastern boundary and Erie County, across the Sandusky Bay Bridge. The County has a total area of 585 square miles, of which 255 square miles is land and 330 square miles is water. Ottawa County is approximately 30 miles from its most western point in Williston to its most eastern point on the Sandusky Bay Bridge. It is the third smallest county by land area in Ohio.

Ottawa County includes 12 townships, 7 Villages and 1 City. For the purposes of this plan, data is broken down by block groups or is reported in the aggregate at the County level.

Map 1: Basic map of the geographic area covered by the plan
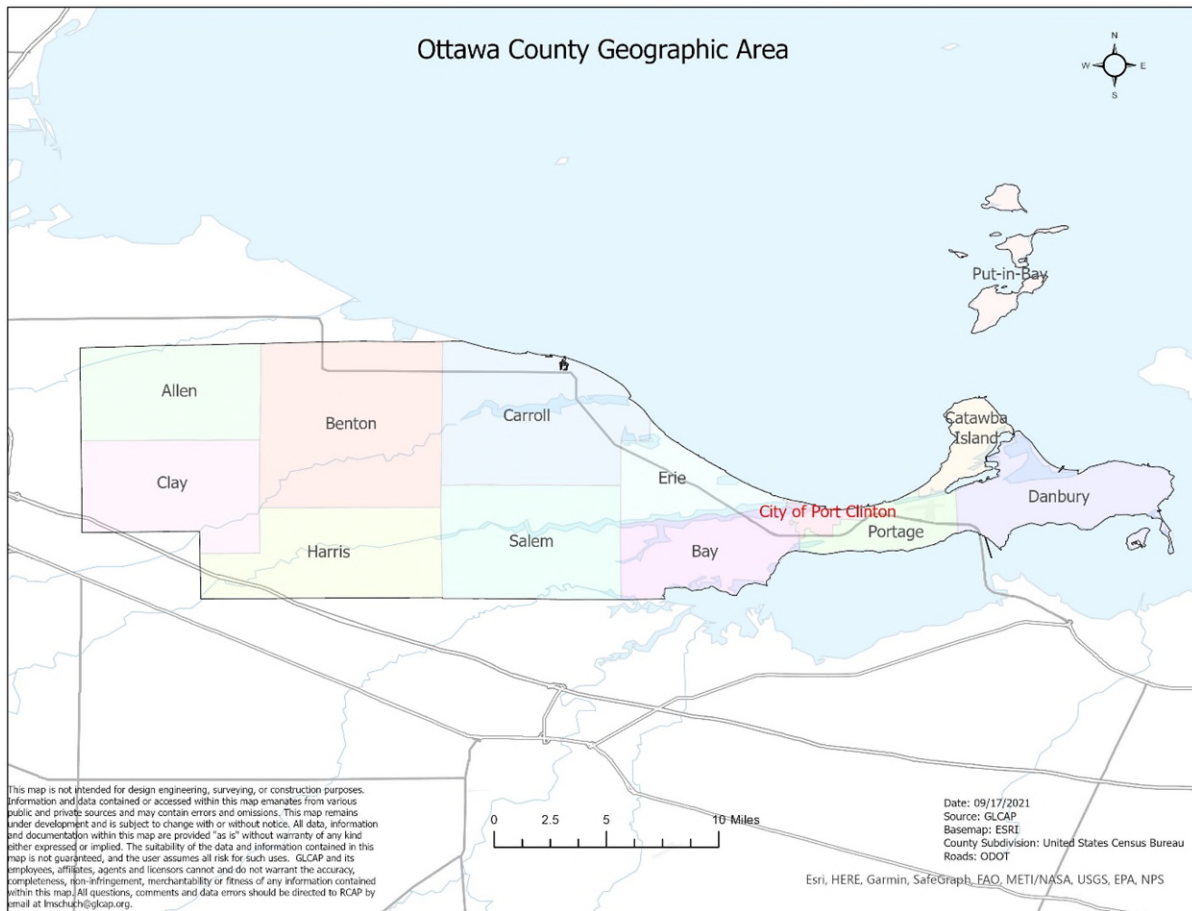
Input on trip generators was solicited from major transportation providers and users, and the information obtained led to a number of distinct clusters of destinations. These are depicted on the following map in and fall into the following general categories:

- Ottawa County has medical offices throughout the county and a community hospital in Port Clinton. For any specialty appointments most Ottawa County resident on the west side of the county travel to Wood and Lucas Counties, and residents on the east side of the county travel to Erie County or further east. There are no dialysis centers in Ottawa County, which forces dialysis patients to travel mostly to Sandusky and Erie Counties

- In-county destinations included shopping venues such as Walmart, Kroger, and Dollar General in Port Clinton. Shopping venues are limited in the western end of the county. Because of this fact, many residents travel to Wood or Lucas County for grocery and other shopping needs. Employment destinations in Port Clinton and Oak Harbor, namely, McDonalds, Adfilm, Inc., Signature Label, and Northern Manufacturing. Extensive economic development is anticipated in Wood County over the next five years that will produce large employment opportunities.

- Nursing homes and day programming institutions included Otterbein Northshore in Marblehead, Ohio Living, Vineyards on Catawba, The Oak House in Port Clinton, Genoa Retirement Village in Genoa, and senior centers in Danbury Township and Riverview Healthcare campus in Oak Harbor.

- Most human service organizations are located in Port Clinton or Oak Harbor.

Map 2: Major trip generators in the geographic area
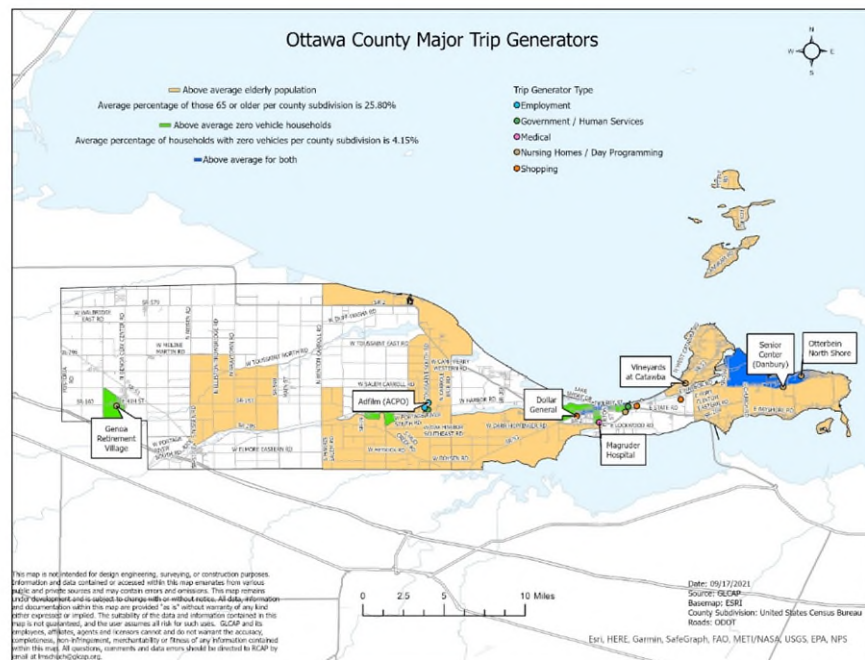
II. Population Demographics

Overall, population growth in Ottawa County is projected to decline, according to the Ohio Development Services Agency's Office of Research by 3,857 (9.2% of current population estimates) persons between 2016 and 2040. This decline is most likely attributed to the high percentage of individuals over 65 in the County, which currently total 9,650 persons or 23.7% of the total population. Although overall population in Ottawa is projected to continue to decline, it is projected that by 2020 the percentage of county residents aged 65 and older will rise to approximately 27%, up from 25% currently. By 2020, Ohio will be one of eighteen states where the population of seniors aged 65 and older is higher than the percentage of residents aged 20 and younger.

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 Ohio Development Service Agency's Office of Research County Profile, 2020, the overall population of Ottawa County will experience a decline over the next 20 years. The county will also have more females than males in the county.

Chart 1: Total Population Current and Projected for Five Years

Year	Total Population	Male	Female	Change
2020	40,100	19,730	20,370	-760
2025	39,420	19,320	20,100	-680
2030	38,720	18,890	19,830	-700
2035	37,780	18,350	19,420	-940
2040	36,900	17,850	19,040	-880

According to the Ohio Development Service Agency's Office of Research County Profile, 2020, Ottawa County's largest population is those aged 45-64 years old at 31% of the population. The next most populous cohort is those 65+.

Chart 2: Total Population by Age Group

Chart 2: Total Population by Age Group
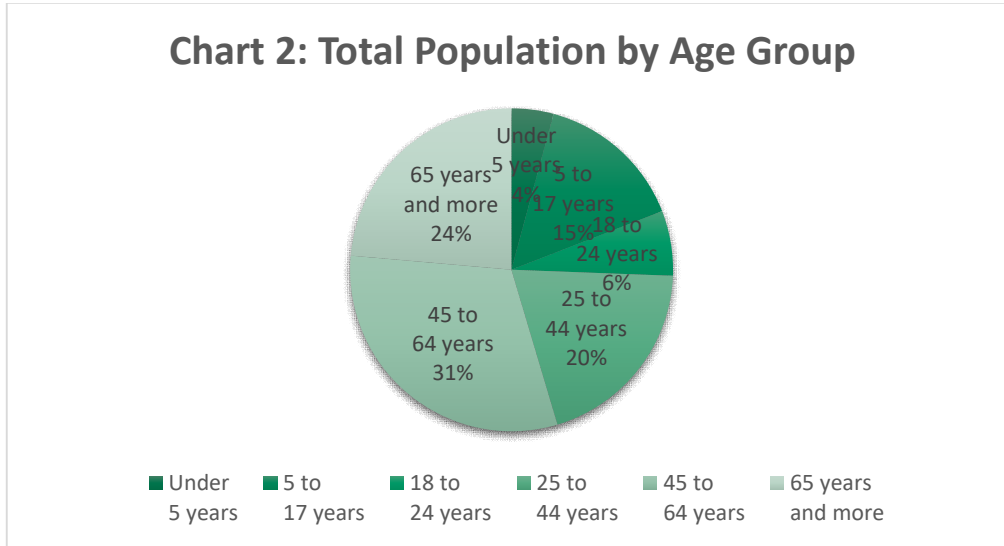
Race and ethnicity are considered separate and distinct identities with Hispanic or Latin origin asked as separate questions in the US Census. Race and ethnicity are self-identified data items in the Census, where individuals choose that classification with which they most closely identify. In addition to considering a race designation they can further identify ethnicity as "Hispanic or Latino" or "Not Hispanic or Latino" as well as designate whether they belong to one, two or more races. This makes identifying minorities, which are generally considered as black or African American, Asian, American Indian, Alaskan Native, Native Hawaiian or Other Pacific Islander, challenging. According to the Ohio Development Service Agency's Office of Research County Profile, 2020, Ottawa County, over 95% of individuals in Ottawa County identify as Caucasian.

Chart 3: Total Population by Race

| Population by Race	Number	Percent
ACS Total Population	**40,709**	**100.0%**
White	38,906	95.6%
African-American	467	1.1%
Native American	90	0.2%
Asian	75	0.2%
Pacific Islander	3	0.0%
Other	555	1.4%
Two or More Races	613	1.5%
Hispanic (may be of any race)	2,046	5.0%
Total Minority	**3,130**	**7.7%**

The US Census defines a disability as a long-lasting physical, mental, or emotional condition. This condition can impede a person from being able to go outside the home alone or to work. According to the Ohio Development Service Agency's Office of Research County Profile, 2020, individuals in Ottawa County are disabled, account for approximately 15% of the total population (see Table 4). The disabilities were classified as sensory, physical, mental and self-care. All have bearing on the demand or need for public or outside transportation. According to the Ohio Development Service Agency's Office of Research County Profile, 2020, over 48% of Ottawa County residents who identify as disabled are over the age of 75. This shows that the senior population is the largest disabled population needing service within the county.

Chart 4: Number and Percentage of People with Disabilities

Age	Total Population	With a Disability	Percent with a Disability
Under 5 years	1,700	15	0.9%
5 to 17 years	5,924	310	5.2%
18 to 34 years	6,282	441	7.0%
35 to 64 years	16,627	2,036	12.2%
65 to 74 years	5,750	1,531	26.6%
75 years and over	3,899	1,902	48.8%

Ottawa County is home to a significant number of people with low incomes. According to the Ohio Development Service Agency's Office of Research County Profile, 2020, 7% of the Households in Ottawa County live at or below the Federal Poverty Level.

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

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

808
7%

11,107
93%

■ Below Federal Poverty Level   ■ Above Federal Poverty Level
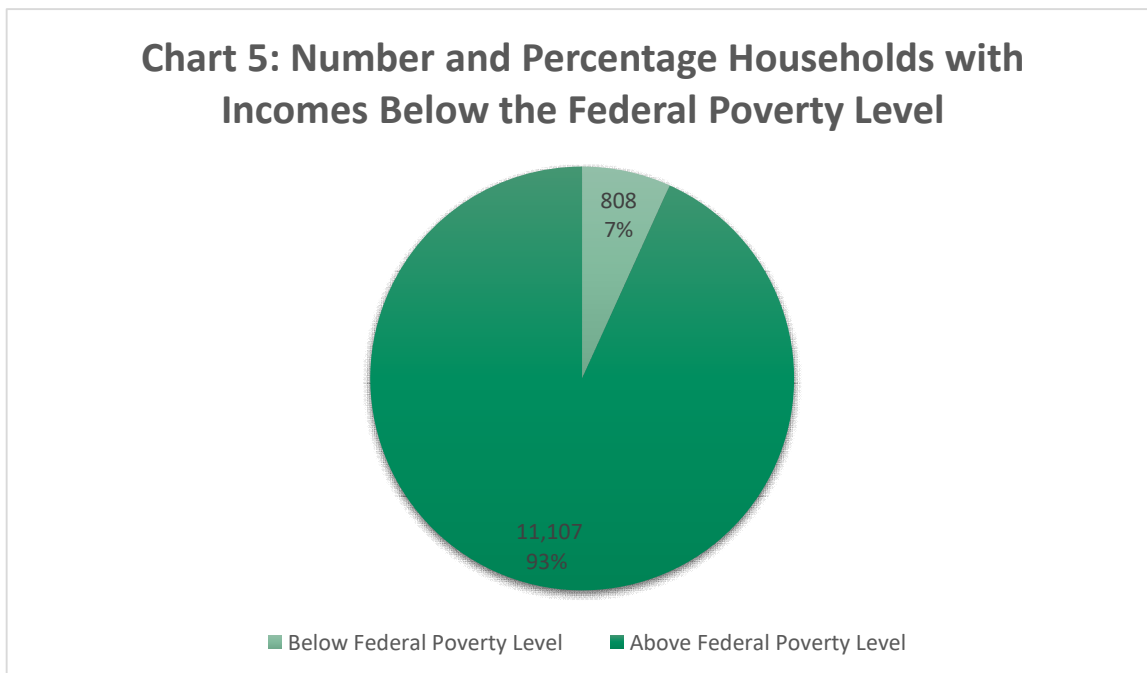
According to the Ohio Development Service Agency's Office of Research County profile, 5,624 (14%) individuals in Ottawa County have incomes below the Federal poverty level.

Chart 6: 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

5,624
14%

34,499
86%

■ Below Federal Poverty Level   ■ Above Federal Poverty Level
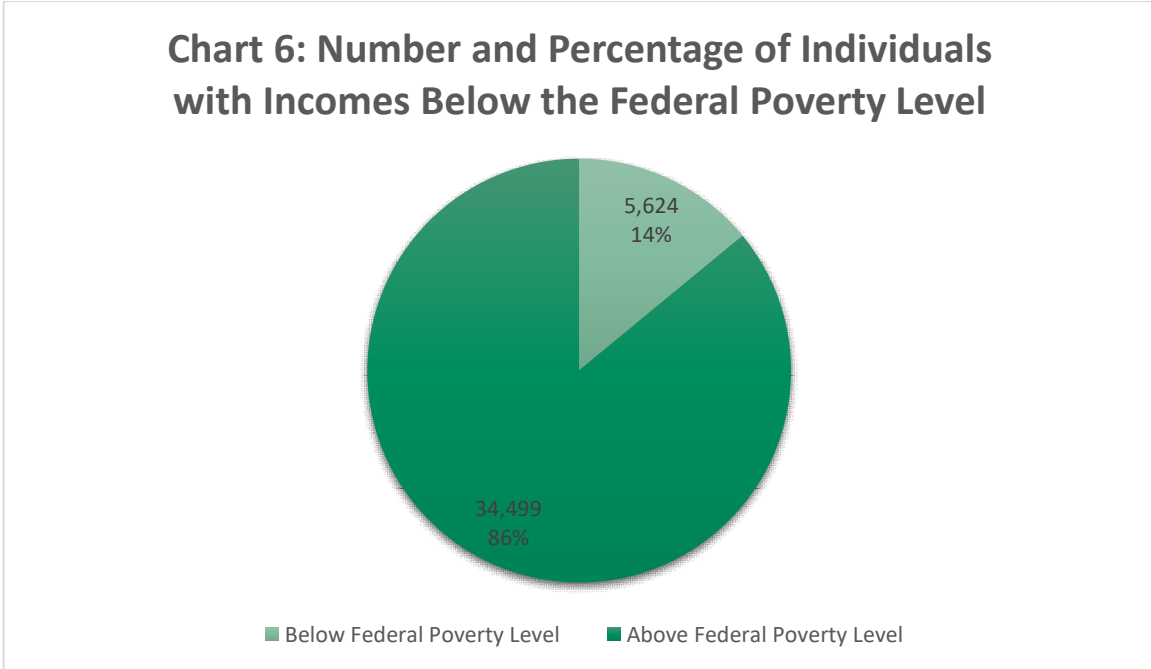
A person with Limited English Proficiency (LEP) is one that does not speak English as their primary language and has a limited ability to read, speak, write, or understand the English language. According to the American Community Survey, 2020 estimates, only 231 individuals identify themselves as speaking "Less than well" English in Ottawa County. This accounts for less than 1% of the total population.

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

Chart 7: Percent of Population That Speak English "Less ThanVery Well"

1%

99%

■ Speak English "Less Than Very Well"   ■ Speak English "Very Well"
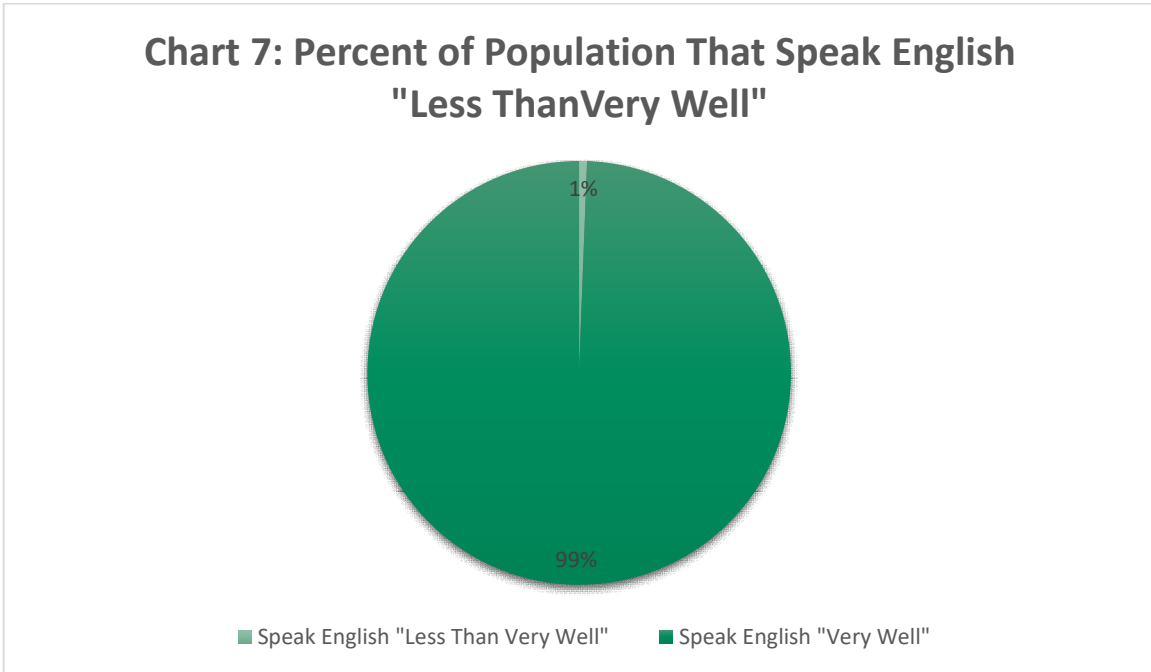
III. Assessment of Available Services

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 Ottawa county and across county lines.

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

Interviews were conducted with each of the identified stakeholders.

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

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

Inventory of Transportation Providers

The description of individual transportation providers includes organizations that subsidize transportation at the local level, administer transportation or mobility programs, directly operate vehicles, and/or arrange transportation on behalf of an individual; those which are active in this arena are described under the "Existing Transportation Services."

Existing Transportation Services

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

List of Transportation Service Providers

Agency Name: Ottawa County Transportation Agency (OCTA)
Transportation Service Type: Public
Other Services Provided: ADA
Contact Information: 1-888-898-7433
Hours: 6AM to 11PM
Service Area: Ottawa County
Eligibility Requirements: None
Website: http://octapublictransit.org/

Agency Name: Riverview Industries Inc. (RVI)
Transportation Service Type: Private Non-profit
Other Services Provided: ADA
Contact Information: Sarah Millimen; Chief Executive Officer
Hours: As needed
Service Area: Ottawa County and adjacent areas
Eligibility Requirements: Individuals with disabilities
Website: https://www.rviinc.org/

Agency Name: Luther Home of Mercy
Transportation Service type: Private Non-profit
Other Services Provided: ADA
Contact Information: Dan Housepian; Director of ICF Services
Hours: 24 hours per day, seven days per week
Service Area: Ottawa County and adjacent areas
Eligibility Requirements: Resident of Luther Home of Mercy
Website: https://lutherhome.org/

Agency Name: Ottawa County Veterans Services
Transportation Service type: Door-to-door service to medical appointments only
Other Services Provided: ADA
Contact Information: 419-898-2089 or 800-610-8872
Hours: Monday - Friday

Service Area: To Toledo Community Based Outpatient Clinic (CBOC), Sandusky CBOC, Parma COBC, Ann Arbor Veterans Affairs Medical center (VAMC), and Wade park VMAC. Also, rides are provided to Sandusky Veterans Home and the Georgetown Veterans Home.
Eligibility Requirements: Must be an Ottawa County resident for 90 days prior to service request
Website: http://www.co.ottawa.oh.us

Agency Name: Oak House
Transportation Service type: Private, Non-profit
Other Services Provided: See website
Contact Information: Kristen Gerwin; Executive Director
Hours: Open After 9:00 a.m. Monday-Friday (Varies)
Service Area: Ottawa County and Adjacent areas
Eligibility Requirements: Oak House Member
Website: http://www.oakhouseottawacounty.weebly.com

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: North Central EMS
Transportation Service type: On-demand; emergency and non-emergency medical transportation
Other Services Provided: See website
Contact Information: 419-499-2515 or 1-800-589-2515
Hours: 24/7
Service Area: Parts of Sandusky, Seneca, Huron, Ottawa, Erie counties and NW Ohio
Eligibility Requirements: Not provided

Website: http://www.northcentralems.com/

Agency Name: TLC Transportation
Transportation Service type: On-demand; door-to-door; emergency and non-emergency medical transportation
Other Services Provided: See website
Contact Information: 419-861-4000
Hours: Monday-Friday; 8:00 a.m.-5:00 p.m.
Service Area: NW Ohio and SE Michigan
Eligibility Requirements: Individuals must call 24 hours in advance to schedule ride
Website: info@tlctransit.com

Agency Name: Millers Ferry
Transportation Service type: Provides Ferry service for people and goods from Catawba Island to South Bass and Middle Bass Islands
Other Services Provided: see website
Contact Information: 419-285-2421
Hours: Varies seasonally; See website
Eligibility Requirements: None
Website: www.millerferry.com

Agency Name: Kelly's Island Ferry
Transportation Service type: Provides ferry service for people and goods from Marblehead to Kelly's Island
Other Services Provided: See website
Contact Information: 419-798-9763
Hours: Varies seasonally; See website
Eligibility Requirements: None
Website: www.kellysislandferry.com

Agency Name: Jet Express
Transportation Service type: Provides Ferry service for people and goods from Port Clinton to South Bass Island, Kelly's Island, and Sandusky
Other Services Provided: See website
Contact Information: 1-800-245-1538
Hours: Varies seasonally; See website
Eligibility Requirements: None
Website: www.jet-express.com

Agency Name: <u>Griffing Flying Service</u>
Transportation Service type: Provides Flight service for people and goods to all Lake Erie Islands
Other Services Provided: See website
Contact Information: 419-734-5400
Hours: Varies seasonally; See website
Eligibility Requirements: None
Website: www.flygriffing.com

Agency Name: <u>A+ Steiny's Cab Company</u>
Transportation Service type: Curb-to-curb transportation service, vehicles are not ADA accessible
Other Services Provided: See website
Contact Information: 419-734-9480
Hours: 24 hours per day; 7 days per week
Service Area: Ottawa County; airports; out-of-county destinations
Eligibility Requirements: None

Agency Name: <u>After Hours Taxi</u>
Transportation Service type: Curb-to-curb transportation service, vehicles are not ADA accessible.
Services available for 1-15 passengers
Other Services Provided: See website
Contact Information: 419-732-6151
Hours: 24 hours per day; 7 days per week
Service Area: Ottawa County; Airport service
Eligibility Requirements: None

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) *
DJFS	No	Yes – OCTA, taxis, Miller's Ferry, Griffing Flying Service	Government	N/a	N/a	Yes
Flat Rock Homes, Inc.	Yes	No	Non-Profit	1,829 due to COVID-19 Pandemic	0	Yes
Luther Home of Mercy	Yes	Yes	Private Non-Profit	N/a	N/a	Yes
Oak House	Yes	No	Private Non-Profit	1,010	0	Yes
OCTA	Yes	No	Public Non-Profit	Drastically declined due to COVID	Higher than avg due to method of software	No
RVI	Yes	No	Private Non-Profit	N/a	N/a	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 workshop, or residents in a nursing home).   Answering "No" indicates that your agency is open door. This means the service is open to the public or a segment of the general public defined by age, disability, or low income. For example, if an agency provides general transportation for anyone in the community who is over the age of 60, they are considered "open door". For example, an individual who is 60 or over can request transportation to a doctor's appointment or the grocery store regardless of their affiliation with your agency.

The participating organizations provide a wide range of transportation including demand response, on-demand, and human service agency fixed routes. Eight of the participating organizations provide services on weekdays. Six operate transportation on Saturdays and six on Sundays. Evening services after 6pm are operated by six organizations. 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
Board of DD	Contract with OCTA, RVI, Private Providers	Daily 6am-11pm	N/a	N/a	N/a
DJFS	Contract with OCTA, RVI, Allstar Transportation, Miller Ferry, Griffing Flying Service	Daily 6am-11pm	N/a	N/a	N/a
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
Luther Home of Mercy	Curb to Curb	24/7	No	Full assistance with wheelchair & hands on assistance with ambulatory on stairs	Yes
Oak House	Door to Door Curb to Curb	Mon-Fri 9am-varies	No	Full assistance with wheelchair & hands on assistance with ambulatory on stairs	Yes
OCTA	Demand-response, curb to curb, advanced reservation, share ride	Reduction in hrs due to workforce shortage & loss of contract revenue	Y	Curb to Curb Door to Door, if requested	Yes
Senior Resources	Contract with OCTA	Daily 6am-11pm	N/a	N/a	N/a
RVI	Curb to Curb	As Needed	Yes	N/a	Yes

Transportation-related expenses and revenues also differ by organization. Medicaid, local tax levies, county general funds, and state funds are common revenue sources for transportation operators in Ottawa 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
Flat Rock Homes	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)
Luther Home of Mercy	N/a	Yes	5 PT	1 PT	Medicaid, Private Donations, 5310 Grants	$85,244 (Jan-Mar)
Oak House	Free to members	Yes	2 FT	2 FT	Mental Health & Recovery Services Board of Seneca, Ottawa, Sandusky, and Wyandot Counties	N/a
OCTA	In-County $3.50 one way Out of County $5.50-$10.50 one way	Yes	Reduction in workforce due to COVID	Reduction in workforce due to COVID	Reduction in contract and farebox revenue due to COVID	Reduction in expenses due to COVID
RVI	N/a	Yes	25	N/a	Medicaid, local OCBDD funding	$76,000

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
Millers Ferry	Varies Seasonally	$7-$9.50 (1-way adult)	Used to transport individuals and goods	South Bass Island and Middle Bass Island
Kelley's Island Ferry	Varies Seasonally	$10 (1-way adult)	Used to transport individuals and goods	Kelley's Island
Jet Express	Varies Seasonally	$18 (1-way adult)	Used to transport individuals and goods	South Bass Island, Kelley's Island, Cedar Point
Griffing Flying Service	8am-5:30pm	$46.75 (1-way adult) $23.50 (1-way child) $4 Per Day Parking	Used to transport individuals and goods	Lake Erie Islands
TMACOG GOHIO Commute	24/7	N/a	Trip planning service for biking, walking and ride sharing http://www.tmacog.org/share.htm	All counties in TMACOG service area
Bike Trails	Dusk-Dawn	N/a	Primarily recreation but also links several municipalities and to Lucas County	Ottawa, Sandusky and Lucas Counties
A+ Steiny's Cab Co.	24/7	Call for rates	Curb-to-curb transportation service, vehicles are not ADA accessible	Ottawa County, airports, out-of-county
After Hours Taxi	24/7	Call for rates	Curb-to-curb transportation service, vehicles are not ADA accessible. Services available for 1-15 passengers	Ottawa County, airport service

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

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Websites	24/7	N/a	Unknown	Ottawa County
Hotlines (i.e., 2-1-1)	24/7	N/a	Info Not Provided	Ottawa County
GLCAP	M-F 8am-4:30pm	None	N/a	Erie, Huron, Ottawa, Sandusky, Seneca, and Wood

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)
OCTA	Ecolane	Y	Ecolane	Y

Assessment of Community Support for Transit

Community support for public transit was made apparent throughout the planning process. Focus groups and local organizations were extremely supportive for the prospect of a deviated-fixed route. Although there are no new funding streams identified to support a deviated route service, OCTA anticipates gaining efficiency through the service design. Businesses also demonstrated interest in partnering with transit providers to stabilize their workforce and expand talent sourcing effort to further geographic areas.

Safety

Safety is practiced in Ottawa County through the required courses that drivers with Ottawa County Transportation Agency and RVI are required to participate in. Transit leadership is qualified to provide some of these trainings, which makes training much more accessible to drivers.

Typical topics covered in training 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, Passport code of ethics and competencies, meal route consumer guidelines, and transport of non-ambulatory clients.

Vehicles

Survey/Interview participants listed a combined total of [68] vehicles. Approximately [60%] of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 7).

Most of the transportation providers provide at least [1] wheelchair accessible vehicles, while some organizations have an entire fleet of wheelchair accessible vehicles. OCTA has an entire fleet of wheelchair accessible vehicles. Wheelchair access is an increasingly demanded feature throughout the County as Ottawa County's population ages and needs for transportation and new destinations such as dialysis centers and medical offices among the wheelchair-bound population increases. As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

Table 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 (if applicable)	Service Area
Ottawa County Transit Agency (OCTA)											
V-53	Ford	Aerotech	2013	1FDFE4FSODDB2172	12	3	7	Daily 6am-9pm	Poor	5339	SAME
V-54	Ford	Aerotech	2013	1FDFE4FS7DDB21730	12	2	7	Daily 6am-9pm	Poor	5339	SAME
V-55	Ford	Aerotech	2014	1FDFE4FS4EDB10136	4	6	7	Daily 6am-9pm	Fair	5339	SAME
V-56	Ford	Aerotech	2014	1FDFE4FS6EDB10137	8	4	7	Daily 6am-9pm	Fair	5339	SAME
V-57	Ford	Aerotech	2014	1FDFE4FSXEDB10139	16	2	7	Daily 6am-9pm	Fair	5339	SAME
V-58	Ford	Aerotech	2014	1FDFE4FS6EDB10140	16	2	7	Daily 6am-9pm	Fair	5339	SAME
V-59	Ford	Aerotech	2014	1FDFE4FS8EDB10138	8	4	7	Out of Service	Poor	5339	SAME
TB-17	Bluebird	Vision	2016	1BAKGCBA5GF318726	16	6	7	M-F 6am-9pm	Good	5339	SAME
V-60	Ford	Aerotech	2015	1FDFE4FS6FDA34890	8	4	7	Daily 6am-9pm	Fair	5339	SAME
V-61	Ford	Aerotech	2015	1FDFE4FS8FDA34843	10	3	7	Out of Service	Poor	5339	SAME
V-62	Ford	Aerotech	2015	1FDFE4FS5FDA34900	10	3	7	Daily 6am-9pm	Fair	5339	SAME
V-63	Ford	Aerotech	2015	1FDFE4FS0FDA34898	10	3	7	Daily 6am-9pm	Fair	5339	SAME
V-64	Ford	Aerotech	2015	1FDFW4FS2FDA34899	6	5	7	Daily 6am-9pm	Fair	5339	SAME

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
V-66	Ford	Aerotech	2016	1FDFE4FS3GDC51279	8	4	7	Daily 6am-9pm	Fair	5311	Public Service Area
V-67	Ford	Aerotech	2016	1FDFE4FSXGDC51280	8	4	7	Daily 6am-9pm	Fair	5311	Public Service Area
V-68	Ford	Aerotech	2016	1FDFE4FS7GDC50281	8	4	7	Daily 6am-9pm	Fair	5311	Public Service Area
V-70	Ford	Aerotech	2016	1FDFE4FS5GDC53454	10	4	7	Daily 6am-9pm	Good	5311	Public Service Area
V-71	Ford	Aerotech	2017	1FDFE4FSHDC51381	8	4	7	Daily 6am-9pm	Good	5311	Public Service Area
V-72	Ford	Aerotech	2017	1FDFE4FS5HDC51379	10	4	7	Daily 6am-9pm	Good	5311	Public Service Area
V-73	Ford	Aerotech	2017	1FDFE4FS3HDC51378	8	4	7	Daily 6am-9pm	Good	5311	Public Service Area
V-74	Ford	Aerotech	2017	1FDFE4FS5HDC51380	10	4	7	Daily 6am-9pm	Good	5311	Public Service Area
V-75	Ford	Aerotech	2017	1FDFE4FS1HDC51377	10	3	7	Daily 6am-9pm	Good	5311	Public Service Area

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
V-76	Ford	Aerotech	2019	1FDFE4FS6KDC68747	10	3	7	Daily 6am-9pm	New	5311	Public Service Area
V-77	Ford	Aerotech	2019	1FDFE4FS8KDC68748	4	6	7	Daily 6am-9pm	New	5311	Public Service Area
V-78	Ford	Aerotech	2019	1FDFE4FSXKDC68749	16	2	7	Daily 6am-9pm	New	5311	Public Service Area
V-79	Ford	Aerotech	2019	1FDFE4FS1KDC68753	8	4	7	Daily 6am-9pm	New	5311	Public Service Area
Oak House											
1	Ford	350 Superduty	2008	1FBNE31LX8DB14937	12	0	5	Varies	Poor	Program Members	Ottawa Co. Adjacent Areas
Riverview Industries Inc. (RVI)											
16	Ford	Focus	2005	Info not provided	5	0	Various-as needed	As needed	Fair	Residential	SAME
21	Ford	E-350 Club Wagon Van	2006	Info not provided	11	0	Various-as needed	As needed	Fair	Day Services	SAME
37	Dodge	Caravan	2008	Info not provided	7	0	Various-as needed	As needed	Good	Residential	SAME
38	Ford	E-350	2012	Info not provided	9	2	Various-as needed	As needed	Good	Residential	SAME
39	Dodge	Grand Caravan	2010	Info not provided	6	0	Various-as needed	As needed	Good	Contracted Services	SAME

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
40	Dodge	Grand Caravan	2014	Info not provided	7	0	Various-as needed	As needed	Good	Contracted Services	SAME
41	Ford	Goshen Coach	2012	Info not provided	8	4	Various-as needed	As needed	Good	Day Services	SAME
42	Dodge	Grand Caravan	2017	Info not provided	7	0	Various-as needed	As needed	Good	Day Services	SAME
43	Dodge	Grand Caravan	2015	Info not provided	7	0	Various-as needed	As needed	Good	Day Services	SAME
44	Dodge	Grand Caravan	2019	Info not provided	6	2	Various-as needed	As needed	Good	Day Services	SAME
45	Dodge	Grand Caravan	2010	Info not provided	6	0	Various-as needed	As needed	Good	Day Services	SAME
46	Chrysler	Black Town and Country	2013	Info not provided	7	0	Various-as needed	As needed	Good	Day Services	SAME
47	Ford	Blue Flex	2013	Info not provided	6	0	Various-as needed	As needed	Good	Day Services	SAME
48	Chrysler	Silver town & country	2012	Info not provided	7	7	Various-as needed	As needed	Good	Day Services	SAME
49	Ford	Transit: Blue	2015	Info not provided	7	0	Various-as needed	As needed	Good	Day Services	SAME
50	Chrysler	Town and Country	2013	Info not provided	7	0	Various-as needed	As needed	Good	Day Services	SAME
51	Chrysler	Town and Country	2007	Info not provided	6	2	Various-as needed	As needed	Good	Day Services	SAME
52	Dodge	Grand Caravan	2015	Info not provided	6	2	Various-as needed	As needed	Good	Day Services	SAME
Luther Home of Mercy											

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
LHM 58	Ford	Star Tran 450	2008	1FD4E45S68DB13682	8	4	7	24	Fair	Campus	As needed
LHM 65	Ford	Eldorado	2017	1FDEE3FSOHDC20739	6	3	7	24	Good	Campus	As needed
LHM 64	Chevy	Goshen Coach	2008	1GBJG31K581173847	6	2	7	24	Poor	Campus	As needed
LHM 49	Mercury	Sable	2004	1MEFM55S64A628245	5	0	7	24	Poor	Campus	As needed
LHM 76	Ford	Bus	2019	1FT7W2862BEA73161	6	6	7	24	New	Campus	As needed
LHM 83	Dodge	Grand Caravan	2020	2C7WDGBG2KR793735	7	2	7	24	New	Campus	
LHM 57	Mercury	Sable Premier	2008	1MEHM42W68G618487	5	0	7	24	Fair	Campus	
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

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
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

Summary of Existing Resources

OCTA is the primary service provider in Ottawa County and offers extended evening and weekend hours. Evening and weekend service hours are typically offered at a reduced service capacity. In addition, seniors and individuals with disabilities receive reduced fares and personal care assistants ride for free. All their vehicles are wheelchair accessible. Despite this, the available transportation services in the County do not meet the demand. There is a high demand for out-of-county service due to the lack of in-county major trip generators. OCTA already maintains a large service area relative to their budget and fleet, and further expansion of out-of-county service capacity will decrease overall service performance.

Ottawa County transportation providers have a wide variety of vehicles available to serve the various purposes of the transportation network they serve, including transporting individuals, large groups, and wheelchair access. These agencies generally stagger the age of components of their fleets to maintain an affordable program of fleet replacement from year to year. Using this practice, there is nearly always a need to replace at least one or two vehicles annually. Access to subsidy funding for vehicles nudges agencies to replace vehicles within useful life guidelines and increases the safety and capacity for transportation in Ottawa County.

The unique geography of Ottawa County and spontaneous need for transit service experienced by care facilities has caused various care facilities to consider forward, vertical integration of transportation services for their clients. While this provides convenient transportation options to care facilities, it also diminishes the available specialized transportation contracts that are necessary for the public transit agency to offer public service. The increase in closed-door services vertically integrating transportation services has the potential to decrease overall mobility and transportation options in the County. Local government contributions to public transit, or reduced local match requirements, could help provide more sustainable funding for open-door, public transportation.

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand Ottawa County's 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 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

- Assessment of data and demographics
- Public Surveys
- Focus Groups
- Meetings and interviews with local agencies
- Meetings with businesses and economic development

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 Ottawa County's average.

Exhibit 4: Map of Population Density of Individuals Age 65 and Older
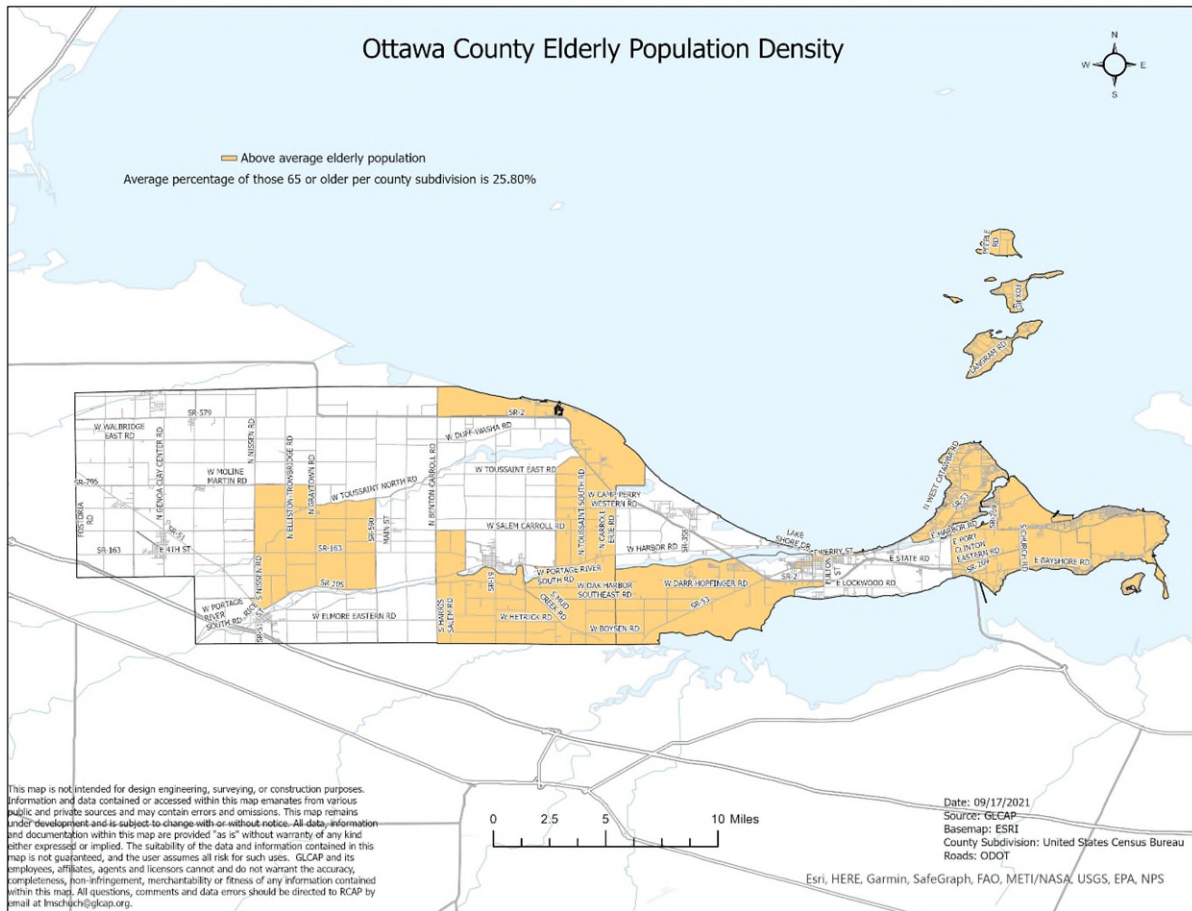
The exhibit below indicates the areas where the number of zero vehicle households is above Ottawa County's average. The absence of a vehicle in the household is often an indication of the need for transportation services.

Exhibit 2: Map of Density of Zero Vehicle Households
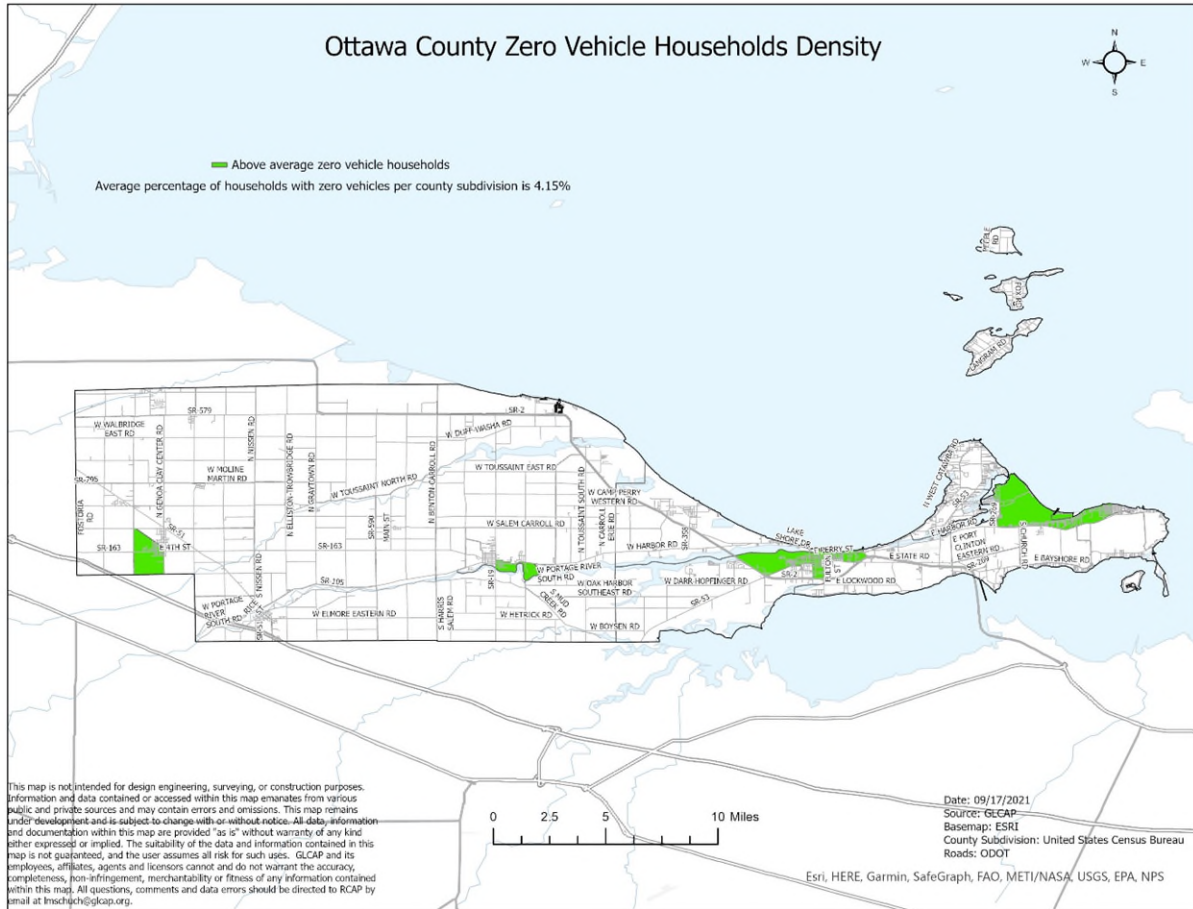
The next exhibit illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle. The map above presents a diverse number of common destinations that generate traffic, whether by transit or in individually owned vehicles. These are the areas that generate traffic and create traffic patterns during peak times of employment, or peak shopping or visiting periods. These generators can be categorized into a number of subsets:

1. In-County Medical destinations: such as Firelands Counseling and Recovery, Magruder Hospital, Firelands Physician Group and the surrounding cluster of medical offices and facilities.
2. Places of Employment: While transit services provide transportation to a number of individuals, with their places of employment of varying sizes and total employment levels dispersed throughout the county, there are some areas that draw significant traffic because of the large number of jobs and employees traveling to those locations for employment. These include the aforementioned hospitals, clusters of manufacturers such as Lakewinds Industrial Park, east of Oak Harbor, where Adfilm, Signature Label and Northern Manufacturing are located.
3. Shopping and commercial corridors: Significant traffic is concentrated in locations where a major or "big box" store is located, such as the Walmart and Kroger stores in Port Clinton; along commercial corridors with a number of retail, service, restaurant, and other commercial traffic generators and in Port Clinton's central business district, which also serves as the county's government center.
4. Day Programming: RVI, the Oak House and LHM operate programs and provide transportation, in addition to OCTA, for adults with disabilities that generate demand for transportation specifically to Luther Home of Mercy, the Riverview Health Care Campus, the Oak House and Riverview Industries. RVI offers transportation for social programs to locations including Cedar Point in Sandusky, Amherst Mall in Amherst and the Marblehead Lighthouse State Park. The Oak House offers a day program for people dealing with a mental health issue. Members are adults with mental illness or other disabilities, seniors and low income individuals. Their vehicle is used to pick up and drop off members from their homes, shopping and other basic needs activities, social outings to movies, the Toledo Zoo and museums and for other day trips throughout Ohio.
5. Ottawa County is also a big travel destination in Ohio due to its lake access and the Islands, bringing in tens of thousands of visitors which can also put a strain on the transportation resources in the County not only due to the increase in demand for recreation but also for increased seasonal employees.

Exhibit 3: Map of Major Trip Generators
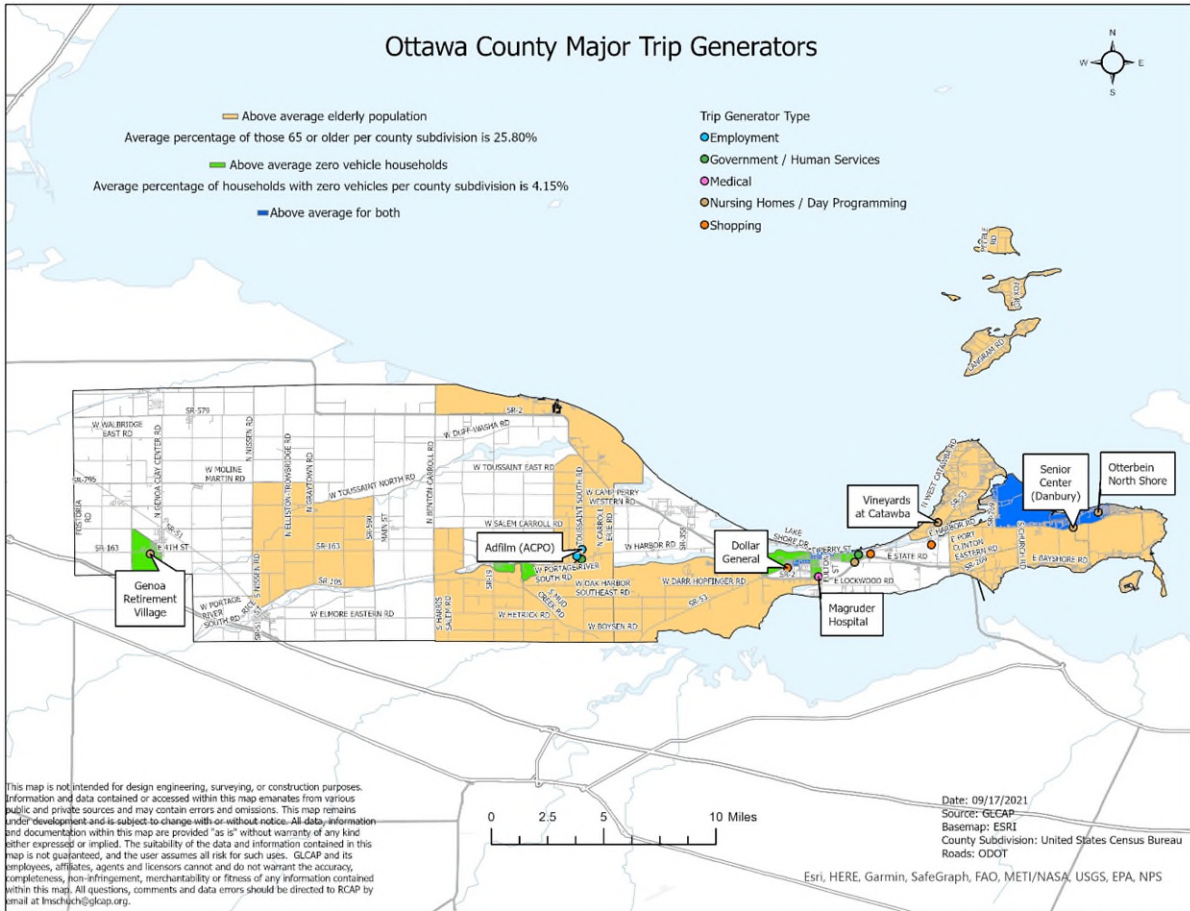
Analysis of Demographic Data

A variety of demographic data was presented and analyzed in Section II of this report and Section IV presented further presentation and analysis of data with regard to potential geographic clusters of trip generators. The high number of zero vehicle households, elderly, and major trip generators in the City of Port Clinton provide ample support for a deviated-fixed route.

The concentrations of zero vehicle households and elderly individuals living near the east and west borders of the county will be more likely to travel to out-of-county destinations as opposed to in-county destinations. This presents a challenge for OCTA and other providers, as out-of-county trips tend to decrease efficiency.

General Public and Stakeholder Meetings/Focus Groups

Great Lakes Community Action Partnership hosted and facilitated five local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. Thirty-six people participated in the meetings. Of those, ten self-identified as older adults and twenty-six 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, Great Lakes Community Action Partnership presented highlights of historical coordinated transportation in Ottawa 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 thirteen mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meeting[s]. 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. [151] surveys from the general public: [3%] of individuals with disabilities completed the survey; [79%] of older adults completed the survey.

1. Do you live in a city or rural area?
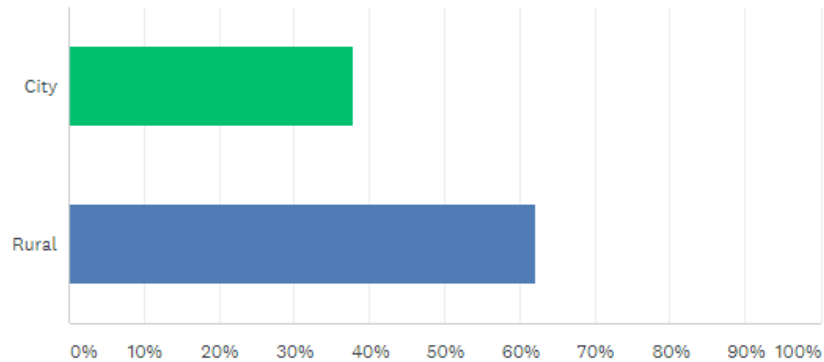
Summary: 37.82% of respondents report they live in a city area and 62.18% of respondents report they live in a rural area.

2. Are you currently able to drive yourself where you need to go?
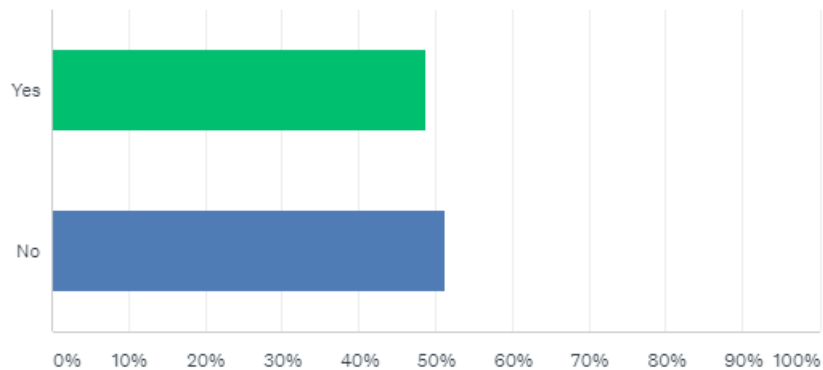
Summary: 48.65% of respondents report they are able to drive and 51.35% of respondents report they are not able to drive themselves.
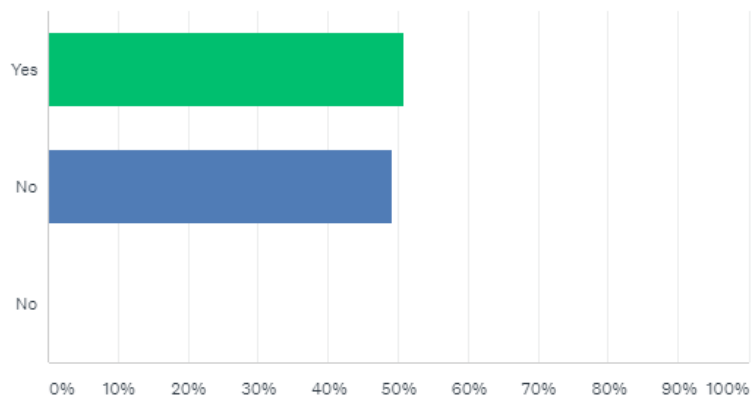
3. Do you anticipate a time when you will no longer be able to drive yourself?
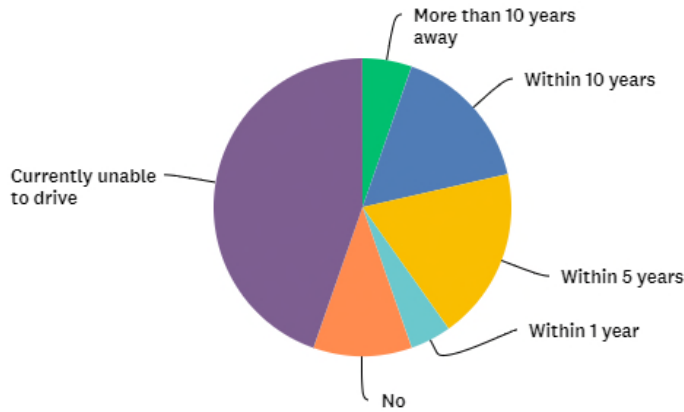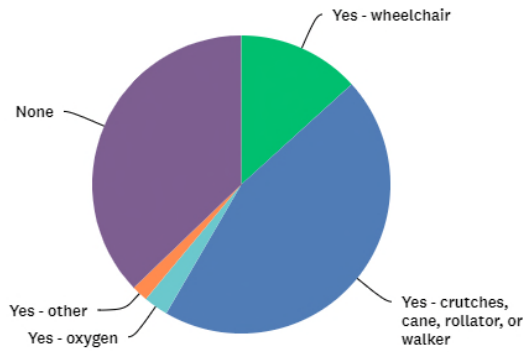

Summary Data:

ANSWER CHOICES	▼	RESPONSES
▼ More than 10 years away		5.36%
▼ Within 10 years		16.07%
▼ Within 5 years		18.75%
▼ Within 1 year		4.46%
▼ No		10.71%
▼ Currently unable to drive		44.64%

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

Summary: 50.88% respondents report they do have a disability that affects their travel, and 49.12% respondents report they do not have a disability.
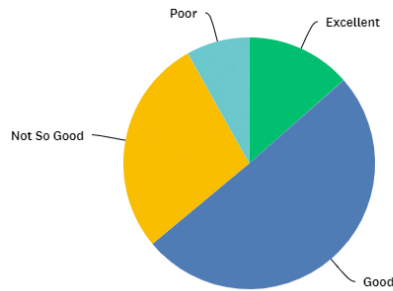
5. If yes, do you use equipment to help you?

Summary Data:

ANSWER CHOICES	RESPONSES
Yes - wheelchair	13.27%
Yes - crutches, cane, rollator, or walker	45.13%
Yes - scooter	0.00%
Yes - oxygen	2.65%
Yes - other	1.77%
None	37.17%

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

Summary Data:

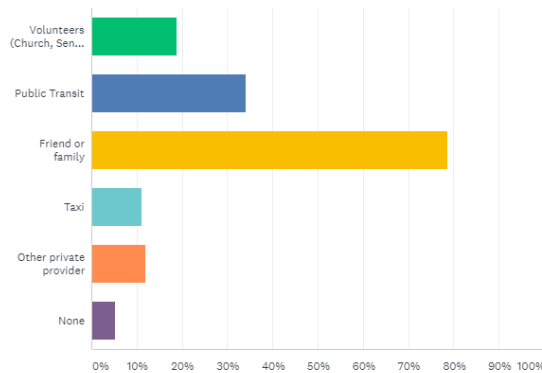| ANSWER CHOICES	RESPONSES
Excellent	13.51%
Good	50.45%
Not So Good	27.93%
Poor	8.11%

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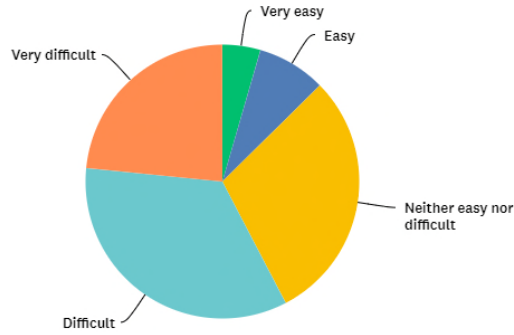
Summary Data:

ANSWER CHOICES	RESPONSES
Very easy	4.50%
Easy	8.11%
Neither easy nor difficult	29.73%
Difficult	34.23%
Very difficult	23.42%

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

Summary Data:

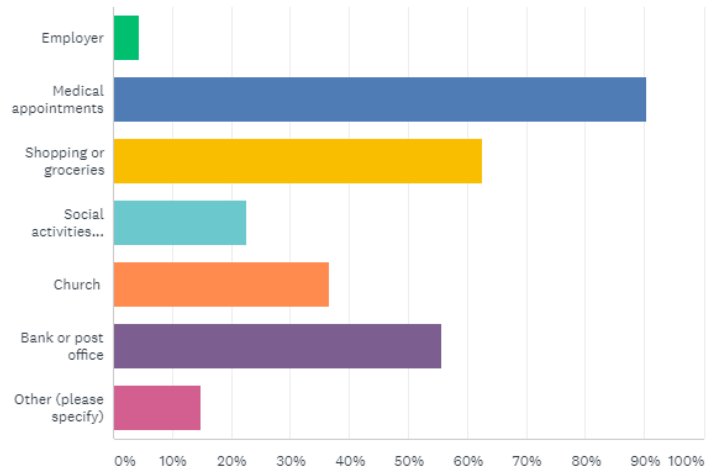| ANSWER CHOICES	RESPONSES
Volunteers (Church, Senior Services)	18.80%
Public Transit	34.19%
Friend or family	78.63%
Taxi	11.11%
Other private provider	11.97%
None	5.13%

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	TO
Drive a vehicle	39.22% 40	18.63% 19	42.16% 43	
Ride with family or friends	43.75% 42	50.00% 48	6.25% 6	
Walk	12.79% 11	18.60% 16	68.60% 59	
Ride public transportation, like a bus or train	8.60% 8	17.20% 16	74.19% 69	
Use a taxi or cab service	1.10% 1	6.59% 6	92.31% 84	
Ride a bicycle	0.00% 0	6.52% 6	93.48% 86	
Ride with a volunteer	6.52% 6	18.48% 17	75.00% 69	
Use a ridesharing service, like Uber or Lyft	1.10% 1	0.00% 0	98.90% 90	

Summary: Respondents report they use these following methods for transportation driving a vehicle, riding with family or friends, walking, riding public transportation like a bus or train, using a taxi/cab service, riding a bicycle, riding with a volunteer, and using a ridesharing service like Uber or Lyft.
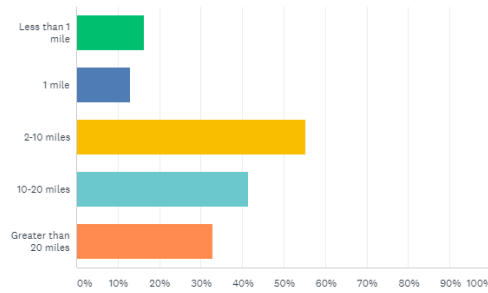
10. Which of the following are your most visited destination?

Summary Data:

ANSWER CHOICES		RESPONSES
Employer		4.35%
Medical appointments		90.43%
Shopping or groceries		62.61%
Social activities (senior center)		22.61%
Church		36.52%
Bank or post office		55.65%
Other (please specify)	Responses	14.78%

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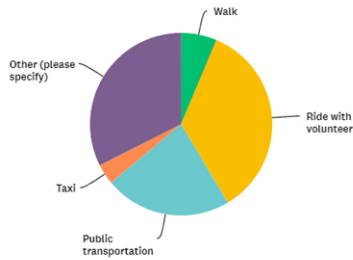

Summary Data:

ANSWER CHOICES	RESPONSES
Less than 1 mile	16.38%
1 mile	12.93%
2-10 miles	55.17%
10-20 miles	41.38%
Greater than 20 miles	32.76%

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	76.72%
Computer search	9.48%
Telephone book	14.66%
Someone living in your community	15.52%
Transportation provider agency	28.45%
Organization that offers services for older adults	22.41%
Senior Center	19.83%
Area Office on Aging	21.55%
Someone at your place of worship	13.79%
Organization that offers services for disabled	6.03%
Aging and Disability Resource Center	7.76%
Library	2.59%
Center for Independent Living	0.00%
A community center	3.45%
Mobility Manager or Mobility Management Program	0.86%

Summary: Respondents were asked to choose an option of transportation they would be most likely to use. Respondents reported they would use family, friends or colleagues, 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.
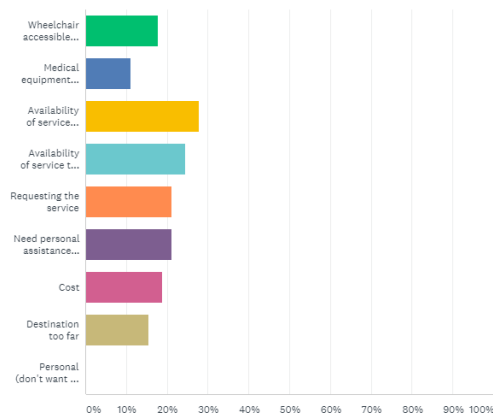
13. What transportation would you be most likely to use?

Summary Data:

ANSWER CHOICES		RESPONSES
Walk		6.31%
Bike		0.00%
Ride with volunteer		35.14%
Public transportation		22.52%
Taxi		3.60%
Other (please specify)	Responses	32.43%

14. What makes using a transportation service most difficult?

Summary Data:

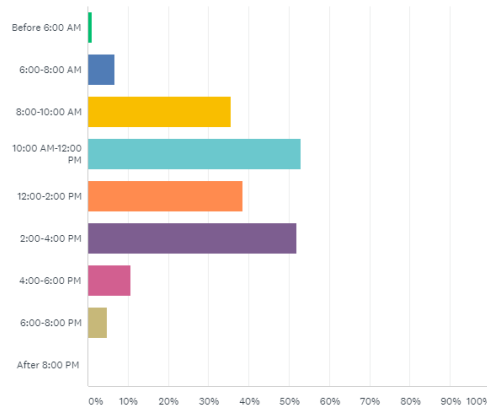| ANSWER CHOICES	RESPONSES
Wheelchair accessible vehicles	17.78%
Medical equipment and/or mobility aids	11.11%
Availability of service where I live	27.78%
Availability of service to where I need to go	24.44%
Requesting the service	21.11%
Need personal assistance beyond transportation	21.11%
Cost	18.89%
Destination too far	15.56%
Personal (don't want to be a burden)	0.00%

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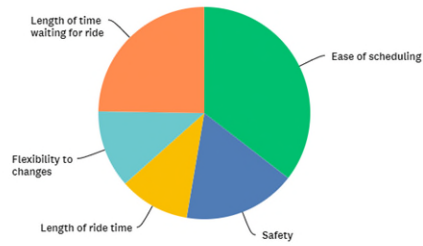
Summary Data:

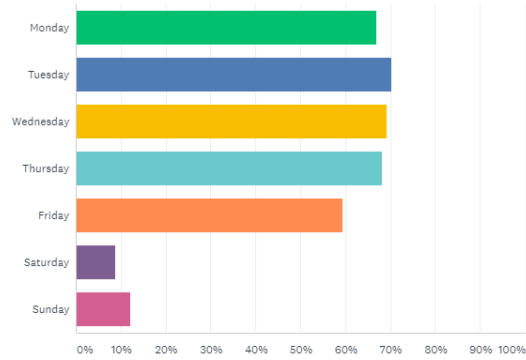| ANSWER CHOICES	RESPONSES
Ease of scheduling	35.48%
Safety	17.20%
Length of ride time	10.75%
Flexibility to changes	11.83%
Length of time waiting for ride	24.73%

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

Summary Data:

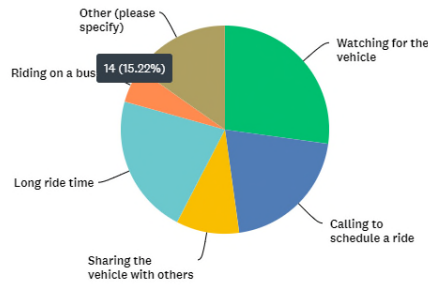| ANSWER CHOICES	RESPONSES
Before 6:00 AM	0.96%
6:00-8:00 AM	6.73%
8:00-10:00 AM	35.58%
10:00 AM-12:00 PM	52.88%
12:00-2:00 PM	38.46%
2:00-4:00 PM	51.92%
4:00-6:00 PM	10.58%
6:00-8:00 PM	4.81%
After 8:00 PM	0.00%

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

Summary Data:

ANSWER CHOICES	RESPONSES
Monday	67.03%
Tuesday	70.33%
Wednesday	69.23%
Thursday	68.13%
Friday	59.34%
Saturday	8.79%
Sunday	12.09%

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

Summary Data:

ANSWER CHOICES	RESPONSES
Watching for the vehicle	27.17%
Calling to schedule a ride	20.65%
Sharing the vehicle with others	9.78%
Long ride time	21.74%
Riding on a bus	5.43%
Poor weather	0.00%
Other	0.00%
Other (please specify)	Responses	15.22%

19. What would you like to see in your community that would help you get around better?
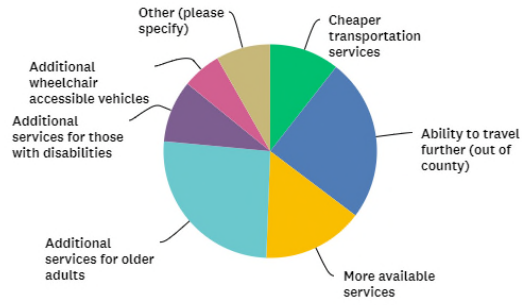
Summary Data:

ANSWER CHOICES	RESPONSES
Cheaper transportation services	10.59%
Ability to travel further (out of county)	24.71%
More available services	15.29%
Additional services for older adults	25.88%
More bicycle/pedestrian friendly streets	0.00%
Additional services for those with disabilities	9.41%
Additional wheelchair accessible vehicles	5.88%
Other (please specify) Responses	8.24%

Challenges to Coordinated Transportation

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

- Geographic size and rural nature of the Ottawa County make transportation difficult

- Population of the county-aging population increases the need for transportation services, while also decreasing the workforce.

- Short peak times of service are universal with all providers

- Limited number of providers in Ottawa County competing for a small pot of contracted transportation service opportunities

- Public expectation is on-demand, taxi-like service

- Limited local funds contributed by municipalities to provide local match for operating, capital, maintenance grants

- Staffing levels affect service availability – difficulty attracting and retaining drivers

- Lack of trip generators in Ottawa County limits the efficiency metrics (trips per hour and average trip length) and inherently makes service

- Geographic length of county, lack on in-county trip generator, and proximity to out-of-county trip generators increases the demand for out-of-county service

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 4: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Deviated-fixed Route in Port Clinton	Online surveys, focus groups, interviews, committee mtgs.
2	Limited capacity for out-of-county trips	Online surveys, focus groups, interviews, committee mtgs.
3	Lack of trip generators in the county	Online surveys, focus groups, interviews, committee mtgs.
4	Simplify public transit payment options	Online surveys, focus groups, interviews, committee mtgs.
5	Lack of local funding streams – inconsistent local match	Online surveys, focus groups, interviews, committee mtgs.
6	Port Clinton area consumes greater proportion of service	Online surveys, focus groups, interviews, committee mtgs.
7	No ambulette service available	Online surveys, focus groups, interviews, committee mtgs.
8	Identify expansion opportunities for medical transportation (in/out of county)	Online surveys, focus groups, interviews, committee mtgs.
9	Transfers and connections are cumbersome	Online surveys, focus groups, interviews, committee mtgs.
10	Duplicated fleets and services for specialized populations	Online surveys, focus groups, interviews, committee mtgs.
11	Need additional options for reliable employment transportation	Online surveys, focus groups, interviews, committee mtgs.
12	Unique geography negatively affects efficiency	Online surveys, focus groups, interviews, committee mtgs.
13	Lack of understanding/poor perception of demand response reliability	Online surveys, focus groups, interviews, committee mtgs.

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Ottawa 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, the Ottawa County Transportation Stakeholder and Planning Committee 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 5 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: Improve efficiency and capacity through enhanced service design

Need(s) Being Addressed:

- Limited capacity for out-of-county trips
- Potential for Deviated Route in PC
- Lack of trip generators in the county
- Simplify public transit payment options
- Lack of local funding streams – inconsistent local match
- Port Clinton area consumes greater proportion of service
- No ambulette service available
- Identify expansion opportunities for medical transportation (in/out of county)
- Transfers and connections are cumbersome
- Duplicated fleets and services for specialized populations
- Need additional options for reliable employment transportation
- Unique geography negatively affects efficiency
- Lack of understanding/poor perception of demand response reliability

Strategy 1.1:
Plan and implement deviated-fixed route in Port Clinton, Ohio to connect residents with resources to include groceries, social service agencies, and employment

Strategy 1.2:
Reallocate resources gained by deviated-fixed route design to expand capacity in rural areas

Strategy 1.3:

Continue regional and local coordination between transit providers and stakeholders to maximize resource utilization

Strategy 1.4:

Define metrics to assess effectiveness of current service areas and hours to maximize service capacity throughout service area and according to community needs

Strategy 1.5:

Leverage additional and diverse funding sources to expand county-wide transit capacity, to include for target demographics of the population

Timeline for Implementation: Immediate

Action Steps:

- Conduct public outreach/engagement campaign to promote deviated-fixed route
- Initiate deviated route service
- Develop fare and capacity strategy to incentive deviated-fixed route ridership
- Grow stakeholder meeting group
- Facilitate medical transportation working group to engage with and discuss ambulette service, dialysis, medical appointments, and hospital discharge transportation

Parties Responsible for Leading Implementation:

- Ottawa County Transportation Agency
- Local Municipalities
- Social Service Agencies

Parties Responsible for Supporting Implementation:

- GLCAP, Mobility Management
- Ottawa County Transit Planning Committee
- ODOT, Office of Transit

Resources Needed:

- Vehicle wrap, sign, or other method of differentiation
- Operating funds
- Bus stop signs
- Marketing material
- Stable labor supply

Potential Cost Range: $187,200 - $374,400

Potential Funding Sources: ODOT 5311, local municipalities, levy, donations, farebox revenue

Performance Measures/Targets:

Measure: Establish local support and feedback for deviated-fixed route
- Target: Conduct a minimum of two public meetings to gather input on service design and stop locations

Measure: Reallocate resources according to demand
- Target: Increase service capacity outside of Port Clinton city limits
- Target: Increase total trip counts for all trips by at least 10%

Measure: Increase efficiency and reduce waste
- Target: Increase demand response trips per hour by 0.2 consistently
- Target: Reduce late cancels and no-shows by 10%

Goal #2: Create sustainable funding models through partnership development

Need(s) Being Addressed:

- Limited capacity for out-of-county trips
- Simplify public transit payment options
- Lack of local funding streams – inconsistent local match
- Port Clinton area consumes greater proportion of service
- No ambulette service available
- Identify expansion opportunities for medical transportation (in/out of county)
- Transfers and connections are cumbersome
- Duplicated fleets and services for specialized populations
- Need additional options for reliable employment transportation
- Unique geography negatively affects efficiency
- Lack of understanding/poor perception of demand response reliability

Strategy 2.1:
Increase MOU partnerships to formalize cooperative relationships, document coordination, and define roles

Strategy 2.2:
Explore joint-use projects and funding opportunities when/where possible to increase funding in Ottawa County

Strategy 2.3:
Identify opportunities for vehicle and resource sharing (i.e. training, drivers, trips, facilities, maintenance) to increase the impact and use of transit program investments

Strategy 2.4:
Continue to support 5310 projects that meet unique/specific needs that cannot be reasonably met by 5311 or partner agencies

Strategy 2.5:
Develop scoring and review criteria for project application letters of support so local transit planning groups can review/vote on project selection

Timeline for Implementation: Immediate

Action Steps:

- Increase transparency of MOUs within stakeholder group to identify other potential partnerships
- Review and discuss funding applications as stakeholder group in advance of funding applications
- Develop standard MOU, cooperative driving agreement, and vehicle lease agreement templates
- Increase participants in the stakeholder group
- Formalize current cooperation and coordination efforts with MOU

Parties Responsible for Leading Implementation:
- Ottawa County Transportation Agency
- Local Municipalities
- Transit Planning Committee

Parties Responsible for Supporting Implementation:
- GLCAP, Mobility Management
- Ottawa County Transit Planning Committee
- ODOT, Office of Transit

Resources Needed:
- Replacement and expansion vehicles, state operating grant assistance, stakeholder group participation

Potential Cost Range: $8,000 - $24,000

Potential Funding Sources: ODOT 5311, local municipalities, levy, donations, fare box revenue

Performance Measures/Targets:

Measure: Track transit related complaint and identify intra-agency trends
- Target: Decrease complaints by 20%

Measure: MOUs to document, demonstrate, outline coordination
- Target: Draft one new MOU per year to formalize cooperative relationships
- Target: Reduce overall county transit expenditures by 10% over planning period

Measure: Grow stakeholder meeting group to include public transit advisory
- Target: Increase stakeholder group by 4 participants
- Target: Meet at least 4 times per year

Goal #3: Improve travel experiences and alternative transportation options in Ottawa County

Need(s) Being Addressed:

- Limited capacity for out-of-county trips
- Potential for Deviated Route in PC
- Simplify public transit payment options
- Port Clinton area consumes greater proportion of service
- No ambulette service available
- Identify expansion opportunities for medical transportation (in/out of county)
- Transfers and connections are cumbersome
- Need additional options for reliable employment transportation
- Unique geography negatively affects efficiency
- Lack of understanding/poor perception of demand response reliability

Strategy 3.1:
Assess for alternative payment methods such as monthly ride passes or technology-based fare mediums

Strategy 3.2:
Assess feasibility for alternative, simplified fare and half fare payment amounts for OCTA fare structure

Strategy 3.3:
Improve transfers and connections with other providers by identifying safe connection/transfer points, simplified fares, and trip notifications (i.e., Ecolane Application)

Strategy 3.4:
Increase use of technology to share trip and ride information with passengers, facilities, and social service agencies

Strategy 3.5:
Incorporate on-board vehicle cameras to monitor for safety and quality of customer experience
Timeline for Implementation: Medium-term

Action Steps:
- Explore MOUs between providers for simplified cross-county fares
- Identify safe, convenient transfer and connection points
- Increase Ecolane app users
- Increase Ecolane Centers Portal users
- Gain public input on fare structure
- Research various alternative fare payment technologies
- Select vendor for on-board vehicle cameras for public transit

Parties Responsible for Leading Implementation:
- Ottawa County Transportation Agency
- 5310 Recipients
- Area social service agencies

Parties Responsible for Supporting Implementation:
- GLCAP, Mobility Management
- Ottawa County Transit Planning Committee
- ODOT, Office of Transit

Resources Needed:

- Replacement and expansion vehicles, state operating grant assistance, stakeholder group participation

Potential Cost Range: $82,000 - $164,000

Potential Funding Sources: ODOT 5311, local municipalities, levy, donations, fare box revenue

Performance Measures/Targets:

Measure: Passenger cell phone app usage
- Target: Increase cell phone app usage by 10% by the end of 2022

Measure: Promote and support alternative transportation options throughout county
- Target: Attend at least two events per year to promote mobility and transportation

Measure: Coordination with facilitates
- Target: Implement 10 centers portals for area agencies and facilities
- Target: Decrease "where's my ride" calls by 10%

Goal #4: Increase ridership throughout Ottawa County

Need(s) Being Addressed:

- Limited capacity for out-of-county trips
- Potential for Deviated Route in PC
- Simplify public transit payment options
- Lack of local funding streams – inconsistent local match
- Port Clinton area consumes greater proportion of service
- Transfers and connections are cumbersome
- Duplicated fleets and services for specialized populations
- Need additional options for reliable employment transportation
- Unique geography negatively affects efficiency
- Lack of understanding/poor perception of demand response reliability

Strategy 4.1:
Develop marketing campaign to promote deviated route and increase interest

Strategy 4.2:
Analyze demand response service hours and areas to maximize resource utilization

Strategy 4.3:
Explore strategies to increase driver recruitment and retention

Strategy 4.4:
Conduct utilization analysis to determine best practices for service area and times

Strategy 4.5:
Implement fare structure to nudge those within deviated-fixed route service area to choose deviated-fixed route service area

Timeline for Implementation: Medium-term

Action Steps:

- Promote private ride share and carpool options to employers and other interested parties
- Develop deviated-fixed route branding strategy to differentiate fixed route vehicle
- Monitor deviated-fixed route performance and assess for additional stops/connection routes
- Integrate providers into GOhio Commute for Ottawa County
- Develop hot-spot analysis of out-of-county destinations

Parties Responsible for Leading Implementation:
- Ottawa County Transportation Agency
- 5310 Recipients
- Area social service agencies

Parties Responsible for Supporting Implementation:
- GLCAP, Mobility Management
- Ottawa County Transit Planning Committee
- ODOT, Office of Transit

Resources Needed:
- Replacement and expansion vehicles, state operating grant assistance, stakeholder group participation

Potential Cost Range: $7,000 - $14,000

Potential Funding Sources: ODOT 5311, local municipalities, levy, donations, fare box revenue

Performance Measures/Targets:

Measure: Increase ridership throughout targeted demographics & general public
- Target: Increase elderly and disabled trips by 20% by January 1, 2023
- Target: Increase general public ridership by 10% by January 1, 2023

Measure: Assess deviate-fixed route duplication in other areas
- Target: Assess for local government support and populace support for at least one additional deviated-fixed route or service line

Measure: Market transportation options to Ottawa County residents
- Target: Distribute 300 updated Getting Around Guides annually

Measure: Increase candidate pool for sustainable driver hiring
- Target: Conduct or attend at least 2 hiring or recruitment events per year
- Target: Increase OCTA's part time driver staffing by 100%

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 15, 2021. A public hearing was held October 27, 2021, with the plan provided and open for public comment. At the time of plan submission, this plan is pending review and adoption/endorsement by the Ottawa County Commissioners.

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
Tami Matthews	Joyful Connections
Dan Housepian, Megan O'Brien	Luther Home of Mercy
Jim Crist, Melinda Slusser	Ottawa County Board of Developmental Disabilities
Chrissy Ernsberger	Ottawa County Improvement Corporation
Stephanie Kowal	Ottawa County Department of Job and Family Services
Dianne Mortensen	Ottawa County Senior Resources
Laurie Cleaver, Tom Metzger	Ottawa County Transportation Agency (OCTA)
Beth Gillman	Port Clinton City Council
Sarah Millimen	Riverview Industries, Inc. (RVI)
Kristen Gerwin	Oak House
April Schalk, Jessica Singerling	United Way in Ottawa County

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.