

MAHONING AND TRUMBULL COUNTIES COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN 4-Year Plan

Draft July 2021



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INTRODUCTION

This is the Coordinated Human Services Transportation Plan (Coordinated Plan) for Mahoning and Trumbull Counties in the State of Ohio. The Coordinated Plan was locally developed with participation of seniors, individuals with low incomes, individuals with disabilities, general public, private, and public transportation providers, as well as human services agencies and stakeholders.

The Coordinated Plan includes:

- Overview of current transportation services and identification of duplication of services.
- Demographics of Mahoning and Trumbull Counties.
- Inventory and assessment of available transportation services.
- Identification, assessment, and prioritization of transportation needs and gaps with a primary focus on individuals with disabilities, seniors, and people with low incomes.
- Prioritized strategies.
- Strategies Implementation Plan.

A companion document has been developed that contains more detailed information on outreach initiatives such as agendas, meeting summaries, and surveys.

EXECUTIVE SUMMARY

BACKGROUND

Delta Development Group, Inc., was retained by Western Reserve Transit Authority (WRTA) and Trumbull County to develop a new Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) for Mahoning and Trumbull counties. Previously, Mahoning County's Coordinated Plan was a joint plan with Mercer County, Pennsylvania and Trumbull County's was a stand-alone plan.

The Coordinated Plan is a requirement 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. A one-year extension of the FAST Act through September 30, 2021, was enacted as part of the Continuing Appropriations Act, 2021 and Other Extensions Act.

The Coordinated Plan is an important component to state and federal transportation planning because it assesses the communities' transportation needs and gaps and prioritizes transportation project implementations. The Federal Transit Administration's (FTA) Section 5310 Program (Enhanced Mobility for Individuals and Individuals with Disabilities) provides funds "to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options." Projects selected for Section 5310 funds are required to be included in a locally developed Coordinated Plan.

Components of Mahoning and Trumbull Counties' Coordinated Plan include:

- Demographic Overview
- Summary of Current Public and Private Transportation Services
- Identification of Duplicate Services
- Summary of Community Transportation and Mobility Resources
- Identification and Assessment of Transportation Needs and Gaps for Underserved Populations
- Prioritized Strategies to Address Needs, Gaps and to Achieve Efficiencies in Service Delivery
- Strategies' Implementation Plan

The primary focus of this Coordinated Plan was to identify transportation needs and gaps experienced by seniors, persons with disabilities and low-income populations in Mahoning and Trumbull counties and determine ways to overcome those mobility barriers. The Ohio Department of Transportation (ODOT) encourages coordinated plans to go beyond the requirements of Section 5310 funding and as such, this Coordinated Plan includes an assessment of mobility needs and resultant strategies to meet needs for the targeted populations as well as the general public. The needs and gaps were assessed separately by County to ensure the strategies would meet the needs of the individual Counties. The Coordinated Plan provides strategies to improve transportation services to meet the needs as well as maximize the efficient use of resources.

Development of the Coordinated Plan began in the second half of 2020 and consisted of assessing demographic and business data, reviewing previous coordinated and other relevant plans, developing contact lists, researching transportation providers and services, and analyzing demographics.

OVERVIEW OF TRANSPORTATION SERVICES

Transportation services are vital to residents of Mahoning and Trumbull Counties because it provides access to jobs, health care, education, human services, groceries, and other life sustaining destinations.

Mahoning County has a fully developed public transportation system providing fixed route and shared ride transportation services primarily in the County. WRTA is the public transit provider. WRTA historically has had at least one fixed route providing service to the City of Warren, Ohio which is located in Trumbull County. In March 2020, as a demonstration project, WRTA began providing fixed route and shared ride services in Trumbull County. Both Counties have private providers that perform human services transportation services.

STAKEHOLDER AND PUBLIC INPUT

This Coordinated Plan was locally developed and guided by a 35-member steering committee. In addition to providing guidance, the steering committee offered advice; assisted with outreach; disseminated surveys and contact information; reviewed survey results; assessed transit needs and gaps; developed and prioritized strategies; and created an implementation plan.

The steering committee included individuals with disabilities, seniors, low income, and other underserved populations (minority), general public and agencies that represent underserved populations. Other committee members consisted of representatives from human service agencies, transportation (public and private) providers, Regional Chamber of Commerce, Hispanic Organization, Veterans Organization, as well as governmental agencies. The following lists the representatives' organizations:

- | | |
|--|---|
| ➤ Boardman Township | ➤ Howland Twp. TC |
| ➤ Comfort Care a Van | ➤ Job and Family Services |
| ➤ Country Neighbor Program, Inc. | ➤ Mahoning County Public Health |
| ➤ Direction Home of Eastern Ohio | ➤ OCCHA, Inc. (Hispanic Cultural Organization) |
| ➤ Easter Seals | ➤ Rescue Mission of Mahoning Valley |
| ➤ Eastgate Regional Council of Governments | ➤ Senior Levy Board |
| ➤ Garwin | ➤ Trumbull County |
| ➤ Healthy Community Partnership | ➤ Trumbull County Board of Developmental Disabilities |
| ➤ Help Network of Northeast Ohio | |

- | | |
|---|--|
| <ul style="list-style-type: none">➤ Trumbull County Combined Health District➤ Trumbull County Metro➤ Trumbull County Senior Levy➤ Trumbull County Veterans Office➤ Trumbull County Workforce Development➤ Trumbull Neighborhood Partnership➤ United Way | <ul style="list-style-type: none">➤ Western Reserve Independent Living Center➤ Western Reserve Transit Authority➤ Youngstown Metropolitan Housing Authority➤ Youngstown Neighborhood Development Corporation➤ Youngstown-Warren Regional Chamber |
|---|--|

Meetings and outreach methods used in developing the Coordinated Plan were limited to virtual meetings, due to the Coronavirus (COVID-19) pandemic and associated restrictions on public gatherings. A series of steering committee meetings were conducted including the first which was held on February 10, 2021. That first meeting consisted of project overview, steering committee member roles, identification of transportation providers, outreach plan, and strategies from previous coordinated plans. Subsequent steering committee meetings focused on outreach initiatives; surveys; plan goals; identification of transportation needs and gaps; development and prioritization of strategies to address needs and gaps; implementation costs of strategies; and implementation plan.

Three (3) focus group meetings were conducted to learn about transportation needs and gaps. A fourth focus group meeting was held to review strategies and priorities for eliminating those transportation barriers. Focus group attendees included stakeholders and members of the public. Each focus group meeting had between 24 and 35 participants.

Three types of surveys were developed and distributed to gain a comprehensive understanding of transit assets available throughout the counties and solicit input about gaps in transportation and needs expressed by residents and agencies' constituents.

- 1) **ORGANIZATIONAL/AGENCY SURVEY** – Survey purpose was to determine unmet needs of consumers; identify transportation programs, providers, and services; and identify non-traditional transportation services. A total of 99 surveys were returned from 66 unique organizations. Nearly 75 percent (74.8) of the respondents indicated that their clients had unmet transportation needs.
- 2) **TRANSPORTATION PROVIDER SURVEY** – Intention of this survey was to obtain detailed information about transportation operations of public and private providers. Thirty surveys were completed.
- 3) **PUBLIC SURVEY** – Survey purpose was to identify transportation needs, gaps, and challenges. This survey was available in English and Spanish and available in a short and long version. The short version, available online and hard copy, was developed to accommodate individuals with disabilities if they preferred. The public survey was distributed by the steering committee, sent to over 1,800 organizations and businesses, advertised on stakeholders' website and social media, advertised on transportation provider vehicles, as well as a press release issued to local newspapers. A raffle of gift cards was used to encourage people to complete the survey. Overall, there were 436 completed surveys.

In addition to focus groups and surveys, one-on-one interviews and direct email correspondence with stakeholders were conducted to get additional and specific insight.

PLAN PRIORITIES

Resultant priorities that emerged from research and community outreach were analyzed and finalized and presented in priority order below.

- 1) **FUNDING** – Steering committee members emphasized that funding is the number one need because, without funding, priority transportation projects to improve mobility throughout the counties cannot be undertaken.
- 2) **SAFE ACCESS TO TRANSPORTATION SERVICES** – Implementation of sidewalks, shelters, lighting, curb cuts, crosswalks, and signals was deemed a critical action item to eliminate barriers and create safe ways for all people to access transportation options.
- 3) **ENHANCED TRANSPORTATION SERVICES**
 - Mahoning and Trumbull Counties
 - More service or increased service on weekends
 - Close gaps in service for people who work non-traditional shifts
 - Shared ride service that is door-to-door, curb-to-curb and through the door
 - Transition to carbon-neutral fleets
 - Newer vehicles especially wheelchair accessible vehicles
 - Transportation services that are contracted, leased or secured by some other arrangement
 - Mahoning County
 - Add services on Sundays (fixed route and shared ride)
 - Extend service later into the evening hours
 - Increase fixed route services
 - Trumbull County
 - Make WRTA's fixed route and shared-ride demonstration services permanent
 - Add more fixed route service
 - Need more wheelchair accessible vehicles
 - Increase shared-ride service
- 4) **REGIONAL TRANSPORTATION SERVICES** – Affordable transportation services are needed between counties as well as out-of-county.
- 5) **MULTIPLE SERVICE DELIVERY MODES** – Efficiencies and conveniences offered by various modes such as fixed route and demand response services are needed in both counties.
- 6) **CENTRALIZED AND CONSISTENT COMMUNICATION** – One central clearinghouse that keeps, publishes, disseminates, and communicates all transportation information and options throughout both counties.
- 7) **EDUCATION** – Programs that communicate awareness and information about public transportation to consumers, operators, community members and elected officials.
- 8) **COLLABORATION** – Coordinate efforts that maximize transportation options available to the community and provide consistent services such as training, information, trip-sharing, education, technology, procurement, and dispatching.
- 9) **PROCESS** – Implement policies and performance metrics to ensure the communities' transportation needs are being measured and met.

IMPLEMENTABLE STRATEGIES

From the priorities, the steering committee developed 10 approaches intended to address transportation needs and gaps; however, after further deliberation, the steering committee consolidated those approaches into four overarching implementable strategies.

STRATEGY #1: IMPROVE SAFE ACCESS TO TRANSPORTATION ROUTE SERVICES AND KEY DESTINATIONS.

Safe access includes sidewalks, lighting, signals, crosswalk, bus pull-out areas, automated digital cross signals, ADA curb cuts, shelters, and signage.

STRATEGY #2: EMPLOY A REGIONAL MOBILITY MANAGER.

The regional mobility manager would assume the following responsibilities: provide clear and consistent transportation information; maintain inventory and coordinate transportation services (public and private); develop comprehensive funding strategies; provide training, education and support programs; obtain political support for transportation projects and programs; establish collaborative efforts among providers; political liaison; maintain Coordinated Plan and manage implementation of strategies; oversee comprehensive complaint and resolution process; policy and procedure manual to ensure standardize services; establish an advisory committee; and develop and implement comprehensive marketing strategies. The committee realizes that it will take time for this position to undertake all of the responsibilities and he/she may need assistance. The committee believes that the advisory committee is a critical element and at least two members need to be residents/riders to represent Mahoning and Trumbull Counties and make decisions to improve/address gaps in transit service.

STRATEGY #3: IDENTIFY AND IMPLEMENT TRANSPORTATION SERVICE ENHANCEMENTS.

Transportation enhancements includes increasing fixed route and shared ride services; public and private services; out-of-county and regional services; and vehicle replacements.

STRATEGY #4: IMPLEMENT A “ONE-CALL-CENTER”.

The one-call-center would offer customers a centralized place to contact that manages information on all public and private transportation services. WRTA is exploring the possibility of undertaking a multi-county one-call-center for public transportation services. If WRTA is successful with this initiative, there is the possibility that private transportations could be overlayed on the system.

To ensure that the identified strategies are implemented, Eastgate Regional Council of Government will lead the safe access initiative, the Trumbull County Transit Administrator along with WRTA will lead employing a regional mobility manager and service enhancements and WRTA will lead the one-call-center. The committee agreed that the initiatives will require the support of key stakeholders including human service agencies, private transportation providers, non-profits, and community leaders. Implementation of all of the strategies is expected to be initiated during the first year. The table on the next page summarizes the strategies, costs, lead agency/agencies and time frames.

TABLE 1: STRATEGIES, COST ESTIMATES, LEAD AGENCY/AGENCIES AND TIME FRAME

STRATEGY	COST ESTIMATE	LEAD AGENCY/AGENCIES	TIME FRAME
1. IMPROVE SAFE ACCESS TO FIXED ROUTE SERVICES AND KEY DESTINATIONS	5,500 to several hundred thousand dollars dependent on site and improvements <ul style="list-style-type: none"> – \$75 to \$110 for sidewalk installation and replacement per linear foot for a 5 foot wide sidewalk. – Shelters \$5,500 to \$12,000 \$8,600 to \$15,100 Shelter, lighting, signage, bench 	Eastgate Regional Council of Governments	Year 1 – The focus will be funding. Working with the Mobility Manager, projects will be selected based on prioritized need and available funds.
2. EMPLOY A REGIONAL MOBILITY MANAGER	Annually \$50,000 to \$60,000 + benefits, office space with internet service (\$1,500 per month).	Trumbull County Transit Administrator and WRTA	Year1 – The focus will be funding and thereafter, initiatives will be based on funding and guidance from the advisory committee.
3. SERVICE ENHANCEMENTS	\$17,000 a year to add one hour of contracted on-demand service each weekday; Robust Trumbull County Public Transit System with fixed route and shared-ride services (\$2.3 to \$6.5 million).	Trumbull County Transit Administrator and WRTA	Year 1 and ongoing.
4. ONE CALL CENTER	Multi-County One Call Center \$1.5 to \$1.75 million over five years to complete.	WRTA	Stage approach beginning Year 1 with the objective to be fully operational in year 5.

POTENTIAL FUNDING SOURCES

- Federal – Federal Transit Administration grants such as:
 - 5307 – Urbanized Area Formula Grant
 - 5310 Program – Enhanced Mobility of Seniors & Individuals with Disabilities
 - 5339 Program – Buses and Bus Facilities Program
 - Surface Transportation Block Grant Program – 23 USC 133
 - Rebuilding American Infrastructure with Sustainability and Equity (RAISE)
 - American Rescue Plan Act (ARP) – County and Municipal Allocations
 - Congestion Mitigation/Air Quality (CMAQ) Program
 - Coronavirus Aid, Relief, and Economic Security (CARES) Act
 - Coronavirus Response and Relief Supplemental Appropriations Act of 2021
 - Other specific programmatic grants
- State of Ohio
 - Elderly & Disabled (E&D) Transit Fare Assistance Program
 - Department of Developmental Disabilities
 - Department of Medicaid
 - Department of Aging
 - Department of Veterans Services
 - Rehabilitation Services Commission

GEOGRAPHIC AREA

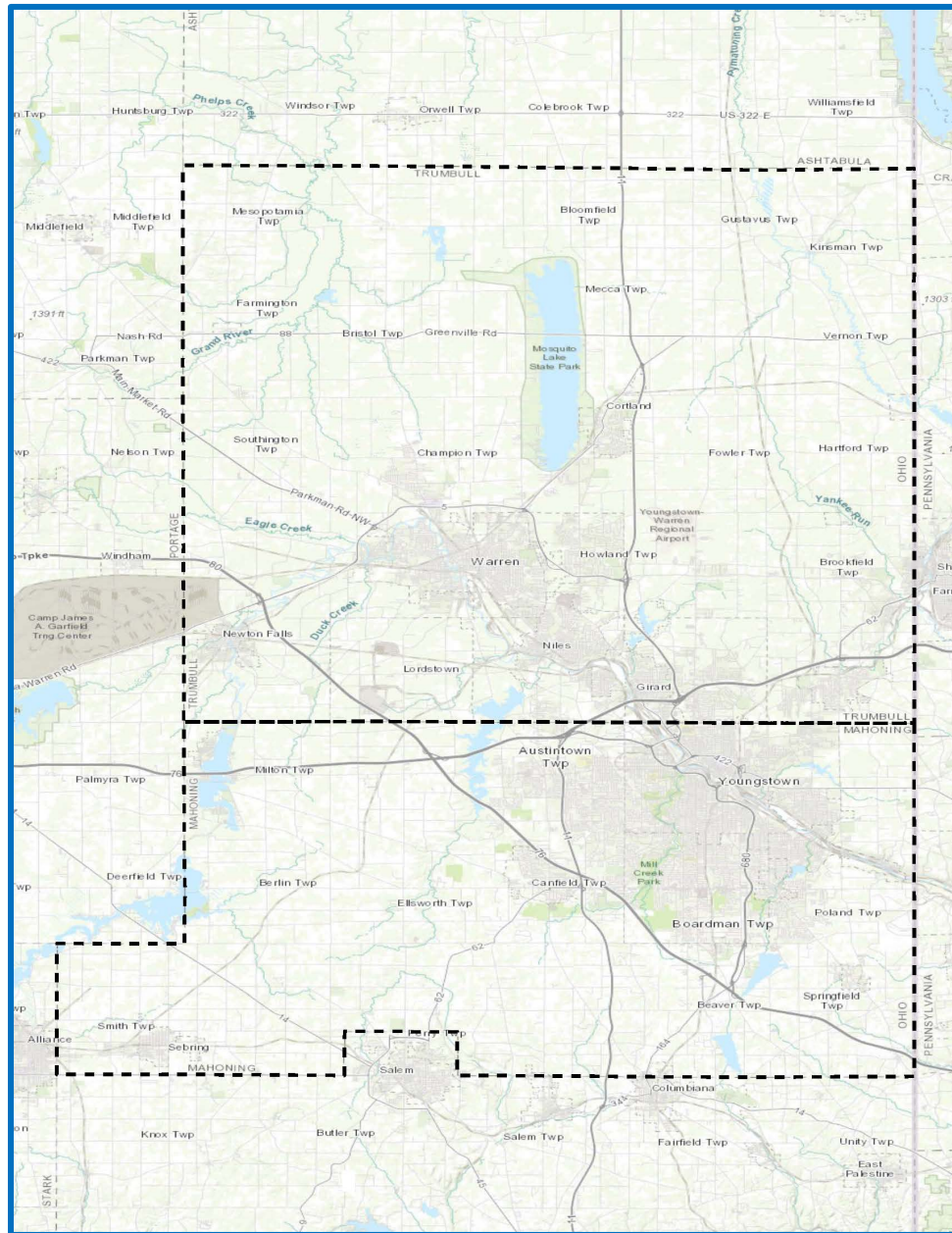
This Coordinated Plan's geographic area is Mahoning and Trumbull Counties which are located in northeastern part of the State of Ohio. Youngstown is located in Mahoning and Trumbull County and is the largest city in the Youngstown-Warren-Boardman, Ohio-Pennsylvania Statistical Area as well as Mahoning County. The City of Warren is located in Trumbull County and is the second largest city in the statistical area. The U.S. Census for 2010 indicates that Mahoning County's population per square mile as 580.2 and land area as 411.62 square miles. Trumbull County's population per square mile is 340.1 and land area is 618.30.

Ohio History Connection (<https://ohiohistorycentral.org/>) reports that four percent of Trumbull County's land area is urban, and Mahoning County's is seven percent.

Both Counties are members of the Eastgate Regional Council of Governments (Eastgate), the Metropolitan Planning Organization. Eastgate members also includes Ashtabula County.

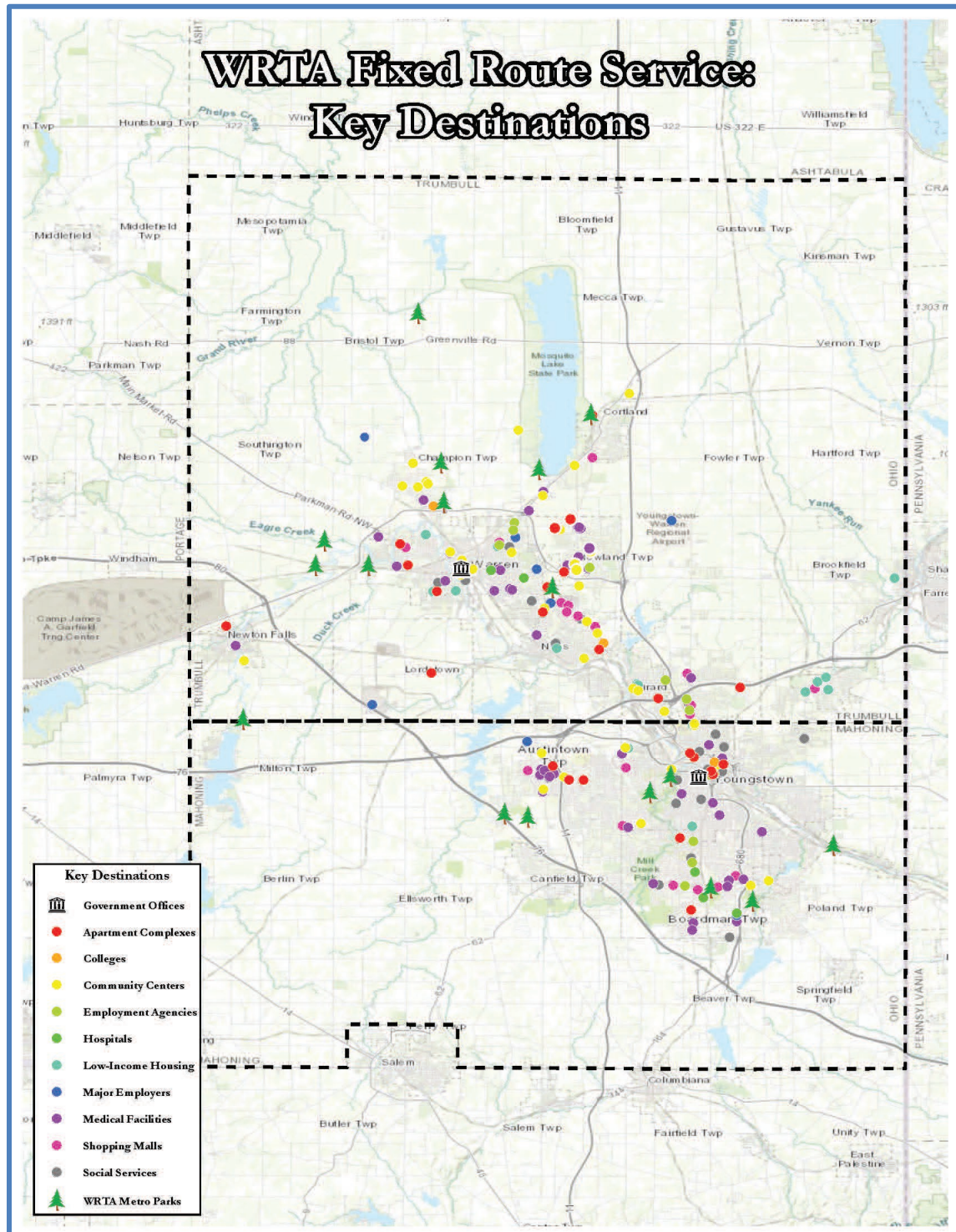
The map below shows the Coordinated Plan's area (Mahoning and Trumbull Counties)

FIGURE 1: MAHONING AND TRUMBULL COUNTIES



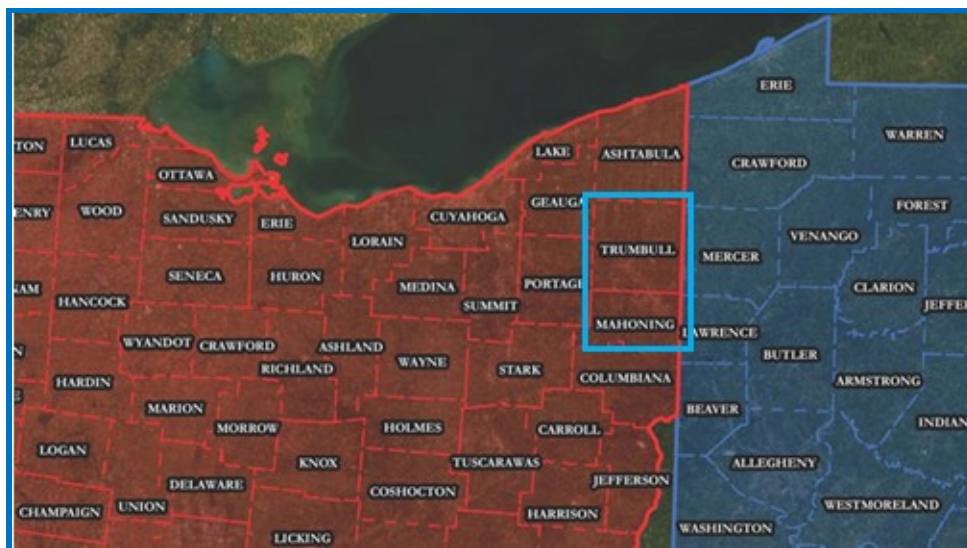
Throughout Mahoning and Trumbull Counties that are a variety of key destinations and trip generators including parks, government offices, apartment complexes, colleges/universities, community centers, employment agencies, hospitals, low-income housing, major employers, medical facilities and shopping malls. Figure 2 shows these destinations with an overlay of WRTA's current fixed routes including the Trumbull County demonstration project routes.

FIGURE 2: KEY DESTINATIONS



Outreach indicated that residents of the Counties were interested in transportation to neighboring counties. Cleveland Clinic in Cuyahoga County was identified the most as well as hospitals in Pittsburgh, Pennsylvania. The map below highlights the study area counties and provides the surrounding counties in Ohio and Pennsylvania.

FIGURE 3: MAP OF STUDY AREA AND SURROUNDING COUNTIES



POPULATION, DEMOGRAPHICS AND SOCIO-ECONOMIC CONDITIONS

This section of the Coordinated Plan provides an overview of the demographic and socio-economic conditions in Mahoning and Trumbull Counties. In general, Mahoning and Trumbull Counties demographics are similar as indicated in the bullets below:

- During the next five years a decline in population under 3 percent
- Median age approximately 44
- Less than one percent variance of percentage of population by age group
- Senior population 20 percent
- Trumbull County's veteran population is 1.1 percent higher than Mahoning County
- Low-income percentage is approximately 26 percent and poverty rate is 17 percent
- Disabled population averages 15 percent
- LEP less than 2 percent
- Households with no vehicles range between 7 and 8.5 percent
- One or fewer vehicles range between 43 percent and 44 percent
- Over 85 percent drive to work alone
- Between 94.7 percent and 95.9 percent work in their state of residence
- Mean travel commute ranged between 22 and 23 minutes

The minority population in Mahoning County is significantly higher (24.5 percent) as compared with Trumbull County's 12.9 percent. Trumbull County has more people working outside their County (30.6 percent) when compared to 23.9 percent for Mahoning County.

POPULATION

The Ohio Development Services Agency projects that in 2025, the population in Mahoning County is expected to decline by 2.8 percent and Trumbull County by -1.9 percent. Projecting to 2040, Mahoning County's population will be -9.8 percent when compared to 2020 whereas, Trumbull County's percentage is slightly less (-6.8 percent).

TABLE 2: POPULATION PROJECTIONS 2020 - 2040

POPULATION PROJECTIONS					
	2020	2025	2030	2035	2040
MAHONING COUNTY	224,680	218,320	212,240	206,740	202,630
TRUMBULL COUNTY	200,840	197,080	193,360	189,810	187,250

*Source: <https://www.development.ohio.gov/files/research/P6090.pdf>
Prepared by Office of Research April, 2018*

US Census data shows less optimistic population data. US Census data shows Mahoning County's population decreased -1.0 percent comparing 2019 to 2018 and the five year projection shows a -1.7 percent decrease. The State of Ohio shows marginal increases of 0.4 percent and 0.6 percent.

TABLE 3: TOTAL POPULATION

TOTAL POPULATION	MAHONING COUNTY	TRUMBULL COUNTY	OHIO
2018	231,064	201,794	11,641,879
2019	228,683	197,974	11,689,100
5-YEAR PROJECTION	224,730	191,892	11,760,192

Source: 2018 American Community Survey 5-Year Estimates

AGE

Overall, the percentage of the population by age groups are similar in Mahoning and Trumbull Counties as well as the State of Ohio with less than a 2.2 percent variance. The median age in Mahoning County is 43.5 and Trumbull County is slightly higher (44.2), 5.2 years higher than the state median. Senior citizens (age 65 years and over) in both Counties are 20 percent of the population whereas, the state is 16.3 percent. Trumbull County's veteran population is slightly higher (9.9 percent) than Mahoning County (8.8 percent) and Ohio (8.1 percent). In contrast to Trumbull County, Mahoning County has a higher minority population (20.0 percent) than Ohio (18.5 percent).

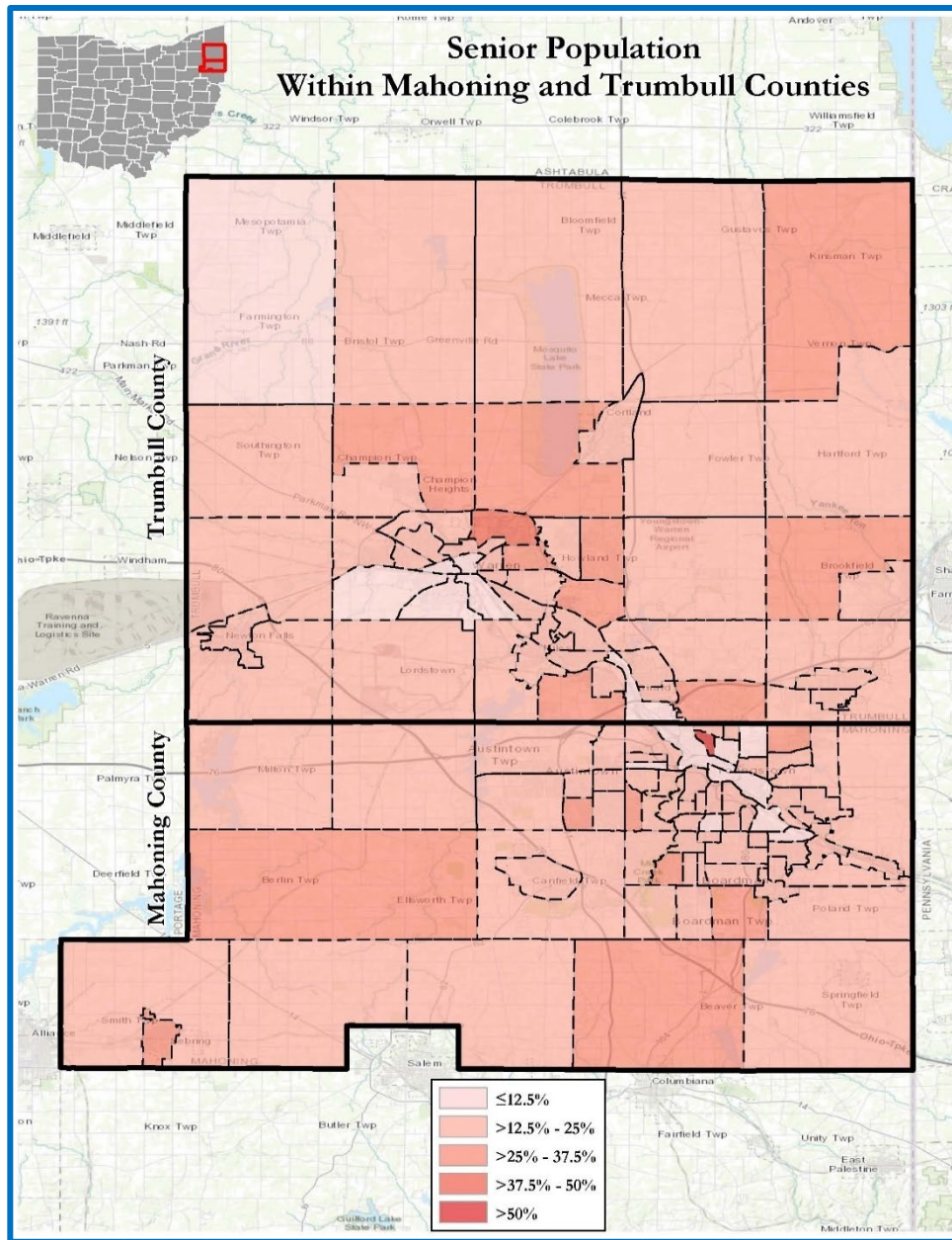
TABLE 4: POPULATION BY AGE

	TRUMBULL COUNTY	MAHONING COUNTY	OHIO
TOTAL POPULATION	201,794	231,064	11,641,879
AGE			
UNDER 5 YEARS	10,616	12,494	695,933
5 TO 9 YEARS	11,533	13,647	713,523
10 TO 14 YEARS	9,299	14,066	788,432
15 TO 19 YEARS	2,600	14,619	277,197
20 TO 24 YEARS	1,689	26,617	256,003
25 TO 29 YEARS	452	25,867	90,970
30 TO 34 YEARS	6,536	29,992	287,058
35 TO 39 YEARS	1,802	18,052	91,084
40 TO 44 YEARS	586	17,456	136,589
45 TO 49 YEARS	234	24,834	57,859
50 TO 54 YEARS	488	13,644	108,782
55 TO 59 YEARS	112	7,767	37,284
60 TO 64 YEARS	14,780	12,494	765,841
65 TO 69 YEARS	13,193	13,647	631,247
70 TO 74 YEARS	10,078	14,066	449,394
75 TO 79 YEARS	6,935	14,619	331,259
80 TO 84 YEARS	5,045	26,617	228,889
85 YEARS AND OVER	5,979	25,867	252,072
PERCENT BY AGE GROUP			
UNDER 5 YEARS	5.2%	5.3%	6.0%
5 TO 14 YEARS	11.3%	11.6%	12.6%
15 TO 24 YEARS	12.4%	11.8%	13.3%
25 TO 34 YEARS	11.5%	11.1%	12.9%
35 TO 44 YEARS	11.2%	11.1%	12.0%
45 TO 54 YEARS	13.0%	13.4%	13.3%
55 TO 64 YEARS	15.4%	15.2%	13.8%
65 AND 74 YEARS	10.7%	11.5%	9.3%
75 TO 84 YEARS	5.9%	5.9%	4.8%
85 YEARS AND OVER	3.4%	3.0%	2.2%
MEDIAN AGE	43.5	44.2	39.0

Source: 2018 American Community Survey 5-Year Estimates

The senior population of the Mahoning-Trumbull Area sees its lowest concentrations in the urban areas of Warren and Youngstown, aside from the northeastern reaches of Warren, instead being more prevalent in the suburbs and rural portions of the counties. The map below illustrates senior population percentages of the communities of Trumbull and Mahoning Counties.

FIGURE 4: SENIOR POPULATION



VETERAN POPULATION

Trumbull County's veteran population is slightly higher (9.9 percent) than Mahoning County (8.8 percent) and Ohio (8.1 percent).

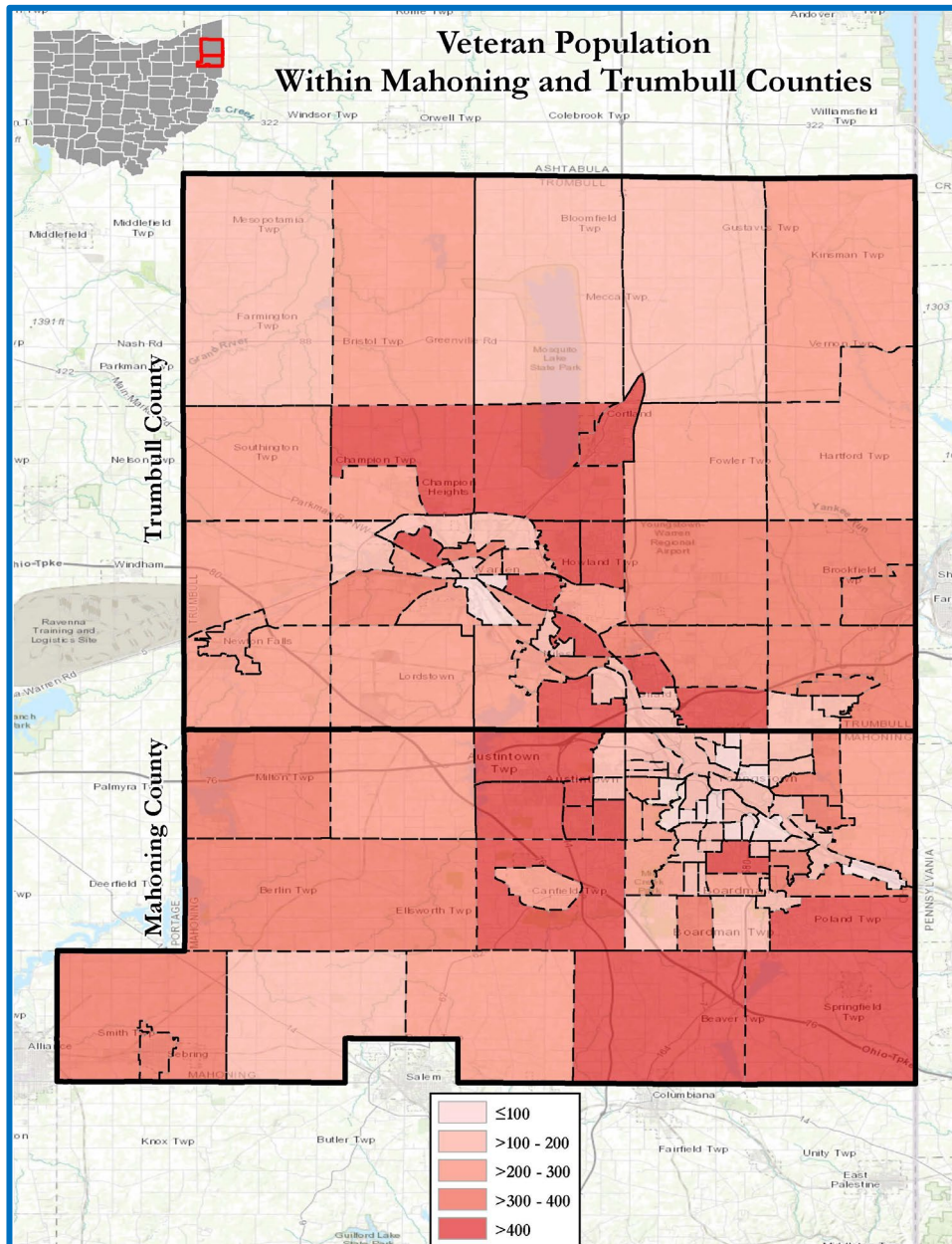
TABLE 5: VETERAN POPULATION

VETERAN AND MINORITY	MAHONING COUNTY	TRUMBULL COUNTY	OHIO
TOTAL POPULATION	231,064	201,794	11,641,879
VETERAN	8.8%	9.9%	8.1%

Source: 2018 American Community Survey 5-Year Estimates

While relatively dispersed throughout Trumbull and Mahoning County, veterans are proportionally absent from the urban cores of Warren and Youngstown. Despite this, veterans are more concentrated in the counties' suburbs. The map below illustrates the veteran population within Trumbull and Mahoning Counties.

FIGURE 5: VETERAN POPULATION



MINORITY/RACE POPULATION

Mahoning County's minority population is 24.5 percent which is slightly higher than Ohio (21.4 percent) and significantly higher than Trumbull County (12.9 percent). Black or African American make up the highest percentage of minority population.

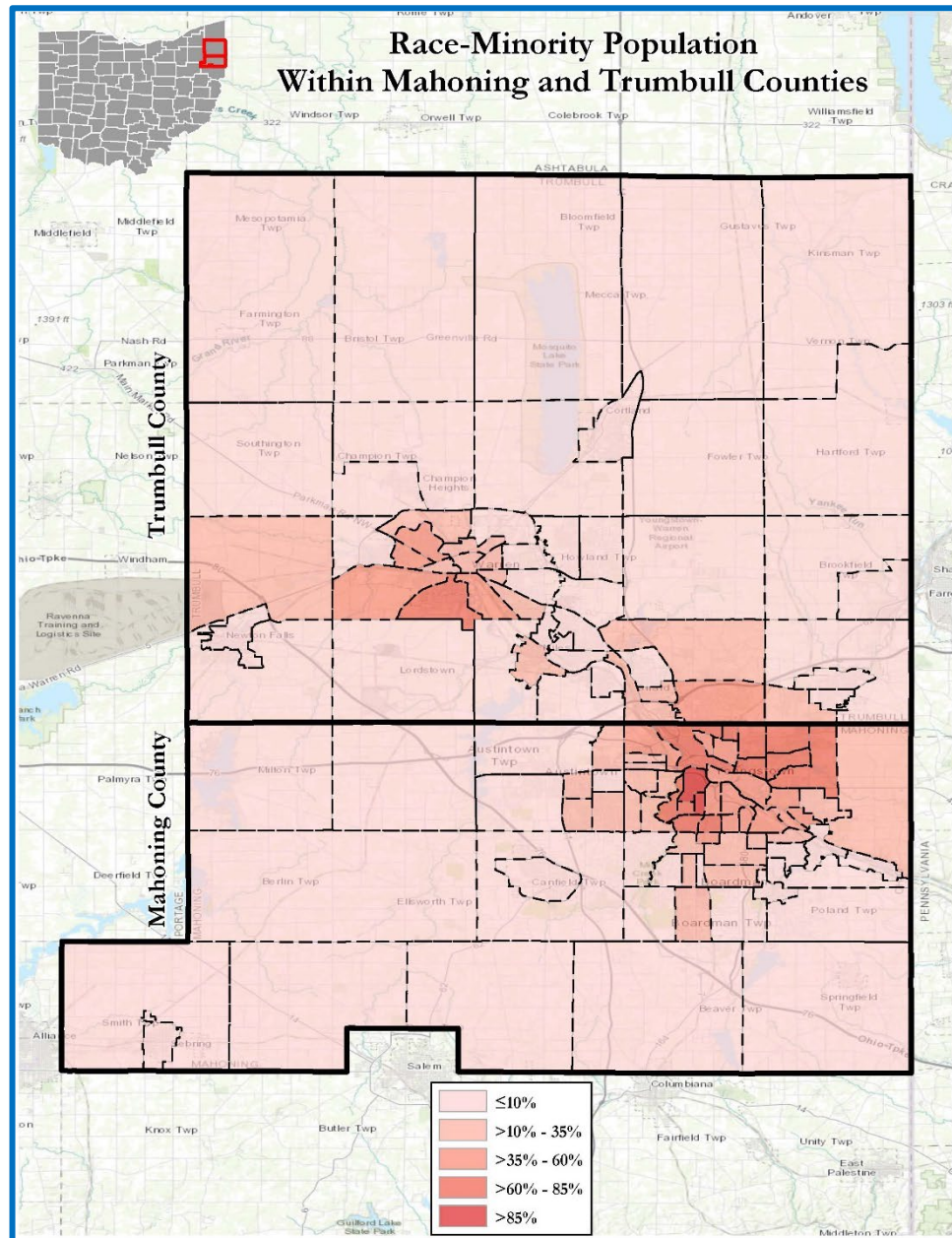
TABLE 6: POPULATION BY RACE

	MAHONING COUNTY	TRUMBULL COUNTY	OHIO
TOTAL:	229,642	198,627	11,689,442
TOTAL BY RACE			
WHITE ALONE	173,362	172,997	9,182,383
BLACK OR AFRICAN AMERICAN ALONE	31,638	16,301	1,425,930
AMERICAN INDIAN AND ALASKA NATIVE ALONE	604	132	18,605
ASIAN ALONE	2,206	1,564	269,314
NATIVE HAWAIIAN AND OTHER PACIFIC ISLANDER ALONE	0	0	3,819
SOME OTHER RACE ALONE	124	0	20,784
TWO OR MORE RACES	7,031	3,862	312,689
HISPANIC OR LATINO (ANY RACE)	14,677	3,771	455,918
PERCENTAGE OF TOTAL			
WHITE ALONE	75.5%	87.1%	78.6%
BLACK OR AFRICAN AMERICAN ALONE	13.8%	8.2%	12.2%
AMERICAN INDIAN AND ALASKA NATIVE ALONE	0.3%	0.1%	0.2%
ASIAN ALONE	1.0%	0.8%	2.3%
NATIVE HAWAIIAN AND OTHER PACIFIC ISLANDER ALONE	0.0%	0.0%	0.0%
SOME OTHER RACE ALONE	0.1%	0.0%	0.2%
TWO OR MORE RACES	3.1%	1.9%	2.7%
HISPANIC OR LATINO (ANY RACE)	6.4%	1.9%	3.9%

Source: 2018 American Community Survey 5-Year Estimates

In an inversion from the senior and veteran population trends, the areas with the larger proportions of race-minority residents are mostly urban. The area with the highest percentage of minority residents is located in the Youngstown area in Mahoning County and southeast corner of Warren Township in Trumbull County. The below map shows a breakdown of minority populations in Mahoning and Trumbull Counties.

FIGURE 6: RACE-MINORITY POPULATION



LOW INCOME POPULATION

Low-income population is defined as those individuals with an income of 150 percent of the poverty income or less. Accordingly, the low-income population of all of Ohio is 2,608,865 (22.4 percent) and the low-income population of Mahoning County is 61,686 (26.7 percent) and Trumbull County is 53,082 (26.3 percent). The poverty rate, which has a lower earnings determination metric, is appreciably higher In Mahoning Couty (17.6 percent) and Trumbull County (17.5 percent) in Trumbull County as compared to the state of Ohio (13.1 percent).

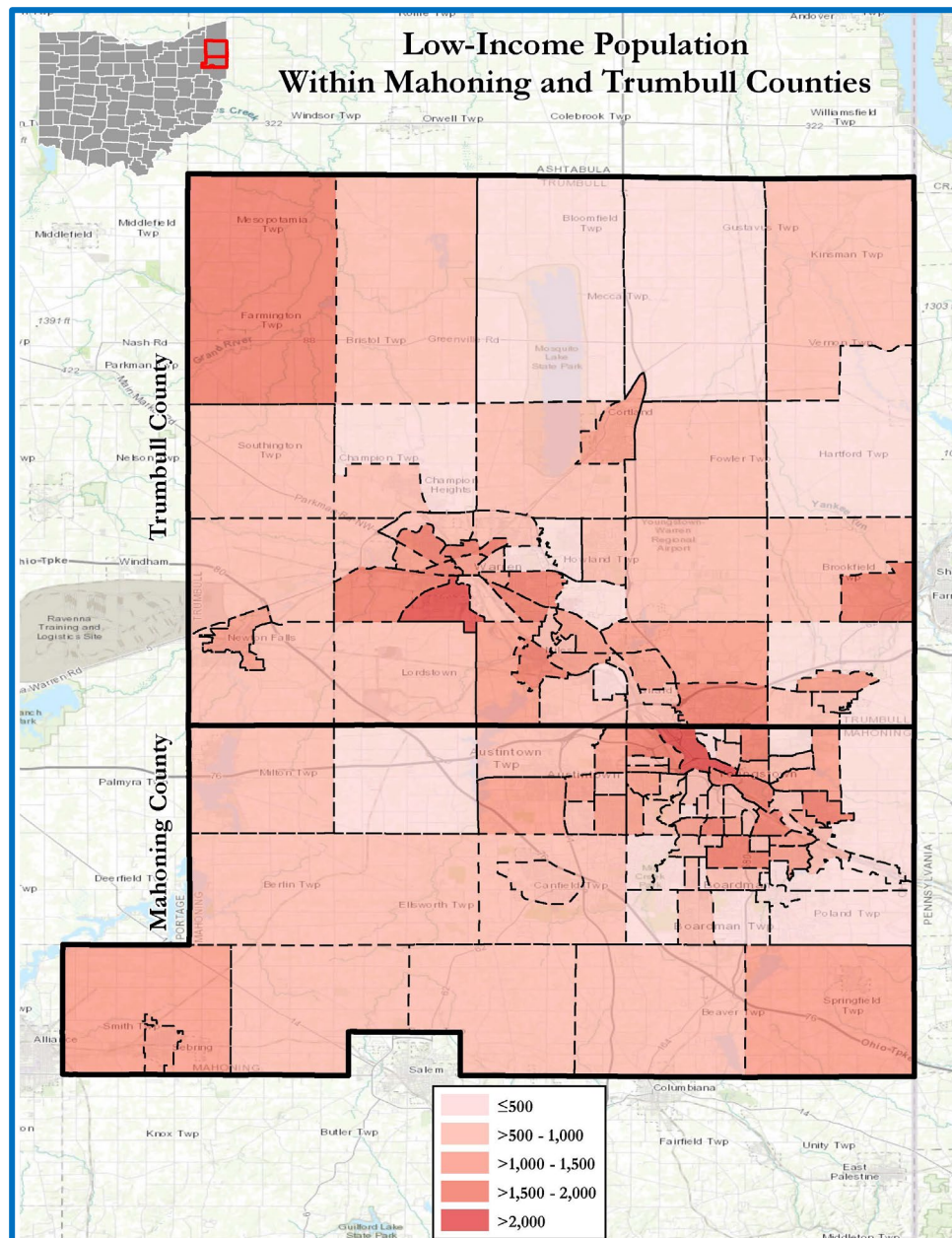
TABLE 7: LOW INCOME AND POVERTY RATE

LOW INCOME AND POVERTY	MAHONING COUNTY	TRUMBULL COUNTY	OHIO
TOTAL POPULATION	231,064	201,794	11,641,879
LOW INCOME	61,686	53,082	2,608,865
PERCENTAGE	26.7%	26.3%	22.4%
POVERTY RATE	17.6%	17.5%	13.1%

Source: 2018 American Community Survey 5-Year Estimates

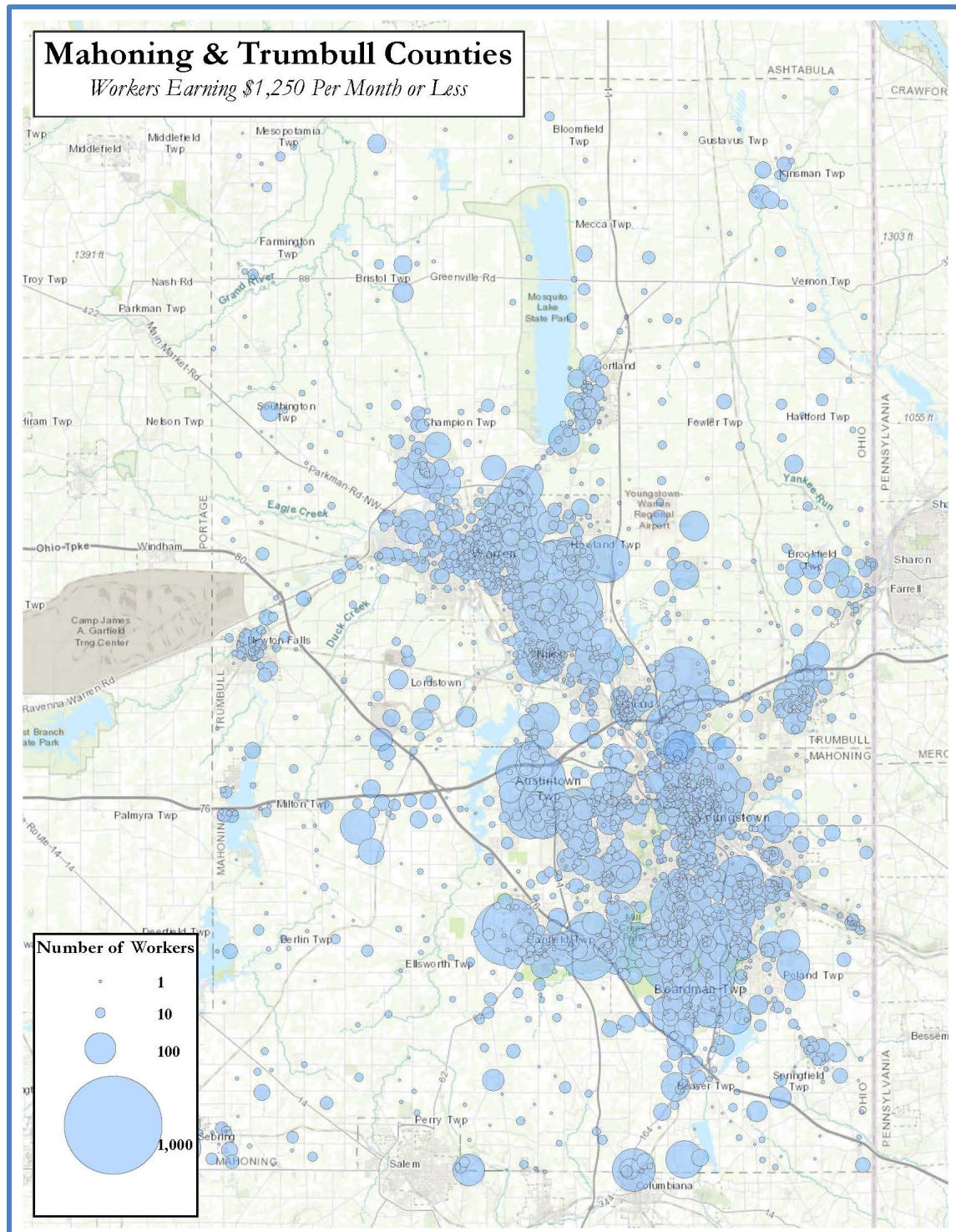
The greatest concentration of low-income population in Mahoning County is the Youngstown area and Warren Township in Trumbull County. The following map illustrates the low-income population.

FIGURE 7: LOW INCOME POPULATION



The next map shows the location of workers earning \$1,250 or less in Mahoning and Trumbull Counties. The larger concentration of workers are located in and around the cities of Warren and Youngstown as well as Howland, Niles, Girard, Austintown, Boardman and Canfield.

TABLE 8: WORKERS EARNING \$1,250 PER MONTH OR LESS



DISABLED POPULATION

Of Mahoning County's residents, 15.3 percent are classified as disabled, while in Trumbull County it is 14.8 percent. These rates are slightly higher than the rate across the state: 14.0 percent.

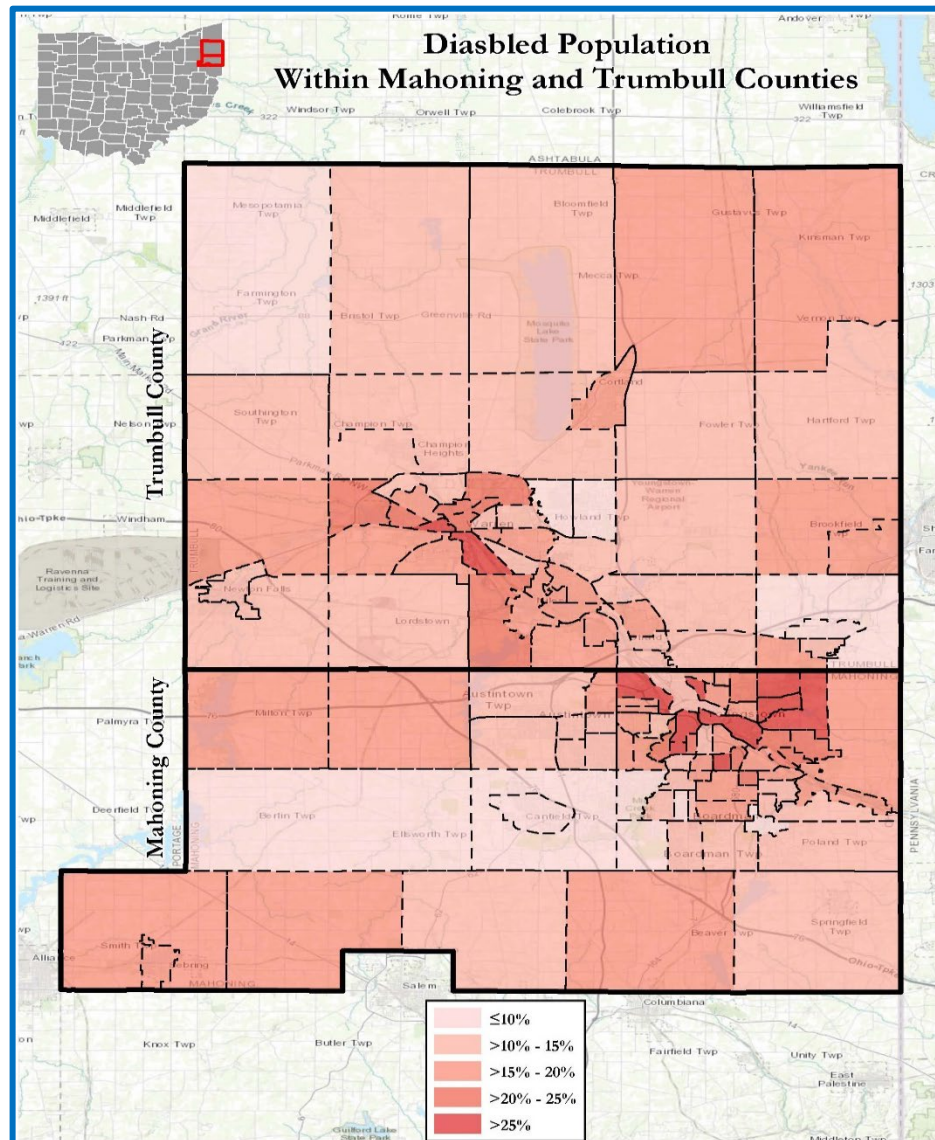
TABLE 9: DISABLED POPULATION

	MAHONING COUNTY	TRUMBULL COUNTY	OHIO
TOTAL CIVILIAN NONINSTITUTIONALIZED POPULATION	226,551	198,233	11,468,700
WITH A DISABILITY	34,564	29,367	1,601,403
PERCENT WITH A DISABILITY	15.3%	14.8%	14.0%

SOURCE: 2018 AMERICAN COMMUNITY SURVEY 5-YEAR ESTIMATES

The map below illustrates the percentage of disabled population in the Mahoning-Trumbull Area. The highest concentration of Trumbull County's disabled population is located south of Warren in Howland and Warren townships, while Mahoning County's disabled population is largely located around Youngstown.

FIGURE 8: DISABLED POPULATION



LIMITED ENGLISH PROFICIENT POPULATIONS (LEP)

The status of LEP for a given population is defined as those who speak English “less than well” for populations 5-years of age and older. In 2019, 2.5 percent of Ohio’s population were considered LEP. Mahoning and Trumbull Counties had lower rates of 1.9 percent and 1.4 percent respectively. Of the 4,048 LEP individuals (speak English less than very well) in Mahoning County, 2,548 speak Spanish at home, 859 speak one other Indo-European language, 273 that speak one Asian or Pacific language, and 368 that speak another language. Of the 2,600 LEP individuals in Trumbull County, 452 speak Spanish at home, 1,802 speak one other Indo-European language, 234 that speak one Asian or Pacific language, and 112 that speak another language.

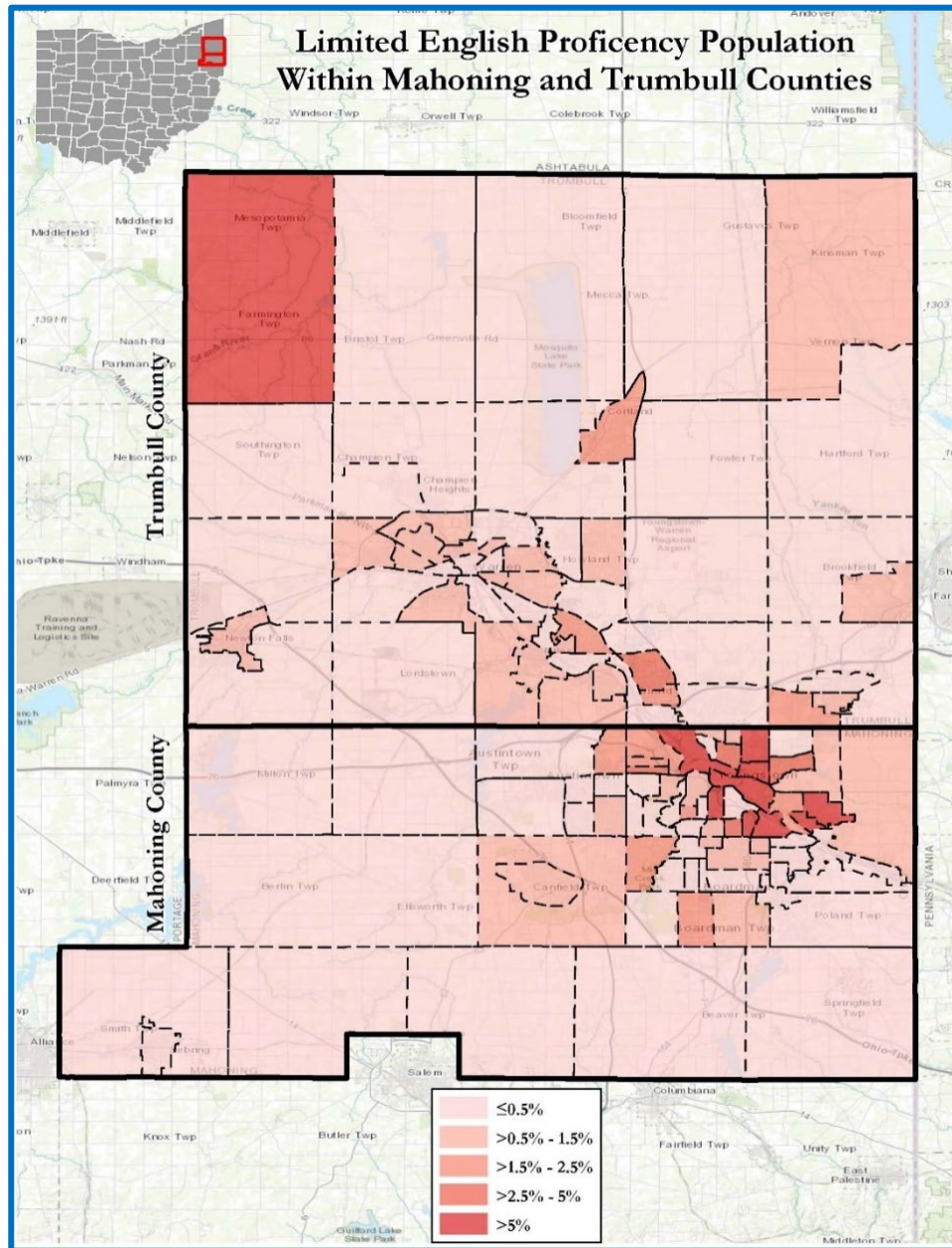
TABLE 10: LIMITED ENGLISH PROFICIENCY

	MAHONING COUNTY	PERCENTAGE	TRUMBULL COUNTY	PERCENTAGE	OHIO	PERCENTAGE
Population 5-years of Age and Over	217,955	-	189,776	-	10,960,686	-
English Only	205,121	94.1%	180,477	95.1%	10,172,254	92.8%
Language other than English	12,834	5.9%	9,299	4.9%	788,432	7.2%
Speak English Less Than Very Well	4,048	1.9%	2,600	1.4%	277,197	2.5%
Spanish	7,062	3.2%	1,689	0.9%	256,003	2.3%
Speak English Less Than Very Well	2,548	1.2%	452	0.2%	90,970	35.5%
Other Indo-European Languages	3,940	1.8%	6,536	3.4%	287,058	2.6%
Speak English Less Than Very Well	859	0.4%	1,802	0.9%	91,084	31.7%
Asian and Pacific Island Languages	673	0.3%	586	0.3%	136,589	1.2%
Speak English Less Than Very Well	273	0.1%	234	0.1%	57,859	42.4%
Other Languages	1,159	0.5%	488	0.3%	108,782	1.0%
Speak English Less Than Very Well	368	0.2%	112	0.1%	37,284	34.3%

Source: 2019 American Community Survey 5-Year Estimates

Across both counties, the communities with the highest LEP concentrations are Youngstown, Mesopotamia, and Farmington. The map below shows the proportion distribution of LEP populations across Mahoning and Trumbull Counties.

FIGURE 9: LIMITED ENGLISH PROFICIENT POPULATION



VEHICLE ACCESS

Approximately 1,922,812 households in Ohio possess one or fewer vehicles, representing around 41.3 percent of all households in Ohio. In comparison, both Mahoning and Trumbull Counties have a slightly higher one-or-fewer-vehicle rate of 44.4 percent and 42.9 percent. Households with no vehicles in Ohio are 8.2 percent and Mahoning County's percentage is slightly higher (8.5 percent) and Trumbull County slightly lower (7.2 percent).

DEMOGRAPHIC	MAHONING COUNTY	TRUMBULL COUNTY	OHIO
TOTAL HOUSEHOLDS:	98,052	86,163	4,654,075
NO VEHICLE	8,353	6,230	380,845
ONE VEHICLE	35,173	30,748	1,541,967
NO VEHICLE AND ONE VEHICLE ACCESS	43,526	36,978	1,922,812
WORKERS 16 YEARS OF AGE AND OLDER IN HOUSEHOLDS	102,265	76,264	5,394,783

Below is the map showcasing the percentage of the communities' populations without a vehicle.

**Households with Zero Vehicles
Within Mahoning and Trumbull Counties**

Legend:

- ≤50
- 51 - 100
- 101 - 150
- 151 - 200
- >200

COMMUTE

A majority (85.2 percent) of Mahoning County's workers drive alone to work whereas 7.3 percent carpool, 1.3 percent use public transportation, 1.3 percent walk, 1.3 percent use other means, and 3.4 percent work from home.

Similar to Mahoning County, a large majority (88.3 percent) of workers in Trumbull County 16 years of age and older drive alone in a vehicle to work. Beyond these individuals, 6.1 percent carpool, 0.5 percent use public transportation, 1 percent walk, 1.1 percent use other means and 3.1 percent work from home.

TABLE 12: MEANS OF TRANSPORTATION TO WORK

	MAHONING COUNTY	TRUMBULL COUNTY	OHIO
WORKERS 16 YEARS AND OVER	102,018	86,553	5,442,764
DROVE ALONE	85.2%	88.3%	83.2%
CARPOOLED	7.3%	6.1%	7.8%
PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	1.3%	0.5%	1.6%
WALKED	1.3%	1.0%	2.2%
BICYCLE	0.0%	0.2%	0.3%
TAXICAB, MOTORCYCLE, OR OTHER MEANS	1.5%	0.9%	0.9%
WORKED AT HOME	3.4%	3.1%	4.0%

Source: 2018 American Community Survey 5-Year Estimates

Overwhelmingly (over 94 percent) of the workers in Ohio as well as Mahoning and Trumbull Counties live work in their state of residence. Over 30 percent (30.6 percent) of the workers in Trumbull County work outside the County whereas 23.9 percent of Mahoning County workers work outside the County. The mean commute times in minutes from 22.0 to 23.5 minutes in Ohio as well as both Counties.

TABLE 13: PLACE OF WORK

PLACE OF WORK	MAHONING COUNTY	TRUMBULL COUNTY	OHIO
WORKED IN STATE OF RESIDENCE	95.9%	94.7%	97.3%
WORKED IN COUNTY OF RESIDENCE	72.0%	64.1%	69.6%
WORKED OUTSIDE COUNTY OF RESIDENCE	23.9%	30.6%	27.7%
WORKED OUTSIDE STATE OF RESIDENCE	4.1%	5.3%	2.7%
MEAN TRAVEL TIME TO WORK (MINUTES)	22.0	23.0	23.5

Source: 2018 American Community Survey 5-Year Estimates

PREVIOUS COORDINATED PLANS

The Updated Coordinated Public Transit Human Services Transportation Plan for Mahoning County was a joint plan with Mercer County, Pennsylvania and the final report was issued in November 2016. Trumbull County's Coordinated Plan was a stand-alone and completed in April of 2017. This new Coordinated Plan between Mahoning and Trumbull County began with an in-depth review of the prior plans with an emphasis on the resulting strategies. The steering committee's first meeting in February included a review of the two prior plans.

The strategies identified in Mahoning County's 2016 Coordinated Plan were intended to foster mobility management and coordination of transportation services. Strategies included:

- Central Information Source for consumers to contact using the telephone or computer to learn about all transportation options.
- Central Trip Planner and Trip Broker which allow delivery of transportation services by multiple providers.
- Coordinated Administrative and Operational Transportation Functions include vehicle fueling, vehicle maintenance, driver training, trip scheduling, vehicle assignments, tracking and reporting, billing, and payment.
- Investment in technological resources
- Improve transportation services (public and private)

The 2017 Trumbull County Coordinated Plan identified the following seven goals:

- Improve Trumbull County public transit system performance
- Increase funding for public and coordinated transportation
- Educate and market to the public coordinated transportation services available to older adults, individuals with disabilities, low-income and residents
- Eliminate duplication of service and enhance existing service
- Establish collaborative efforts of transportation providers throughout a multi-county region to improve and increase multi-county and multi-modal coordinated transportation services to people with low incomes, older adults, individuals with disabilities, and the public to access employment, medical and other resources
- Incorporate new technology and capital projects to improve existing mobility options and serve more people
- Establish collaborative efforts of transportation providers throughout Trumbull and neighboring counties to improve and increase early morning, evening, and weekend transportation services and transportation options for people with low incomes, older adults, individuals with disabilities, and the public to access employment, medical and other resources

Mahoning County's 2016's strategies as well as Trumbull County's 2017 goals and strategies were similar to the 2021 strategies. The primary difference between the previous plans is that the 2021 Coordinated Plan added the Mobility Manager as a specific strategy. In the 2021 plan, the Mobility Manager's responsibilities included leading initiatives such as funding, collaboration, standardized services, consistent information and coordination that were identified in previous plans as strategies. Tables 14 and 15 summarize the previous plan strategies.

TABLE 14: SUMMARY OF MAHONING COUNTY'S PREVIOUS STRATEGIES

UPDATED COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN FOR MAHONING COUNTY, OHIO AND MERCER COUNTY, PENNSYLVANIA NOVEMBER 2016			
RECOMMENDATION OR STRATEGY NUMBER	RECOMMENDATION/ STRATEGY	DESCRIPTION	RESPONSIBLE PARTIES
1	Create Mobility Management Systems in Mahoning and Mercer Counties	The focus of meeting the mobility needs of people in the Mahoning-Trumbull-Mercer County region should shift from a system of decentralized transportation service providers to a centralized mobility management system of collaborating agencies focused on meeting the mobility needs of people in the region. This approach will allow the culture and approach to transportation delivery services to change from single agency to collaborative multi-agency delivery. WRTA is well-suited to serve as the lead agency due to its size.	WRTA, Shenango Valley Shuttle System (SVSS), Eastgate COG, and the Mercer County COG/RPO, and other transportation providers
2	Organize and sustain a Permanent Mobility Management Organization	This Recommended Action is needed to achieve full implementation of mobility management and transportation coordination capability and potential. The mobility management organization would be developed around centralized trip planning and brokering of transportation services among transportation providers. The mobility management organization would be responsible for a number of other functions, including centralizing information on transportation services, coordinating administrative and operational transportation functions, consolidating the delivery of transportation services, and adding new services to meet the unmet needs of target populations, fill gaps in services, and reduce overlaps in service.	WRTA, SVSS, Eastgate COG, and the Mercer County COG/RPO, and other transportation providers
3	Centralized Information to Provide a Single Point of Access	This Recommended Action is needed to help people with mobility needs access transportation services in the region regardless of the transit agency offering the service. The system should integrate information and referral, trip reservations, and trip scheduling so that when a person is done scheduling, their ride has already been arranged.	WRTA, SVSS, and other transportation providers

UPDATED COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN FOR MAHONING COUNTY, OHIO AND MERCER COUNTY, PENNSYLVANIA

NOVEMBER 2016

RECOMMENDATION OR STRATEGY NUMBER	RECOMMENDATION/ STRATEGY	DESCRIPTION	RESPONSIBLE PARTIES
4	Invest in Technological Resources and Capabilities	Integration and adoption of new technology will help to achieve maximum cost-effectiveness of mobility management services and customer information services. Technology development should focus on improving paratransit service scheduling and service delivery, including state-of-the-art trip reservation and scheduling systems. Further, technology development should include streamlining and using technology for online trip planning for customer access to fixed route bus schedule information. Agencies and communities should be encouraged to include links to centralized information and trip scheduling. Technology development should be closely coordinated with existing information and referral capabilities in Mahoning and Mercer Counties, so that there would be a seamless integration, migration and expansion of information and referral to a robust one-stop center for access to multi-agency delivery of transportation services.	WRTA, SVSS, and other transportation providers
5	Improve Specific Segments of Transportation Service Organization, Operation, and Delivery	This Recommended Action should be taken in a timely manner as funding is available and mobility management partners are able to put agreements in place. Specific improvements should include: Collaborative trip sharing across agencies providing transportation services; sharing of vehicle and service resources across agency programs; joint purchasing agreement for vehicles, fuel, and other materials and supplies; training programs for customer service, vehicle operations and safety, and administration of drug and alcohol programs; introduction of selected new services; consolidation of administrative and operational functions as agencies decide to purchase rather than operate transportation services; travel and mobility training for customers with disabilities who may safely use fixed route transportation services; and mobility planning program, especially for older persons. Stakeholders should focus attention on multi-agency projects that strengthen and expand mobility management.	WRTA, SVSS, and other transportation providers
6	Maintain and Expand the Level and Coverage of Public Transportation Services	This Recommended Action is needed to ensure that the region has a strong network of public transportation services that form the base upon which coordinated transportation services are built. Priorities include maintaining and increasing the coverage of fixed route service in the region, maintain and increase demand-response service as the number of older persons and persons with disabilities as the population continues to age, and maintaining a focus on the need for sufficient local funding of WRTA and SVSS public transportation services.	WRTA and SVSS

UPDATED COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN FOR MAHONING COUNTY, OHIO AND MERCER COUNTY, PENNSYLVANIA

NOVEMBER 2016

RECOMMENDATION OR STRATEGY NUMBER	RECOMMENDATION/ STRATEGY	DESCRIPTION	RESPONSIBLE PARTIES
7	Ensure that the Continuity of Existing Section 5310 Elderly and Disabled Individuals Program Projects are Maintained, and Opportunities Which Advance coordination are Advanced	This Recommendation Action is needed so services and capital needs, consistent with the coordination plan, are not interrupted, especially where coordinated service delivery is already in place; but new initiatives are pursued. High priority should be given to future projects that replace capital equipment and maintain and improve services supported with 5310 vehicles that fulfill unmet needs and fill gaps in transportation services. High priority should also be given to mobility management initiatives, existing programs that serve people with disabilities beyond ADA minimum requirements where such services meet additional unmet needs, and to capital projects that improve the physical environment that people with disabilities must navigate to effectively used fixed-route bus services.	WRTA, SVSS, and other transportation providers
8	Monitor Progress and Persevere in the Face of Obstacles and Disappointments	This Recommended Action is needed to give mobility management and transportation coordination the full opportunity to develop and transform community transportation services throughout the region. Introducing mobility management and transportation coordination in a broad, regional manner will have its ups and downs, fits, and starts and rough spots. Be prepared to respond proactively with an eye toward the long-term benefit of community transportation services. For success long-term, the shorter-term obstacles, problems and unexpected setbacks should be accepted as the price of longer-term success.	WRTA and SVSS

TABLE 15: SUMMARY OF TRUMBULL COUNTY'S PREVIOUS STRATEGIES

UPDATED COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN FOR TRUMBULL COUNTY APRIL 2017			
RECOMMENDATION OR STRATEGY NUMBER	RECOMMENDATION/ STRATEGY	DESCRIPTION	RESPONSIBLE PARTIES
Goal #1: Improve Trumbull County Public Transit System Performance			
1.1	Establish Performance Measure Standards for the Contracted Service Provider	This item is needed to evaluate system performance, which is critical to system efficiency and effectiveness. The performance standards, based upon industry standards and average performance of peer systems, should be reviewed and evaluated on a monthly basis. The TCTB, WRTA, Transportation Advisory Committee (TAC) members, transportation providers, and human service agency partners would partner together to establish the performance measures.	TCTB, WRTA, Transportation Advisory Committee (TAC) members, transportation providers, and human service agency partners
1.2	Complete a Comprehensive Transportation Planning Study	This item is needed to review and evaluate all aspects of the current transportation service design and determine the most effective mode of service delivery and service design to meet the needs of Trumbull County residents.	TCTB, Mobility Manager, TAC, Eastgate MPO, and community partners
Goal #2: Increase Funding for Public and Coordinated Transportation			
2.1	Encourage Human Service Agencies and Other Organizations that Require Transportation Services to Contract with TCTB	Agencies and organizations may realize a savings by purchasing services rather than providing them in-house. Contract rates would be determined by the Coordination Committee and include the fully allocated costs associated with the provision of the transportation services provided. The TCTB is encouraged to respond to RFPs from Trumbull County Job and Family Services to provided non-emergency medical transportation. Revenue received through contacts may be used as local match for Federal grants received by the TCTB.	TCTB
2.2	County Transit Tax	Begin discussion and process to request a county transit tax to support transit enhancement and expansion. A transit tax would establish a dedicated local funding source that would allow for expansion of service.	Coordination Committee, TCTB, County Commissioners, and transit advocates
2.3	Public Transit Promotion	Promote public transportation as an economic development advantage in Trumbull County. Public transportation access should be included in the county land use and economic development plan.	Mobility Manager and transportation providers

UPDATED COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN FOR TRUMBULL COUNTY APRIL 2017			
RECOMMENDATION OR STRATEGY NUMBER	RECOMMENDATION/ STRATEGY	DESCRIPTION	RESPONSIBLE PARTIES
2.4	Investigate Hiring a Contract Grant Writer to Maximize Grant Application Opportunities	A knowledgeable grant writing professional improves TCTB's chances of being awarded a grant. The diverse experience of professional grant writers can be an added bonus, as exposure to different ideas, trends, and kinds of work can filter into other proposals. The grant writing professional would also allow existing staff to focus on coordination goals.	TCTB and the Mobility Manager
Goal #3: Educate and Market the Public and Coordinated Transportation Services Available to Older Adults, Individuals with Disabilities, Low Income People, and the General Public to Residents			
3.1	Distribution of the Coordinated Public Transit-Human Services Transportation Plan	Distribute Plan to stakeholders and to any elected or appointed officials who work with or represent older adult facilities, human service agencies, medical facilities, schools, non-profits, for-profit agencies, and major employers that serve older adults, people with disabilities, and individuals with low incomes.	Public transportation providers and human service agencies coordination partners
3.2	Establish a Transit Advisory Committee	Use the TCTB to establish a Transportation Advisory Committee (TAC) to investigate how transportation providers can work together to provide services for county residents.	TCTB, WRTA, TAC members, transportation providers, and human service agency partners
3.3	Develop/Update Transportation Websites, Brochures, and Riders Guides	Materials about public transit services should be updated in coordination with other transit providers and human service agencies throughout Trumbull County. As efforts to expand the travel options for older adults, individuals with disabilities, people with low incomes, and the general public, all information resources should provide information about the coordinated service system, user information for riders, contact information, and links to each partner website. Information about how passengers can reach out of county destinations should be included. Links to the Coordination Committee's website will be maintained by each public transportation provider and agency partner.	Transportation providers, human service agencies, and higher education partners
3.4	Media Outreach and Marketing	Transportation providers and human service agency partners should work together to educate the community about how transportation services affect the community. Media outreach is also an excellent opportunity to educate the community on the cost of providing specialized public and community transportation, the efforts of the Coordination Committee to maximize available funding, and the ongoing need for local funding.	Transportation providers and human service agency partners

UPDATED COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN FOR TRUMBULL COUNTY APRIL 2017			
RECOMMENDATION OR STRATEGY NUMBER	RECOMMENDATION/ STRATEGY	DESCRIPTION	RESPONSIBLE PARTIES
3.5	Formal Transportation Provider Travel Program	Establish a formal transportation provider travel training program for individual users to gain awareness, knowledge, and the skills to use the public and other transportation programs. Provide training in group settings and on an individual basis as needed. Produce materials that summarize the training program for use by participants when scheduling and using transportation services.	Transportation providers and human service agency partners
3.6	Participate in Community Activities to Promote Transportation Services	Current transportation staff and the mobility manager should attend and distribute brochures and promotional items (such as calendars or magnets) at county fairs, job fairs, senior day programs, community action, and other community outreach events. Participation in food drives and/or toy drives by accepting donated items in place of fares for a day would also be a good promotion. For organizations that do not charge a fare, ask for donated items to support the food and/or toy drive.	Current transportation staff and the Mobility Manager
3.7	Emergency Management Planning	Include emergency management and all other organizations with a mission to protect public safety in all coordinated, local, and regional transportation planning efforts. Make the National Incident Management Systems (NIMS) courses available to transportation employees (including all drivers) by working with the local emergency management agency.	Transportation provider management and human service agency partners
Goal #4: Eliminate Duplication of Service and Enhance Existing Service			
4.1	Investigate Areas of Duplication	Some duplication may be due to restrictions or perceived restrictions on vehicle use. Vehicle use restrictions should be investigated and findings documented and incorporated into shared ride agreements by providers. By removing duplication, scheduling one vehicle for similar trips, resources that were previously duplicating efforts can be reallocated to provide additional resources in underserved areas of the county or provide additional out of county service. Reallocated resources could potentially increase the overall services available to Trumbull County residents by developing regular route service for the City of Warren and City of Niles.	The Mobility Manager, public and private transportation providers, and providers supported by other federal and local sources

UPDATED COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN FOR TRUMBULL COUNTY APRIL 2017			
RECOMMENDATION OR STRATEGY NUMBER	RECOMMENDATION/ STRATEGY	DESCRIPTION	RESPONSIBLE PARTIES
4.2	Share Grant Writing Expertise	Share grant-writing expertise among Coordination Committee and agency partners and submit collaborative applications (i.e., Federal, State, Local, or foundation grants) for transportation provider funding. Solicit nontraditional transportation funding sources such as DOE grants, clean air grants, American Cancer Society, major business foundations (Walmart, Lowes, etc.) and other national foundation grants. Grant writing preparation should include the development of short- and long-term capital replacement plans, including justification for vehicle replacement/expansion, and building fully allocated fleet operating budgets.	The Mobility Manager, transportation providers, agency partners, and committee members
Goal #5: Establish Collaborative Efforts of Transportation Providers Throughout a Multi-County Region to Improve and Increase Multi-County and Multi-Modal Coordinated Transportation Services to Improve Transportation Options for People with Low Incomes, Older Adults, Individuals with Disabilities, and the General Public to Access Employment, Medical, and Other Resources			
5.1	Cross-County Transportation	Trips that cross county lines are needed to connect older adults, individuals with disabilities, and the general public with medical facilities and employment opportunities unavailable in Trumbull County. Trumbull County Transit, Western Reserve Transit Authority, and other community providers can work together to determine the most cost-effective manner to provide trips within Trumbull County and to other counties, including those to medical, employment, and training facilities located in Akron and Cleveland, as well as other frequently requested locations. Establish transfer points throughout Trumbull County, the City of Warren, and the City of Niles to allow for passengers to reach desired destinations. In addition to bus stops, investigate the use of coordination better partner human service agency offices and state-owned facilities as pick up and transfer locations. Use of facilities designed to provide services to the public will likely provide the opportunity to access inside waiting areas for passengers waiting for pick up. The community has been vocal about the need for regular route service to the City of Warren and Niles with connector routes to Youngstown and other communities serviced by the Western Reserve Transit Authority.	TCTB, WRTA, and other interested providers, including Section 5310 grant recipients
5.2	Discuss the IRS Qualified Transportation Fringe Benefits with Employers	Additional information about this program that can benefit employers who assist employees with the cost of their transportation (public transportation, car/vanpooling, or biking) can be found at the National Center for Transit Research.	Mobility Manager

UPDATED COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN FOR TRUMBULL COUNTY APRIL 2017			
RECOMMENDATION OR STRATEGY NUMBER	RECOMMENDATION/ STRATEGY	DESCRIPTION	RESPONSIBLE PARTIES
Goal #6: Incorporate New Technology and Capital to Improve Existing Mobility Options and Serve More People			
6.1	Upgrading Fleet	Acquire replacement and expansion vehicles and equipment for accessible services designed to accommodate mobility aids.	TCTB and contracted provider
6.2	Establish Facebook Accounts	Establish Facebook accounts for each transportation provider to improve communications with the public and passengers. Through this social media venue, information about the availability of transportation services can easily be communicated. Information to include in a Facebook page includes provider name, address, telephone number, area served, webpage address (if applicable), and information about the services provided.	Public and human service transportation providers
6.3	Upgrading Technology	Upgrade and expand use of existing transportation scheduling and dispatch software and Medicaid eligibility verification software already in use at Community Bus Service, Western Reserve Transit Authority, and other transit providers. Ultimately, the system interfacing would allow for real time communication for trip scheduling between the participating coordination entities regardless of provider status. The outcome would be a real-time distributable transportation reservation system that can be used by anyone including employees of human service agencies on behalf of customers. All transportation providers would have access to the system and the ability to accept additional trips. The system would also allow for consistent data collection and reporting among all coordination providers.	Public, private, human service transportation providers, and other human service agencies with transit needs

UPDATED COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN FOR TRUMBULL COUNTY APRIL 2017			
RECOMMENDATION OR STRATEGY NUMBER	RECOMMENDATION/ STRATEGY	DESCRIPTION	RESPONSIBLE PARTIES
Goal #7: Establish Collaborative Efforts of Transportation Providers Throughout Trumbull and Neighboring Counties to Improve and Increase Early Morning, Evening, and Weekend Transportation Services to Improve Transportation Options for People with Low Incomes, Older Adults, Individuals with Disabilities, and the General Public to Access Employment, Medical, and Other Services			
7.1	Provide Additional Service Hours	Additional service hours are needed to connect low-income individuals, older adults, individuals with disabilities, and the general public with employment and medical opportunities. Transportation providers in Trumbull and neighboring counties can work together to determine the most cost-effective manner to provide additional service hours. Building on current practices of trip sharing and coordination, providers can discuss working together to alternate longer trips to reduce the number of vehicles traveling outside the county to similar destinations. Some trips may require transfers to other providers to reach final destinations. Referrals among providers are encouraged. Establish transfer points for passenger to reach out of county destinations. Investigate the use of major employers in the community as pick up and transfer locations.	Transportation providers in Trumbull and neighboring counties, including Section 5310 grant recipients, are crucial stakeholders

OTHER PLANS

A series of other relevant plans were reviewed to provide insight into the region as well as identify relevant Coordinated Plan transportation initiatives and services. The Coordinated Plan process as well as the strategies are consistent and support objectives and goals of other plans. In addition to the plans listed below, other township and municipal plans were reviewed and were supportive of transportation initiatives including active transportation.

TITLE VI

WRTA's Title VI Plan identifies a series of metrics for fixed route performance. These metrics provide examples of expected route performance for Mahoning and Trumbull counties' services. The following bullets summarize the metrics that are identified in WRTA's Title VI Plan:

- 90-95 percent of all buses should arrive at scheduled time points on-time.
- Passenger transfers are expected to be less than 25 percent.
- Passengers standing time is less than 15 minutes.
- Number of passengers standing cannot exceed 150 percent of seated capacity during peak and 100 percent non-peak.
- Headway 30 to 60 minutes.
- Route spacing for medium to high population density should be 3/8-mile or less and walking distance 3/16-miles or less.
- Route spacing for low density population should be less than 1-mile and walking distance 3/8-miles or less.
- Passengers per vehicle mile and passenger miles per vehicle mile should be at least 50 percent of system average.
- Passenger revenue per dollar should be at least 50 percent of system average.
- Cost per passenger and cost per mile is no more than 150 percent of system average.

The Title VI Plan also indicates that WRTA will conduct public hearings for fare changes and significant service changes. WRTA's most significant Limited English Proficient (LEP) population primarily speak Spanish.

WRTA PUBLIC PARTICIPATION PLAN (PPP)

- WRTA's PPP includes educating the public, fostering a fully engaged public forum, conducting meaningful public participation as well as ensuring underserved populations are involved in the process.

TRUMBULL COUNTY LEP PLAN

- <http://planning.co.trumbull.oh.us/PDFS/Limited%20English%20Proficiency%20Plan%20Update.pdf>
- According to Trumbull County's LEP Plan, indicated that there have been few, if any, contacts with LEP individuals and no requests for document translation.

***TRUMBULL COUNTY CDBG COMMUNITY DEVELOPMENT PROGRAM CITIZEN PARTICIPATION
POLICY***

- <http://www.planning.co.trumbull.oh.us/PDFS/Citizen%20Participation%20Policy%202020.pdf>
- Due to COVID-19 virtual public meetings added to Citizen Participation Policy

***EASTGATE REGIONAL COUNCIL OF GOVERNMENTS COMPREHENSIVE ECONOMIC DEVELOPMENT
STRATEGY (CEDs) (2020-2022)***

- <https://eastgatecog.org/docs/default-source/economic-development/eastgate-2020-2022-ceds.pdf>
- Outlines a number of economic development projects and priorities in the short, medium, and long-term. A number of these projects, including transportation infrastructure, utility infrastructure, site development work, etc., will take place in Trumbull County and have the potential to spur additional public transit needs. A few planned projects: Lordstown, Golden Triangle Business Park, Belmont Avenue Corridor, Youngstown-Warren Regional Airport.

2040 METROPOLITAN TRANSPORTATION PLAN UPDATE

- <https://www.eastgatecog.org/transportation/2040-metro>
- The 2040 Metropolitan Transportation Plan Update (2040 Metro) was prepared by Eastgate Council of Governments (Eastgate), which is the metropolitan planning organization for the urban areas of Mahoning and Trumbull Counties often referred to as Youngstown OH-PA. The 2040 Metro contains long- and short-term plans over a 20-yr period. Eastgate is also a Transportation Management Area (TMA). Highlights of the plan include:
 - 2040 population is projected to decline by 13.2% from 2010 (389,880)
 - Increase in aging population
 - Mahoning County's population is more diverse (15% minority) than Trumbull County (9% minority)
 - Low (1.5%) LEP population
 - Poverty rate grew from 16.0% to 17.7% between 2010 and 2015
 - Poverty rate grew from 16.0 percent to 17.7 percent
 - Poverty rate for Black/African American population is 41.2 percent
 - Poverty rate for Hispanic or Latino origin population is 24.3 percent
 - Concern with aging housing and excessive unoccupied housing units
 - More people are traveling further to employment
 - Region's largest employment centers: Youngstown, Boardman, Warren, Austintown, and Niles
 - Workers are heavily dependent on single-occupancy motor vehicles
 - Growth industries: Agriculture, Utilities, Manufacturing, and Information
 - 5.2 percent of workers commute by public transit, walk, take a taxi or motorcycle, bike, or other means
 - Specific transportation goals include:
 - Increase accessibility and mobility for people and freight
 - Increase the safety of the transportation system for motorized and nonmotorized users
 - Emphasize the preservation of the existing transportation system

- Increase the security of the transportation system for motorized and non-motorized users
- Promote efficient system management and operation
- Enhance the integration and connectivity of the transportation system for all modes
 - Eastgate's counties' households spend a higher percentage (27-30 percent) on transportation as compared to the affordability percentage of 15
 - Transportation plans will consider access to all including disabled populations
 - Bicycling and walking (active transportation) will be considered in transportation plans
 - Improving safety of walking and bicycling is important
 - Rideshare is accomplished through "Gohio". Gohio is a statewide transportation demand management platform that has a search tool that provides transportation options including: "carpool, vanpool, transit, walk, bike, or drive."
 - Eastgate maintains and monitors the regional ITS architecture and hosts workshops and training sessions. Eastgate encourages ITS projects.
 - Examples of transit related security projects: "increased lighting of a facility or transfer points; surveillance equipment and emergency communication at a facility or within the transit system; contracts for security training services, or staff time allocated to address security issues."

TRANSIT IMPROVEMENT PROGRAM (TIP) – FY 2021-2024

- <https://eastgatecog.org/docs/default-source/transportation/fy2021-fy2-24-tip-draft.pdf>
- Metropolitan planning organizations (MPO) are required to work with transit agencies to develop a Transportation Improvement Program (TIP). A TIP contains a list of transit improvement programs for at least a four-year period and is updated at least annually. Eastgate worked with WRTA to develop a list of transportation projects.
- In 2019, the City of Warren requested that ODOT terminate their Designated Recipient Status with the FTA for Urbanized Area Formula Grant Programs. This was the first step in regionalizing transit services across the Mahoning Valley.
- A review of 2021-2024 TIP projects indicate that all four years contain vehicle replacements, parts, tire leases, hardware and software, planning, architectural and engineering, preventative maintenance, ADA and operating funds for WRTA.

EASTGATE FY 2021-2025 TRANSIT DEVELOPMENT PROGRAM

- <https://eastgatecog.org/docs/default-source/transit-planning/tdp-fy2021-2025-report-june-2020.pdf>
- With regionalization of public transit service being undertaken, the Eastgate FY 2021-2025 Transit Development Program document will become increasingly important in developing a path forward for transit service in Trumbull County. The Transit Development Program outlines a number of conditions that led the Trumbull County Transit Board (TCTB) to its current pre-consolidation state:
 - Ridership (under the previous name of NiTTS) peaked in 2009 at 69,733.
 - In the last full data year, 2018, ridership was 58,635.
 - In 2019, TCTB had local share agreements with municipalities and other agencies to provide a per capita fee of \$1.00 per person multiplied by the current census population of those communities. Residents of those communities receive discounted fares.

- By 2020, those local share agreements were terminated due to the transit regionalization that took place in March 2020.
- Trumbull Transit Service (TTS) received \$768,176 in local funding in 2019, its last year of service. Funding came from municipalities, ODOT Ohio Transit Preservation Partnership Program (OTPPP), the Elderly and Disabled (E&D Program), and the Urban Transit Program (UTP).

OTHER KEY EASTGATE PLANS ([HTTPS://EASTGATECOG.ORG/](https://eastgatecog.org/))

- SMART2 – Eastgate was awarded USDOT BUILD Program grant funds for the SMART2 Project, which will result in a multi-modal efficient transportation system in downtown Youngtown and connect key destinations in Mahoning Valley that will enhance mobility, improve safety, and integrate technology. The project identified the following major regional anchors: “Youngstown State University, Mercy Health, Youngstown Business Incubator, Eastern Gateway Community College, and WRTA Federal Station. This project incorporates pedestrian and bicycle facilities, autonomous transit shuttles, transit waiting environments, green infrastructure, streetscaping and wayfinding.
- Multimodal Network Connectivity Study focused on pedestrian and bicycles. The study analyzed eight activity centers and, using sidewalk and roadway data, developed a rating for pedestrian and bicycle level of service within one, two and five miles of activity centers. The purpose was to establish a foundation for future projects to foster multimodal connectivity.
- Transit Security Reassessment – Current and Future Capital Needs. This report was issued in May 2016 and provides details of WRTA’s transit safety and security expenditures for fiscal years 2020 through 2040. The report also summarizes training programs, communication initiatives, public perception, education, and initiatives.
- Pedestrian Accessibility on Fixed Route Service (PAFRS) Summary, December 2014. This report analyzed, by route, the availability of sidewalks, crosswalks, and ADA ramps. Analysis resulted in the following categories of conditions: no sidewalks, sidewalks on one side, sidewalks on two sides and car free paths.

MAHONING COUNTY LAND USE PLAN 2016-2026

This plan provides an overview of the Township’s plans, goals and objectives.

- http://gisapp.mahoningcountyoh.gov/Public_FTP_Folder/Documents/2016%20Landuse%20Plan.pdf
- County’s major retail area is located along Route 224 from the east side of the City of Canfield to the east end of Boardman Township.
- In Boardman Township commercial growth has taken place along South Avenue and Market Street.
- In Austintown Township, the Austintown Center is experiencing a “renewal of business-commercial development and re-development.”
- There are 22 public and private career and technical education institutions in the 5-County Region.
- Youngstown State University is located in Mahoning County.
- Youngstown-Warren region are well connected to “educational, training, and job finding resources.”

INVENTORY EXISTING TRANSPORTATION SERVICES

There are multiple transportation providers in Mahoning and Trumbull Counties. The COVID-19 pandemic had a significant impact on public and private transportation services. Many of the small transportation companies as well as the cities that operated van service such as Brookfield, discontinued services during the pandemic. The table below provides the initial list of transportation providers.

TABLE 16: LIST OF INITIAL TRANSPORTATION PROVIDERS

COMPANY/AGENCY	SERVICES AREA
3 Kings Limousine	Youngstown
Active Day John	Trumbull County
Adaptive Sports Ohio	Mahoning County
All American USA Taxi	Trumbull County
Alta Behavioral Healthcare (formerly D&E Counseling Center & Head Start)	Mahoning County
Angel Carriers	Youngstown
Antonine Sisters Adult Day Care	Mahoning and Trumbull Counties
Associated Neighborhood Centers	Mahoning County
Beatitude House	Mahoning and Trumbull Counties
Brookfield Township Senior Van Service	Trumbull County
Campbell City Hall, Campbell City Minibus	Campbell City
Catholic Charities Regional Agency, Warren	Mahoning and Trumbull Counties
Champion Transit Inc	City of Warren
Comfort Care-A-Van	Mahoning, Trumbull, and Columbiana Counties
COMPANY/AGENCY	SERVICES AREA
Community Bus Services, Inc.	Mahoning and Trumbull Counties
COMPASS Family and Community Services	Mahoning and Trumbull Counties
Country Neighbor Program Inc.	Trumbull and Ashtabula Counties
Easter Seals of Trumbull and Mahoning County	Trumbull County
Evergreen Healthcare Services	Mahoning and Trumbull Counties
Faithful Patient Transportation, LLC	Mahoning County
Family & Community Services, Inc.	Mahoning and Trumbull Counties
Garwin	Mahoning and Trumbull Counties
Girard City Van	Girard
Golden String, Inc.	Mahoning and Trumbull Counties
Help Network of Northeast Ohio	Mahoning County
Hubbard Senior Citizen's Transportation	Trumbull County
Independent Radio Taxi, Inc.	Trumbull County
J & W Crown Limousines & Coach	Youngstown
JoDells Transportation Company LLC	Mahoning and Trumbull Counties
Lane Lifetrans Paramedics	Youngstown
Lowellville Senior Citizens Van	Lowellville
Mahoning County Board of Developmental Disabilities	Mahoning County
Mahoning County Department of Job and Family Services	Mahoning County
Mahoning County Veterans Office	Mahoning County

MASCO, Inc.	Mahoning County
McGuffey Centre Senior and Family Programs	Mahoning County
MedStar	City of Warren
Meridian Healthcare	Mahoning County
Newton Falls Senior Transportation	Newton Falls
Opportunities for Ohioans with Disabilities	Mahoning, Trumbull, Columbiana and Jefferson Counties
Person Centered Services PCS	Trumbull County
Provide-A-Ride	All counties in Ohio
Siffrin	Trumbull County
Struthers Van for the Elderly	Struthers
Tri State Cab Co, LLC	Mahoning and Trumbull Counties
Trumbull County Board of Developmental Disabilities	Trumbull County
Trumbull County Commissioners	Trumbull County
Trumbull County Department of Job and Family Services	Trumbull County and approved contiguous areas.
Trumbull County Senior Levy	Trumbull County
Trumbull County Veteran Services	Trumbull County
Turning point	Mahoning and Trumbull Counties
United Methodist Community Center	Mahoning and Trumbull Counties
Western Reserve Transit Authority	Mahoning and Trumbull Counties
Wheels of Mercy	Mahoning and Trumbull
Wheels that Will LLC	Youngstown
WRTA	Mahoning and Trumbull Counties
YMCA of Youngstown, Ohio	Mahoning and Trumbull Counties

WRTA PUBLIC TRANSPORTATION SERVICES

WRTA is headquartered in Youngstown, Ohio and provides fixed route and shared ride public transportation services primarily in Mahoning County. On March 1, 2020, WRTA initiated a demonstration project and began operating six additional fixed routes in Trumbull County. Due to the Coronavirus pandemic, the demonstration project was stopped April 6, 2020, and service was resumed on May 18, 2020. The demonstration of fixed route services is scheduled to end on August 31, 2021, and shared ride on December 31, 2021. WRTA's services are summarized below separating the pilot program services.

To provide public transportation services, WRTA receives federal, state and local funding. Local funding source is a one-quarter percent sales tax approved by Mahoning County voters in 2008 and took effect April 2009.

MAHONING COUNTY

Transit services are operated on weekdays and Saturdays. Services include fixed route, ADA paratransit and shared ride. WRTA has a total of 25 directly operated fixed routes, which are categorized as follows:

- Seventeen (17) base routes (Routes 1-16 and 28) that operate as hub and spoke with all routes beginning and ending at Federal Station in downtown Youngstown.
- Four (4) suburban loops (Routes 24-27) that provide service to Austintown, Boardman, Canfield and Midlothian areas. With the exception of the Austintown Loop, these routes do not serve Youngstown Federal Station.
- Four (4) Youngstown State University Routes (56, 57, 58 and 59).

In addition to fixed route service, WRTA provides three types of shared ride services: ADA All-Access, Countywide and Late-Night Service.

- ADA All-Access is a door-to-door advanced reservation shared ride transportation service available to senior citizens (65 and over) and certified ADA disabled customers who are travelling within $\frac{3}{4}$ -mile of WRTA's routes and are unable to utilize fixed-route services.
- Countywide is curb-to-curb 24-hour advanced reservation shared ride transportation service that is available to destinations throughout Mahoning County.
- Late Night is curb-to-curb service available on weekdays between 9:15 p.m. and midnight. It is available to destinations served by WRTA's fixed route services in Mahoning County. Service can be reserved from 15 minutes to seven (7) days in advance.

In general, fixed route and ADA All-Access is available on weekdays between 5:00 a.m. and 9:30 p.m. and on Saturdays from 6:30 a.m. to 6:30 p.m. Countywide is available on weekdays and Saturdays from 6:00 a.m. to 6:00 p.m.

Due to the COVID-19 pandemic, currently fares are free. Prior to the free fares, one-way fares for fixed route was \$1.25, ADA All-Access was \$2.00. Countywide regular fare was \$3.50 and seniors and disabled were \$2.50.

TRUMBULL COUNTY

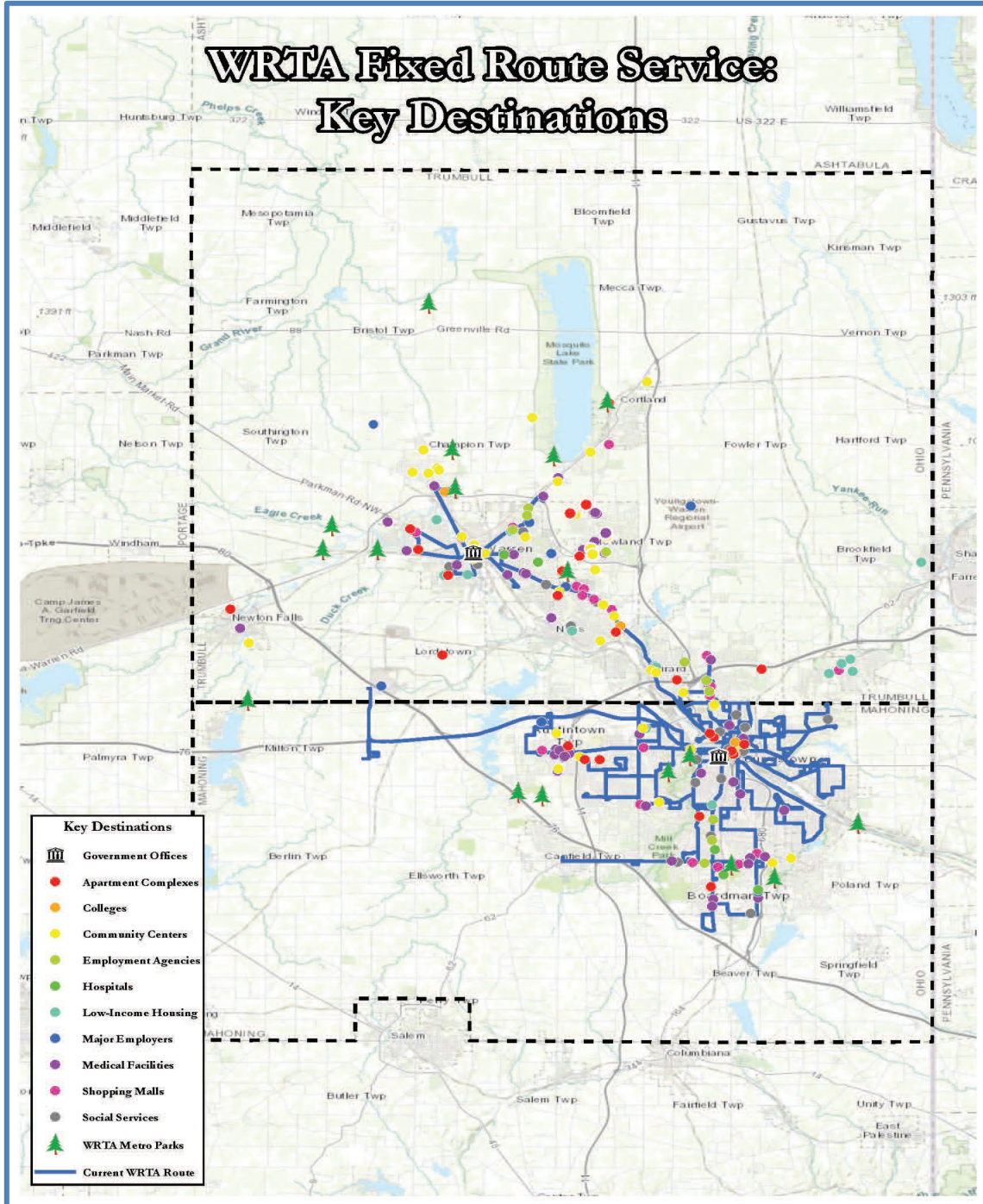
Excluding the demonstration project routes, WRTA operated four routes (1, 6, 10 and 14) from downtown Youngstown to destinations in Liberty Township, Trumbull County. The agency also operates two express routes (28 and 80). These routes are part of WRTA's baseline services (described above) and all routes except Route 80 (Lordstown Express) operate on weekdays and Saturday.

The demonstration project began with six new fixed routes (70, 71, 72, 72, 74 and 75), with ADA All-Access and Countywide services operating on weekdays from 6:00 a.m. to 6:00 p.m. Due to funding limitations, two of the fixed routes (71 and 73) were eliminated on June 7, 2021.

The fares are currently free due to the pandemic and the previous cost for one-way trips are the same as Mahoney County services.

The map on the next page shows the key destinations in relationship to WRTA's current fixed route services.

TABLE 17: KEY DESTINATIONS WITH OVERLAY OF WRTA'S CURRENT FIXED ROUTE SERVICES



OTHER TRUMBULL COUNTY TRANSPORTATION SERVICES

Historically, Trumbull County's transit service consisted primarily of shared-ride service operated by multiple providers and funders. Based on the funding source of the shared-ride services, some of the services required riders to meet certain requirements to use the service such as age. Senior Levy Services provides a variety of services for Trumbull County seniors (60 and older) including in-county shared-ride services and out-of-county medical transportation. The primary funding sources were senior levy and federal 5307 and 5310. In 2019, Trumbull County Transit Board (TCTB) was faced with the loss of federal funds.

Today, TCTB and Senior Levy continues to offer shared-ride services. TCTB has been able to continue to operate service due to subsidies from partnering communities and short-term funding streams. Senior Levy provides services to Trumbull County residents aged 60 and over and TCTB provides services to all other age groups.

Services are available on weekdays from 7:00 a.m. to 6:00 p.m. and weekends 8:00 a.m. to 3:00 p.m. Services require 24-hour advanced reservations.

TCTB and Senior Levy have separate fare structures illustrated in Table 15.

TABLE 18: TRUMBULL COUNTY SHARED-RIDE FARES

TRUMBULL COUNTY TRANSIT BOARD FARE STRUCTURE		
Cost per One Way Trip in Trumbull County	Participating* Communities	Other Communities
General Public	\$4.00	\$8.00
Children 2 and under	Free	Free
Youths ages 2-12	\$1.50	\$4.00
Persons with a disability	\$1.50	\$4.00
Personal Care Attendant	Free	Free
<i>*Participating communities provide funding to offset the cost of the trip. The communities are: Cortland, Girard, Howland, Hubbard City, Liberty, Lordstown, McDonald, Niles and Warren.</i>		
SENIOR LEVY FARE STRUCTURE		
SERVICES ARE AVAILABLE FOR SENIORS AGE 60 AND OVER		
Senior Transportation	In-County	Out-of-County
Non-Medical 12 miles or less	\$3.00	X
Non-Medical greater than 12 miles	\$3.00 for first 12 miles and \$1.75 to \$2.50 for each additional mile**.	X
Medical 30 miles or less	\$1.00	\$1.00
Medical greater than 30 miles	\$1.00	\$1.00 for the first 30 miles and \$1.75 to \$2.50 for each additional mile**.
**Additional mileage charge varies by service provider.		

Tables 19 through 22 provide detailed summaries of transportation providers including primary providers. The tables summarize the agency, organizational characteristics, service characteristic and transportation related expenses and revenues.

TABLE 19: SURVEY SUMMARY OF TRANSPORTATION PROVIDERS

AGENCY NAME	Mode of Service	Email Address	Telephone Number	Website
ADAPTIVE SPORTS OHIO	Shared-Ride	Sara.Kwiecien@AdaptiveSportsOhio.org	330-601-1400	AdaptiveSportsOhio.org
ANTONINE SISTERS ADULT DAY CARE	Fixed Route/Shared Ride	anto9srs@aol.com	330-538-9822	www.antoninevillage.org
ASSOCIATED NEIGHBORHOOD CENTERS	Shared-Ride	shaleen.mcrae_anc@aol	330-74-44377	ANCMCGUFFEYCTRE.COM
COMFORT CARE-A-VAN	Shared-Ride	dave@youngstowncomfortkeepers.com	330-744-4145	Comfortcareavan.com
COMMUNITY BUS SERVICES, INC.	Fixed Route/Shared Ride/Shuttle Services	tthomas@com-bus.com	330-743-7726	http://www.com-bus.com/
COUNTRY NEIGHBOR PROGRAM INC.	Shared-Ride	barbk@countryneighbor.org	440-437-6311	www.countryneighbor.org
EVERGREEN HEALTHCARE SERVICES	Shared-Ride	dbailey@ehcsinc.com	330-652-3355	
FAMILY & COMMUNITY SERVICES, INC.	Shared-Ride/Individual Transport	lsakacs@fcsohio.org	330-480-0352 ext 3	https://rsvp.fcsserves.org/
GARWIN	Shared-Ride Bus	krispetrich@gmail.com	330-534-1335	
GOLDEN STRINGS	Shared-Ride	dan.bodnar@goldenstringradio.org	330-743-3444	Goldenstringinc.org
MASCO, INC.	Fixed Route	pmiller@mascoinc.org	330-797-2902	
JoDELLS TRANSPORTATION COMPANY LLC	Non-medical individual transport/Shuttle Services	lgreer12366@live.com	330-623-3752	www.jodellstransportationcompanyllc.org
PROVIDE-A-RIDE	Taxi Services/Shared Ride	jgroedel@providearide.com	216-475-1001	www.providearide.com
TRI STATE CAB CO, LLC	Taxi Services	tristatecabco@gmail.com	330-932-0490	www.tristatecabco.com
TRUMBULL COUNTY COMMISSIONERS	Contracted Shared Ride	cesalamo@co.trumbull.oh.us	330-675-2873	
TRUMBULL COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES	Shared-Ride	Jenny.Carsone@jfs.ohio.gov	330-675-2173	www.hs.co.trumbull.oh.us
TRUMBULL COUNTY SENIOR LEVY	Contracted Shared Ride	sljurkov@co.trumbull.oh.us	330-675-7846	http://veterans.co.trumbull.oh.us/
TRUMBULL COUNTY VETERAN SERVICES	Fixed Route	trumbullcountyvets@co.trumbull.oh.us	330-675-2585	
TURNING POINT	Fixed Route	marykay777@msn.com	330-506-3962	
WRTA Mahoning County	Fixed Route/Shared-Ride/Nightline	info@wrtonline.com	330-744-8431	www.wrtaonline.com

TABLE 20: TRANSPORTATION PROVIDER ORGANIZATIONAL CHARACTERISTICS

AGENCY NAME	DIRECTLY OPERATES TRANSPORTATION	PURCHASES TRANSPORTATION FROM ANOTHER AGENCY	LEGAL AUTHORITY	NUMBER OF ANNUAL ONE-WAY TRIPS	AVERAGE NUMBER OF TRIP DENIALS	ARE VEHICLES ONLY AVAILABLE FOR HUMAN SERVICES AGENCY CLIENTS
ADAPTIVE SPORTS OHIO	Yes	No	Private, non-profit	10	Unknown	Yes
ANTONINE SISTERS ADULT DAY CARE	Yes	No	Private, non-profit		N/A	Yes
ASSOCIATED NEIGHBORHOOD CENTERS	Yes	No	Private, non-profit	1,040 (We provided significantly fewer trips during FY2020 due to COVID-19 and the loss of our driver.)	0	Yes
COMFORT CARE-A-VAN	Yes	No	Private, for profit	48,000	0	N/A
COMMUNITY BUS SERVICES, INC.	Yes	No	Private, for profit	2020 was highly atypical, and 2019 was as well due to the loss of public transit service provided by the Transit Board. Last year actual fully operational year of transit , service provided by TCTB (2018) CBS provided 58,638 one-way passenger trips.		N/A
COMPASS FAMILY AND COMMUNITY SERVICES	Yes	Yes, WRTA, Independent Taxi	Private, non-profit	200	0	Yes
COUNTRY NEIGHBOR PROGRAM INC.	Yes	No	Private, non-profit	In 2020 - 1,476	120	N/A
EVERGREEN HEALTHCARE SERVICES	Yes	No	Private, for profit	15,775	0	Yes
FAMILY & COMMUNITY SERVICES, INC.	Yes	No	Private, non-profit	Thousands	Very few	Yes
GARWIN	Yes	No	Private, for profit	41,500 trips annually	Unknown	N/A
GOLDEN STRING, INC.	Yes	No	Private, non-profit	On average we would like to provide 2 to 3 events for our clientele to participate in and to access the community. With that said, 130 scheduled events are a estimated idea of the services provided.	12	Yes
HELP NETWORK OF NORTHEAST OHIO	No	Yes, Independent taxi	Private, non-profit	796 phone transactions to arrange transportation for calendar year 2020	0	N/A

AGENCY NAME	DIRECTLY OPERATES TRANSPORTATION	PURCHASES TRANSPORTATION FROM ANOTHER AGENCY	LEGAL AUTHORITY	NUMBER OF ANNUAL ONE-WAY TRIPS	AVERAGE NUMBER OF TRIP DENIALS	ARE VEHICLES ONLY AVAILABLE FOR HUMAN SERVICES AGENCY CLIENTS
JODELLE'S TRANSPORTATION COMPANY LLC	Yes	No	Private, for profit	20	Unknown	N/A
MASCO, INC.	Yes	No	Private, non-profit	18,500 (2020 was reduced due to mandated shutdown from March 20 to May 10)	Unknown	Yes
OPPORTUNITIES FOR OHIOANS WITH DISABILITIES	No	Yes, WRTA, CARTS, various private agencies (Angel Carriers, American USA Taxi, Comfort Keepers, Siffrin) and private reimbursement to individuals (i.e. gas cards, mileage reimbursement).	Public	378 transportation vouchers in FY20 (Sept 2019 - Oct 2020). Slightly decreased due to pandemic and decreased employment opportunities.	Unknown	N/A
PROVIDE-A-RIDE	Yes	Yes, Multiple subcontractors including the following in Mahoning and Trumbull Counties: Garwin, Comfort Care A Van, Checkers Cab of Steubenville, Scenic View and Angel Carriers	Private, for profit	15,000 weekly one-way trips In Trumbull and Mahoning Counties 250 one-way trips each week	Not many	N/A
SILVER LINING CANCER FUND	No	No	Private, non-profit	0	Unknown	N/A
TRI STATE CAB CO, LLC	Yes	No	Public	30,000 to 40,000 rides per month. 2020 was a little slower due to covid shutdowns.	Unknown	N/A
TRUMBULL COUNTY COMMISSIONERS	No	Yes, Comfort Care A Van Garwin	Public	5,477	0	N/A
TRUMBULL COUNTY JOB AND FAMILY SERVICES	No	Yes, All American USA Taxi, Inc. Garwin, Inc.	Public	Fiscal Year = October through September 2019/2020 = 48,242 one-way trips 2020/2021 = 17,351 one-way trips (Trips decreased beginning 04/20 due to Covid-19)	Unknown	N/A
TRUMBULL COUNTY SENIOR LEVY	No	No	Public	Normally, 45,000. In 2020 approximately 30,000	Unknown	N/A
TRUMBULL COUNTY VETERAN SERVICES	Yes	Yes, in emergency we will contact another provider, that can meet the needs promptly, not tied to one specific provider	Public	1,680 riders on average. In 2020 - 350 (VA Hospital was closed, and we also limited the number of van riders by 50%)		Yes

AGENCY NAME	DIRECTLY OPERATES TRANSPORTATION	PURCHASES TRANSPORTATION FROM ANOTHER AGENCY	LEGAL AUTHORITY	NUMBER OF ANNUAL ONE-WAY TRIPS	AVERAGE NUMBER OF TRIP DENIALS	ARE VEHICLES ONLY AVAILABLE FOR HUMAN SERVICES AGENCY CLIENTS
TURNING POINT	Yes	No	Private, for profit	Covid minimized community transportation	0	Yes
WRTA	Yes	No	Public	2020 - Fixed Route 884,557 Demand Response 37,722 (2020 was extremely low due to COVID-19)		N/A

TABLE 21: TRANSPORTATION SERVICE CHARACTERISTICS

AGENCY NAME	MODE OF SERVICE	DAYS & HOURS OF OPERATIONS	PROVIDES MEDICAID- ELIGIBLE TRIPS	LEVEL OF PASSENGER ASSISTANCE PROVIDED BY DRIVER	TRAINING COURSES REQUIRED FOR DRIVERS
ADAPTIVE SPORTS OHIO	Shared-Ride	Varies	No	Assist as needed	ODOT's driving courses (3) and vehicle specific training.
ANTONINE SISTERS ADULT DAY CARE	Fixed Route/ Shared Ride	Weekdays 7:30 a.m. to 5:00 p.m.	Yes	Assist as needed	Safety training (drive: transporting older and disabled passengers); CPR/First Aid
ASSOCIATED NEIGHBORHOOD CENTERS	Shared-Ride	9:00 a.m. to 4:00 p.m.	No		
COMFORT CARE-A- VAN	Shared-Ride	24/7	No		
COMMUNITY BUS SERVICES, INC.	Fixed Route/Shared Ride/Shuttle Services	Primary customers are school districts that require early morning and mid-afternoon service, though we have capacity to operate service for others during those time periods as well as otherwise during the day 9-5 M-F and on weekends and in the evenings.	No		Multiple training including school bus operations and attendants, transporting special needs students and transit training.
COUNTRY NEIGHBOR PROGRAM INC.	Shared-Ride	Weekdays and Saturdays 3:30 a.m. to 6:00 p.m. as needed.	No	Assist with bags, assist on/off vehicle to/from the door	Driver training distracted driving and defensive driving initial and 3 year refresher. CPR/First Aid and refreshers.
EVERGREEN HEALTHCARE SERVICES	Shared-Ride	Weekdays 8:00 a.m. to 5:00 p.m.	Yes	Assist with one bag, store assistance devices	First Aid/CPR, drive course and defensive drive
FAMILY & COMMUNITY SERVICES, INC.	Shared-Ride/Individual Transport	24/7	Yes	Assist as needed	Multiple training courses
GARWIN	Shared-Ride Bus	7 days/5:00 a.m. to 6:00 p.m.	Yes	Assist with bags and walkers. Assist the blind with an arm.	Insurance provided training courses
GOLDEN STRINGS	Shared-Ride	Services as requested	No	Assist as needed	
JoDELLS TRANSPORTATION COMPANY LLC	Non-medical individual transport/Shuttle Services	Weekdays and Saturdays 6:00 a.m. to 6:00 p.m.	No	Assist with bags and on /off vehicle	Driverge

AGENCY NAME	MODE OF SERVICE	DAYS & HOURS OF OPERATIONS	PROVIDES MEDICAID-ELIGIBLE TRIPS	LEVEL OF PASSENGER ASSISTANCE PROVIDED BY DRIVER	TRAINING COURSES REQUIRED FOR DRIVERS
MASCO, Inc.	Fixed Route	Weekdays	Yes	Assist as needed	ODOT Training
PROVIDE-A-RIDE	Taxi Services/ Shared Ride	24/7	No	Door-to-door	
TRI STATE CAB CO, LLC	Taxi Services	24/7	No		
TRUMBULL COUNTY COMMISSIONERS	Contracted Shared-Ride	Weekdays 6:00 a.m. - 6:00 p.m. Weekends 8:00 a.m. to 4:00 p.m.	Yes		
TRUMBULL COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES	Shared-Ride	24/7	Yes		N/A
TRUMBULL COUNTY SENIOR LEVY	Contracted Shared-Ride	7 days - Dialysis 5:00 a.m.-6:00 p.m. All others 6:00 a.m.-5:00 p.m.	No		
TRUMBULL COUNTY VETERAN SERVICES	Fixed Route	Weekdays 7:00 a.m. to 2:00 p.m.	No	Assist as needed	None
TURNING POINT	Fixed Route	7 days - 5:00 a.m. to 10:00 p.m.	No		
WRTA MAHONING COUNTY	Fixed Route	Weekdays 5:00 a.m.-9:30 p.m. /Saturdays 6:30 a.m. to 6:30 p.m.	No		Multiple Training Courses
WRTA MAHONING COUNTY	Shared-Ride	Weekdays and Saturdays 6:30 a.m. to 6:30 p.m.	No	Curb-to-curb	Multiple Training Courses
WRTA MAHONING COUNTY	Night Line Shared-Ride	Weekdays 9:15 p.m. to Midnight			Multiple Training Courses

TABLE 22: TRANSPORTATION-RELATED EXPENSES AND REVENUES

AGENCY NAME	FARE STRUCTURE	DONATIONS ACCEPTED	NUMBER OF FULL-TIME & PART-TIME DRIVERS	NUMBER OF FULL-TIME & PART-TIME SCHEDULERS/DI SPATCHERS	REVENUE SOURCES	TOTAL ANNUAL TRANSPORTATION OPERATING EXPENSES
ADAPTIVE SPORTS OHIO	None	No	6	0	Fundraisers, grants and donations.	
ANTONINE SISTERS ADULT DAY CARE	One way trip is \$10	No	4	4	A few private. Majority Medicaid programs.	Approximately \$42,481 for 2020
ASSOCIATED NEIGHBORHOOD CENTERS			1	2	Reimbursement of transportation/rides 2020/2021 = \$13,256	\$1200 (Due to COVID-19, transportation stopped March 2020)
COMFORT CARE-A-VAN			31	3		
COMPASS FAMILY AND COMMUNITY SERVICES	None	No	0	0	Opportunities for Ohioans with Disabilities	500
COUNTRY NEIGHBOR PROGRAM INC.	\$1.00 one-way \$3.00 one-way for non-medical Client picks up cost if over 30 miles, out of county (Senior Levy pays for first 30 miles)	Yes, if a client provides a donation.	8	2	Trumbull County Senior Levy - \$100,013 in 2020	In 2020 - \$102,014
EVERGREEN HEALTHCARE SERVICES		No	9	1	Private	Private
FAMILY & COMMUNITY SERVICES, INC.	Free	No	22	5	\$1 million	\$1M
GARWIN	\$1.00 Senior medical \$3.00 Senior non-medical \$2.00 Registered Trumbull County Senior \$2.00 Disabled \$4.00 Other Trumbull County residents	No	14	13	Mahoning and Trumbull County Job and Family Services, Trumbull County Transit, and Trumbull Senior Levy	Unknown
GOLDEN STRING, INC.			0	0	Department of Developmental Disabilities	
HELP NETWORK OF NORTHEAST OHIO			0	19	Reimbursement 2020 = \$2,113	N/A

AGENCY NAME	FARE STRUCTURE	DONATIONS ACCEPTED	NUMBER OF FULL-TIME & PART-TIME DRIVERS	NUMBER OF FULL-TIME & PART-TIME SCHEDULERS/DI SPATCHERS	REVENUE SOURCES	TOTAL ANNUAL TRANSPORTATION OPERATING EXPENSES
JODELLS TRANSPORTATION COMPANY LLC	35.00 to 45.00 plus milage	No	4	3	Private and Insurances	
MASCO, Inc.	Not Applicable	No	10	1	Medicaid	
PROVIDE-A-RIDE		No	150	27		
SILVER LINING CANCER FUND			0	0	Not Applicable	
TRI STATE CAB CO, LLC			16	8		2019 operating expenses were over \$150,000.
TRUMBULL COUNTY COMMISSIONERS		No	0	0	Ohio State funding: Urban Transition Program, Elderly and Disabled Assistance Program	\$110,173.05
TRUMBULL COUNTY JOB AND FAMILY SERVICES	Agency pays vendors \$3.05/loaded mile and \$10 per additional eligible passenger receiving a medical service at the same or a similar destination.	No	0	0	Medicaid	Medicaid through its own allocation NEMT: 2019/2020 = \$1.6 million 2020/2021 = \$1.6 million Title XX funding = 2019/2020 = \$25,000, 2020/2021 = \$25,000
TRUMBULL COUNTY SENIOR LEVY			0	0	Senior Levy	
TRUMBULL COUNTY VETERAN SERVICES		No	1	1	Funds are mandated by County real estate taxes.	On average \$60,000 in 2020
TURNING POINT			12	1		
WESTERN RESERVE TRANSIT AUTHORITY	Fixed Route \$1.25 Adult \$0.75 Student \$12.50 Adult Multi-Ride (10 rides) \$7.50 Student Multi-Ride (10 rides) \$42.00 Adult 31-day pass \$21.00 Senior/Disabled 31-day pass \$3.00 Adult Day pass \$1.50 Elderly & Disabled day pass	No	80	9	Passenger Fares, Advertising & Concessions, Sales Tax, Federal and State Grants	\$15,008,784

ALTERNATIVE/ ACTIVE TRANSPORTATION OPTIONS

There are two active transportation leaders in Mahoning and Trumbull County: Eastgate Regional Council of Governments (Eastgate) and Healthy Community Partnership (HCP).

Eastgate Regional Council of Governments (Eastgate) supports active transportation initiatives and has developed critical plans and reports including: bike and pedestrian plans, regional bicycle plans, multimodal network connectivity study, bike and pedestrian safety, regional bike map, interactive sidewalk map and the great Ohio lake-to-river greenway (bikeway) map. Additional information is available at: <https://www.eastgatecog.org/>

HCP's mission statement: "Healthy Community Partnership (HCP) is a collaboration of organizations and individuals who share a commitment to a healthier Mahoning Valley. HCP works to create more equitable opportunities for residents to eat healthier and be more active, as well as encourage and support residents to make those choices."

HCP has established an active transportation action team to foster healthier lifestyles, improve infrastructure to promote pedestrian and traffic safety and improve accessibility to public transportation. More information about HCP can be found at: <https://hcpmahoningvalley.com>.

TECHNOLOGIES

Only a few of the providers indicated that they use advanced technologies. WRTA has the most advanced technologies. Many of the providers reported using only Microsoft Office spreadsheets. The table below shows the providers and their technologies.

TABLE 23: TRANSPORTATION PROVIDERS' TECHNOLOGIES

AGENCY NAME	SCHEDULING SOFTWARE	DO YOU HAVE AN APP?	NAME OF DISPATCHING SOFTWARE	AVL SYSTEM/GPS
COMMUNITY BUS SERVICES, INC.	CTS	No		Zonar
COUNTRY NEIGHBOR PROGRAM INC.	Ecolane	No	Ecolane	No
GARWIN	Microsoft Access	No		Azuga
MASCO, Inc.	MapQuest	No		Azuga
PROVIDE-A-RIDE	In-house	CaresSource App	Route Match	CaresSource Only
WRTA	Trapeze	Spare Mobile for Nightline MyRide for ADA on-line scheduling Trapeze IVR for Nightline Reminder Calls	Trapeze, Avail and Spare	Avail

Other: Associated Neighborhoods Centers uses WellSky for tracking rides. Tri State Cab Co, LLC - private Zello network. This app not only works as a radio system between our drivers and dispatch, but it also tracks all of our vehicles.

ASSESSMENT OF COMMUNITY SUPPORT FOR TRANSIT

One identified need was education. Outreach clearly indicated that educating the community and elected officials about the need for transportation services is critical. The purpose of education is to garner support of transportation initiatives including community perception and financial support.

ASSESSMENT OF AVAILABLE TRANSPORTATION SERVICES

Duplication of services was identified for on demand services in both counties. Coordination of on-demand services would result in more efficient operations as well as could provide more people access to the services. Below are four maps that provide an example of on-demand stops for four providers. Duplication of services is compounded with other providers throughout the counties that are transporting people in the same area. The data is for one month, September 2020.

FIGURE 11: GARWIN PASSENGER PICK-UPS AND DROP-OFFS

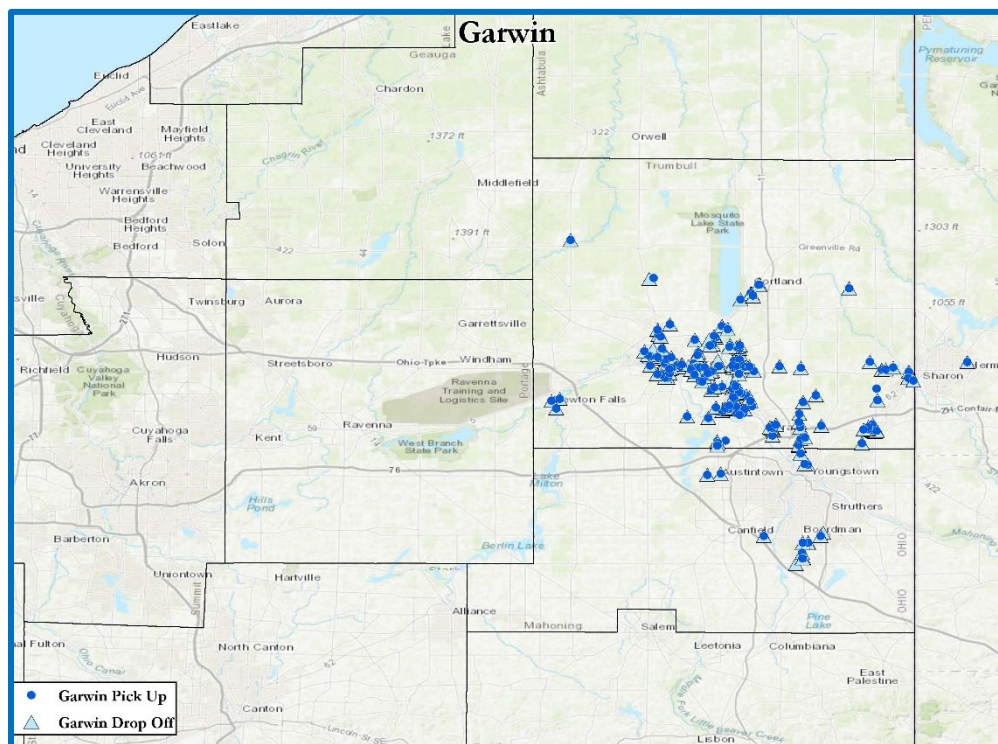


FIGURE 12: CARE-A-VAN PASSENGER PICK-UPS AND DROP-OFFS

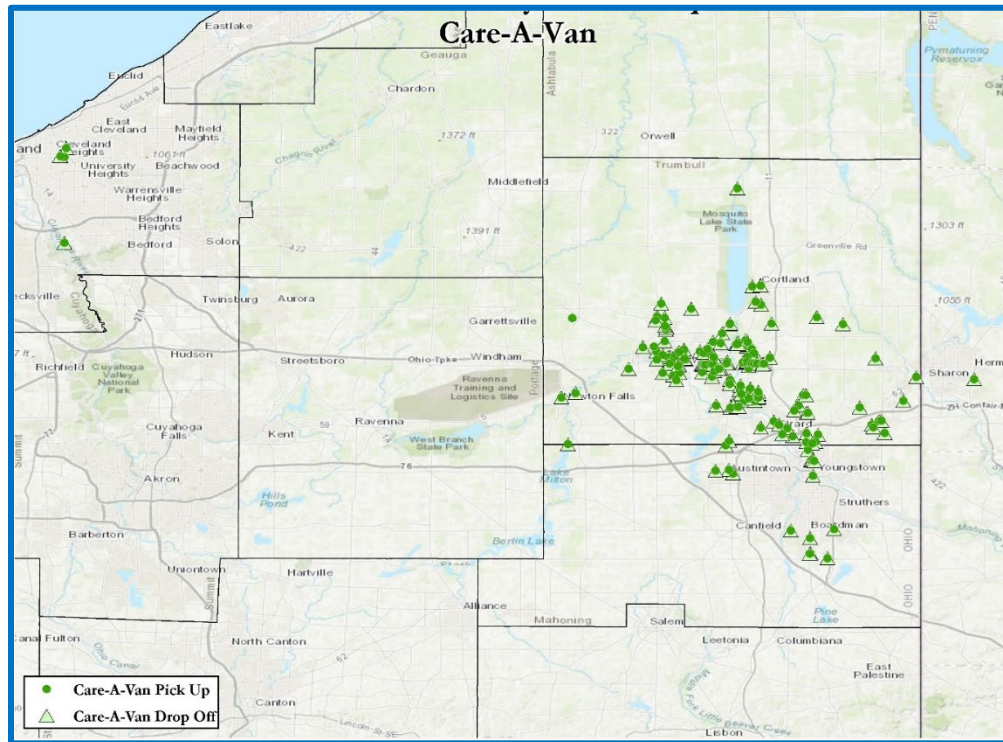


FIGURE 13: COUNTRY NEIGHBOR PASSENGER PICK-UPS AND DROP-OFFS

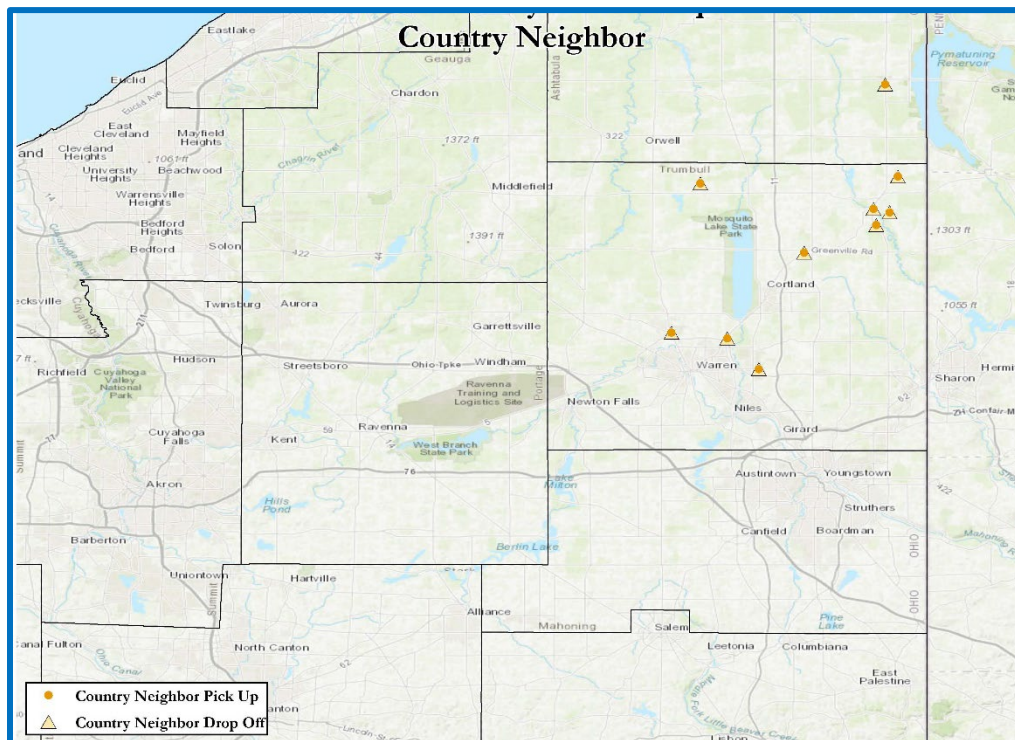
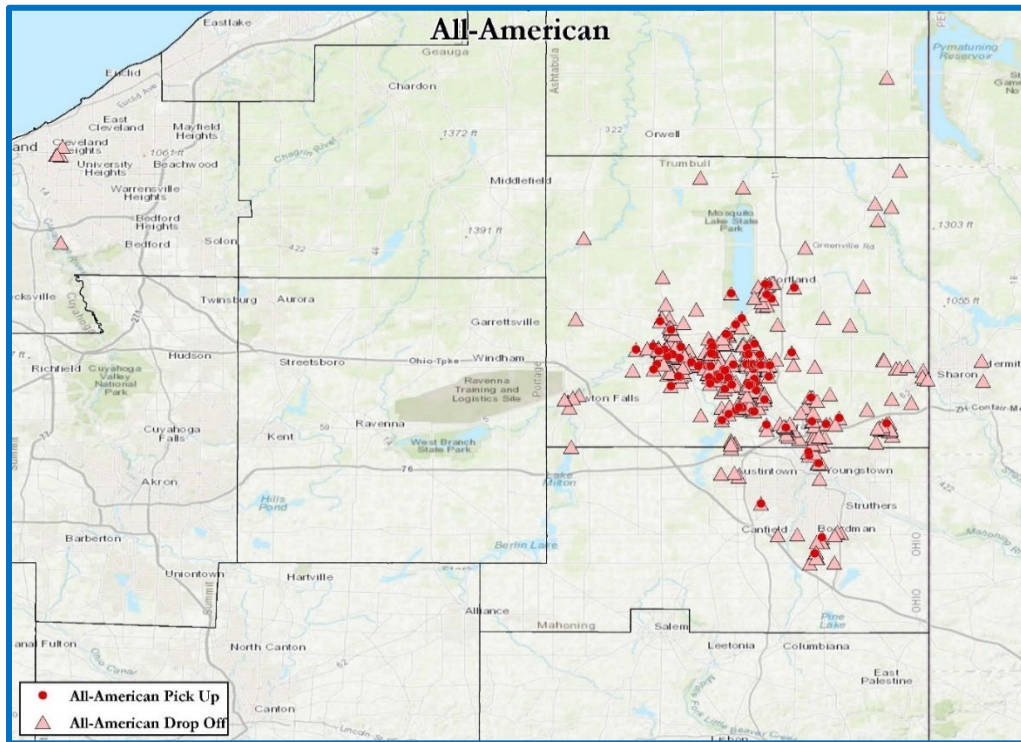


FIGURE 14: ALL AMERICAN PASSENGER PICK-UPS AND DROP-OFFS



ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

Existing resources include:

- WRTA's fixed route, ADA and shared-ride services in Mahoning County
- WRTA's fixed route and shared-ride demonstration project services in Trumbull County
- Trumbull County Senior Levy contracted senior services
- Trumbull County's contracted services
- Human service agencies client centered services (Trumbull and Mahoning County)
- Taxicab services (Trumbull and Mahoning County)
- Eastgate Regional Council of Governments plans, data and participation
- Healthy Community Partnership (HCP)

Identification and assessment of transportation needs and gaps was based on: research; review of previous Coordinated Plans and other relevant plans; outreach to stakeholders, public and transportation providers; and guided by a steering/planning committee. Methods to obtain information included surveys, focus group meetings, steering/planning committee meetings and interviews.

Demographic and socio-economic conditions were detailed at the beginning of this document. Mahoning and Trumbull Counties are similar. Surveys and meeting summaries are detailed in the companion Outreach document.

The percentage of underserved populations, senior's 20 percent, low income 26 percent and disabled 15 percent coupled with households with no vehicles ranging from 7 and 8.5 percent supports the need for transportation services.

Veteran and senior populations have the lowest concentrations in urban areas. Disabled and low income populations have higher concentrations near the urban core. In addition, the lower income jobs are located near urban areas.

This data suggests the need for transportation services as well as the need for multiple service delivery methods including fixed route and on-demand services.

In summary, the transportation needs and gaps for Trumbull and Mahoning and Trumbull Counties are: funding; safe access; expanded services; regional services; multiple service delivery modes; centralized and consistent communication; education/communication programs for multiple audiences; collaborative efforts; and process to ensure needs are met.

Residents of Trumbull and Mahoning Counties need transportation services to life sustaining destinations such as: grocery stores, medical appointments, pharmacies, work, school, shopping and social events.

The needs of residents range from the desire to independently travel using fixed route services to travel needing assistance door-through-door. In some cases, fixed route service was not an option because the person could not safely access a bus stop. Sidewalks, lighted shelters and curb cuts are needed to enable people to ride transit. In addition to the safe access need, the need for multiple service delivery modes was important to serve all community members.

Expanded services encompasses a broad range of needs:

- Mahoning and Trumbull Counties
 - More service or increased service on weekends
 - Close gaps in service for people who work non-traditional shifts
 - Shared ride service that is door-to-door, curb-to-curb and through the door
 - Transition to carbon-neutral fleets
 - Newer vehicles especially wheelchair accessible vehicles
 - Transportation services that are contracted, leased or secured by some other arrangement
- Mahoning County
 - Add services on Sundays (fixed route and shared ride)
 - Extend service later into the evening hours
 - Increase fixed route services
- Trumbull County
 - Make WRTA's fixed route and shared-ride demonstration services permanent
 - Add more fixed route service
 - Need more wheelchair accessible vehicles
 - Increase shared-ride service

The need for regional services was identified by the destinations people needed to travel to and from and included medical destinations such as Cleveland Clinic and Pittsburgh hospitals.

Data revealed gaps in information as well as the consistency for information. Agencies and consumers often times did not know what services were available, who to call for transportation services and eligibility requirements. The multiple private transportation providers have different types of vehicles (i.e. wheelchair accessible) and different policies (door-to-door, door-through-door) resulting in inconsistent services.

Outreach showed the needs for: political and community (taxpayers) support for transportation; consumers would benefit from education and information about available services and how to use the services; and drivers need training (sensitivity, ADA, customer relations, etc.). This outreach resulted in identifying the need for education and communication programs for multiple audiences.

Collaborative efforts would maximize transportation options available to the community and provide consistent services such as training, information, trip-sharing, education, technology, procurement, and dispatching. These efforts could save costs and improve efficiencies and consistencies.

The need for a process to ensure transportation needs were being met was a critical element derived from the concern that the strategies developed to meet the needs through the Coordinated Plan process would not occur if a process were not in place.

Funding was identified as the number one need because the other needs cannot be met without adequate funds.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS/FOCUS GROUPS

The information in this section provides an overview of the stakeholder and focus group meetings as well as other outreach initiatives. More detailed information is available in the companion Outreach document.

STEERING/PLANNING COMMITTEE MEETINGS

Thirty-five (35) people participated on the steering/planning committee. The committee members consisted of human services agencies, public and private transportation providers, government agencies, Chamber of Commerce as well as members of the community. Committee members consisted of individuals and agencies that represented seniors, low income, disabled, limited English proficient, veteran and minority populations.

A series of eight steering/planning committee meetings were conducted to draft the Coordinated Plan. The first kick-off meeting was conducted on February 10, 2021, and the last planning meeting was conducted on June 10, 2021. A companion document summarizes the meetings and contains the meeting agendas and minutes.

The steering/planning committee reviewed the strategies from the previous plans, survey results, focus group meeting details and ultimately identified the following prioritized transportation needs and gaps.

1. Funding
2. Safe Access to Transportation Services
3. Expanded Transportation Services
4. Regional Transportation Services
5. Multiple Service Delivery Modes (Fixed Route and Demand Response)

6. Centralized and Consistent Communication About Transportation Services
7. Education/Communication for Consumers, Operators, Community Members and Elected Officials
8. Collaborative Efforts to Maximize the Amount of Available Services and Provide Consistent Services
9. Process to Ensure Transportation Needs Are Being Met

Initially, the committee identified eleven strategies to address the nine transportation needs and gaps. After discussion, the group determined that developing a Mobility Management System for Public and Private Transportation Services was actually the outcome of implementing the other ten strategies. After further review, the committee believed that the Mobility Manager strategy should encompass six of the strategies and as such, there are four comprehensive strategies to address the transportation needs and gaps. The bullets below identify the four strategies:

1. Safe Access to Fixed Route Services and Key Destinations
2. Employ a Regional Mobility Manager
 - Develop Comprehensive Funding Strategies
 - Provide Training, Education and Support Programs
 - Obtain Political Support for Transportation Projects and Programs
 - Establish Collaborative Efforts Among Providers
 - Establish an Advisory Committee
 - Develop/Implement a Comprehensive Marketing Strategy
3. Service Enhancements (public and private)
4. One Call Center

FOCUS GROUPS

Four virtual focus group meetings were conducted. The first three focused on identifying transportation needs and gaps and the last one centered on prioritized strategies. These focus group meetings included personal stories about transportation needs. Each meeting averaged 32 participants. The recurring needs that were identified for both counties were: steady funding source; enhanced/expanded transportation services; safe access; centralized one-call center; out-of-county transportation services; educating community, operators (sensitivity training), consumers; political support; and door-to-door and door-through-door demand response services. In Trumbull County there is a need for WRTA's services to become permanent.

OTHER OUTREACH INITIATIVES

The Delta Team also conducted other outreach initiatives. These initiatives included interviews, one-on-one conversations, e-mail correspondence as well as a virtual presentation with the Ohioans with Disabilities organization.

Twenty-seven people provide more in-depth insight into transportation needs with examples of needs for expanded services for dialysis patients, persons with disabilities, low income individuals and seniors. The expanded services included earlier service hours, service to accommodate non-traditional work hours, safe access to bus stops and door-to-door/door-through-door services. Other needs included funding, safe access, one-call center, information, marketing and communications.

SURVEYS

Three surveys were conducted to gather information about transportation needs and gaps, suggestions to improve transportation as well as identification of transportation services and resources. The three types of surveys were:

- **ORGANIZATION SURVEY** – Objectives: 1) to identify the transportation services provided by the organizations; 2) learn about the transportation needs and gaps of the clients the organizations serve; and 3) obtain suggestions and recommendations
- **PUBLIC SURVEY** – Objective: to identify transportation needs, gaps, and challenges
- **TRANSPORTATION PROVIDER SURVEY** – Objective: to obtain detailed information about the services offered by transportation providers

This section provides a summary of the results of the organization and public surveys. The transportation survey information is summarized in the Inventory of Existing Transportation Services as well as the Assessment sections of this document. Detailed survey information is available in the companion Outreach document.

ORGANIZATION SURVEY

The organization survey received 99 responses from 66 unique organizations. The majority of the organizations represented low income, seniors and disabled populations as well as veterans, minority and limited English proficient individuals in Mahoning and Trumbull Counties. Most of the organizations indicated that they provided human/social services. Agencies used a variety of transportation services including WRTA, private transportation companies and agency provided services.

Survey highlights:

- 74.8 percent of clients have unmet transportation needs including affordability, limited options and the need for additional services
- Transportation options are limited by clients' disabilities and low income
- Transportation issues are significant. Issues include costs, service convenience, safe access, availability of services, advanced reservation requirements and some clients need assistance to use services.
- Transportation access issues were identified as significant and included: difficulty finding service information; insufficient budgets, staff, and time; inaccurate and inconsistent information; and no single source for all transportation options including fares.
- Transportation needs
 - Transportation services are not affordable
 - Limited transportation options
 - Missed medical appointments due to lack of transportation
 - Need transportation for work trips
 - Advanced reservations is inadequate. Clients often need same-day services.
 - Clients need transportation services to venues other than medical appointments such as: pharmacies, groceries, laundries, interviews, etc.
 - Need for out-of-county services

- Limited number of transportation providers
- Need for transportation for non-traditional work hours
- Need newer vehicles, wheelchair vehicles and more room on vans for groceries, strollers, etc.
- Trumbull County has significantly less transportation services than Mahoning County
- Accommodate disabled customer needs
- Safe Access
- Funding sources
- Solutions to the needs and gaps
 - Regional transportation system
 - Affordable fares
 - Flexible and easy scheduling process
 - Increase service and vehicles
 - Mobility manager
 - Training and education programs
 - Improve safe access
 - One-call center
- Clients need to travel to regional points, healthcare facilities, shopping facilities and employment centers. Other general destinations included: church, counseling centers, county to county, daycare, government offices, grocery stores, courts, pharmacies, school, senior centers, and social activities.
- Transportation providers used by clients in Trumbull and Mahoney Counties included WRTA, Trumbull County Senior Levy, agency provided, taxi companies, Uber/Lyft, managed care companies and Medicare/Medicaid providers. WRTA was identified the most (40.9 percent) followed by Comfort Care-A-Van (13.6) and Garwin (9.1 percent).
- Over 50 percent (53.1 percent) indicated that transportation services were not needed outside of Mahoning and Trumbull Counties
- Viable transportation (cost, accessibility, schedule availability) via public and/or private transportation services would provide greater opportunity and alleviate one of the largest barriers our clients face.
- Coordination of transportation services was limited among agencies.
- Local churches to transport people to the Warren Farmers Market. Transportation challenges come up with interactions with residents regularly. We have worked with WRTA to boost attendance at public meetings and help influence design of routes.
- Calls that come here are referred to partner agencies like Catholic Charities, Salvation Army, etc.
- Clients struggle to get to life sustaining services such as medical appointments, pharmacies, work, school, grocery stores, religious activities, etc.
- Clients struggle to access transportation stops, locate services to schedule rides, cannot find schedules to meet their needs, cannot find transportation pick-ups close enough to their residence.
- Clients with intellectual disabilities and mental health issues struggle with understanding the routes and how to use services. Some may have behavior issues on the main bus line.
- Trumbull County

- Needs expanded transit services like Mahoning County
 - Seniors needing non-medical trips to keep them active and get out of the house
 - The new transportation services in Trumbull County have been helpful
 - Need a coordinated single source of transportation such as a public transportation system.
- Improve access to fixed routes by improving sidewalk access, ADA ramps and curb cuts, electronic crossing signals.
- Improvement is needed in eligibility and registration transportation processes
- Enhancements to information, communication, and education
- Solutions
- A comprehensive system with is easy to access and readily available throughout the county.
 - A fully developed mass transit system
 - Coordinated transportation across county lines
 - A multi county task force to meet and discuss the services that are working.
 - Develop partnerships with transportation providers to lower the cost of services
 - Low or no fares
 - Streamlined processes for eligibility and scheduling
 - Flexible scheduling including same day
 - Easy scheduling process for consumer
 - More wheelchair vehicles
 - Expand transportation services – fixed route
 - Expand shared-ride (curb-to-cub, door-to-door and door through door)
 - Provide services for all community members
 - Make the Trumbull County pilot program permanent
 - Increase the number transportation providers
 - Employ a mobility manager
 - Educate consumers, operators, and community at large
 - Improve access and safety to services (sidewalks, signals, crosswalks, shelters, etc.)
 - One call center
 - Coordinate funding streams to combine various funded passenger trips together to save money for all.

PUBLIC SURVEY

A public survey was designed to obtain feedback from the general public with an emphasis on underserved populations (low income, seniors, disabled, etc.). The steering/planning committee assisted with the dissemination process and used multiple methods to reach targeted populations. We received a total of 436 responses.

The Outreach companion document provides details of the dissemination process as well as detailed responses to the survey questions. The bullets below provide survey highlights.

- 48.6 percent live in Trumbull County, 46.8 percent in Mahoning County and 4.6 percent listed another county
- 66.9 percent indicated that they used transportation services

- Over 70 percent (76.7 percent) use a private vehicle/car to get to and from places they need to go
- 60.9 percent identified with one or more underserved population category. The low-income category was 31.8 percent, 20.7 percent, 16.5 percent, disabled 13.4 percent, veteran 6.8 percent and LEP 3.3 percent.
- 33.7 percent indicated that they had transportation problems
- 33.9 percent specified that transportation services were available, but they were not interested in using it. The same percentage said they used the services while slightly over 32 percent indicated that service was not available.
- 18.4 percent selected that they do not know how to use the service, 16.3 percent do not qualify for the services, 8.9 percent unaffordable and 7.7 percent unreliable.
- The top three responses for what changes could be made to the services to make them more appealing were: pick me up at my house and take me directly to where I am going/no shared rides with others; ride to destinations outside Mahoning and Trumbull Counties; and more reliable on-time for pick-up and drop-off.
- If transportation services were available, 20.8 percent would ride daily and 27.2 percent a few times a week.
- Respondents were interested in service seven days a week with weekdays selected 38.2 percent, Saturday 28.3 percent and Sunday 20.1 percent.
- Respondents were interested in out-of-county destinations. Mahoning and Trumbull Counties are surrounded by the following counties in Ohio: Ashtabula, Geauga, Portage, Stark, and Columbiana, as well as Mercer, Lawrence, and Beaver Counties in Pennsylvania. Locations in the surrounding counties comprised 38.1 percent of the responses. The table below summarizes the Ohio and Western Pennsylvania locations that were provided by respondents.

TABLE 24: DESTINATIONS IN OHIO AND WESTERN PENNSYLVANIA

OHIO COUNTIES	NUMBER	LOCATIONS
Ashtabula	10	Andover, Ashtabula, Geneva, Pymatuning
Columbiana	22	Columbiana, East Fairfield, Lisbon, Rogers, Salem, Unity
Cuyahoga	62	Chagrin, Cleveland
Darke	1	Greenville
Fayette and Ross	5	Plano
Franklin, Delaware, Fairfield	33	Columbus, Winter Park
Gauga	5	Middlefield
Jefferson	2	Steubenville
Medina	1	Medina
Meigs	39	Chester
Portage	6	Aurora, West Branch State Park
Stark	2	Canto, Paris
Stark and Mahoning	2	Alliance

Summit	19	Akron
Summit and Portage	2	Tallmadge
STATE OF OHIO TOTAL:	211	
Western Pennsylvania Counties		
Allegheny	18	Pittsburgh, Pittsburgh Airport
Butler	1	Cranberry
Lawrence	4	New Castle
Mercer	16	Hermitage, Grove City, Mercer, Sharon
WESTERN PENNSYLVANIA TOTAL:	39	

- Over 50 percent indicated that transportation services were limited and that they would use transportation services: if they knew what was available; if wait time for pick-up was shorter; if it was fixed route service; and/or if they were familiar with the drivers.
- Over 40 percent selected that transportation services were doing a good job and that that they would use transportation services if someone taught me how to use the bus/van.
- 35.2 percent are not comfortable using a smartphone or computer
- Respondent demographic results
 - The largest percentage (22.7 percent) of respondents indicated their age was between 25 and 34 and the next highest percentage (19.5 percent) were seniors aged 65 and over
 - 25.9 percent selected that their household income was \$19,000 or less
 - 21.4 percent minority
 - 97.4 percent spoke English at home and 1.6 percent spoke Spanish
 - 25.2 percent indicated that they used a cane, walker, wheelchair, and/or another device to get around
- Suggestions to improve transportation services included: enhanced public and private transportation services; affordable fares; better communication, information, and marketing; transit amenities; one call center; technology for vehicle arrival times; improved reservation process; variety of services are needed; better infrastructure/safe access; and operator sensitivity training for disabled or senior riders.

CHALLENGES TO COORDINATED TRANSPORTATION

Based on an analysis of demographics, available services, organization and public feedback as well as steering committee input, nine needs were identified for both Mahoning and Trumbull Counties. The primary difference between the two Counties was the types of expanded transportation services. It was identified that Trumbull County's current demonstration project that includes fixed route and shared ride services needs to become permanent and expanded whereas, Mahoning County's current services needs expanded. The table summarizes the priorities and key challenges.

TABLE 25: PRIORITIZED NEEDS AND CHALLENGES

NEED IN PRIORITY ORDER	KEY CHALLENGES
1) Funding	<ul style="list-style-type: none"> • Lack of funding and community support for local match funding requirements • Funding eligibility requirements • Concerns with sharing funding sources • Community and leadership support
2) Safe Access to Transportation Services	<ul style="list-style-type: none"> • Funding • Varied infrastructure costs • Turnaround time • Costs for infrastructure can reduce funding available for transporting • Agreement amongst stakeholders on locations
3) Enhanced Transportation Services	<ul style="list-style-type: none"> • Funding • Need for multiple service delivery methods: fixed route and shared-ride especially for disabled persons and to meet the needs of all community members • Trumbull County <ul style="list-style-type: none"> ○ Community and leadership support ○ Local match ○ Need fixed route service and service for all age groups
4) Regional Transportation Services	<ul style="list-style-type: none"> • Funding • Agreement amongst Counties • Counties working together for a cohesive system • Agencies working together
5) Multiple Service Delivery Modes	<ul style="list-style-type: none"> • Funding • Trumbull County <ul style="list-style-type: none"> ○ Community and leadership support ○ Local match ○ Need fixed route service and service for all age groups
6) Centralized and consistent communication about all available transportation services	<ul style="list-style-type: none"> • Funding • Public and private transportation working together • Cooperation to establish a one-call center
7) Education and communication for consumers, operators, community members and elected officials	<ul style="list-style-type: none"> • Funding • Public and private transportation working together
8) Collaborative efforts to maximize the amount of available services and provide consistent services	<ul style="list-style-type: none"> • Funding • Public and private transportation working together
9) Process to ensure transportation needs are being met	<ul style="list-style-type: none"> • Leader (MPO can facilitate mtgs with stakeholders to ensure the needs of the region are being met.

PRIORITIZED SUMMARY OF UNMET MOBILITY NEEDS

The table below summarizes the transportation needs that were identified through the multiple outreach efforts describe in this document as well as the companion outreach document. The needs include the needs of the community including seniors, individuals with disabilities and low income persons.

The prioritization is the same for both Mahoning and Trumbull Counties. The difference between the Counties is that Trumbull County needs more public transportation services.

TABLE 26: UNMET NEED DESCRIPTION AND RANK

UNMET NEED DESCRIPTION AND RANK ALL NEEDS WERE RANKED BY STEERING/PLANNING COMMITTEE MEETINGS AND FOCUS GROUP MEETINGS ALL NEEDS ARE FOR BOTH COUNTIES UNLESS SPECIFIES	
RANK	DESCRIPTION
1) Funding	Comprehensive funding (local, state, federal) is needed funding is needed to achieve the identified unmet needs. The unmet needs are safe access to services; enhanced and affordable services; regional services; multiple service delivery modes; centralized and consistent communications; education and communication programs; collaborative efforts; and processes to ensure needs are met.
2) Safe Access to Transportation Services	Safe Access to fixed route services and key destinations includes sidewalks, lighting, signals, crosswalk, bus pull-out areas; automated digital cross signals, and ADA curb cuts; safe crossings; shelters, lighting, signage (bus stops, schedules, wayfinding); and transfer hubs
3) Enhanced Transportation Services	Service enhancements for public and private transportation providers. <u>Mahoning and Trumbull Counties</u> – regional, cross county and out of county services; increase hours and days of service including service for multi-shift employment centers; transition to carbon-neutral fleets; private providers increase in wheelchair vehicles; replacement of existing vehicles; multiple providers; increase fixed route services; demand response that provides curb-to-curb, door-to-door and door-through door; and acquisition of services under a contract, lease, or other arrangement. <u>Trumbull County</u> – make permanent WRTA’s demonstration project public transportation services.
4) Regional Transportation Services	Transportation services between Mahoning and Trumbull Counties as well as surrounding counties in Ohio and western Pennsylvania.
5) Multiple Service Delivery Modes	Need for fixed route, demand response, flex routes, shuttle services and first/last mile.
6) Centralized and consistent communication about all available transportation services	Multi-County one call center for public and private transportation services that provides consistent communications and information as well as ultimately schedule rides.
7) Education and communication for consumers, operators, community members and elected officials	Develop a comprehensive marketing and communication program to educate consumers, community members and elected officials about the transportation needs of the communities as well the services are available. Provide Training, Education and Support Programs for drivers and consumers. Obtain political support for transportation services.
8) Collaborative efforts to maximize the amount of available services and provide consistent services	Establish collaborative efforts among providers to support central dispatch system, trip-sharing, training, information, education, technology, and procurement.
9) Process to ensure transportation needs are being met	Employ a Regional Mobility Manager to oversee the implementation of the strategies to ensure transportation needs are met. Establish an advisory committee to guide the mobility manager.

GOAL AND STRATEGIES

The Steering/Planning Committee believes that there is one overarching goal for Mahoning and Trumbull Counties. The goal is to develop and implement a mobility and management system. Accomplishing the strategies will result in achieving this goal.

The nine needs were ranked, strategies were developed and ultimately four comprehensive strategies were developed to address the unmet transportation needs. The Steering/Planning Committee ranked the strategies using the rating scale (Appendix B) in Ohio Department of Transportation, Office of Transit (ODOT) template titled “Locally Developed, Coordinated Public Transit-Human Services Transportation.

The following table summarizes the prioritized strategies to achieving the overarching goal. The goal and strategies are developed to address the transportation needs and gaps that were obtained by a review of previous Coordinated Plans, other relevant plans, research, demographic and socio-economic analysis, steering committee guidance, and outreach to community and stakeholders including seniors, disabled individuals, low income populations and other underserved persons.

TABLE 27: GOAL AND STRATEGIES TABLE

GOAL	Develop and implement a mobility and management system
STRATEGY #1	IMPROVE SAFE ACCESS TO TRANSPORTATION SERVICES
PRIMARY NEEDS BEING ADDRESSED	Safe access, enhanced services and multiple service delivery modes. This goal will also foster regional transportation.
ACTION STEPS	<ul style="list-style-type: none"> - Prioritize areas that need infrastructure enhancements to provide safe access to transportation services. - Identify and obtain funding - Proceed with purchasing, construction and/or installation
IMPLEMENTATION TIMELINE	Year 1 – The focus will be funding. Working with the Mobility Manager, projects will be selected based on prioritized need and available funds. Ongoing
LEAD	Eastgate Regional Council of Government
SUPPORT	WRTA, Trumbull County Transit Administrator
RESOURCES NEEDED	Staff time to research, procure and manage projects
COST RANGE	\$5,500 to several hundred thousand dollars dependent on site and improvements <ul style="list-style-type: none"> - \$75 to \$110 for sidewalk installation and replacement per linear foot for a 5 foot wide sidewalk. - Shelters \$5,500 to \$12,000 - Shelter, lighting, signage, bench - \$8,600 to \$15,100
PERFORMANCE METRICS	Number of projects completed Number of people accessing transportation services at improved site
STRATEGY #2	EMPLOY A MOBILITY MANAGER
PRIMARY NEEDS BEING ADDRESSED	Eight of the nine needs will be addressed - enhanced services, regional services, multiple service delivery modes, centralized and consistent communications, funding, education/communications, collaborative efforts and process to ensure transportation needs are being met.
ACTION STEPS	Employ a mobility manager and establish an advisory committee to guide position and ensure job functions are accomplishing the goals of the Coordinated Plan. <ul style="list-style-type: none"> - Determine employment and managing position parameters - Develop job description and performance evaluation criteria - Identify office space

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	<ul style="list-style-type: none"> - Post job description - Hire - Establish performance requirements - Perform human resource functions
IMPLEMENTATION TIMELINE	Year1 – The focus will be funding and thereafter, initiatives will be based on funding and guidance from the advisory committee. Ongoing
LEAD	Trumbull County Transit Administrator
SUPPORT	WRTA
RESOURCES NEEDED	Staff time to develop detailed job description and contract (if needed), human resource functions, identify office space and hire
COST RANGE	Annually \$50,000 to \$60,000 + benefits + office space with internet service (\$1,500 per month)
PERFORMANCE METRICS	Position hired Performance evaluation metrics consistent with achieving and managing Coordinated Plan goals and strategies
STRATEGY #3	SERVICE ENHANCEMENTS
PRIMARY NEEDS BEING ADDRESSED	Enhanced services, regional services, multiple service delivery modes, safe access, centralized and consistent communications and funding, education/communications, collaborative efforts and process to ensure transportation needs are being met.
ACTION STEPS	<p>Review Coordinated Plan Service Enhancement details, develop plans, obtain funding and implement service enhancements Develop and implement regional transportation services.</p> <ul style="list-style-type: none"> - Design and implement transportation services to close the gaps in hours and days of services including service to accommodate multi-shift employment centers - Research and develop plans to transition to carbon-neutral fleets - Work with private companies to increase wheelchair accessible services - Develop and implement plans to replacement of existing vehicles - Work with public and private providers to maximize services - Acquire services under a contract, lease, or other arrangement - Develop a process to level the playing field for small and large transportation providers - Conduct at least annual reviews of fixed route services modify based on community needs - Change policies for demand response services to include curb-to-curb, door-to-door and door-through-door - Coordinate services to improve efficiencies resulting in the ability to add services
IMPLEMENTATION TIMELINE	Year1 and ongoing
LEAD	Trumbull County Transit Administrator and WRTA
SUPPORT	Private transportation companies and human services agencies
RESOURCES NEEDED	Increase in service requires increase in vehicles and drivers
COST RANGE	\$17,000 to several million \$17,000 a year to add one hour of contracted on-demand service each weekday - Robust Trumbull County Public Transit System with fixed route and shared-ride services (\$2.3 to \$6.5 million).
PERFORMANCE METRICS	Ridership Cost per Passenger
STRATEGY #4	ONE CALL CENTER MULTI-COUNTY INFORMATION, SCHEDULING AND DISPATCHING CENTER

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PRIMARY NEEDS BEING ADDRESSED	Enhanced services, regional services, multiple service delivery modes, centralized and consistent communications and collaborative efforts
ACTION STEPS	<ul style="list-style-type: none"> - Identify regional public transportation partners - Identify current technologies - Develop a Request for Proposal - Obtain funding - Implement for public services - Identify private providers - Obtain additional funding - Implement for private carriers
IMPLEMENTATION TIMELINE	Stage approach beginning Year 1 with the objective to be fully operational in year 5.
LEAD	WRTA
SUPPORT	Trumbull County Transit Administrator, Private Transportation Providers, Human Services Agencies
RESOURCES NEEDED	Staff to research, develop and manage RFP and project
COST RANGE	Multi-County One Call Center \$1.5 to \$1.75 million over five years to complete
PERFORMANCE METRICS	Implementation of One Call Center for multi-county public transit agencies Add private transportation providers Cost per passenger/trip

PLAN COMMENT PERIOD

The prioritized needs, goals and strategies in this document were discussed and reviewed at the May 10 and June 10, 2021, steering/planning committee meetings as well as at the May 24, 2021 focus group meeting.

The Executive Summary, Coordinated Plan and Coordinated Plan Outreach documents will be placed on WRTA's website and provided to Committee Members for dissemination and posting. The purpose is to obtain additional comments.

A wrap-up meeting will be conducted in August to discuss comments. Comments will be incorporated and the plan updated accordingly. Thereafter the steering/planning committee will adopt the Coordinated Plan.

PLAN ADOPTION

Finalized after public comment period.

ANNUAL REVIEW AND AMENDMENTS

This Coordinated Plan is new and as such there have been no reviews or Amendments.

Future annual reviews will be initially conducted by the Steering/Planning Committee and arranged by:

- Western Reserve Transit Agency, Dean Harris Executive Director, 330-744-8431, extension 109, dharris@wrtaonline.com
- Trumbull County Transit Administrator, Mike Salamone, 330-675-2873, cesalamo@co.trumbull.oh.us

For more information on the Coordinated Plan, 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:

- Western Reserve Transit Agency, Dean Harris Executive Director, 330-744-8431, extension, dharris@wrtaonline.com

APPENDIX A – PLANNING COMMITTEE MEMBERS

Below is a table that provides the committee members and agencies. Many of the agencies represent underserved populations including seniors, low income and disabled as well as the general public. In addition, several committee members also self-identified as an underserved population.

TABLE 28: STEERING/PLANNING COMMITTEE MEMBERS

STEERING/PLANNING COMMITTEE MEMBERS	
MAHONING COUNTY	
Krista Beniston	Boardman Township
Jason Whitehead	Youngstown Metropolitan Housing Authority
Jack Daugherty	Youngstown Neighborhood Development Corporation
Mary Lou Reyes/ Lair Marin-Marcum	OCCHA, Inc. (Hispanic Cultural Organization)
Cora Lewis/Susan Kovach	MY Baby's 1st Coalition/ Mahoning County Public Health
Lori Murphy	Job and Family Services
Vikki Cunningham	Easter Seals
Tricia D'Avingnon	Boardman Township
TRUMBULL COUNTY	
Mike Salamone	Trumbull County Transit Administrator
Kris Kriebel	Trumbull County Combined Health District
Kim Mascarella	Howland Twp. TC
Diane M. Siskowic-Jurkovic, CPA	Trumbull County Senior Levy
Matt Martin	Trumbull Neighborhood Partnership
Linda Kirkland	Community Member
Pam Davies	Western Reserve Independent Living Center
Paul Davis	Senior Levy Board
Carl Clemons	Individual Advocate & President of Consumer Advocate Team 41
Barbara Klingensmith	Country Neighbor Program, Inc.
Ginny Pasha	United Way
Miles Johnson	Trumbull Neighborhood Partnership
William Turner	Trumbull County Workforce Development
Edward Stark	Trumbull County Board of Developmental Disabilities
Zack Swette	Trumbull County Metro
Herman Breuer	Trumbull County Veterans Office
John Gargano	Trumbull County Department of Job & Family Services
Janet Hazlette	Transit Advocate
MAHONING AND TRUMBULL COUNTIES/MAHONING VALLEY	
Judy Rodriguez	Western Reserve Transit Authority
Mirta Reyes-Chapman	Eastgate Regional Council of Governments
Sara Boyarko	Youngstown-Warren Regional Chamber
Sarah Lowry	Healthy Community Partnership
Dave Mirkin	Comfort Care a Van
Kris Petrich	Garwin
Michelle Gennaro	Help Network of Northeast Ohio
Tony Cairo	Direction Home of Eastern Ohio
Donna Wells	Rescue Mission of Mahoning Valley

The following table shows the agencies and the primary underserved populations that serve. Other underserved populations include: minority, LEP and Veterans.

TABLE 29: COMMITTEE MEMBERS AND THE POPULATIONS THEY REPRESENT

	GENERAL PUBLIC	SENIORS	DISABLED	LOW INCOME	OTHER UNDERSERVED POPULATIONS
BOARDMAN TOWNSHIP	✓				
DIRECTION HOME OF EASTERN OHIO		✓	✓		
EASTER SEALS			✓		
EASTGATE REGIONAL COUNCIL OF GOVERNMENTS	✓				
HEALTHY COMMUNITY PARTNERSHIP	✓	✓	✓	✓	✓
HELP NETWORK OF NORTHEAST OHIO	✓	✓	✓	✓	✓
HOWLAND TWP. TC	✓				
INDIVIDUAL ADVOCATE & PRESIDENT OF CONSUMER ADVOCATE TEAM 41			✓		
JOB AND FAMILY SERVICES		✓	✓	✓	✓
MY BABY'S 1ST COALITION/ MAHONING COUNTY PUBLIC HEALTH		✓	✓	✓	✓
OCCHA, INC. (HISPANIC CULTURAL ORGANIZATION)					✓
RESCUE MISSION OF MAHONING VALLEY				✓	
TRUMBULL COUNTY BOARD OF DEVELOPMENTAL DISABILITIES			✓		
TRUMBULL COUNTY COMBINED HEALTH DISTRICT	✓	✓	✓	✓	✓
TRUMBULL COUNTY DEPARTMENT OF JOB & FAMILY SERVICES		✓	✓	✓	✓
TRUMBULL COUNTY METRO	✓				
TRUMBULL COUNTY SENIOR LEVY		✓			
TRUMBULL COUNTY TRANSIT ADMINISTRATOR		✓	✓	✓	✓
TRUMBULL COUNTY VETERANS' OFFICE					✓
TRUMBULL COUNTY WORKFORCE DEVELOPMENT			✓	✓	✓
TRUMBULL NEIGHBORHOOD PARTNERSHIP		✓	✓	✓	✓
UNITED WAY		✓	✓	✓	✓
WESTERN RESERVE INDEPENDENT LIVING CENTER			✓		
YOUNGSTOWN METROPOLITAN HOUSING AUTHORITY		✓	✓	✓	✓
YOUNGSTOWN NEIGHBORHOOD DEVELOPMENT CORPORATION		✓	✓	✓	✓
YOUNGSTOWN-WARREN REGIONAL CHAMBER	✓				

In addition to the agencies listed above, WRTA and the three private transportation companies (Comfort Care a Van, Country Neighbor Program, Inc. and Garwin) transport the general public and underserved populations. WRTA has specific transportation programs for seniors and individuals with disabilities.

APPENDIX B – ODOT'S PRIORITY RATING SCALE



DELTA DEVELOPMENT GROUP
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COORDINATED PLAN STRATEGY SCORING SHEET

Criteria	1= Unknown or Not Applicable	2 = No	3= Moderately	4= Yes	5 = Strongly Agree	Bonus 5=Multi-County 10=Regional 0=Single County	Total
Does the strategy/project take steps to address a high priority need/gap in transportation or mobility management for a single county?							
Does the strategy/project take steps to address a high priority need/gap in transportation or mobility management for multiple counties or the region?							
Does the strategy/project take steps to address a high priority need/gap in transportation or mobility management for transit disadvantaged target populations e.g., seniors, individuals with disabilities, low income individuals?							
Does the strategy/project take steps to address a high priority need/gap in transportation or mobility management for the region?							
Does the strategy/project leverage existing resources?							
Does the strategy/project leverage new resources?							
Does the strategy/project reduce duplication of service?							
Does the strategy/project eliminate duplication of service?							
Does this strategy/project promote innovative practices or technology?							
Does this strategy/project involve coordination or cooperation between two or more agencies?							
Does this strategy/project expand transportation services to an unserved area or population?							

Strategy Scoring Sheet Continued on Next Page.



DELTA DEVELOPMENT GROUP
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Criteria (Continued)	1= Unknown or Not Applicable	2 = No	3= Moderately	4= Yes	5 = Strongly Agree	Bonus 5=Multi-County 10=Regional 0=Single County	Total
If this is a Section 5310 funded strategy/project, are there any other current or planned public transportation options for the proposed service area that would also serve the needs of older adults and individuals with disabilities in the same way that this project would serve those needs?							
Is the strategy/project sustainable (i.e., is funding secure or is there a plan in place to secure funding, etc.)?							
Does the strategy/project demonstrate efficient use of resources (i.e., staffing, vehicles, funding, or the coordination of any of these resources)?							
Does the strategy/project involve partnerships, either now or in the future, that include for-profit transportation providers?							
Does the strategy/project involve partnerships, either now or in the future, that promote coordination between transit and bike/pedestrian networks?							
Does the strategy/project improve the continuity of the local transportation network in a county?							
Does the strategy/project improve the continuity of the local transportation network in multiple counties or the region?							

APPENDIX C – PRIMARY TRANSPORTATION PROVIDER VEHICLE INVENTORIES

Agency/Organization: Country Neighbor											
Veh #	Make	Model	Year	Vin #	Capacity	Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
2012 Mini	Dodge	Grand Caravan	2012	2C4RDGBG3CR419419	6	0	Weekdays and Saturdays	3AM - 7PM	Good	Country Neighbor Programs	Ashtabula County and Northern Trumbull County
2012 Black	Dodge	Grand Caravan	2012	2C4RDGBGXCR139240	6	0	Weekdays and Saturdays	3AM - 7PM	Good	Country Neighbor Programs	Ashtabula County and Northern Trumbull County
2012 Mod	Dodge	Grand Caravan	2012	2C4RDGBG4CR180706	5	1	Weekdays and Saturdays	3AM - 7PM	Good	Country Neighbor Programs	Ashtabula County and Northern Trumbull County
2013 A	Ford	E-350	2013	1FDEE3FLXDDA92965	7	2	Weekdays and Saturdays	3AM - 7PM	Good	Country Neighbor Programs	Ashtabula County and Northern Trumbull County
2013 B	Ford	E-350	2013	1FDEE3FL6DD800057	7	2	Weekdays and Saturdays	3AM - 7PM	Good	Country Neighbor Programs	Ashtabula County and Northern Trumbull County
2015 Mod	Dodge	Grand Caravan	2015	2C7WDGBG4FR614214	5	1	Weekdays and Saturdays	3AM - 7PM	Good	Country Neighbor Programs	Ashtabula County and Northern Trumbull County
2017 HC	Ford	E-350	2017	1FDEE3FS7HDC37683	8	2	Weekdays and Saturdays	3AM - 7PM	Good	Country Neighbor Programs	Ashtabula County and Northern Trumbull County
2019 Mini	Dodge	Grand Caravan	2019	2C4RDGBG3KR729228	6	0	Weekdays and Saturdays	3AM - 7PM	Good	Country Neighbor Programs	Ashtabula County and Northern Trumbull County
2020 A	Ford	X2C	2020	1FDAX2C85LKB11709	4	2	Weekdays and Saturdays	3AM - 7PM	Excellent	Country Neighbor Programs	Ashtabula County and Northern Trumbull County
2020 B	Ford	X2C	2020	1FDAX2C8XLKB22673	4	2	Weekdays and Saturdays	3AM - 7PM	Excellent	Country Neighbor Programs	Ashtabula County and Northern Trumbull County
2020 C	Ford	X2C	2020	1FDAX2C89LKB31607	4	2	Weekdays and Saturdays	3AM - 7PM	Excellent	Country Neighbor Programs	Ashtabula County and Northern Trumbull County

Agency/Organization: Community Bus Services, Inc.											
Veh #	Make	Model	Year	Vin #	Capacity	Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
CB0296	Chrysler	Town & Country	2010	2A4RR2D12AR257029	7		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0386	Freightliner	FS65	2004	4UZAAXCS85CN93647	46		Weekdays	Varies 6am-6pm	Fair		Trumbull County
CB0394	Freightliner	C2	2008	4UZABRDTX8CZ04645	48	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0395	Freightliner	C2	2008	4UZABRDT48CZ04642	48	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0397	Freightliner	C2	2008	4UZABRDT58CZ04410	48	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0398	Freightliner	C2	2008	48	48	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0399	Freightliner	C2	2008	4UZABRDT78CZ04408	48	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0400	Freightliner	C2	2008	4UZABRDT68CZ04643	48	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0401	Freightliner	C2	2008	4UZABRDT58CZ04648	48	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0403	Freightliner	C2	2008	4UZABRDT38CZ04647	48	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0409	Chevrolet	3500 Express	2011	1GBHG31C591124334	12	2	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0410	Chevrolet	4500 Express	2016	1GB6G5BG3F1170762	12	2	Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB0411	Chevrolet	4500 Express	2016	1GB6G5B9F1170927	12	2	Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB0503	Dodge	Grand Caravan S	2011	2D4RN4DGOBR618342	7		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0510	Chrysler	Town & Country	2010	2A4RR5D1XAR293100	7		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0520	Dodge	Grand Caravan	2011	2D4RN4DGG78BR732810	3	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0524	Dodge	Carvan	2014	2C4RDGE5ER246114	7		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0532	Dodge	Grand Caravan	2013	2C4RDGGBG2DR724427	7		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0536	Dodge	Carvan	2012	2C4RDGCG8CR341962	3	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0540	Dodge	Grand Caravan	2011	2DR4RN4DGG3BR710111	3	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0541	Dodge	Grand Caravan	2011	2C4RDGXCER273540	7		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0542	Dodge	Grand Caravan	2011	2D4RDN3DG3BR762476	7		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB0909	IC	IC	2006	4DRBUAAN76A253408	71		Weekdays	Varies 6am-6pm	Fair		Trumbull County
CB0913	IC	IC	2006	4DRBUAANX6B260878	71		Weekdays	Varies 6am-6pm	Fair		Trumbull County
CB0915	IC	IC	2006	4DRBUAAN86B260877	71		Weekdays	Varies 6am-6pm	Fair		Trumbull County
CB0918	International	International	2006	4DRBUAANX6B294495	71		Weekdays	Varies 6am-6pm	Fair		Trumbull County
CB0919	IC	IC	2006	4DRBUAAN06B294490	71		Weekdays	Varies 6am-6pm	Fair		Trumbull County
CB0920	IC	IC	2006	4DRBUAANX6B294500	71		Weekdays	Varies 6am-6pm	Fair		Trumbull County
CB0923	IC	IC	2006	4DRBUAAN86B294494	71		Weekdays	Varies 6am-6pm	Fair		Trumbull County
CB1102	Blue Bird	BBCV2311C	2009	1BAKCPA99F257388	48		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1103	Blue Bird	BBCV2311S	2009	1BAKBCP09F257389	48		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1107	Blue Bird	BBVIS 2311S	2009	1BAKBCPA29F257393	48		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1109	Blue Bird	BBCV2311S	2009	1BAKBCPA69F257395	42		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1146	IC	BU	2014	4DRBUAAN5EB355864	71		Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1152	Chevrolet	3500 Express	2016	1GB3GRBG2G1283453	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1153	Chevrolet	3500 Express	2016	1GB3GRBG4G1280702	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1154	Chevrolet	3500 Express	2016	1GB3GRBG5G1283298	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1155	Chevrolet	3500 Express	2016	1GB3GRBG2G1283579	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1156	Chevrolet	3500 Express	2016	1GB3GRBG6G1282547	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1157	Chevrolet	3500 Express	2016	1GB3GRBG55G1283804	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1158	Chevrolet	4500 Express	2017	1HA3GRGXHN001125	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1159	Chevrolet	4500 Express	2017	1HA3GRBG5HN001257	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1160	Chevrolet	4500 Express	2017	1HA3GRBG9HN001472	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1161	Chevrolet	4500 Express	2017	1HA3GRBG7HN001308	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1162	Chevrolet	4500 Express	2017	1HA3GRBG6HN001428	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1163	Chevrolet	4500 Express	2017	1HA3GRBG6HN001462	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1164	Chevrolet	4500 Express	2017	1HA3GRBG5HN001520	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1165	Chevrolet	4500 Express	2017	1HA3GRBG5HN001548	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1166	Chevrolet	4500 Express	2017	1HA3GRBG8HN001236	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1167	Chevrolet	4500 Express	2017	1HA3GRBG3HN001290	16		Weekdays	Varies 6am-6pm	Very Good		Trumbull County
CB1169	Thomas	C2	2009	4UZARBDJX9CAB5164	65	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1171	Thomas	C2	2009	4UZABRDJ39CAB5166	65	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1172	Thomas	C2	2010	4UZABRDT8ACAR5817	65	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1173	Thomas	C2	2010	4UZABRDTXACAR5818	65	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1188	International	PB10500	2013	4DRBUAAN0DB259302	71	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1189	International	PB10500	2013	4DRBUAAN0DB259303	71	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1202	International	IC	2013	4DRBUAN8DB259306	71	3	Weekdays	Varies 6am-6pm	Good		Trumbull County
CB1203	International	IC	2013	4DRBUAAN3DB259309	71	3	Weekdays	Varies 6am-6pm	Good		Trumbull County

Agency/Organization: Garwin											
Veh #	Make	Model	Year	Vin #	Capacity	Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
	Chrysler	Town and Country	2012		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2012		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2014		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2015		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2016		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2016		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2017		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2017		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2019		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2019		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2019		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2019		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Dodge	Caravan	2020		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Chrysler	Pacifica	2019		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
	Chrysler	Pacifica	2019		7	X	Weekdays and Saturdays*	4:30 AM - 5:30 PM	Good to Excellent		Trumbull and Mahoning Counties
Saturdays* limited to Dialysis Patients and Methodone Clinics											

APPENDIX D – DEFINITIONS

The definitions below were extracted and updated from the Ohio Department of Transportation, Office of Transit (ODOT) template titled “Locally Developed, Coordinated Public Transit-Human Services Transportation Planning Guidance”. This document is located at the following web address: <https://www.dot.state.oh.us/Divisions/Planning/Transit/Documents/Coordinated%20Plans/Coordinated%20Transportation%20Plan%20Template%20Guidance%20FINAL.pdf>.

Information that is in italics indicates added information that is not from ODOT’s template,

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. *A one-year extension of the FAST Act through September 30, 2021, was enacted as part of the Continuing Appropriations Act, 2021 and Other Extensions Act.*

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.

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.

Steering/Planning Committee – The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

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

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.

Underserved Populations – *Vulnerable populations include seniors, low income, disabled, limited English proficient, minority and Veterans who often times face barriers and access to transportation services.*