

Jackson & Vinton Counties

# Jackson and Vinton Counties Coordinated Public Transit-Human Services Transportation Plan

2015-2020

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## Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Jackson and Vinton Counties in Southeast Ohio. The plan was initially developed in 2007 and renewed in 2015. 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 Jackson and Vinton Counties. 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.

The purpose of a locally developed, coordinated public transit-human services transportation plan (coordinated plan) is to identify community resources for transportation and mobility, understand the gaps and unmet needs within those resources, and to determine the approach to addressing those gaps and needs.

Our Jackson and Vinton Counties Locally Developed Coordinated Public Transit-Human Services Transportation Plan is continually reviewed and updated by utilizing participant representation from human service agencies, non-profit organizations and transportation providers, older adults, people with disabilities, for-profit transportation providers, the public, mobility management and other key stakeholders. We have an advisory group that keeps this document current and relevant to assist in the effort to eliminate the transportation challenges and barriers that arise in our service area.

It is the purpose of this plan for local stakeholders to work collaboratively to do the following activities:

1. Identify all community resources including
  - There are over 15 transportation providers in both Jackson and Vinton Counties providing a variety of transportation services. Funding used for transportation in Jackson and Vinton Counties exceed \$3.3 million with over 2 million miles being traveled by slightly over 7,000 Jackson and Vinton County residents.
  - There are over 108 vehicles being used in the service area with 33% being wheelchair accessible vehicles.

- There are 91 drivers in the service area that undergo background checks, drug and alcohol testing and training programs to enhance their driving skills and to ensure safe and reliable transportation for the consumers in Jackson and Vinton Counties.
- There is a website designed specifically for transportation information that details the available services in Jackson and Vinton Counties located at [www.transportation.jvcai.org](http://www.transportation.jvcai.org)

2. Identify and Prioritize community transportation needs

- The counties have numerous challenges in providing transportation services including:
  - ✓ Maintaining vehicles and rising expenses for fuel and older vehicles
  - ✓ Long distances/long hours for clients to be transported.
  - ✓ Hiring/retaining drivers
  - ✓ Scheduling/coordinating
  - ✓ Roads not plowed in winter, road conditions and driveway conditions
  - ✓ Some people are unaware of services or are embarrassed to use services
  - ✓ Many providers with different eligibility requirements, no central resource center

3. Establish a clear plan for achieving shared goals

A coordinated plan is a unified comprehensive strategy for public transportation service delivery that:

- Increases support for coordinated transportation planning across counties
- Identifies transportation needs with emphasis on the elderly, low-income and people with disabilities
- Provides strategies for meeting the local needs
- Prioritizes transportation strategies for funding and implementation

ODOT has identified criteria for successful coordination which Jackson and Vinton counties have addressed through this planning process:

- From the beginning involve all significant stakeholders on a significant level
- Clearly identify the transportation needs and concerns of all stakeholders
- Focus on improved data collection and reporting so that all parties understand the full cost and service implications of their transportation decisions and the benefits of coordination
- Focus on the benefits that should be achieved, such as --- expanded service, lower unit costs and better service quality

The Ohio Department of Transportation (ODOT) requires a coordinated transportation plan to support applications for 5310 (vehicle) funding. The goals of the plan are to:

- ✓ Reduce unnecessary duplication in service
- ✓ Make better use of existing resources (all resources, not just vehicles)
- ✓ Expand services in order to fill identified gaps or need

Funding for 5310 vehicles can be used for:

- ✓ Modified minivans
- ✓ Light transit vehicles (small busses)
- ✓ Converted vans

As the designated lead agency receiving funding for transportation coordination, Jackson-Vinton Community Action, Inc. (JVCAI) has the responsibility of bringing together transportation providers and other stakeholders to facilitate the development of the plan utilizing the data gathered from the community detailing transportation challenges and barriers. The plan will affect Jackson and Vinton counties transportation opportunities and funding for the next five years. ***JVCAI applies for 5310 funding and employs a dedicated Mobility Manager funded 80% by ODOT that offers a full time focus on coordination efforts and taking the lead with the Coordinated Plan.***

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:

Letters of invitations detailing the project and its purpose were mailed through the postal service, emails were sent out, local news media was utilized to inform and invite the above mentioned stakeholders.

Surveys were sent out or presented at group meetings with the above mentioned participants as well as one on one interviews being conducted.

Large group meeting with all stakeholders involved was conducted.

This plan was developed and adopted by the planning committee, Mobility Management Transportation Advisory Council.

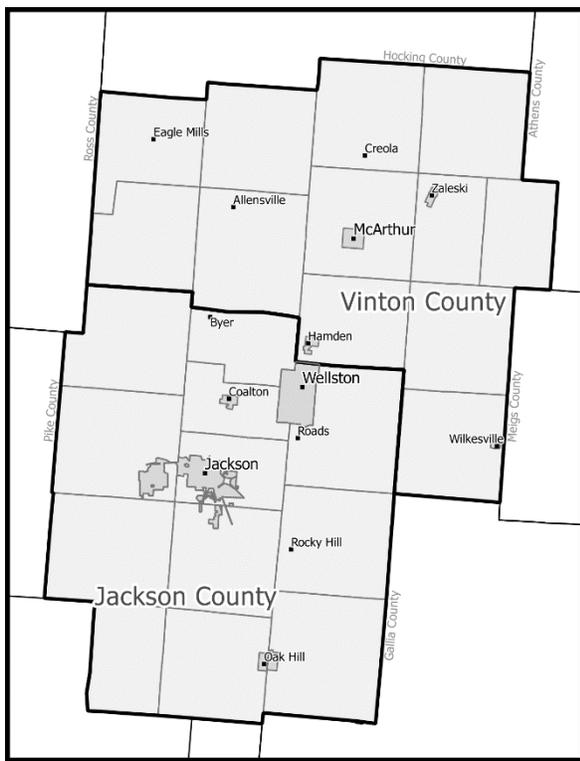
## I. Geographic Area

Both Jackson and Vinton Counties are rural Southeastern Ohio counties that possess both the assets of rural communities, such as valuing family and relationships, beautiful scenery and local farming, and the challenges related to rural life, such as poverty, travel distances, no public transportation system, limited employment opportunities and isolation. Jackson County is 422 square miles with Jackson City being the

County Seat with a population of 33, 224. Vinton County is 413 Square miles covering over 263,000 acres with McArthur being the County Seat with a population of 13,048. Vinton County is the least populous county in Ohio. Both Counties offer an airport. Jackson County offers a great bike path in Wellston which is very scenic around Lake Alma. The Athens Go Bus has a bus stop in the City of Jackson.

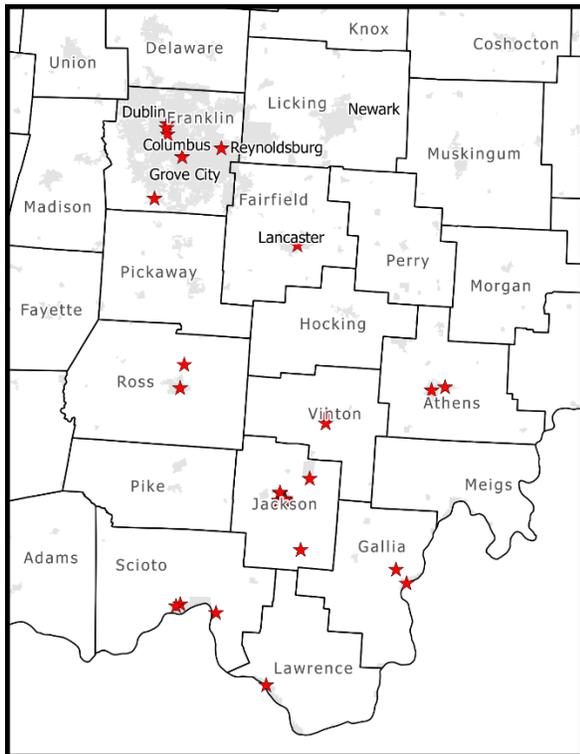
In 2013, OVRDC became one of five Regional Transportation Planning Organizations (RTPOs) under the Ohio Department of Transportation (ODOT). As an RTPO, OVRDC has begun to plan a robust regional transportation system for eleven rural southern Ohio counties. The RTPO service area includes the counties of Adams, Brown, Fayette, Gallia, Highland, Jackson, Lawrence (rural area), Pike, Ross, Scioto and Vinton. They work on a wide range of projects, including data collection and analysis, project planning, grant writing, and project funding research.

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



**Map 2: Major trip generators in the geographic area**

*Obtaining health care is the major trip generator in both Counties: the map indicates areas traveled to for medical options such as: Major Hospitals, Clinics, Cancer Centers, Local Medical offices, Specialty services, such as dental, vision and hearing, pharmacies, dialysis and addiction treatment facilities. It also illustrates local shopping centers, libraries, Human Service agencies and Government buildings.*



## II. Population Demographics

Jackson County: In the 2010 census: The median income for a household in the county was \$34,044 and the median income for a family was \$42,560. Males had a median income of \$36,910 versus \$28,618 for females. The per capita income for the county was \$18,775. About 18.1% of families and 23.3% of the population were below the poverty line, including 36.5% of those under age 18 and 11.5% of those ages 65 or over.

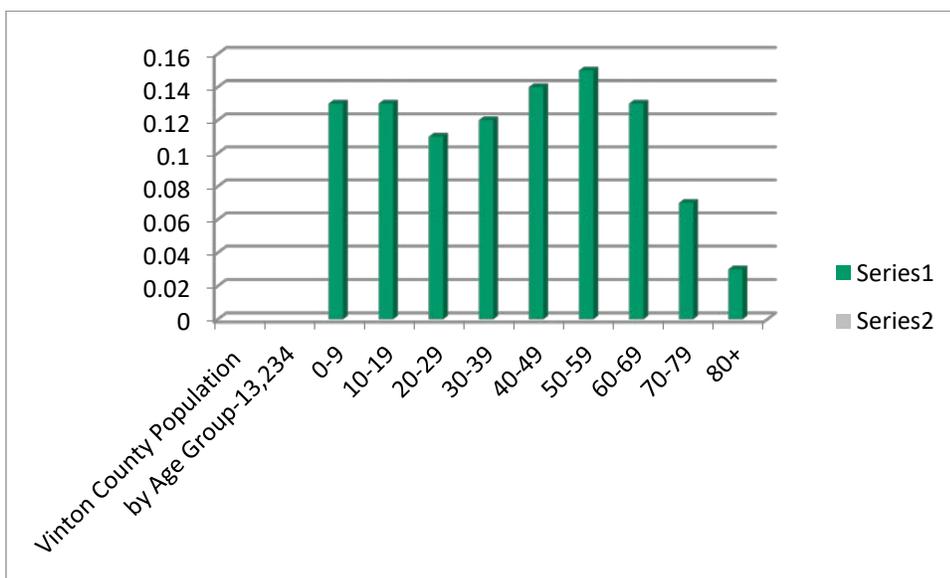
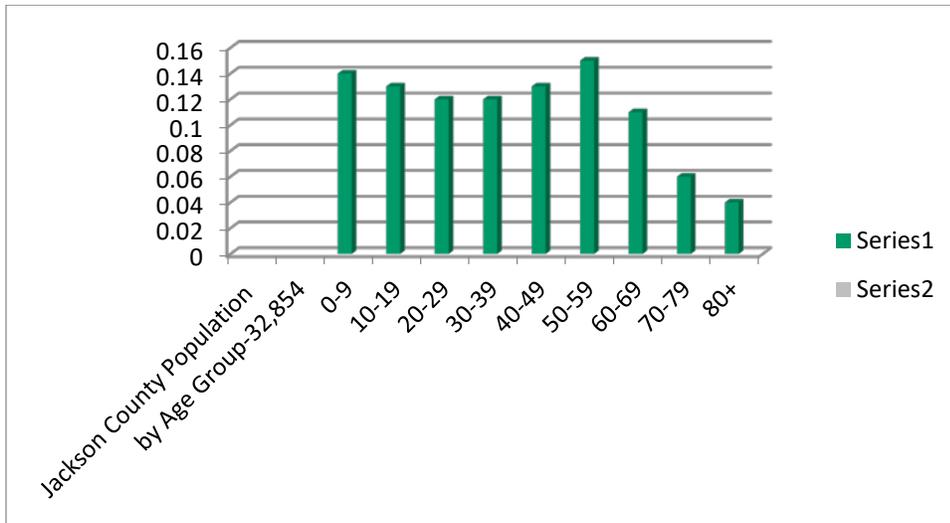
**Chart 1: Total Population Current and Projected for Five Years**

Jackson County Population: 32,380 in 2015 and 33,630 in 2020 and 33,820 in 2025\*

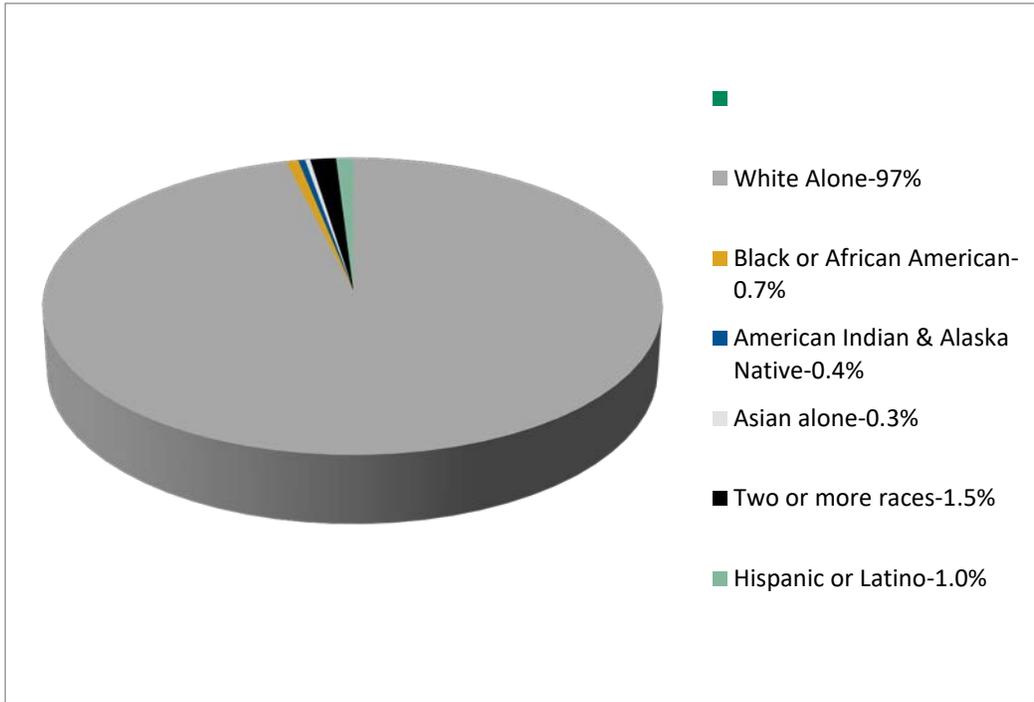
Vinton County Population: 13,570 in 2015 and 13620 in 2020 and 13,860 in 2025\*

**\*According to the Ohio Development Services Agency, Columbus, OH 3/30/2013**

**Chart 2: Total Population by Age Group**



**Chart 3: Total Population by Race**



**Chart 4: Number and percentage of people with disabilities**

COUNTY	PERSONS WITH A DISABILITY	PERCENT
JACKSON	6,612	20.3%
VINTON	2,558	19.4%
OHIO	1,550,962	13.6%

Data source: US Census ACS 2015 5-Year Estimates

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

18.1% of families according to the 2010 Census

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

COUNTY	PERSONS IN POVERTY	PERCENT
JACKSON	7,637	23.6%
VINTON	2,713	20.7%
OHIO	1,775,836	15.8%

Data source: US Census ACS 2015 5-Year Estimates

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

COUNTY	LIMITED ENGLISH PROFICIENCY	PERCENT
JACKSON	<b>448</b>	<b>1.46%</b>
VINTON	<b>24</b>	<b>0.19%</b>

*Data source: US Census ACS 2015 5-Year Estimates*

### III. Assessment of Available Services

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

The purpose of the planning process (interviews, a survey, community meetings and communications between and after meetings) was to update the existing coordinated public transit-human services transportation plan for Jackson and Vinton counties that:

- Increases support for coordinated transportation planning within Vinton and Jackson counties
- Identifies the transportation needs of the counties with emphasis on individuals with disabilities, older adults and people with low incomes
- Provides strategies for meeting those local needs including no and low-cost strategies
- Prioritizes transportation services for funding and implementation
- Determines how existing 5310 vehicles or new 5310 vehicles help the counties meet their transportation gaps

On February 26, 2015, planning participants identified what it could mean to Jackson and Vinton Counties if the community could better meet the transportation needs of their most vulnerable residents. The results show the importance of these coordination efforts. Planning participants said these efforts could result in:

- More independence for the elderly
- Better medical care and access to doctor visits
- More people could work
- Higher standard of living
- More people concerned about/able to address their needs
- Better access to and involvement in the community
- Would help children of the elderly meeting their parents' needs
- Help the younger generation, show them how to work together
- Help some residents regain their trust in services
- Save lives (people could get to dialysis and other services)
- Monitor services needed and being provided
- Providing current resources and asset list

- Utilizing shared data to fulfill grant application process

From November 2014 thru January 2015, over 24 interviews were conducted with the senior and disabled population. Their information, valuable input and involvement were significant to the development and updating of the Coordinated Plan. They identified the challenges they face with transportation issues and named the difficult situations such as; when they wanted to get to medical appointments, grocery stores, emergency social service agencies, paying bills, not having a car or driver's license, not comfortable driving out of town or just visiting a family member in a nursing home or hospital. Their challenges and issues were included in the overall discussions about these gaps and meetings were held to acknowledge these issues and develop strategies to help the target population overcome these challenges. In addition, in September, October and November of 2017, over 44 older adults and individuals with a disability participated in additional interview sessions with the Mobility Manager and seven transportation providers participated in an interview session with the Mobility Manager, all offering updated and current information. When applicable, information reported in the previous coordinated plan was used to supplement information gathered during this planning effort.

<b>Agency Name &amp; contact info</b>	<b>Trans Service Type</b>	<b>Other Services</b>	<b>Hours</b>	<b>Service Area</b>	<b>Eligibility Requirements</b>	<b>Web-Site</b>
AThoy Transport, LLC.-Dustin Hoy, 301 E. Main St, McArthur, OH 740-596-0536	Demand Response, Curb to Curb	Non-Emergency Transportation (NET)	M-F 5am-9pm	Vinton County, Ross Co., Hocking	NEMT	None-page w/MM
Jackson County Board on Aging, Inc. Senior Center-.Lissa Warrens,25 E. Mound St, Jackson, OH, lwarrens@jacksoncountyboa.com, 740-286-2909-	Demand Response, door to door	NET, Meal Delivery, congregate meals, Shopping, Recreation	M-F 5am-9pm	Jackson County	60+, NEMT, Income	None-page w/MM
PCS formerly Jackson County Board of DD Dayhab.-.Karen Gilliland, 2nd St, Wellston, OH 740-384-2155	Fixed Route-some flexible	Dayhab, Employment	M-F 8:30am-2:30pm & 7:30am-5pm	Jackson County	Private Pay-NEMT	pcs4dd.org
Jackson Transportation...Wayne Lester, 287 Elam Road, Ray, Oh, 740-288-2091, jacksontransportation@roadrunner.com	Demand Response, Curb to Curb, some passenger assistance	NET, Managed Care, BODD		Jackson, Vinton , Hocking, Ross Pickaway, Franklin, Gallia	NEMT	None-page w/MM
Jackson-Vinton Community Action, Inc. Transportation...Debbie Jones, 118 S. New York Ave, Wellston, OH, 740-384-0648, djones@jvcai.org	Demand Response, Curb to Curb	NET, New Freedom, CSBG	M-F	Jackson County & Vinton County	NEMT, disability, Income	jvcai.org
Counseling Services, Inc. (Hopewell Health)-Therese King, 740-594-5045, ext. 4643	Demand Response	Treatment Centers, NET	M-F	Vinton County	Customer of their services	hopewellhealth.org

Vinton Industries- Matt Rogers, SR 93, McArthur, OH,matt@vintonindustries.org ;(740) 486-7303	Demand Response, Medicaid Waiver	Dayhab, Employment	M-F 8am- 2:30pm	Vinton County	Individual with a disability, NET Medicaid waiver, Income	vintond.org
Vinton County Senior Citizens, Inc...Rhoda Toon-Price, McArthur, OH, 740-596-4706, rhodatp@horizonview.net	Demand Response, thru the door, Passenger assistance	NET, Meal Delivery, Congregate meals, Shopping, Recreation, Veterans	M-F 7am- 3pm	Vinton County	60+, NEMT, Income, Veteran	None-page w/MM
S.O.A.R (Southern Ohio Adventures/Recreation, LLC)..Tami Bay, 112 S. Main St, Hamden, OH, 740-357-3155, tbay01@hotmail.com	Demand Response	Dayhab, Employment	M-F 8am- 2:30pm	Vinton County	Adult with a disability	None
The Call Center-3rd Party Coordination with JCJFS, Mobility Management and JVCAI...Tammy Riegel, 311-A Water St., Jackson, OH 740-395- 0260, triegel@jvcai.org	Call Center, Resources, Training coordinatio n, Coordinatio n services, arrange trans w\vendors	Receives calls, provides resources, gathers trip requests/needs, distribute trips to vendors, Coordination, Travel Training,	M-F 8am- 4:30pm	Jackson County & Vinton County	Elderly Persons, Individual s w/a disability, Low- Income persons	transportation.jvcai.org
Carealot Transport, LLC.-Crystal Ratliff, Sugar St, McArthur, 740- 577-4467, cratliff@yahoo.com	Demand Response, Curb to Curb	Non-Emergency Transportation (NET)		Vinton County, Ross Co.	NEMT	None-page w/MM

Jackson-Vinton Community Action, Inc. <b>Head Start</b> -.Molly Seimet, 320 W. South St, Jackson, OH, 740-286-8441, mseimetz@jvcai.org	Demand Response	Bus to education site	M-F 8am-4:30pm	Jackson County & Vinton County	ages 3,4,5, Income, Disability	transportation.jvcai.org
Jackson County DAV.-.Arnold Tripp, 157 Broadway St, Jackson, OH, 740-286-3004, watripp@bright.net	Demand Response	Medical trips to VA Hospital	M-F 8am-4:00pm	Jackson County	Veteran	None
Vinton County DAV.-.Tim Reid, 100 E. Main St., McArthur, OH, 740-596-4571,ext. 224, veterans@vintonco.com	Demand Response	Medical trips to VA Hospital thru VC Senior Citizens	M-F 9am-2:00pm	Vinton County	Veteran	veterans@vintonco.com
Daybreak.-.Jayne Darling, 31054 SR 93 N., McArthur, OH, 740-516-8261 – daybreakohio.com	Demand Response, some fixed route	NET, Adult Day Care, Home Health Services	M-F 8:30am-4:30pm 24/7	Vinton County	Income, Adult with Disability	daybreakohio.com
Quest Express-..Lacey Sword, 740-596-1950	Demand Response	Non-Emergency Transportation (NET)	M-F	Vinton, Hocking, Ross	NEMT	None
Buckeye Community Services.-Jorji Milliken, 220 Morton St., Jackson, OH 286-5039- buckeyecommunityservices.org	Fixed Route-some flexible	NET, Adult Day Care, Home Health Services	M-F 8:30am-4:30pm 24/7	Jackson, Vinton , Hocking, Ross, Pickaway, Franklin, Gallia	Adult with a disability	buckeyecommunityservices.org

## Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of [13] thirteen organizations provided information about their services.

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**

<b>Agency Name</b>	<b>Directly Operates Transportation (Yes/No)</b>	<b>Purchases Transportation from Another Agency (if Yes, Who?)</b>	<b>Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)</b>	<b>Number of Annual One-Way Passenger Trips</b>	<b>Average Number Trip Denials per Week</b>	<b>Are Vehicles Only Available for Human Service Agency Clients (Y/N)*</b>
Jackson Vinton community Action, Inc.	Yes	No	Private Non-Profit	3776	1	No
Jackson County Board on Aging	Yes	No	Private Non-Profit	4308	20	No
Jackson Transportation Group, LLC.	Yes	No	Private For-Profit	1128	0	No
Vinton County Senior Citizens, Inc.	Yes	No	Private Non-Profit	4059	2	No
AHOY Transport, LLC.	Yes	No	Private For-Profit	Unavailable	Unavailable	Yes
Carealot Transport	Yes	No	Private For-Profit	Unavailable	Unavailable	No
Hopewell Health	Yes	No	Private Non-Profit	Unavailable	Unavailable	Yes
Jackson County Board of DD	Yes	No	Private Non-Profit			Yes

Vinton Industries	<b>Yes</b>	<b>No</b>	<b>Private Non-Profit</b>			<b>Yes</b>
S.O.A.R	<b>Yes</b>	<b>No</b>	<b>Private For-Profit</b>	<b>Unavailable</b>	<b>Unavailable</b>	<b>Yes</b>
Buckeye Community Services	<b>Yes</b>	<b>No</b>	<b>Private Non-Profit</b>			<b>Yes</b>
Quest Express	<b>Yes</b>	<b>No</b>	<b>Private For-Profit</b>	<b>Unavailable</b>	<b>Unavailable</b>	<b>Yes</b>
Fast Time	<b>Yes</b>	<b>No</b>	<b>Private For-Profit</b>	<b>Unavailable</b>	<b>Unavailable</b>	<b>Yes</b>

\* 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, fixed routes with flexibility. Thirteen of the participating organizations provide services on weekdays. Three operate transportation on Saturdays and one on Sundays. Evening services after 5:00pm are operated by eight organizations. The following table depicts the transportation service characteristics by agency.

**Table [#2]: Transportation Service Characteristics**

<b>Agency Name</b>	<b>Mode of Service</b>	<b>Days &amp; Hours of Operation</b>	<b>Provides Medicaid-Eligible Trips (Y/N)</b>	<b>Level of Passenger Assistance Provided</b>	<b>Training Courses Required for Drivers</b>
Jackson Vinton community Action, Inc.	SMV, MMV, SUV, Car	M-F 5am-9pm	Yes	Curb to curb, some assistance	First Aid/CPR, Defensive Driving, DRIVE or PAT, Fire Ext.
Jackson County Board on Aging	Bus, SMV, MMV, MV-1	M-F 5am-9pm	Yes	Door-to-Door some assistance	First Aid/CPR, Defensive Driving, DRIVE
Jackson Transportation Group, LLC.	SMV, 9 passenger Van	24/7	Yes	Curb to curb, some assistance	First Aid/CPR, Defensive Driving, DRIVE
Vinton County Senior Citizens, Inc.	SMV, MMV, Car	M-F 7am-3pm	yes	Door-to-Door some assistance	First Aid/CPR, Defensive Driving, DRIVE
AHOY Transport, LLC.	SMV, Car, SUV	M-F 5am-9pm	Yes	Curb to curb	First Aid/CPR, Defensive Driving
Carealot Transport	SMV, Car	M-F 5am-9pm	Yes	Curb to curb, some assistance	First Aid/CPR
Hopewell Health	Car	M-F 8am-5pm	Yes	Curb to curb	NR
PCS- formerly Jackson County Board of DD JVAC	Transit Vans	M-F 7:30am-5pm	No	Door-to-Door some assistance	They have their own in-house training
Vinton Industries	Bus	M-F 9am-3pm	Yes	Curb to curb, some assistance	In-house WC securement
S.O.A.R	Mini-van, MMV	24/7	Yes	Door-to-Door some assistance	NR
Buckeye Community Services	Transit Van, SMV, MMV	24/7	Yes	Door-to-Door some assistance	Fitzgeralds offers mgt training for WC securement
Quest Express	SMV	M-F 7am-5pm	Yes	Curb to curb	NR
Fast Time	SMV	M-F 7am-5pm	Yes	Curb to curb	NR
Daybreak	6 Vans, all accessible	24/7	No	Door-to-Door some assistance	In-house WC securement


Transportation-related expenses and revenues also differ by organization. **Non-Emergency Medicaid transportation, Private Pay, tax levies, Older Americans act, United Fund** are common revenue sources for transportation operators in Jackson and Vinton Counties. 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
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
Jackson Vinton community Action, Inc.	\$1 per one way(in-county) \$4 per one way out of County	Yes	13 PT Drivers	1 FT Dispatcher	NET Medicaid, ODOT 5310, CSBG	\$421,668
Jackson County Board on Aging		Yes	7 FT	1FT	Title 3(Older Americans Act), NET Medicaid, Levy, United Fund	\$345,586

Jackson Transportation Group, LLC.	\$2.50 per mile	No	17 FT	1 FT	NET Medicaid, Private Fares	No response
Vinton County Senior Citizens, Inc.		Yes	2 FT; 4PT	1 FT	Title 3, NET Medicaid, Drug & Alcohol 317 Board, United Way, Levy, Veterans Commission	No Response
AHOY Transport, LLC.	0	No	44 FT	2 FT	NET Medicaid	No Response
Carealot Transport	0	NR	11 PT	1 FT	NET Medicaid	No Response
Hopewell Health	0	No				No Response
Jackson County Board of DD	0	No				No Response
Vinton Industries	0	No	2 FT; 4PT	1FT	Medicaid	No Response
S.O.A.R	0	No				No Response
Buckeye Community Services		No			Medicaid	No Response
Quest Express	0	No	2 PT plus the owner	1-the owner	NET Medicaid	New business of 2 months-No Response
Daybreak	0	NR	6FT	1	Medicaid Waiver	No Response

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**

<b>Transportation Option</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
NONE				

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

**Table [#5]: Transportation Resources**

<b>Transportation Resource</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
Mobility Management	M-F 8am-4:30pm	Free	500 unduplicated customers with average of 644 phone calls per month and an average of 367 transportation referrals per month	Jackson County & Vinton County

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

**Table [#6]: Technology**

<b>Agency Name</b>	<b>Name of Scheduling Software</b>	<b>Do you have an App for Transportation (Y/N)?</b>	<b>Name of Dispatching Software</b>	<b>AVL System/ GPS (Y/N)</b>
Jackson Transportation Group, LLC.	CTS	No	TripMaster(CTS)	Yes
Jackson-Vinton CAI	CTS	No	TripMaster(CTS)	Yes
<b>All other companies</b>	<b>Excel, word or google docs</b>	<b>No</b>	<b>N/A</b>	<b>Garmin/phones</b>

## Assessment of Community Support for Transit

JVCAI is the designated lead agency for both Jackson and Vinton Counties as selected by the Vinton County Board of Commissioners in conjunction with the Jackson County Board of Commissioners. Being a very rural area and without public transit as an option, local transportation providers receive support from the County Boards of Commissioners, the local Departments of Job and Family Services, Local medical facilities, local dialysis centers as well as the customer base including older adults and individuals with disabilities. Surveys are conducted, meetings and focus groups are conducted in order to assess the services that are available and to discuss challenges/barriers and ways to bring in services or make changes in the existing services to better meet the transportation needs in our community.

## Safety

Many of the transportation providers require their drivers to participate in training programs that increases driver knowledge and skills. Such as:

Defensive Driving, DRIVE (Driving older adults and Individuals with disabilities, First Aid, CPR, Passenger Assistance Techniques, Fire extinguisher. Some programs have their own training programs by certified trainers within their organization.

The Mobility Manager provides the travel training free to the public and those who request it. This can be offered in a group setting or one-on-one. The MM also coordinates with the providers by informing them of training programs, workshops and shared classes being offered in the area and the costs of each.

Those with ODOT 5310 vehicles adhere to the preventative maintenance program and keep their vehicles adequately serviced.

## Vehicles

Survey/Interview participants listed a combined total of 108 vehicles. Approximately 33% of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 6).

*Update as of 11/2017: 155 Vehicles, 43 being accessible vehicles=28% accessible vehicles. Some programs only offered amounts of vehicles*

All of the transportation providers do not provide wheelchair accessible vehicles, while some organizations have an entire fleet of wheelchair accessible vehicles. There is a variety of wheelchair accessible vehicles available in our community such as Modified mini-vans with ramps, 12 passenger vans with lifts, buses with lifts, MV1 with ramps. Some customers travel while staying seated in their wheelchair, others prefer to transfer to the vehicle seat, and some use the ramps/lifts in order to make an easier load walking into the vehicle. Most of the companies listed in this plan offer accessible vehicles; mostly the for-profit companies do not offer accessible vehicles. 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.



**Agency Name: Jackson-Vinton Community Action, Inc.**

	Dodge	minivan	2008	ID8HN44H98B184822	7	0	M-F	5am-9pm	Poor	Transportation	Jackson-Vinton
	Dodge	Caravan-MMV	2010	2D4RN4DE4AR282529	7	2	M-F	5am-9pm	Poor	Transportation	Jackson-Vinton
	Dodge	Caravan-MMV	2010	2D4RN4DEXAR420557	7	2	M-F	5am-9pm	Poor	Transportation	Jackson-Vinton
	Dodge	Caravan-MMV	2010	2D4RN4DE3AR420559	7	2	M-F	5am-9pm	Poor	Transportation	Jackson-Vinton
	Dodge	Caravan-MMV	2010	2D4RN4DE1AR420561	7	2	M-F	5am-9pm	Poor	Transportation	Jackson-Vinton
	Dodge	Caravan	2012	2C4RDGBG2CR419427	7	0	M-F	5am-9pm	Poor	Transportation	Jackson-Vinton
	Dodge	Caravan	2013	2C4RDGBG5DR740671	7	0	M-F	5am-9pm	Good	Transportation	Jackson-Vinton
	Dodge	Caravan-MMV	2014	2C7WDGBGXER319567	5	2	M-F	5am-9pm	Good	Transportation	Jackson-Vinton
	Dodge	Caravan-MMV	2014	2C7WDGBG1ER319568	5	2	M-F	5am-9pm	Poor	Transportation	Jackson-Vinton
	Dodge	Caravan-MMV	2015	2C7WDGBG4FR634303	5	2	M-F	5am-9pm	Good	Transportation	Jackson-Vinton
	Dodge	Caravan-MMV	2015	2C7WDGBG4FR634284	5	2	M-F	5am-9pm	Good	Transportation	Jackson-Vinton
	Dodge	Caravan-MMV	2016	2C7WDGBG6GR202863	5	2	M-F	5am-9pm	Poor	Transportation	Jackson-Vinton

## Summary of Existing Resources

There are approximately 15 transportation providers in Jackson and Vinton counties. Providers include both for-profit and non-profit organizations, those providing only transportation services to their clients and those contracting with other human service agencies to transport their clients.

Opinions and information were gathered to help support the planning process through interviews, surveys and community meetings with transportation providers and key human service providers in the counties. Key findings show that the current transportation system:

- ✓ Serves the Elderly, Persons with a disability and low-income persons
- ✓ Has an estimated 108 vehicles, and of these:
  - Each averages approximately 30,000 miles per vehicle annually
  - Over 2,000,000 miles were traveled in 2014

Data gathered on the transportation provided (actual trips and trip requests) also showed that:

- ✓ Over 7,000 unduplicated customers utilizes the services with over 200,000 one-way trips being made annually, averaging 20 miles per trip
- ✓ Eighty-Four percent (84%) of the reasons clients need transportation services is health-related: trips to the doctor, hospital, health agency or for prescriptions
- ✓ Providers turn down a total of 72 trip requests each month, or 864 requests annually

*The majority of transportation organizations offer transportation Monday through Friday between the hours of 5:00am – 5:00pm. Several of the organizations offer up until 9:00pm. The organizations that offer 24/7 service is typically offered for their customers only. Such as: Dayhab, home health care, adult day care, etc. One for-profit company offers 24/7 on a limited basis.*

## IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the Jackson and Vinton 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.

Jackson-Vinton Community Action, Inc. and 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
- Focus Groups with Target population
- On-on-one interviews with Providers and referring agencies

### ✓ **Primary Clients Currently Being Served**

- Seniors (60+) for medical appointments
- Medicaid recipients for medical appointments
- People with physical and mental disabilities for medical appointments and special services
- Youth development program participants
- Job and education program participants
- Persons getting WIC and Medicaid redeterminations
- Seniors receiving meals at senior sites and “meals on wheels”
- Low income persons, elderly and persons with a disability for shopping/social services

### ✓ **Populations Being Served**

- The number of individuals served on an annual basis is approximately 7,197\*
- The number served represents 16% of the total population\*\*
- Low-income adults are the most served (66%)

### **Populations Under-Served**

- People just above the poverty level who are not eligible for services (including the working poor and unemployed)
- Youth (especially teenagers who need jobs)
- Young adults who want to go to college/work-ages 16-24

- People without transportation to the grocery store, recreation, visit family, etc.
- People unaware of services
- Retirees (many have incomes that don't qualify them for assistance or those who shouldn't or don't feel comfortable driving)
- Veterans
- BDD and all developmentally disabled populations that choose to work
- Those who work outside normal business hours (8am – 5pm)
- Families of the elderly needing help with elder care/transportation
- Clients needing out-of-state transportation (some providers can't cross state lines)
- Short-term disabled populations

### Origination/Destinations

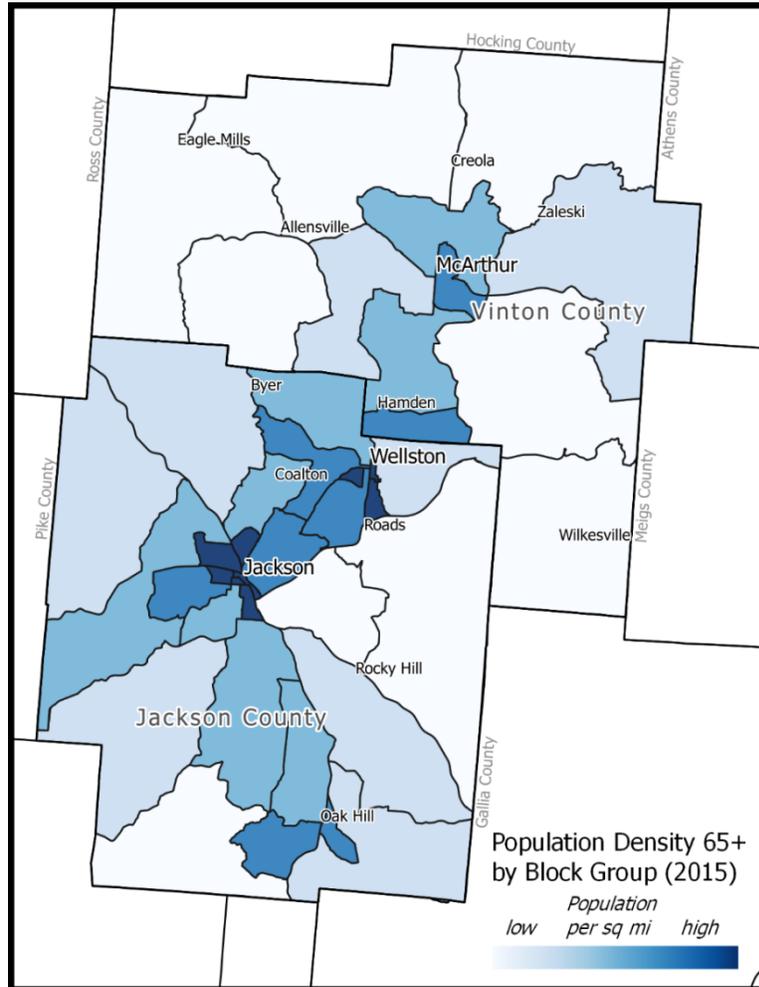
- The primary trip origination is a client's home
- The major destinations are:
  - Columbus
  - Jackson
  - McArthur
  - Gallipolis
  - Chillicothe
  - Cincinnati\*                      Circleville\*
  - Portsmouth\*                      Athens\*
  - Parkersburg, WVA    Ashland, KY
  - Schools/Sr. Center/Training/Adult daycare
  
- PASSPORT clients are traveling to West Virginia & Kentucky (Ashland, KY and Parkersburg) and Marietta
- \*Destinations that have grown include Portsmouth, Waverly, Logan, Athens and Cincinnati – Columbus is not the only resource for certain types of medical care. Cleveland Clinic has just recently become a medical destination approved by NET providers.

### 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.

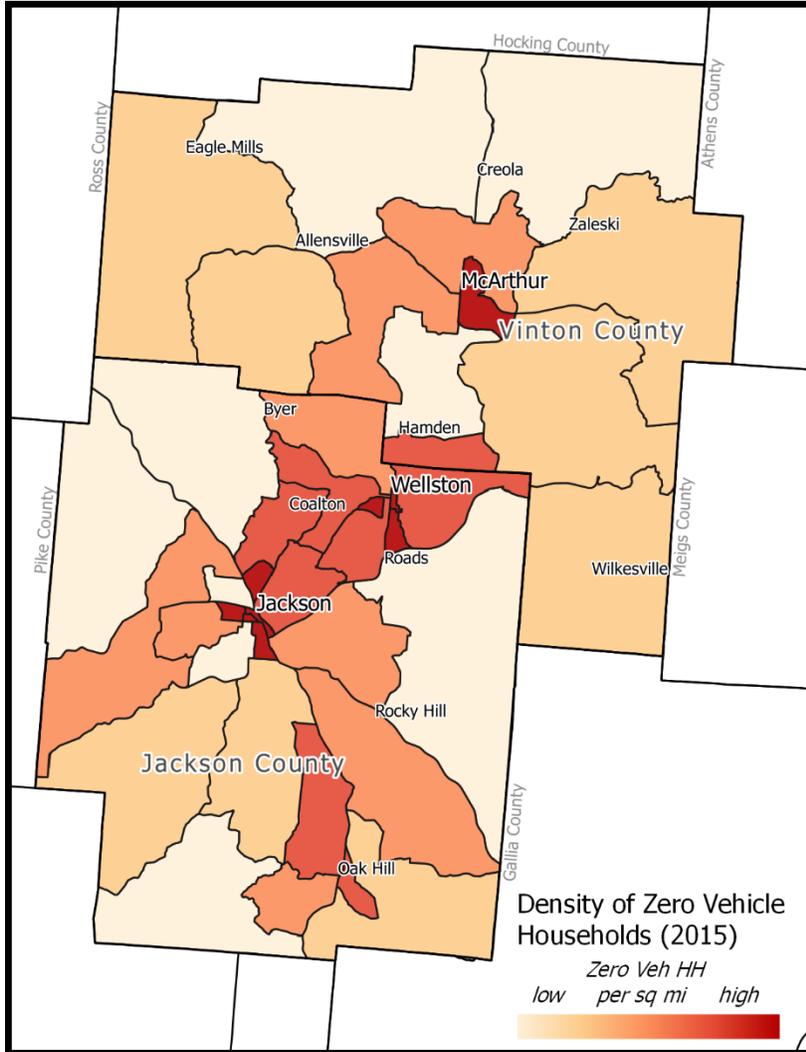
The following exhibit #3 illustrates the areas where the number of older adults (age 65 and older) is at or above the JACKSON AND VINTON COUNTIES average.

Exhibit [#3]: 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 Jackson and Vinton Counties average. The absence of a vehicle in the household is often an indication of the need for transportation services.

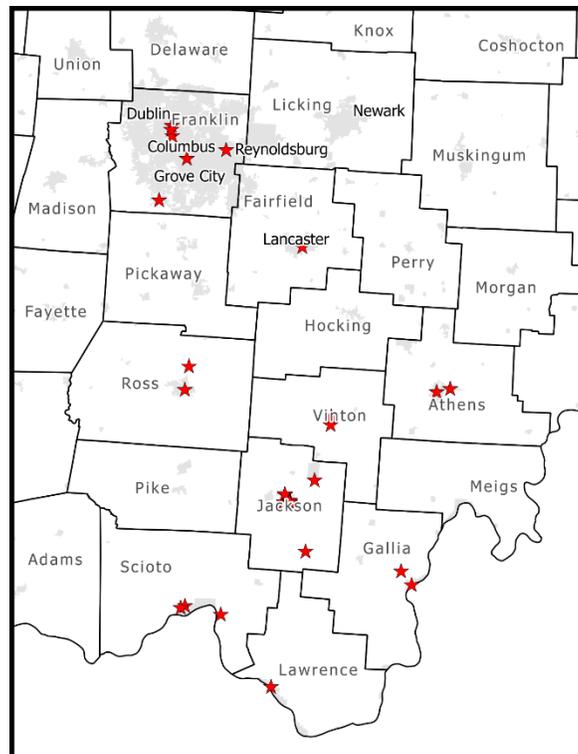
**Exhibit #4: Map of Density of Zero Vehicle Households**



<sup>1</sup> Maps by OVRDC; Data from the American Community Survey 2015; Choropleth maps visualized using Quantile (Equal Counts) breaks

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. *Obtaining health care is the major trip generator in both Counties: the map indicates areas traveled to for medical options such as: Major Hospitals, Clinics, Cancer Centers, Local Medical offices, Specialty services, such as dental, vision and hearing, pharmacies and addiction treatment facilities. It also illustrates local shopping centers, libraries, Human Service agencies and Government buildings. Wal-Mart is the largest retailer in our local community, with several smaller retail businesses offered throughout the communities that offer lower cost shopping opportunities. There are two Kroger grocery stores and two Piggly Wiggly grocery stores and a new grocery store in Vinton County, Campbell's. Vinton County has been without a store since 2014.*

**Exhibit #5: Map of Major Trip Generators**



## Analysis of Demographic Data

As noted in the maps the Population density of the individuals over 65 and the zero vehicles correlate, which is why there is such a high need for public transportation by this target group. The areas noted are where most senior housing and housing for individuals with a disability are located. They are in areas that are somewhat in the “downtown” area, close to grocery stores, small low cost shopping retail stores and some small health clinics. Some of the customers are able to use their motorized mobility equipment to self-transport to these destinations. Some of the barriers for walking and /or using motorized mobility equipment are the poor condition or lack of sidewalks or they are not physically able to walk to the locations, therefore they still need to access public transportation. In the Vinton County area where there is lots of forest land, homes are very scattered and far away from anything local. Jackson County is also very rural, but not as much forest land. The poverty level in Vinton is at 19%, and at 20% in Jackson County, therefore it is challenging for people in either County to own vehicles and if they do, purchasing insurance and maintaining the vehicle is very expensive due to the miles traveled and the rough road/driveway conditions.

## General Public and Stakeholder Meetings/Focus Groups

Jackson-Vinton CAI hosted and facilitated four 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, two self-identified as older adults and one 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 Jackson-Vinton CAI Mobility Manager presented highlights of historical coordinated transportation in Jackson and Vinton Counties 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 eighteen 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.

*Most of these agencies/Customers participated in surveys and interviews led by the Jackson-Vinton CAI Mobility Manager.*

In addition to interviews and surveys most of these agencies came together on February 26, 2015 to review the data and information collected and updated the transportation plan. The providers and stakeholders began a dialogue about working together on transportation needs and services. The agencies participating in the planning process include the following:

- AHOY Transportation: Aretha Hoy –10/16/14 (Interview) 2/26/15 (Meeting)
- Board of DD of Jackson County: Nick Elliott\_10/15/14 (Interview) 2/26/15 (Meeting)
- Jackson County Commissioners: Paul Haller 2/26/15 (Meeting)
- Vinton County Board of DD/Vinton Industries, Inc.: Andrew Riley(mtg), Johnna Owings(interview)
- Jackson County Job and Family Services: Teri McGraw & Tammy Osborne-Smith 11/5/14 (Interview) Teri McGraw & Marty Wallace 2/26/15 ( Meeting)
- Jackson Senior Citizens/Board on Aging: Lissa Warrens 2/26/15 (Meeting)
- Jackson Transportation: Wayne Lester- Phone interview, Survey
- Jackson Vinton Community Action Agency Inc.: Rick Johnson & Sharon Current (Transportation) 10/21/14 (interview), Rick Johnson, Susan Stevens, Rita Silvey 2/26/15 (meeting)
- JVCAI Head Start -Molly Seimetz, Kim Yates – 9/23/14 (Interview), Survey
- Tri-County Mental Health: Jean Goodman –Survey, 2/26/15 (Meeting)
- Veterans, Jackson County: Jennifer –Phone Interview 2/10/15
- Veterans, Vinton County: Don Shockey – 2/9/15 Interview, 2/26/15 (Meeting)
- Vinton County Commissioners: Interview
- Vinton County Job and Family Services: Rick Reynolds, Donna Sanders, Rick Moore (Interview, Survey) 2/26/15(Meeting)
- Vinton Senior Citizens/Board on Aging: Rhoda Toon Price –Interview, survey, 2/26/15 (Meeting)
- Jackson County Customer w/ disability: 2/26/15 (Meeting)
- SOAR-Dayhab Center w/transportation: 3/13/15 (Interview)
- Jackson County Customer-Senior Representation-2/19/15 (Interview)

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 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. 215 surveys from the elderly, individuals with a disability and the general public: **10%** of individuals with disabilities completed the survey; [25%] of older adults completed the survey. ***See survey used in the appendix A.***

*Update: an additional survey was completed in September-November 1, 2017 from the older adults and individuals with a disability. 44 were distributed and 44 were returned. 100%. See the survey used in appendix B.*

There were 122 surveys returned (53%). Some of the common factors that came from the results were that about 60% of the entire group surveyed owned their own vehicles, but with the Older Adults and the individuals with a disability that was a lower percentage of around 25%. When asked about whether they drive or not, it was about a 50/50 result. When asked under what circumstances would you not drive, the common response was during winter weather conditions or sometimes they were having a bad health day and was unable to drive, driving at night or to metropolitan areas. The common destinations those surveyed traveled to are: medical facilities, pharmacies, work, retail stores, job interviews, dialysis, visiting family and friends, school/college, senior centers and community events. About 40% were not aware of other transportation programs that were in the community other than the company they used. When asked the best way to get information about available transportation to them: Most of the older adults named newspaper, radio, the local television station, brochures and flyers. The overall group surveyed named those mentioned and additional formats such as: Facebook, texting, website and word of mouth. When asked what types of things would make transportation “user friendly” for you, the results showed: having installed child restraint seats, nice drivers, a city bus route, easy access to scheduling, not needing a two day notice such as when you get sick and need to get to a doctor that day and knowledge of transportation options.

## 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:

- Not being able to serve everyone in need
- Maintaining vehicles
- Long distance between locations
- Hiring/retaining drivers
- Expenses – maintenance for older vehicles
- Demanding/difficult and confused clients, customers change their minds, use other rides, think they scheduled when they didn't
- Scheduling/coordinating
- Roads not plowed in winter, road conditions and driveway conditions
- Limited communication, cell phone coverage, older phones
- Some people are unaware of services or are embarrassed to use services

## 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 #5: Prioritized Unmet Mobility Needs**

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Aging/high mileage vehicles needing replacement	Surveys, Interviews and stakeholder focus groups
2	Job-related transportation is not available—job interviews, training, transportation to/from work –JARC funding ends 12/31/15	Surveys, Interviews and stakeholder focus groups
3	Confusing eligibility for services – for both professionals and residents	Surveys, Interviews and stakeholder focus groups
4	Coordination of resources and assets	Surveys, Interviews and stakeholder focus groups
5	People aren't aware of current transportation services/limited advertising	Surveys, Interviews and stakeholder focus groups
6	Obtaining software to assist in the coordinated services, ride share, referrals, trips and customer base Resource monies for private companies to provide transportation	Surveys, Interviews and stakeholder focus groups
7	Non-medical but necessary transportation such as grocery store, see case worker, etc.	Surveys, Interviews and stakeholder focus groups
8	Website specific to Mobility Management focusing on transportation options and services in the two-county service area.	Surveys, Interviews and stakeholder focus groups
9	Funds don't keep up with rising transportation costs	Surveys, Interviews and stakeholder focus groups
10	Little to no transportation services in the evenings and weekends (primarily 8am – 5pm) and 24/7 transportation is available on a limited basis	Surveys, Interviews and stakeholder focus groups

11	Determining community ridership and vehicle inventory through coordination	Surveys, Interviews and stakeholder focus groups
12	No services for those looking for help and determining their eligibility	Surveys, Interviews and stakeholder focus groups
13	People just above poverty level, the “working poor,” don’t qualify for transportation services for medical, non-medical and work-related transportation	Surveys, Interviews and stakeholder focus groups
14	More services for veterans	Surveys, Interviews and stakeholder focus groups
15	Quality of life services for all ages such as meals out, shopping, etc	Surveys, Interviews and stakeholder focus groups
16	Youth need transportation for summer jobs, after school jobs/activities, higher education	Surveys, Interviews and stakeholder focus groups
17	Young adults, ages 16-24 need employment/job training transportation	Surveys, Interviews and stakeholder focus groups

## V. Goals and Strategies

### Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Jackson and Vinton Counties 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 Jackson-Vinton CAI agency 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 six 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:

**Replacement of current vehicles that are aging and have high miles in order to maintain the current fleet and provide the current level of transportation services in the counties.**

Need(s) Being Addressed: Aging and high mileage vehicles needing replacement (1 & 9) *see unmet needs list.*

#### Strategy 1.1:

*The aforementioned transportation providers will seek funding opportunities to replace vehicles that are aging out and have high mileage that will cost more money to maintain. The Non-profit organizations will seek 5310 funding, tax levies and match funding. For-profit organizations will seek private monies, donations to purchase vehicles.*

Timeline for Implementation: 1-5 years

Action Steps:

#### Short-Term Strategies:

- ✓ 1 – 2 years - identify other funding sources for vehicles, including 5310 funding match sources and other sources besides 5310 funding

#### Longer-term Strategies

- ✓ 3 – 5 years - conduct a periodic assessment of the fleet status regarding replacement needs and explore joint grant applications and other financial opportunities for vehicles

Parties Responsible for Leading Implementation: Program/Provider leaders, owners, management

Parties Responsible for Supporting Implementation: Program/Provider leaders, owners, management, Council members, Mobility Management

Resources Needed: Vehicle fleet assessment, Funding, Grant writer

Potential Cost Range: \$5,000-\$65,000, depending on vehicle type

Potential Funding Sources: 5310, Levy, Vehicle recovery costs, private donations, gifts, fund raising.

Performance Measures/Targets: 1) Determine vehicle type and need; 2) Seek funding opportunities that matches the goal; 3) Complete the application process; 4) purchase vehicle(s).

### Goal #2:

**Non- typical Transportation, i.e. employment, shopping, banking, recreation, social services, Medicaid spend down for the elderly, persons with a disability and low-income persons.**

Need(s) Being Addressed: Providing transportation for non-typical needs as listed above (1,8,9,10,16,17) *see unmet needs list.*

### Strategy 1.1:

Companies will explore various opportunities to seek funding and possibly pool funding in order to meet non-typical transportation needs.

Timeline for Implementation: 1-5 years

Action Steps:

#### **Short-Term Strategies:**

- ✓ 1 – 3 years - explore public/private partnerships, grant opportunities as well as entrepreneurial and small business incubation to help support transportation services. A focus on WIOA customers ages 16-24 through the Ohio Department of JFS for employment related activities.

#### **Longer-Term Strategies:**

- ✓ Explain to the agencies the importance of pooled services & pooled funding
- ✓ Seek public transportation opportunities supported by pooled funding that would include a sliding fee scale

Parties Responsible for Leading Implementation: Program/Provider leaders, owners, management

Parties Responsible for Supporting Implementation: Program/Provider leaders, owners, management, Council members, Mobility Management

Resources Needed: Vehicles, Drivers, Customers, Funding

Potential Cost Range: \$35.00-\$45.00 per trip, depending on location

Potential Funding Sources: 5310 (Operating), Levy, Vehicle recovery costs, private donations, gifts, fund raising, CSBG.

Performance Measures/Targets: 1) Determine customer need; 2) Seek funding opportunities that matches the goal; 3) develop trip requirements (according to funding source) 4) Determine a fee schedule if needed. 5) Provide trips.

### Goal #3:

**Lack of clear and sufficient communication 1) for people who are in need of the services and 2) regarding eligibility for services among both professionals and clients**

Need(s) Being Addressed: Providing clear transportation information that details the services available and the eligibility criteria attached to each service. (15,18) *see unmet needs list.*

### Strategy 1.1:

Making eligibility requirements known to the referring agencies, customers and transportation providers through marketing, website, brochures, PSA's, billboards, mobility management presentations, etc.

Timeline for Implementation: 1-5 years

Action Steps:

#### Short-Term Strategies:

- ✓ 1 – 3 years - create a web site that clearly defines resources and assets with links to transportation programs that clarifies eligibility for providers, agencies and residents with access to the web. Have one central number for information, assets and referrals for targeted population to gain access to transportation services

#### Longer-term Strategies:

- ✓ 3-5 years – create a website that potential customers could utilize an interactive program that would permit them to search for service areas and service providers with a click and seek option. Develop a call center to assist the consumers and the public with an easier process to find transportation that meets their needs by calling one central number.

Parties Responsible for Leading Implementation: Referring organizations, Transportation Providers, Mobility Manager

Parties Responsible for Supporting Implementation: Mobility Management, Transportation Partners

Resources Needed: Computer, website domain, mobility manager, funding

Potential Cost Range: \$200.00 per year for website. Approximately \$175,000 per year to operate a call center

Potential Funding Sources: 5310, Match funding

Performance Measures/Targets: 1) Purchase a domain name; 2) Seek funding opportunities that matches the goal; 3) Seek website building learning programs; 4) Create the website 5) Work with the local Department of Job and Family Services and other organizations, and providers to develop a call

center plan. 6) Establish a budget 7) Determine the project description 8) Apply for funding 9) Set up the Call Center (if funding is awarded).

#### Goal #4:

**Continue Coordination Efforts** Need(s) Being Addressed: Providing clear transportation information that details the services available and the eligibility criteria attached to each service. (2,7,12,14,18) *see unmet needs list.*

#### Strategy 1.1:

*The Mobility Manager will facilitate Coordination throughout the transportation community to work together as stakeholders in order to provide coordinated transportation services that will assist in the elimination of transportation barriers. Increase partnerships that may be able to provide transportation to the consumers that fall outside of the funding requirements for service.*

Timeline for Implementation: 1-5 years

Action Steps:

#### Short-Term Strategies:

- ✓ 1-2 years – Obtain current MOU's for shared coordination activities with Coordinated partners, MM lead Coordination Council meetings at a minimum quarterly (keeping minutes and agendas on file), conduct ride-alongs with the service providers, provide travel training. Conduct surveys and interviews with the public. Place the Plan on the Mobility Management website and link it to other websites.

#### Longer-term Strategies:

- ✓ 2-5 years – Continue using the Coordinated Plan as a living tool and update regularly.  
*Performance Measure: Signed MOU's, Minutes & agendas from Coordination Council Mtgs., Interview results, Ride-alongs documented, Documented proof of Training activities and a current and updated plan with formal adoption date.*

Parties Responsible for Leading Implementation: Referring organizations, Transportation Providers, Mobility Manager

Parties Responsible for Supporting Implementation: Mobility Management

Resources Needed: Computer, website domain, mobility manager, funding

Potential Cost Range: \$200.00 per year for website. Approximately \$175,000 per year to operate a call center

Potential Funding Sources: 5310, Match funding

Performance Measures/Targets: 1) Purchase a domain name; 2) Seek funding opportunities that matches the goal; 3) Seek website building learning programs; 4) Create the website 5) Work with the

local Department of Job and Family Services and other organizations, and providers to develop a call center plan. 6) Establish a budget 7) Determine the project description 8) Apply for funding 9) Set up the Call Center (if funding is awarded).

## Goal #5:

### **Expand Public Outreach**

Need(s) Being Addressed: Providing clear transportation information that details the services available and the eligibility criteria attached to each service. (5,7,11,18) *see unmet needs list.*

#### Strategy 1.1:

*Increasing the program information details to the public in a variety of formats that will offer details about the transportation options in Jackson and Vinton counties. News media, Promotional items, focus groups, public events, brochures, signs, etc. are options for achieving this goal. Lead by Mobility Mgt.*

Timeline for Implementation: 1-5 years

Action Steps:

#### **Short-Term Strategies:**

- ✓ 1-3 years – Utilize the Coordination Council members to plan public awareness events, develop community brochures. Conduct surveys and interviews with the public to ascertain public perspective. MM will seek committee seats with local organizations; attend commissioner’s meetings and regional planning meetings.

#### **Longer-term Strategies:**

- ✓ 1-5 years - Put up signage in offices with phone number(s) of transportation providers
- ✓ Have one central number for information and/or access to transportation services
- ✓ Pool funds together to market an outreach effort in the community about service options

*Performance Measure: Meetings attended documented, flyers/brochures distribution results, survey results, marketing efforts documented and the website current and updated.*

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Mobility Management, Partners, Providers

Resources Needed: Computer, website domain, mobility manager, funding

Potential Cost Range: \$2500.00 per year for marketing, advertising, promotional items.

Potential Funding Sources: 5310, Match funding, transportation partners

Performance Measures/Targets: 1) Purchase promotional & marketing items; 2) Seek funding opportunities that matches the goal

## Goal #6:

### – Lack of unified system for coordinated scheduling/tracking for the service areas

Need(s) Being Addressed: Providing clear transportation information that details the services available and the eligibility criteria attached to each service. (4,11,13,15) *see unmet needs list*

#### Strategy 1.1:

*Exploring software options that is affordable and can be shared by partners in the process of obtaining customer demographics for grant writing, billing and reporting purposes.*

Timeline for Implementation: 1-5 years

Action Steps:

#### Short-Term Strategies:

- ✓ 1-2 years – Seek and review software options, computer systems and shared data capabilities with the service providers. Explore joint grant applications and other financial opportunities for shared purchasing of software.

#### Longer-term Strategies:

- ✓ Apply for 5310 capital funding for an 80/20 purchasing opportunity
- ✓ Develop MOU's with coordination partners for sharing/utilizing the software that would provide efficient and current reporting/scheduling/tracking data of coordinated partnerships services

Parties Responsible for Leading Implementation: Mobility Manager, Providers

Parties Responsible for Supporting Implementation: Mobility Management, Providers

Resources Needed: Funding, Computer systems, internet capability, skilled employees.

Potential Cost Range: \$25,000.00 per purchase of system per company. Approximately \$1,100.00 per year for maintenance cost of scheduling/tracking system

Potential Funding Sources: 5310, Match funding, tax levy, United Fund, Donations, private pay

Performance Measures/Targets: (1) Compare scheduling/tracking software programs that would meet the requirements for tracking customers and their demographics, invoicing, reporting, scheduling and tracking trips. (2) Apply for funding (3) If funding is awarded or obtained, complete application process/procurement process. (4) Purchase software and include training costs if needed.

## VI. Plan Adoption

Jackson-Vinton Community Action, Inc. (JVCAI) is the designated lead agency responsible for transportation coordination. In September and October of 2007, JVCAI facilitated the development of a five-year coordinated transportation plan with input and expertise from over 19 transportation

providers and human service organizations in the two counties. Planning participants stated that increased transportation coordination could provide important benefits to county residents, such as more independence for the elderly and the individuals with a disability, improved access to medical visits, more people able to work, better access to and involvement in the community and saving lives.

*In 2015 JVCAI once again facilitated and updated the existing transportation plan by obtaining valuable input from over 15 transportation providers and human service organizations, key stakeholders and customers, including older adults and individuals with a disability. While new information is included, some of the information from the previous coordinated plan remains current and valid and we opted to utilize it in this plan. Update process began in October of 2014 and was completed in May of 2015.*

Over 215 public surveys were distributed to the elderly, low-income and persons with a disability in October of 2014 and 122 were returned.

From November 2014 thru January 2015, over 24 interviews were conducted with the senior and disabled population. Their information, valuable input and involvement were significant to the development and updating of the Coordinated Plan. They identified the challenges they face with transportation issues and named the difficult situations such as; when they wanted to get to medical appointments, grocery stores, emergency social service agencies, paying bills, not having a car or driver's license, not comfortable driving out of town or just visiting a family member in a nursing home or hospital. Their challenges and issues were included in the overall discussions about these gaps and meetings were held to acknowledge these issues and develop strategies to help the target population overcome these challenges. They also were involved in the formal adoption of the Coordinated Plan.

#### Plan Adoption:

We have focus groups that the Mobility Manager meets with prior to the Advisory Council (planning) meetings. The information is gathered that depicts transportation struggles, challenges and barriers by consumers, providers, referring agencies. Once the information has been tallied, the results are then related to the Advisory Council. Upon the completion of the Coordinated Plan, the draft copy is taken back to the focus groups for review and if approved, they have the option of voting by show of hands, to adopt the final Plan. A sign in sheet is signed by each participant in the focus group that also includes a self-declaration of being an older adult and/or a person with a disability. Then the Plan is voted on at the Advisory Council meeting by a show of hands. The majority rules and the advisory council then formally adopts the Coordinated Plan. Minutes are taken and kept on file in the office along with a sign in sheet.

## 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
Tammy Riegel	JVCAI-Mobility Management
Tammy Osborne-Smith	Jackson County JFS
Melissa Houdasheldt & Donna Sanders	South Central Ohio JFS
Wayne Lester	For-Profit owner-Jackson Trans Group, LLC
Rhoda Toon Price	VC Senior Citizens
Susan Morgan & Lissa Warrens	JC Board on Aging
Matt Rogers	Vinton Industries
Debbie Jones & Sharon Current	JVCAI Transportation
Aretha Hoy	AHOY Transport, LLC-Owner For-Profit
Jorji Milliken & Clint Ash	Buckeye Community Services

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, The Lead Agency, Jackson-Vinton Community Action, Inc. 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:

Tammy Riegel

JVCAI Mobility Manager

Phone Number-740-395-0260

[triegel@jvcai.org](mailto:triegel@jvcai.org)

## 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:

Tammy Riegel

JVCAI Mobility Manager

740-395-0260

[triegel@jvcai.org](mailto:triegel@jvcai.org)

### Annual Review - May 12, 2016

Our coordination plan is reviewed at each quarterly meeting. We review the goals and objectives, discuss barriers and challenges and with a consensus of the group, goals that have been achieved have been removed and additional goals added if needed. 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.

September, October and November of 2017 3 focus groups were held and 44 older adults and individuals with a disability completed 44 surveys and interviews, also during this time period 10 transportation providers also participated in surveys and one on one interviews with the Mobility Manager in order to review the existing plan and to evaluate the goals and objectives to see if any goals were accomplished or if new goals needed to be added. The consensus of the focus groups and providers were that as some programs have ended or have depleted funding that assists with job-related transportation and non-typical transportation needs to stay in the plan. Also they felt that the community could use a program that provides same day service transportation for some medical and non-medical transportation trips.

Amendment - May 12, 2016

## **Addendum to the Jackson and Vinton Counties Coordinated Public Transit-Human Services Transportation Plan**

On May 12, 2016 the Mobility Management Coordinated Transportation Advisory Council met in a regularly scheduled meeting to review the plan, goals, gaps and implementation strategies. At the meeting we also discussed the inclusion of a local Non-Profit organization, Buckeye Community Services, into the coordinated partnership for Jackson and Vinton Counties.

About Buckeye Community Services, Inc.:

*BCS is a non-profit agency which has been proudly serving individuals with developmental disabilities since 1977. Centrally based in Jackson, Ohio, we provide an array of residential services in seven southeastern Ohio counties. In addition, our Adult Day Service programs provide community integration, vocational development, supported employment, and adult day support services throughout southeastern Ohio.*

*In December, 2014, BCS further expanded by becoming a provider for the Employment First Initiative partnership between Opportunities for Ohioans with Disabilities (OOD) and the Ohio Department of Developmental Disabilities (DODD). The partnership provides an array of community employment services to consumers to assist in securing and maintaining employment in their communities. Since that time, BCS Employment Specialists have developed relationships with local employers and successfully helped a number of consumers find and adjust to a variety of jobs.*

*In late 2016, BCS is planning to have successfully obtained accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF) for its community employment program. This will allow us to extend a broader range of community employment services to an even greater number of consumers.*

The advisory council was excited to include Buckeye Community Services in the coordinated partnership in Jackson and Vinton Counties and a vote was taken and through a show of hands, there was a unanimous vote to include their goals of providing transportation services in the community to both the elderly and disabled population in the Coordinated Plan. They will provide transportation services in their own vehicles and will also be applying through the 5310 ODOT Specialized Transportation Program to purchase new vehicles for both expanded services and replacement. They will be using their local dollars as match.

ADDENDUM #05-12-2016 Adopted May 12, 2016

## 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.

## Appendix D: Survey 2015

### Vinton County Needs Your Help!

We want to make sure you are able to meet your transportation needs!

Please complete the following brief survey and let us know how you meet your transportation needs!

This information will help us define the transportation barriers that exist in Vinton County and will assist us in obtaining important data that will help eliminate transportation issues that prevent the Vinton County residents from meeting their transportation needs.

Most of us need to get to the grocery store, pharmacy, and medical/dental offices on a regular basis. With this in mind, please answer the following questions:

1. What type of transportation do you currently use? Example: your own car, local agency transportation, friend, neighbor, family member not living with you, etc.	
2. What are the most common places you visit that require transportation?	
3. What other transportation services are you aware of but do not use?	
4. Have you had any problems with transportation services in Vinton County that you have used?	
5. What accommodations are important for you when traveling?	
6. What types of things would make transportation “user friendly” for you?	

<p>7. What is the best way to get information about available transportation to you? Example: Website, face book, text, brochures/flyers, newspaper, radio, etc.</p>	
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PLEASE RETURN THIS SURVEY TO YOUR **Tammy Riegel** BY **FRIDAY, NOVEMBER 14TH**.  
YOUR FEEDBACK IS **“VERY”** IMPORTANT! THANK YOU SO MUCH FOR YOUR PARTICIPATION!

If you have any questions about this survey, please contact:

Tammy Riegel, JVCAI  
Mobility Manager for Jackson & Vinton Counties

## Appendix E: Survey 2017

*Jackson and Vinton Counties Coordinated Public Transit-Human Services Transportation Plan*

### SENIOR TRANSPORTATION NEEDS ASSESSMENT SURVEY

1. Are you currently able to drive?

No

Yes

2. If you drive, to which of the following local destinations do you drive?

Shopping, grocery store, bank

Medical/dental appointments

Social outings (friend or relative’s home, restaurant, golf, etc.)

Religious services

School

Work

I don’t drive to any destinations

3. Are there any circumstances under which you would prefer not to drive (check all that apply)?

At nighttime

To a destination more than 3 miles away

To a medical appointment when I am not feeling well

On high-speed highways or freeways

To an area of town that I do not know very well

I don't drive to any destinations

4. During the past 3 months, were you unable to travel to any of the following destinations because you did not have access to transportation (either your own car or a ride)? (check all that apply)

Shopping, grocery store, bank

Medical/dental appointments

Social outings (friend or relative's home, restaurant, golf, etc.)

Religious services

School

Work

5. During the past 3 months, which of the following factors prevented you from taking trips outside your home (check all that apply)?

Not comfortable driving/cannot drive

Do not have a reliable vehicle

Cannot afford gas, parking or insurance

Cannot afford taxi/private transportation

Do not have someone to drive me

Do not have bus services in my area

Cannot afford to take the bus

Not familiar with transportation options in my area

Do not feel safe when traveling outside my home

Do not know who to call for help

Other: \_\_\_\_\_

6. Over the past 3 months, how much did you rely on others for transportation?

For all of my trips

For about 75% of my trips

For about 50% of my trips

For about 25% of my trips

For none of my trips

7. If you depend on others for any of your trips, who do you depend on (check all that apply)?

- Spouse
- Children/Other relatives
- Friends/Neighbors
- Private services, such as taxis
- Public services (bus system, Medicaid-paid transportation)
- Volunteers (from churches or non-profit organizations)
- Other: \_\_\_\_\_

8. If you have *taxi or private services* available in your community, please indicate which of the following statements are true for you (check all that apply):

- I am not familiar with how or who provides these services
- These services do not feel safe
- These services are too expensive
- These services are not provided where I live
- These services do not operate at times when I need to travel
- I cannot use these services for health reasons (e.g., I am not physically able to ride in a taxi)
- These services are not reliable

9. Over the next 1-3 years, to which of these destinations do you anticipate needing transportation because you will be unable to drive there?

- Shopping, grocery store, bank
- Medical/dental appointments
- Social outings (friend or relative's home, restaurant, golf, etc.)
- Religious services
- School
- Work

10. What is your age? \_\_\_\_\_ years

11. Do you have a disability: \_\_\_\_\_ Yes \_\_\_\_\_ No

12. What is the primary language spoken in your household?

- English
- Spanish
- Korean
- Other:

13. What is your home zip code? \_\_\_\_\_