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FRANKLIN COUNTY COORDINATED PLAN

Improving Transportation Coordination in Franklin County, Ohio



Prepared by | Mid-Ohio Regional Planning Commission
In partnership with | Central Ohio Transit Authority

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- Franklin County Department of Job and Family Services
- Greater Columbus Chamber
- Life Center Adult Daycare
- Transportation Resources, Inc.
- Village of Canal Winchester

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Executive Summary

Transportation is a complex business in Franklin County. There are many entities – businesses, government agencies, non-profit organizations – involved in planning, funding and providing transportation service. Franklin County’s large size, in terms of population and economic activity, provides an opportunity to achieve economies of scale in the provision of transportation service. However, with so many people and entities involved it is easy to end up using transportation resources in inefficient ways resulting in duplicated services, underserved areas and underutilized vehicles.

This Franklin County Transportation Coordination Plan (“Coordinated Plan”) has been developed to determine how existing transportation services could be better coordinated and how new funding and other resources should be used to improve transportation services in a coordinated fashion. In addition, this plan is intended to satisfy the requirements of a Coordinated Public Transit-Human Services Transportation Plan as laid out in federal law. By meeting these requirements, this plan gives Franklin County entities access to federal funds that can be used for the following transportation purposes:

- ▶ Access to jobs for low-income individuals (Job Access Reverse Commute, or JARC)
- ▶ Vehicles or other equipment for transporting seniors or people with disabilities (Specialized Transportation)
- ▶ New transportation services for people with disabilities (New Freedom).

The Coordinated Plan was developed through a partnership of public and private entities with extensive data collection from transportation funders, providers and users. The Mid-Ohio Regional Planning Commission (MORPC) served as the lead planning agency, providing direction and staff support to the effort. The Central Ohio Transit Authority (COTA) served as the fiscal agent responsible for handling and reporting on the federal funds used to develop the plan. An extensive data collection effort was undertaken by Community Research Partners (CRP). Data collection included surveys of transportation service funders and providers, interviews with human service agencies and focus groups of targeted populations. In addition, a survey was created to solicit information from the general public and public presentations were made at different venues over the course of the project.

There is a wide range of potential coordination activities for transportation providers. Franklin County has a few current coordination activities involving several transportation providers and funders. These activities represent specialized programs intended to meet very specific needs. There are somewhat different reasons for interest in coordination depending on the potential participant. Private transportation companies, both for-profit and non-profit, are interested in the reliable streams of passengers and money that coordination with public programs might entail while human services providers see the gaps in transportation service for their clients and hope this coordination effort may be a chance to address them. These two perspectives have the opportunity for mutually beneficial relationships.

There is wide agreement among agency officials that there are underutilized transportation assets and that there are many coordination activities that could be pursued immediately. However, there are a variety of obstacles (whether real or perceived) to improving coordination. This results in a guarded interest in increased coordination in Franklin County.

Based on the transportation resources and needs data, a number of transportation gaps were identified. Briefly, they are:

- ▶ Geographic gaps: some major employment and commercial centers, within neighborhoods, communities outside I-270, vocational and alternative schools, some senior housing and public housing, medical facilities and doctor’s offices in Delaware County, new low-income housing developments outside the central city.

- Capacity gaps: non-medical trips, transportation for people with lesser disabilities or impairments, transportation for ongoing treatment (dialysis in particular), overcrowded buses at rush hours, pool of qualified drivers.
- Service time gaps: Late night (workers on 2nd and 3rd shift), weekends, following afterschool activities.
- Awareness gaps: a variety of issues that demonstrate a lack of awareness or understanding by agencies or the public of available services.

The Coordinated Plan proposes to address transportation gaps through a variety of strategies. There are two major categories of strategies: those pertaining directly to transportation service and those that improve relationships or integration of other activities between organizations (e.g., mobility management activities). The strategies are presented here in priority order:

Service Strategies

- Provide late night transportation service
- Increase non-medical transportation options
- Increase service for after school activities
- Provide more transportation between suburban areas, particularly concentrations of employment and population.
- Increase reverse-commute service between the central city and suburban employment areas.
- Provide sidewalk links to connect people with transit and other components of the transportation system.
- Maintain existing transportation services and vehicle fleet.

Policy Coordination Strategies

- Establish a one-stop resource for transportation information.
- Conduct ongoing public outreach regarding transportation services
- Share information among transportation providers and funders in person and online; include benchmarking and best practices.
- Establish partnerships between the transportation sector and businesses/employers to improve the connection between transportation service availability and business location decisions.
- Conduct outreach and education with local governments regarding transportation services and the impact of development patterns on the ability to provide service.
- Study consolidation of transportation services, fuel, vehicles, etc., as a future step toward greater coordination.
- Establish a policy oversight group to recommend policy changes that would improve coordination among agencies.
- Create a position to spearhead coordination among agencies.

In order to carry out the intent of the Coordinated Plan, COTA is identified as the official Designated Recipient of the federal funds tied to the Plan. It will be COTA's responsibility to develop and conduct a competitive project selection process based on the strategies listed above. COTA proposes to utilize its Mobility Advisory Board, consisting of many of the Plan's stakeholders, to evaluate and recommend projects for funding.

1 Introduction

Transportation is a complex business in Franklin County. There are many entities – businesses, government agencies, non-profit organizations – involved in planning, funding and providing transportation service. These services, in turn, are intended to provide the more than one million residents of Franklin County with personal mobility and access to people, employment, goods and services.

Franklin County's large size, in terms of population and economic activity, provides an opportunity to achieve economies of scale in the provision of transportation service. However, with so many people and entities involved it is easy to end up using transportation resources in inefficient ways resulting in duplicated services, underserved areas and underutilized vehicles.

This Franklin County Transportation Coordination Plan ("Coordinated Plan") has been developed to provide a better understanding of current transportation services in Franklin County and opportunities for coordination to improve efficiency and service delivery.

1.1 Purpose of the Plan

The purpose of this plan is to determine how existing transportation services could be better coordinated and how new funding and other resources should be used to improve transportation services in a coordinated fashion. The plan is the result of an extensive process of data collection, collaboration and public input that identified the current resources and needs for transportation services, existing coordination activities and the potential for new or different coordination efforts.

In addition, this plan is intended to satisfy the requirements of a Coordinated Public Transit-Human Services Transportation Plan as laid out in federal law. By meeting these requirements, this plan gives Franklin County entities access to certain federal funds that can be used to provide transportation for low income individuals, seniors and people with disabilities.

1.2 Planning Process

The Coordinated Plan was developed through a partnership of public and private entities with extensive data collection from transportation funders, providers and users. The Mid-Ohio Regional Planning Commission (MORPC) served as the lead planning agency, providing direction and staff support to the effort. The Central Ohio Transit Authority (COTA) served as the fiscal agent responsible for handling and reporting on the federal funds used to develop the plan. Two committees were created consisting of key partners. The Steering Committee was a group of executives who provided general direction, a forum to discuss policy-level issues, and buy-in from key agencies who will be needed to implement the plan. The Working Group was a group of staff from partners and other stakeholders who provided data and outreach assistance, generated ideas, discussed transportation issues and attitudes toward coordination, evaluated options, and developed strategies.

An extensive data collection effort was defined by the Working Group and undertaken by Community Research Partners (CRP). Data collection included surveys of transportation service funders and providers, interviews with human service agencies and focus groups of targeted populations. The target populations for this study were low income individuals, seniors, people with disabilities, and youth (particularly youth in low income families and those of working age). In addition, a survey was created to solicit information from the general public and public presentations were made at different venues over the course of the project.

1.3 Background of Past Efforts and Federal Requirements

Central Ohio is no stranger to transportation coordination efforts. In 1998, the Columbus Area Transportation Coordination Program (CATCP) was initiated by MORPC to bring together transit and human service interests to examine transportation needs, possible service improvements and coordination opportunities in the Columbus area. The program resulted in a 2001 study that outlined short term coordination activities and different approaches to achieving better long term coordination. COTA was designated as the regional mobility manager and undertook implementation of the study's recommendations. Following this designation, CATCP transitioned into an advisory role for COTA's mobility management activities and became the Transportation Coordination Committee of MORPC. Unfortunately, due to economic malaise, local transit funding dropped dramatically requiring transit service cuts from 2001 to 2006. As a result, the comprehensive study recommendations have languished and the TCC sunset in 2005.

Other smaller-scale coordination activities have occurred in the past few years. Most of these have been limited to two agencies or were limited-time efforts, though some are more extensive in both participation and duration (see Chapter 5).

Coordination of transportation services has also been of interest to the federal government. In 2000, a federal interagency committee produced a report *Planning Guidelines for Coordinated State and Local Specialized Transportation Services* providing guidance to states for using transportation funds from these departments in a more coordinated fashion. Subsequently, this interagency effort was expanded on February 24, 2004, by Executive Order 13330, "Human Service Transportation Coordination," to include the following agencies: Transportation, Health and Human Services, Labor, Education, Agriculture, Housing and Urban Affairs, Interior, Veterans Affairs, Social Security, Attorney General, National Council on Disabilities.

The most recent federal transportation law¹ requires a "Coordinated Public Transit-Human Services Transportation Plan," be developed in order for areas to receive certain categories of federal transit funding. The federal programs that are dependent upon this plan provide funding for the following:

- Access to jobs for low-income individuals (Job Access Reverse Commute, or JARC)
- Vehicles or other equipment for transporting seniors or people with disabilities (Specialized Transportation)
- New transportation services for people with disabilities (New Freedom).

Ohio has also undertaken coordination efforts at the state level. After starting out with just three agencies, the Statewide Transportation Coordination Task Force now includes 16 entities which work together to remove barriers to coordination of programs and resources among themselves and entities receiving resources from them.

¹ The federal transportation law is known as SAFETEA-LU: Safe, Accountable, Flexible, Efficient Transportation Equity Act – a Legacy for Users.

2 Current Transportation Resources and Services

The resources devoted to transportation in Franklin County are considerable. However, they are divided up among a large array of entities which makes it difficult to fully calculate the value of the resources or determine if all resources have been identified. It is likely that some existing resources or services have been missed by this data collection effort, but the participants are confident that the major providers of transportation funding and services all have been identified.

2.1 Background

The Mid-Ohio Regional Planning Commission (MORPC) contracted with Community Research Partners (CRP) to conduct the transportation resource and needs assessment. CRP is a unique nonprofit research center based in Columbus that strengthens Ohio communities through data, information and knowledge. Since 2000, CRP has undertaken over 100 programs and projects in the areas of community data, applied and policy research, and program evaluation, both within and outside of Central Ohio, across a wide range of program and policy areas.

2.2 Range of Research Activities

CRP undertook a range of research activities including interviews with officials of agencies that fund or administer transportation; survey design, distribution, and follow-up for a sample of transportation providers; focus groups with key stakeholders; and collection of secondary data to characterize service and demand. Activities resulted in the creation of an inventory and profile of transportation funding programs; a transportation provider typology related to coordination; maps of transportation users and potential demand; and many expert and first-hand impressions concerning transportation needs, gaps, and coordination possibilities.

CRP also solicited input from members of the Coordinated Plan Working Group and the COTA Mobility Advisory Board, as well as other pertinent stakeholders identified during the process of data collection.

2.3 Focus Groups

CRP, along with their subcontractor Public Services Consulting, held seven focus groups with key transportation consumer populations and human services providers. The groups and meeting dates were as follows:

- ▶ Columbus Metropolitan Housing Authority (CMHA), Resident Council Advisory Committee – 11/15/07
- ▶ United Way Professional Advisory Committee – 11/26/07
- ▶ Hilltop Senior Dining Center – 12/05/07
- ▶ Godman Guild, Afterschool Program – 12/06/07
- ▶ Franklin County Department of Job and Family Services (FCDJFS) Opportunity Center Directors Meeting – 12/12/07
- ▶ COTA's Accessible Transportation Advisory Committee (ATAC) – 12/17/07
- ▶ Central Ohio Workforce Investment Corporation (COWIC), Job Seeker Orientation – 12/18/07

2.4 Funding and Administration of Transportation Programs

2.4.1 List of Programs by Administering Agency

In Franklin County, transportation funding and administration occurs through a variety of public and private entities. Below is a listing of transportation programs which includes six county departments, two regional agencies, two departments of the state, and three philanthropic organizations. The ultimate source of funds (levies, entitlement programs, philanthropy, or fee-for-service) varies by program. The list is followed by program details.

- FC Alcohol, Drug and Mental Health Board
- Through Community Based Organizations
 - Specialized Transportation Services

- FC Board of Mental Retardation and Developmental Disabilities
- To MRDD Schools and Classes
 - To MRDD Workshops and Living Centers
 - To MRDD Work Programs

- FC Department of Children's Services
- Taxi Service
 - COTA Bus Passes
 - Out-of-County Bus Passes

- FC Department of Job and Family Services
- Non-Emergency Transportation
 - Pregnancy Related Services
 - Title XX
 - Employment Transportation
 - Learning, Earning and Parenting

- FC Office on Aging
- Medical, Non-Lift
 - Medical, Lift-Equipped
 - Expanded, Non-Lift (non-medical)
 - Expanded, Lift-Equipped (non-medical)
 - Adult Day Services
 - Homemaker Escort
 - Small Group Transportation

- FC Veterans Services Commission
- Taxi Service
 - Bus Tickets and Gas Vouchers

- Central Ohio Area Agency on Aging
- Passport
 - Title III of Older Americans Act/State Block Grant

- Central Ohio Transportation Authority
- Fixed-Route Bus Service
 - Project Mainstream
 - Mobility Services (incl. Sedan Vouchers and Will Call)

- Ohio Department of Job and Family Services
- Non-Emergency Ambulette and Ambulance

- Ohio Department of Transportation
- Ohio Elderly and Disabled Transit Fare Assistance
 - Specialized Transportation Program (5310)

- The Columbus Foundation
- Competitive Grants Program

- The Columbus Jewish Federation
- Service Allocations

- The United Way of Central Ohio
- Transportation Grants

2.4.2 Program Descriptions and Contracted Providers

This section presents a description of the transportation funding programs listed in the previous section as well the funding recipients or transportation providers that are affiliated with each program. When available, the amount of funding or service attributable to each contracted provider is indicated. Program descriptions are based on both interview responses and the information available from agency Websites and brochures.

Franklin County Alcohol, Drug and Mental Health Board (ADAMH)

► Through Community Based Organizations

Description:

The Franklin County ADAMH Board contracts with community based organizations that provide direct care on behalf of Franklin County residents in need of both behavioral health care treatment and prevention services. Although transportation services are an allowable billable service, in the Ohio Department of Alcohol and Drug Addiction Services (ODADAS) taxonomy, it is not included in the Ohio Department of Mental Health service taxonomy. ADAMH expends a nominal amount (~\$500 per year) on taxi cab vouchers for consumers that need transportation assistance to/from the Board. Most of those consumers are volunteering for public policy planning efforts, though some are filing grievances or need other resource assistance from the Board.

Providers include transportation costs in their administrative costs versus billing those services separately through ADAMH’s billing system. Because of this, quantifying the volume of transportation services provided to consumers is extremely difficult.

Contracted providers: Various

► Specialized Transportation Services

Description:

This service is for persons experiencing a behavioral health crisis. Persons who are publicly inebriated can be transported by the Reach Out vans (funded with local levy dollars). Persons in need of ambulance transfers who are in need of inpatient psychiatric hospitalization are transported by ambulance to hospital settings.

Contracted provider: NetCare Access

Franklin County Board of Mental Retardation and Developmental Disabilities (FCBMRDD)

MRDD serves clients in Franklin County with qualifying mental and physical disabilities, occurring naturally or by accident, whose disability manifested before 22 years of age. MRDD provides a variety of transportation services to clients using public vehicles, contracted providers, and as appropriate, travel reimbursements to caregivers. In addition to the services described below, MRDD also offers clients transportation to recreational outings such as movies and bowling, sometimes contracting with non-County drivers to operate County vans. MRDD also serves as the transportation provider for the Special Olympics.

Budget: \$27,257,705 in 2007 for transportation related costs, including \$1,828,820 in capital outlays (see detailed MRDD Transportation Financial Summary in appendix)

► To/from MRDD schools and MRDD classes within standard schools

Description:

MRDD provides transportation service to MRDD schools (2 preschool, 2 multi-grade schools) and to MRDD classes within standard schools across the county. Some school districts provide specialized transportation for MRDD students within their jurisdiction. Per the Pupil Transportation Manual, MRDD students must be transported on yellow school buses or vans that carry no more than nine passengers.

Contracted provider: MRDD and various school districts

► To/from MRDD and partnering adult day programs and living centers

Description:

MRDD provides transportation services to its living center(s?) for profoundly limited clients, to its four “sheltered workshops” for adults, and to Goodwill’s four SAGE program sites. Private companies (i.e. Advantage) are establishing workshops in Franklin County; MRDD has discretion regarding transportation provision to these sites.

Contracted providers: Transportation Resources Inc., reimbursement arrangements with families

► To/from MRDD work programs (Enclaves and Community Workers)

Description:

The MRDD non-medical transportation waiver provides each eligible recipient with 240 round trips per year to work and job training sites.

There are two types of MRDD work programs – Enclaves and Community Workers. After graduating from skills workshop, MRDD clients may move into job settings at companies participating in the Enclave program such as Parker-Hannifin, Nationwide, Shonac, FireProof, and Sherwin Williams, where they work with small groups of other workshop graduates and an MRDD supervisor. Some workshop graduates are employed at the MRDD facility. Transportation is provided to and from workplace if needed. MRDD partnered with COTA to attain a JARC grant toward transporting downtown worker enclaves (about 140 individuals served).

The Community Workers program provides transportation as necessary to another 2,500 MRDD clients who work at large and small employers throughout the county.

Contracted providers: Urban Express (Enclave program), MRDD and Yellow Cab (Community Workers)

Franklin County Department of Children’s Services (FCCS)

► Taxi Service and Bus Passes

Description:

FCCS funds transportation to and from locations throughout Franklin County. Cab companies invoice FCCS on a monthly basis and are not permitted to charge FCCS clients any additional fees. Caseworkers refer clients for transportation services based on their need to participate in events pertaining to case plans (court, counseling, parenting classes, visits with children, case staffing). Caseworker contacts FirstLink where trips are arranged by staff assigned to work on this contract.

FCCS purchases and distributes COTA bus passes through caseworkers. Each pass is good for one day. FCCS also provides out-of-county bus passes on Greyhound for special trips.

Data preparation on the side of FCCS involved a lot of hand tabulation. With very little automation of information, obtaining an unduplicated count of clients using transportation service would be difficult.

Amount: \$107,820 for taxis, \$105,996 for COTA passes, and \$16,741 for Greyhound passes in 2006

Contracted providers: Airport Taxi in 2006; Arrow Cab, Airport Taxi, and Green Cab in 2007

Franklin County Department of Job and Family Services (FCDJFS)

For all FCDJFS transportation programs, clients have the choice between a COTA bus pass (fixed-route or paratransit) and a taxi ride through a company contracted to provide service for a particular program. Paratransit includes client co-pay, but FCDJFS will pay for accompanying rider if authorized by doctor. Driver may give support but client must be ambulatory or able to “pivot” into cab. FCDJFS screens each ride to verify eligibility for Medicaid.

Amount: \$1,975,632 in calendar year 2006 across the four programs below

▶ Non-Emergency Transportation (NET)

Description:

Non-emergency transportation assists any Medicaid recipient who does not have a car in their household or who would be unsafe to drive that car due to their illness. A good example is a dialysis customer who could safely drive to their appointment but who is unsafe to drive home. The physician completes a medical questionnaire to determine the safest means of transport, bus (including Mainstream) or cab. Services are provided to any Medicaid provider as long as the services can be billed to Medicaid. Out of county transportation is available if the service cannot be provided in Franklin County.

Contracted providers: ACME, Airport, Arrowlink, Bobcat, Super Shuttle

▶ Pregnancy Related Services (PRS)

Description:

This program provides case management and transportation services (bus or cab) for Medicaid eligible pregnant women. Service continues for up to 60 days after delivery or termination of pregnancy. Transport to Medicaid providers only who can bill for Medicaid services. A fairly small number of women are taking advantage of program because managed care also covers transportation while offering many additional services.

Contracted providers: Airport Taxi

▶ Title XX

Description:

Title XX is for those customers who are not Medicaid eligible (or who have not achieved their Medicaid spend-down provision) and who have a life-threatening illness and need dialysis, chemotherapy or radiation. The criterion for this program is age 60 or older *or* household income of less than 150% of the federal poverty level *or* an open active Adult Protective Services case.

Contracted providers: Airport Taxi

▶ Employment Transportation

Description:

COTA partnered with FCDJFS in a 2006-2007 pilot program to transport income-eligible adults with minor children to daycare and then work. The program became solely FCDJFS as of December 1, 2007 with approximately \$400,000 allotted for 2008. Clients must be TANF eligible or have income of 200% or below the federal poverty level and must have a transportation barrier which prevents them from working or attending on-the-job training. Barriers include

situations in which the nearest bus stop is located over one mile from either the residence or place of employment and situations in which it would require more than two hours for a person to get from home to daycare to work using public transportation. This program will transport outside the county when necessary.

Contracted provider: Airport Taxi

► Learning, Earning and Parenting (LEAP)

Description:

The provisions of LEAP are similar the Employment Transportation program; however, ridership is limited to TANF-eligible pregnant women or teenage moms and dads with minor children. Transportation is provided from home to daycare to school. In 2006, LEAP averaged a small number of monthly clients (5-14) but a relatively high number of monthly trips per client (77 in December). This program will transport outside the county when necessary.

Contracted provider: Airport Taxi

Franklin County Office on Aging (FCOA)

► Medical and Expanded Transportation

Description:

Medical transportation is provided to persons age 60 and over living in a private residence who are unable to use public transit due to health, disability, or distance. There are 26 providers contracted with Senior Options medical transportation. Contractors are selected based on demonstrated performance and unique assets (foreign language competency, experience serving areas traditionally underserved by public/private transportation). Clients are assigned to providers but may request change which creates a built-in customer service incentive. Medical transportation is unlimited for eligible clients.

Expanded (non-medical) transportation services increase the quality of life of clients by enabling them to travel to various locations throughout Franklin County which meet their social and personal needs. A few example destinations include: supermarket, drug store, post office, barber/beauty shop, the cemetery, and public agencies. Clients are limited to 100 miles per month of expanded transportation service.

Both medical and expanded transportation are available on lift-equipped vehicles, and both services have copayments on a sliding scale based on client income and cost of service.

► Medical, Non-Lift

Amount: \$1,310,799 for 475,648 billed miles in 2006

Contracted providers (billed miles): Columbus Green/Yellow Cab (289,435), Airport (34,758), INGA (29,562), Acme (21,848), SSD of Columbus (16,727), Friendly Care Agency (16,706), Central OH German Village Taxi (13,664), American Red Cross of Greater Columbus (13,134), Arrowlink Transport (8043), Franklin Transportation Resources (7,145), Super Shuttle (6,617), Lawrence Home Health Services (5888), Certified Network Columbus Taxis (3658), Bobcat Radio Service (2842), Dhulmar (1393), Independent USA Taxi (1313), 10 providers with less than 1000 miles

► Medical, Lift-Equipped

Amount: \$175,233 for 39,708 billed miles in 2006

Contracted providers (billed miles): Columbus (21,856), Airport (7136), American Red Cross of Greater Columbus (4023), Super Shuttle (1765), Lawrence Home Health Services (1646), Franklin Transportation Resources (862), Arrowlink (715), Nubia Medical Trans. (453), Safe Ride Medical Trans. (290), 6 providers with less than 250 miles

► Expanded, Non-Lift (non-medical)

Amount: \$1,117,350 for 403,442 billed miles in 2006

Contracted providers (billed miles): Columbus Green/Yellow Cab (246,380), INGA (40,323), Airport (27,532), Acme (22,588), Central OH German Village Taxi (12,587), Friendly Care Agency (9847), SSD of Columbus (9740), Franklin Transportation Resources (5393), Super Shuttle (4450), Lawrence Home Health Services (4130), Certified Network Columbus Taxis (4008), Independent USA Taxi (3794), American Red Cross of Greater Columbus (3681), Bobcat Radio Service (2810), Arrowlink Transport (2559), Dhulmar (1481), 9 providers with less than 1000 miles

► Expanded, Lift-Equipped (non-medical)

Amount: \$21,320 for 4,942 billed miles in 2006

Contracted providers (billed miles): SSD of Columbus (1349), Super Shuttle (1034), Airport (781), American Red Cross of Greater Columbus (586), Safe Ride Medical Transportation (451), 6 providers with less than 250 miles

► Adult Day Services

Description:

Adult Day Services are provided through community-based programs designed to meet the needs of functionally impaired adults in a protective setting. Program components include health services, personal care, meals, activities and transportation (one-way or round trip). Some programs include social work services and rehabilitation therapies.

Amount: \$334,483 for 17,281 billed miles in 2006

Contracted providers (billed miles): Heritage Day Health Centers (8507), Active Day Ohio (3621), Riverside Senior Health Services (2016), Washington's Intergenerational Adult Day Care (881), Life Center Adult Day Care (843), Columbus West Park Services (682), Isabelle Ridgway Care Center/ADC (311), Lawrence Home Health Services (284), Senior Independence (271), United Cerebral Palsy (264), Alzheimer's Assoc. of Central OH (108), Forest Hills ADS/CHS Columbus (33)

► Homemaker Escort

Description:

Homemaker transportation services enable a client to travel to necessary locations with a homemaker escort. Clients eligible for this service should be unable to utilize public transportation or Senior Options expanded transportation. This service is designed for clients who have a physical or mental impairment and require supervision. Further, this service should be utilized by clients who have little or no support system to provide similar assistance (i.e. family and friends). This service has received limited usage due to the unwillingness of providers to assume liability.

Amount: \$273,507 for 9,860 billed miles in 2006

Contracted providers: Home Instead Senior Care (2446), Columbus West Park Services (1872), Home Health Connection (1546), American Healthcare Services (1209), Interim HealthCare of Ohio (737), Diversified Home Health Services (668), All Staff Medical (446), Almost Family (298), E&J Personnel Services (213), Seed Sowers (204), Senior Independence (149),
3 providers with < 50 miles

► Small Group Transportation

Description:

This collaborative of the Clintonville-Beechwold Community Resource Center and 5 other settlement houses, along with Canal Winchester Human Services, provides small group transportation for seniors to grocery stores on a weekly basis and on social outings once a month from 29 designated sites across the county. See attached flier.

Amount: \$144,524 in 2006

Contracted providers: Clintonville-Beechwold CRC (\$75,000) in coordination with other settlement houses, Saint Stephen's Community House (\$32,700), Groveport (\$19,175), Blendon Senior Center (\$9,482), Canal Winchester Human Services (\$8,167)

Franklin County Veterans Services Commission (FCVSC)

► Taxi Service, Bus Tickets, and Gas Vouchers

Description:

FCVSC offers eligible veterans transportation to and from VA medical facilities through taxi service, bus tickets, and gas vouchers. For taxi service, clients are referred directly to contractors who are contractually obligated to pickup FCVSC clients within 1 hour and with 24/7 availability.

Amount: \$175,000 for tax service and \$25,000 in bus tickets and gas vouchers in 2006

Contracted providers: SafeLift, ACME, Bobcat

Central Ohio Area Agency on Aging (COAAA)

► Passport

Description:

PASSPORT (Pre-Admission Screening System Providing Options & Resources Today) is Ohio's home and community based Medicaid-waiver program for older adults. PASSPORT's goal is to provide an alternative to nursing home placement and keep older adults in their homes. Medical transportation is one of many services available through the program. (and not a highly utilized service – clients use Medicaid card more often). To be eligible, a person must be 60 years old, meet financial requirement, and have qualifying ADL/IADL functional impairments, along with other admission criteria. Funding is 60 Federal/40 State. Providers are PASSPORT certified.

Contracted providers (2007): Diligent Mobility Assistance Wheelchair, American Healthcare Services, Asakir Medical Transportation, Club for the Ages, Buckeye Mobility, Franklin Transportation Services, Lawrence Home Health Services, People's Ambulette/Wheelchair Services, Senior Independence, Washington's Intergenerational Adult Daycare

► Title III of Older Americans Act and State Block Grant

Description:

This program funds community agencies that provide services to older adults toward addressing needs such as nutrition, homemaker assistance, personal care, adult day services, and transportation. COAAA selects agencies through an RFP process and then provides ongoing support and technical assistance to ensure extent and quality of services. The most recent strategic plan, the OAA Area Plan, prioritizes transportation as a key to the well-being of older adults.

Contracted providers (2007 allotment): Lifecare Alliance-nutrition transportation (\$353,753), American Red Cross (\$135,130), Senior Independence (\$78,750), Leo Yassenoff Jewish Community Center and Wexner Heritage Village (\$40,000 between the two), and various adult day care programs that entail transportation to/from facilities –*note that only a portion of these dollar values are applied to transportation*

Central Ohio Transportation Authority (COTA)

Approval of Issue 7 on the 2006 ballot (10-year renewable 0.25% sales and use tax levy), combined with COTA’s permanent 0.25% local sales tax, will allow COTA to pursue an aggressive plan of service expansion across service types. COTA’s Long-Range and Short-Range Transit plans speak to many of the issues raised in the section, “Gaps in Transportation Service.”

Budget: \$70,774,928 projected expenditures for 2007; \$73,062,459 in projected sources, including \$12,693,898 in passenger revenues (see detailed COTA Financial Summary in appendix)

► Fixed-Route Bus Service

Description:

There are four types of fixed routes: local, crosstown, link, and express (see Map 1). Local routes generally offer many stops, uninterrupted service throughout the day, and the widest range of hours from morning to night. Crosstown routes (8) generally offer trips to and from destinations across town for customers who do not need to go downtown. The link route provides discounted rates and many stops in a corridor of the Linden neighborhood. Express routes offer direct trips to downtown during the AM and PM commute windows from bus stops and park & ride lots located outside the central COTA service area.

Standard fare is \$1.50 for local and crosstown routes, \$0.50 for link, and \$2.00 for express. Monthly passes are \$45.00 for local routes and \$62.00 for express. For discounts, see fare schedule: http://www.cota.com/fares_and_passes.asp

► Project Mainstream

Description:

Project Mainstream is COTA’s ADA paratransit service for eligible persons who are unable to use the fixed-route service as a result of their disability. Guidelines for eligibility are based on the Americans with Disabilities Act. This demand-responsive service is available within ¾-mile of COTA’s fixed routes during the hours in which individual routes are active. Reservations can be made from 1 to 7 days in advance. Subscription service for regularly scheduled trips is available on a limited basis. Fares are \$2.25 one-way, \$4.50 round trip, and \$70 for monthly pass. For more info, see the Frequently Asked Questions page: http://www.cota.com/project_mainstream_faq.asp

Contracted providers: First Transit (paratransit drivers and management), Capital Transportation (DBE)

► Mobility Services

Description:

Sedan Voucher service is available to Project Mainstream customers 24/7. Vouchers may be purchased for \$3.50 each (good for on-way trip) and a maximum of 10 vouchers per month per customer will be provided based on availability. Service is provided on a first come, first serve basis. Vouchers do not expire and are transferable to other eligible parties. For more info, see Frequently Asked Questions: http://www.cota.com/sedan_voucher_faq.asp

The Will Call program (pilot expired July 31, 2007—still in operation?) is designed to provide same day transportation service to eligible COTA paratransit customers who receive long-term, on-going treatments (i.e. dialysis, chemotherapy). This service operated when most medical treatment facilities are open (7am-9pm) and costs \$3.00 per trip.

COTA is also partnered with MRDD to provide transportation to JARC-eligible participants. See description of MRDD Work Programs for more details.

Contracted providers: Urban Express (sedan vouchers), Transportation Resource Inc. (will call)

Ohio Department of Job and Family Services

► Non-Emergency Ambulette and Ambulance

Description:

Program specifics depend on whether client is in a wheelchair or requiring transport in a supine position, whether client is in a managed care plan, whether client is enrolled in a hospice or a long-term care facility (LTCH) or a federally qualified health center (FQHC), and whether client is going to a waiver service. See Medicaid flow chart in appendix. Providers must be Medicaid-certified.

Ohio Department of Transportation

► Ohio Elderly and Disabled Transit Fare Assistance –included in COTA budget

Description:

This program provides grant funds to reimburse eligible public transportation system who offer reduced fares to the elderly and people with disabilities, to offset fare box losses incurred as result of reduced fare.

Amount: \$766,168 for SFY 207

Funding recipients/Transportation provider: COTA

► Specialized Transportation Program (5310)

Description:

The Federal Transit Administration provides funds for the purchase of equipment to support transportation services for the elderly and people with disabilities where existing transportation is unavailable, inappropriate, or insufficient. The FTA provides 80% of the cost of capital items; the remaining 20% must come from local funding, which may include other federal programs. ODOT writes the specifications and purchases vehicles with costs reimbursed by FTA and recipient.

Funding recipients (number of vehicles):

2007: Heritage Day Health Centers (2 light transit vehicles), NetCare (2 modified minivans)

1997-2006: Canal Winchester Human Services Corp, Cerebral Palsy Inc (2), Clintonville-Beechwold CRC, Columbus Metropolitan Area Community Action (2), Heritage Day Health Centers (5), Leo Yassenoff Community Center, OPRS (2), Transportation Resources of Columbus (3), United Cerebral Palsy of Columbus & Franklin County

The Columbus Foundation

► Competitive Grants Program

Description:

The Columbus Foundation’s Competitive Grants Program – about 7% of what typically is granted from the foundation annually (other 93% is donor-directed) – has commonly included grants to nonprofit organizations for the purchase of vans for client transportation. In 2007, there were no grants related to transportation, and details of past grantmaking were not readily available.

The Columbus Jewish Federation

No data was provided for this study.

The United Way of Central Ohio

► Transportation Grants

Description:

The United Way grants money to organizations that provide transportation related to the health, nutrition, and wellbeing of vulnerable populations. Allocations to the same set of recipients decreased, collectively, by 5.8% since the previous fiscal year due to decreases in campaign totals , not because of recipient performance.

Amount: \$384,272 for 2006-2007

Contracted providers: Senior Independence (\$110,346), Catholic Social Services (\$31,308), Red Cross (\$242,618)

2.5 Transportation Providers

This section presents information on the entities providing transportation services to the Franklin County community. CRP organized providers into two general categories: direct public providers and private providers. Within these two categories, transportation providers are further organized into groups. Note that the distinction between public and private may be somewhat blurred due to the public programming that governs the services of many private companies. For the purposes of this report, transportation services are deemed “public” if conducted using publicly-owned vehicles.

MORPC and CRP mailed surveys to sixty transportation providers. With a relatively low response rate, most of the information below was generated through follow-up phone conversations. This section focuses on the resources (vehicles and drivers) of each transportation provider, the areas and populations served, as well as current and potential coordination activities with other providers. Estimates of annual or weekly trips provided and unique number of clients served can be found in Chapter 3 Transportation Needs and Demand. The amount of information presented for individual providers is determined by what the interviewee was able and willing to share, as well as supplemental information from plans, reports, and the Web.

2.5.1 Discussion of Transportation Provider Types

Franklin County is a complex transportation scene. There are numerous public agencies administering transportation-related programs through a variety of direct providers and intermediary organizations and using funding streams with disparate aims and restrictions. Further, there is currently no accurate accounting of how many private transportation providers are in operation in the county. It was outside the scope of the resource and needs assessment to identify and survey all transportation providers, and CRP found several private companies uninterested or unwilling to provide data on their business.

In the future, it may be necessary for Franklin County to explore a different approach to the analysis of transportation resources than those appropriate for a smaller county or a county in which transportation is more centralized. For this plan, a typology for transportation providers has been created to provide a better understanding of transportation resources. These types are described in terms of their estimated membership and member commonalities along the lines of vehicle capacity, hours of service, and interest in coordination activities. Aside from the two countywide public vehicle fleets (COTA and MRDD), CRP identified ten types of entities that provide direct transportation service to particular segments of the population or to the community as a whole. Descriptions of the categories follow the list of provider types:

- Public school districts
- Senior centers
- Settlement houses
- Churches
- Taxicabs
- Non-emergency ambulettes
- General limousine, shuttle, or coach companies
- Day programs and live-in facilities for older adults or disabled
- Other community-oriented companies –i.e. Red Cross, Volunteers of America
- Transportation intermediary (i.e. Catholic Social Services, Lifecare Alliance)

Table 1 estimates the number of vehicles in use in Franklin County within each provider category.

2.5.2 Public Transportation Providers

Central Ohio Transportation Authority (COTA)

In 2007, COTA’s fixed-route bus service entailed 234 coaches, with 207 on the road at peak hour. COTA plans to order replacement/additional buses leading to a fixed-route active bus fleet of 342 buses in 2011. COTA will increase its use of smaller (30’), “neighborhood friendly” buses.

COTA will replace its 51 Project Mainstream paratransit vehicles and add an additional 8 vehicles between 2007 and 2011. To improve flexibility and cost-effectiveness, COTA will purchase a combination of cutaway buses, sedans, and minivans. Currently, there are 43 vehicles (all 30’) on the road at peak hour for Project Mainstream. COTA contracts with First Transit to provide drivers and service management.

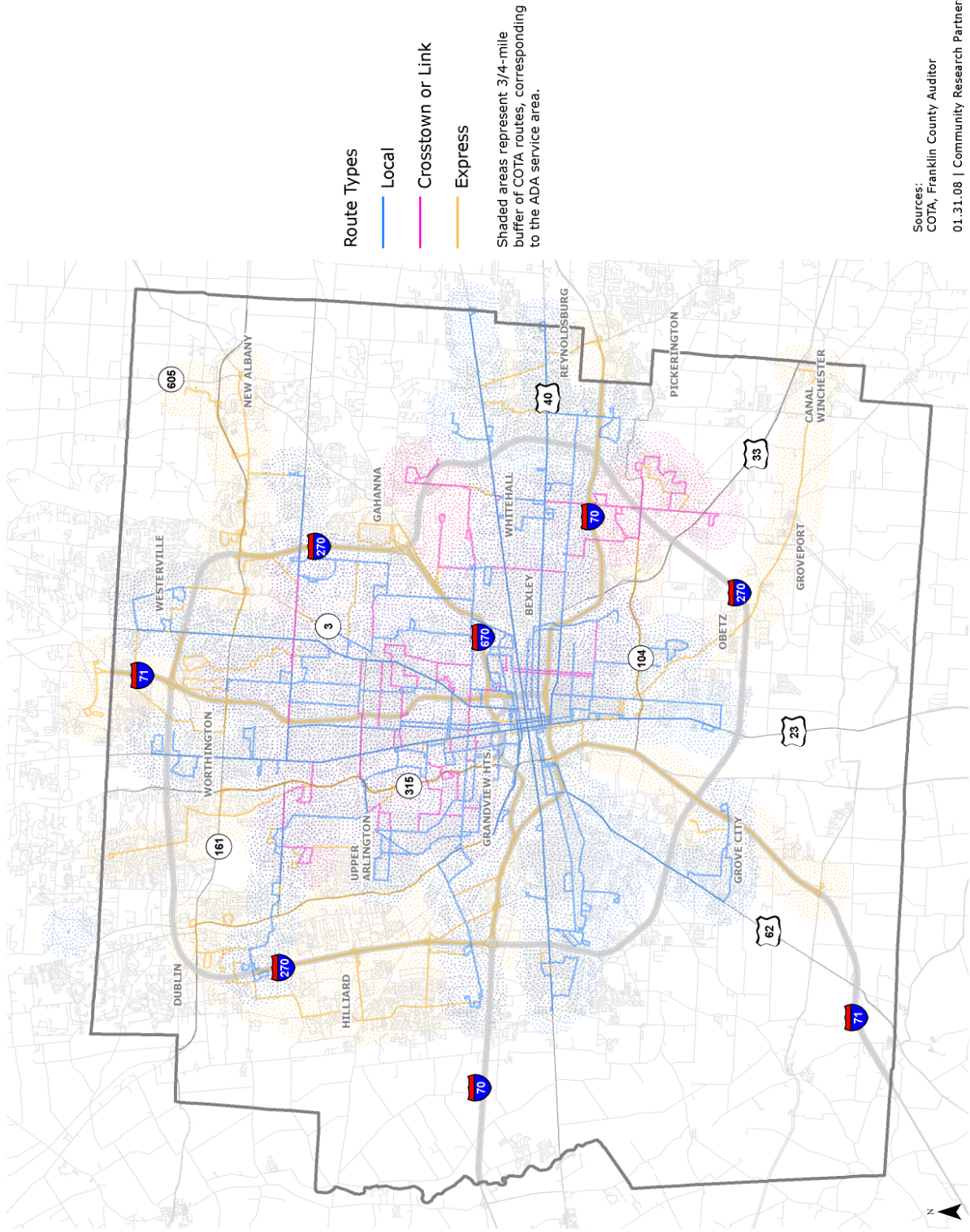
COTA is highly interested in coordination activities with agencies, organizations, and employers. Finding such opportunities is a primary function of the Mobility Services division. The budget for COTA’s mobility services –which includes the Sedan Voucher and Will Call programs – is anticipated to grow by 28% from 2007 to 2011.

Map 1 portrays the layout of COTA’s bus routes and the extent of the ADA service area.

Table 1: Estimate of Franklin County Vehicle Fleet by Type of Provider

Type of provider	Coach	Paratransit	Sedan/ Van/ Other
COTA	234	51	?
MRDD	199	28	20
School districts	1,569		?
Senior centers	5+	5+	6+
Settlement houses	?	?	14+
Churches	?	?	~100
Taxicabs	-	-	500
Non-emergency ambulettes	-	~150	-
General limousine, shuttle, or coach companies	~200 to 300 vehicles		
Day programs and live-in facilities for older adults or people with disabilities	?	15+	32+
Other community-oriented companies (ARC, JCC, OPRS, VOA)	3+	6+	14+
Institutions of higher education (#s for OSU only)	28+	8+	10+

Map 1: COTA Bus Routes and Project Mainstream Service Area, September 2007



Sources:
COTA, Franklin County Auditor
01.31.08 | Community Research Partners

Franklin County Board of Mental Retardation and Developmental Disabilities

MRDD has 199 buses. All buses are lift-equipped. MRDD also has 28 paratransit vehicles and 20 vans (Emergency Evacuation study, MORPC).

Most of MRDD's transportation services that enlist MRDD vehicles occur at the beginning and end of the standard workday, so there are down-time hours for many vehicles in the middle of the day, evenings, and weekends. Most MRDD drivers work split-shifts.

MRDD has the capacity, willingness, and flexibility to participate in transportation coordination activities. MRDD has a lengthy track record of successful coordination with COTA, community organizations, and local employers. The head of MRDD's transportation division is an advocate for coordinated activities and also recognizes the challenges.

With respect to multi-purposing of current fleets for additional community transportation needs, the point was raised that MRDD vehicles could be the easiest proposition since they, unlike the public vehicles of school districts or senior centers, were paid for through taxes levied upon the entire county.

2.5.3 Public School Districts

As of September 2007, the Ohio Department of Education had 1,632 buses reported in active service transporting school age students in Franklin County (including 63 MRDD buses). Phase I of MORPC's current study of inter-district busing will generate pertinent data on public school districts regarding transportation resources (vehicles, budgets), coordination practices, and local perspectives. This study will also collect information on all the transportation resources of private and parochial schools within the county.

Columbus City Schools:

About one-third of the active school buses in Franklin County are associated with Columbus City Schools (CCS) which has 569 coaches, all lift-equipped. CCS also has 15 passenger vans (emergency evacuation study, MORPC).

2.5.4 City and Township Senior Centers and Programs

There are at least nine senior centers in Franklin County that are currently providing some form of transportation to the community. Most centers provide "calendar group" (or signup list) transportation to shopping or other destinations on a weekly or bi-weekly basis. Several centers offer demand-responsive transportation to medical appointments on an as-available basis. The centers vary on whether services are offered beginning at age 55 or 60 and whether services are offered to disabled persons irrespective of age. Most have between one and five vehicles and provide transportation during standard weekday business hours. Most have down-time on weekdays after 5 p.m. and on the weekends. A COTA representative mentioned that certain senior centers have asked COTA to provide more service to their area in order to alleviate the transportation demands on the senior center.

Blendon Township Senior Center:

Blendon Township Senior Center has one van and one car and is acquiring a bus this year. The center does not provide wheelchair accessible service. This weekday service is for seniors who are citizens of the township and members of the center. Transportation is free to members, and trips are mainly for medical purposes. The geographic range of service is at the discretion of the director and varies with funding. The center prefers 24-hour notice.

Canal Winchester Human Services Transportation Program:

Canal Winchester Human Services offers free transportation Monday-Thursday, 8 a.m. to 4 p.m. to any senior citizen or person with disabilities residing in the Canal Winchester School District. The van is wheelchair accessible. Medical appointments take priority, but any purpose for a trip is accepted. At least 24-hour notice is requested and the ride may arrive up to a half-hour earlier than the appointment. Return trips home may require a wait. (information from Website)

Evans Senior Center, City of Grove City:

The Evans Senior Center has two minibuses. One older (1994) is a 24-passenger bus with no wheelchair lift and the newer (2003) is a 20-passenger that is lift-equipped. The city owns both vehicles outright. One bus travels along defined routes and the other is used for scheduled group outings. Service is provided to persons age 55 and over who reside in Grove City proper and the Jackson Township area. Service hours are Monday-Friday, 8 a.m. to 4 p.m. Many customers have MS, Parkinson's, stroke aftereffects, etc. and require the lift; however, service is curb-to-curb, so passengers need to be able to push themselves or use a motorized chair. Trips are about equally spread among medical, grocery, recreation, Lifecare Alliance lunches, and miscellaneous trips. Five percent of ridership is wheelchair-bound and ten percent have vision impairments. The cost is \$2 per round trip. The center has mild interest in purchasing transportation services rather than continuing to provide transportation directly.

Groveport-Madison Township Senior Transportation Program:

The senior transportation program through Groveport-Madison Township entails five vehicles, three of which are wheelchair accessible. The program serves residents of the village and unincorporated areas of Madison Township (the southeast corner of Franklin County). Service is provided to persons age 60 and over, as well as persons with disabilities. The current customer base ranges in age from 20 to 98. The program is about 10 years old and has one full-time driver, and the rest are part-time. Service hours are during the workday on weekdays and on Sunday mornings (to local churches). Medical trips within Franklin County are prioritized, and transportation to other destinations is provided as possible. Service is free to residents and can be used every day if needed. The program also provides transportation for organized social outings depending on availability.

Hilliard Senior Center:

Hilliard senior center provides twice-monthly shopping trips for seniors living in Hilliard. The center formerly provided some medical transportation. Limited information was available from the center.

Westerville Senior Citizen Center:

The Westerville Senior Citizen Center has a transportation program that is over 20 years old. The center has four buses, one with a wheelchair lift (but currently passengers must be ambulatory). Two of the buses are on the road at all times. The center uses four part-time drivers. Service is provided to persons age 55 and over (and their spouses) living within Westerville city limits. Service is provided for medical trips within the Westerville School District. Annual membership at the center is \$12 for residents. Service hours are Monday-Friday, 8:30 a.m. to 4 p.m. Shopping trips to malls are scheduled for Tuesday and Thursday afternoons.

2.5.5 Settlement Houses

Settlement houses may be good partners in a publicly coordinated transportation system: They are well-dispersed; they have established client bases and communication networks; and importantly, they have societal missions that complement the aims of a coordinated transportation system for human services delivery. Senior centers and churches also share these factors.

All seven members of the Columbus Federation of Settlements provide some form of community transportation. The Godman Guild has four vans that take students (living within or near the Guild's service area) to and from the center and event locations.

The other six settlement houses – Central, Clintonville-Beechwold, Gladden, Neighborhood House, St. Stephen’s, and Southside – along with Canal Winchester Human Services, provide senior transportation to the grocery store and social outings. This small group transportation service is funded through Senior Options and covers many of the large senior housing developments in the County.

Settlement houses tend not to specialize in transportation of people with major mobility impairments, but they are well recognized within the community they serve and have a track record for providing friendly, efficient service. Transportation is a more central function to some settlement houses than to others.

Clintonville-Beechwold Community Resource Center:

Clintonville-Beechwold CRC has two 12-passenger vans, wheelchair-equipped but not currently trained/approved to use. Along with the Senior Options Group Transportation described above, the center also provides medical trips via volunteer drivers using their own cars (volunteer must have adequate insurance, but CRC’s policy kicks in if necessary). Service hours are Monday-Friday, 9 a.m.-5 p.m. The rate of \$4.15 per rider per hour has adequately covered costs. A representative of CRC expressed that the center is willing and able to provide more group transportation if funding is available

Saint Stephen’s Community House:

Saint Stephen’s has three 15-person vans, three 12-person vans, and one car. No vehicles are wheelchair accessible. The Community House primarily serves the Linden area and provides door-to-door service when needed. Service hours are Monday-Friday, 8 a.m.-5 p.m. Medical needs take up 65% of trips, 30% are to a human services agency, and 5% are to the grocery. Senior citizens make up 70% of ridership and about 5% of riders have a mental disability. Saint Stephen’s is interested in the possibility of centralized fueling and maintenance, providing transportation for other agencies, and potentially, centralized scheduling of trips. Even with a fleet of seven vehicles, there are occasions when demand cannot be met.

2.5.6 Churches

There are approximately 541 churches in Greater Columbus. One-half of those churches are estimated to have structured transportation programs, primarily for the purpose of getting parishioners from their homes to congregation facilities. And about half of the churches with formal transportation programs use church vans. The rest accomplish transportation through volunteer drivers using their own cars or through arrangements with public providers, YMCA’s, etc. (Columbus Metro Area Church Council –this paragraph represents general impressions arising from a study conducted by CMACC a few years ago).

Churches are commonly mentioned as possible participants in a coordinated approach to human services transportation. The anecdotal information provided by CMACC suggests there would be about 100 churches with vehicles in Franklin County (541 x 25% with vehicles x 75% as an estimate of the Franklin County portion of all Greater Columbus churches). Programming of church vehicles is generally not aimed at servicing the public at large but rather at getting parishioners to church or getting church youth to activities. There is currently no known list of churches with vehicles (even for a single denomination). Since this untold number of church vans, minibuses, and buses likely sees its heaviest usage on Sundays, church vehicles remain an intriguing asset for coordinated transportation.

The Ohio State Highway Patrol conducts inspections of church vans and other passenger vehicles and submits reports to the Public Utilities Commission of Ohio (PUCO). At this time, there is no electronic database of vehicles inspected.

First Community Church:

FCC’s Heart-to-Heart Program is an exception to the rule that churches only provide transportation to their own members. The program focuses on the northwest quadrant of the county, but anyone in the community can call for trips to medical appoints, the grocery store, or most other destinations, and he or she will be paired with an FCC volunteer driver (using own car).

2.5.7 Taxicabs

There are exactly 500 cab licenses in the City of Columbus (information from Columbus Department of Public Safety, License Division, Officer Shane Mattingly). There are two cab companies, Yellow Cab with 126 cabs and ACME with 38 cabs, and 336 individually owned cabs. Most have joined radio or dispatch services for centralized dispatch. The City has not issued a cab license since 1997. Cab licenses are transferable and have an estimated market value of \$60,000. A list of all licensed cabs with plate number, owner, and dispatch phone number can be found in the appendix.

Several cab companies are contracted by public agencies to provide transportation to fulfill the goals of programs such as Title III, Title XX, and Senior Options. For many of cab services and other transportation companies, the amount and standards of service they provide are closely linked to the public programs with which they contract.

Port Columbus authorizes a selection of cabs, as well as shuttle and limousine companies, to pick up customers from the airport. Any cab may drop-off at the airport. No other locations in the county restrict cab services.

Officer Mattingly suspects there are many “gypsy cabs” in operation in Franklin County – a first degree misdemeanor. The city and county are considering a Medallion system to signify clearly which cabs are licensed and legal. Certain customer protections (vehicle inspections, driver background checks) are assured only for the 500 licensed cabs.

Most cab companies or dispatch groups offer service that approximates 24 hours a day/7 days a week, and most claim to serve the entire county or beyond. However, comments from multiple sources suggest that cabs servicing Franklin County are commonly hesitant to make trips to the outskirts of the county. These trips are not cost-effective due to the large number of road miles without a customer aboard.

One taxicab service, Bobcat Radio Services, replied to the mail survey. At the time of this draft, other cab companies contacted did not have the information readily available or declined to offer input for this study.

Bobcat Radio Service:

Bobcat Radio Services (Bobcat) includes 23 vehicles: three Econoline vans and 20 Ford Crown Victorias. Bobcat specializes in transportation of older adults and disabled persons, as well as the Somali and Ethiopian populations. Service is provided to all Franklin County and elsewhere in Ohio as needed. Some portion of the fleet is in operation 24/7. Door-to-door service is available. 60% of trips are to medical appointments, 20% to grocery or pharmacy, 10% to human services agencies, 5% to employment. Bobcat recognizes unmet demand on nights (after 7 p.m.) and weekends when there is not enough volume to keep vehicles on road. 24-hour notice is preferred, but will schedule rides up to 6 p.m. on day prior to trip. A standard meter fare is charged for taxi service. For service provided under Franklin County contracts, price per mile is based on zip code charts (Bobcat suggests these charts are due for revision). Bobcat has formal service contracts with several organizations as well as Franklin County and Columbus Public Schools. Bobcat partakes in several coordinated activities among its member cabs including centralized maintenance, scheduling, and operation of vehicles.

2.5.8 Non-Emergency Ambulettes

There are 49 licensed ambulette companies (non-emergency medical vehicles with wheelchair accessibility) headquartered in Franklin County. Several other ambulette companies are located in surrounding counties and do much of their business in Franklin County. Of note, there are certain entities that are not required to register, including governments, organizations that do not charge a fee for service, and institutions (i.e. hospitals, adult care facilities).

The Ohio Medical Transportation Board, the licensing agency, does not have a good handle on the supply and demand dynamic of ambulette services; however, a representative of OMTB could say “we have not seen many of them go out of business” and that most have just a few vehicles so overhead is manageable. Medicaid is a primary source of funding for ambulette companies, so they may face the issue of Medicaid reimbursements not keeping pace with the rising costs of providing service –an issue currently pushing some ambulance companies toward litigation with the state.

Club for the Ages:

Club for the Ages provides both ambulettes and walk-on service. Scheduling is through Provide-a-Ride, a subcontractor of CareSource. Club for the Ages has seven vehicles and seven full-time drivers. Business hours are Monday-Friday, 4 a.m. - 6 p.m. and some “light business” on Saturdays. The company serves all of Franklin County and takes pride in their customer service, which benefits from low turnover of drivers.

Diligent Mobility Assistance Wheelchair:

Diligent Mobility Assistance Wheelchair has three 3-person vehicles, one 4-person, and one 5-person vehicles. The fleet can accommodate nine wheelchairs. The service area is Franklin County, except Canal Winchester and Pickerington. Service is provided Monday-Friday, 5 a.m.-6 p.m. and Saturday, 5 a.m.-4 p.m. Door-to-door transportation is standard. 100% of trips are medical. Ridership is 85% wheelchair, 5% vision impairment, 5% mental disability, 1% limited English, and 10% with accompanying personal care assistant. For private pay customers, transportation is \$30 one-way + 1\$ per mile. The company has some interest in exploring coordination activities.

2.5.9 General Limousine, Shuttle, or Coach Companies

For the purposes of this study, this category encompasses a wide range of transportation providers from very small operations to large diversified transportation companies. Many shuttle and limousine companies in Franklin County, but not necessarily the companies profiled below, depend upon the airport for a consistent stream of business.

Bexley Extended Area Transit:

BEAT has two 14-20 passenger shuttle coaches. The company formerly provided transportation to the general public in Bexley but now concentrates on school and small group transportation and trips to airport. Charter shuttles at priced at competitive hourly rates; special event shuttles vary in price by event and demand. BEAT can usually offer same day service. BEAT is currently not subsidized through any public programs but would welcome the opportunity to coordinate with county agencies.

Transportation Resources, Incorporated:

TRI has been in business for 38 years. The company has about 80 vehicles, from buses to sedans, many with wheelchair accessibility. TRI provides some Medicaid transportation, as well as contract service to MRDD and COTA (Will Call). The company provides service to several nursing homes and the SAGE program. Additionally, TRI provides general demand-responsive transportation to individuals and large groups. Most business is in Franklin County, but TRI will travel further on case by case basis. Standard business hours are Monday-Friday, 9 a.m.-5 p.m. 72-hour notice is requested. TRI is a nonprofit company but its fleet size and range of transportation services make it distinct from most nonprofit transportation providers.

Urban Express:

Urban Express has 50 vehicles, including sedans and minivans, many of which can accommodate wheelchairs. Urban Express is the contractor for COTA's (popular and well-regarded) Sedan Voucher program. A representative of the company reported that funding is about half through public programs and half fee-for-service. Urban Express serves all Franklin County and beyond.

2.5.10 Day Programs and Live-In Facilities for Older Adults or Disabled

In Franklin County, there are many vehicles associated with day programs or residential facilities for the assistance, development, or treatment of older adults and disabled persons. Some of these transportation services use volunteer drivers and personal vehicles (PLANCO, Goodwill), but others (ADD, Heritage Day) own and operate sizeable fleets. Initial indications suggest that this type of transportation provider will have significant limitations in the flexibility and expansion of vehicle scheduling, as service models commonly require vehicles to be present and "on-call" for existing client needs.

Association for the Developmentally Disabled:

The Association for the Developmentally Disabled (ADD) has 31 vehicles (Econoline vans, minivans, and a sprinter). ADD only transports clients of its own programs. Most transportation is for group homes where one vehicle is assigned to each location. The association also supplies transportation for day activity program at ADDvantage Center. ADD serves only Franklin County. Service is possible 24/7, but primary service hours are 7 a.m.-10 p.m. 30% of trips are medical, 30% are recreational, 20% to grocery or pharmacy, 10% to employment, and 10% to visit family. Among their clientele, 10% are in a wheelchair and 100% have a mental disability. ADD currently does not coordinate service with other organizations, and interest in most coordination activities is only marginal given the company's service model.

Heritage Day Health Centers:

Heritage Day has 15 paratransit vehicles; all are lift-equipped. The company has purchased vehicle(s) through the 5310 Specialized Transportation Program. Heritage Day participates in the ICPC Coop Fuel Purchasing Program and has strong interest in centralized maintenance of vehicles. The company has somewhat strong interest in joint use of vehicles or contracting to provide transportation to other agencies. Almost all trips (97%) are to Heritage Day Health Centers, and a small portion is client fieldtrips. 30% of ridership is in a wheelchair, 20% have vision impairment, and 75% have a mental disability or some form of depression. Alzheimer's is common among clients. Heritage Day serves all Franklin County and some of Delaware County through contracted services. Service hours are Monday-Friday, 7 a.m.-6 p.m. and Saturday, 8 a.m.-5 p.m. For private pay clients, there is a sliding scale fee based on ability to pay. Fees range from \$7.50-\$12.50 per trip.

Planned Lifetime Assistance Network of Central Ohio:

PLANCO provides transportation through staff's private vehicles. Days and hours of operation depend on client schedules. Currently not able to cannot accommodate wheelchair users. Trips are 75% for medical appointments, 20% to the grocery, and 5% to a human services agency. 100% of ridership has a mental disability. PLANCO tries to schedule rides two days in advance. The network is not currently coordinated with any other transportation providers, but moderate interest exists.

Wexner Heritage Village:

The VanTran offers older adults residing in the independent living apartments of Wexner Heritage Village a choice for transportation throughout the east side of Columbus. The lift-equipped van was purchased funding by the Osteopathic Heritage Foundation (from Website).

2.5.11 Other Community-Oriented Transportation Providers

While this is catch-all category, it includes some of the most active and well-recognized transportation providers in Franklin County. As mentioned in the discussion of settlement houses, these community-oriented companies have overt social missions that make them promising partners for a coordinated transportation system.

The American Red Cross of Greater Columbus:

The American Red Cross of Greater Columbus (ARC) has nine vehicles: two Econoline vans and seven Ford Fusion sedans. All sedans are leased. There are three full-time, one part-time, and three intermittent drivers. Service hours are Monday-Friday, 5 a.m.-7 p.m. and Saturday-Sunday 7 a.m.-4 p.m. For standard transportation service, 7-10 day notice is requested. The company provides door-to-door assistance if needed.

The ARC transportation program maintains detailed records. 68% of riders are ambulatory, 8% are in wheelchairs, and 6% are visually impaired. A significant number of clients are Somali or Hispanic. 22% of clients have income below \$20,000 a year. 70% are age 65 or older and 93% of clients are through Title III program. The company is associated with several funding programs (public, philanthropic, and medical). ARC now has good scheduling and routing software and may pursue a plan to implement a 4-zone approach to transportation if additional vehicles can be secured. The transportation program director is highly open to coordination possibilities and additional sources of program support.

Jewish Community Center of Greater Columbus:

The JCC has two Ford E450's: 22-passenger and 18-passenger, the latter with capacity for a wheelchair. The center specializes in transportation to older adults and youth. The JCC generally provides transportation within a 10-mile radius of the facility, between the hours of 9 a.m.-4 p.m. Trips are provided from the homes of JCC members to the JCC and back for \$0.50 each way. 90% of ridership are youth or have a child with them, 30% have limited English proficiency, and 15% have a mental disability. Members are advised to schedule one day in advance. The JCC would be interested in exploring centralized scheduling possibilities.

Ohio Presbyterian Retirement System (OPRS)-Senior Independence:

OPRS has four 8-12 passenger buses which are wheel-chair equipped and a 29-passenger bus, along with a van and a car. OPRS is a statewide organization with a corporate entity. The organization has a relatively small client base, but it serves them intensely (including non-medical). Most service is provided within Franklin County. OPRS has had good longevity of drivers. There are four full-time drivers a few "contingent" drivers. OPRS has used OSU students as drivers in the past. Door-to-door assistance is provided. The organization serves a large Russian community, but language has not been a major issue. OPRS has a contract with Language Line if necessary. When over-booked, OPRS tries to find other Title III transportation providers who can accommodate clients. A representative expressed interest in further discussing coordination possibilities.

Volunteers of America:

Volunteers of America has three 15-person vehicles and two 7-person minivans. No vehicles are wheelchair accessible. The organization specializes in service to lower income persons and youth and serves all Franklin Count. Most ridership is in the West Side, Far East Side, and Hilliard. Service hours are Monday-Friday, 7:30 a.m.-7:30 p.m. and occasional Saturdays. Trips are 40% to afterschool programs, 40% to human services agencies, 10% to grocery stores, and 10% to shelters. Among clients, 10% have limited English and 90% have a young child. The organization is not currently involved in any coordination but highly interested in a variety of joint/centralized activities.

2.5.12 Transportation Intermediaries

Transportation intermediaries are organizations that provide a portal to transportation services. Public and philanthropic funding is funneled through intermediary organizations which provide customer outreach and program management for transportation services, often geared toward community members with a specific need or condition.

Catholic Social Services:

Catholic Social Services contracts with Northway and Bobcat taxi services to provide transportation to persons age 60 and over who reside on the west side of Franklin County. CSS transportation is now limited to medical only. Clients may use the service any hour of the day. CSS does not offer door-to-door assistance. CSS pays standard taxi rates.

Columbus Cancer Clinic:

The Columbus Cancer Clinic provides transportation service to and from the clinic on a Red Cross vehicle for citizens of Franklin County who are ambulatory, have active cancer, and household income of 150% or below the federal poverty level (and less than \$5000 in savings or other liquidate-able accounts). The program is funded by the United Way, a private endowment fund, and various small grants.

Leukemia and Lymphoma Society:

LLS provides money and reimbursements for a wide variety of transportation costs related to treatment (parking, mileage, airfare, cab, tolls, bus, ambulance). Service is not limited to Franklin County

Lifecare Alliance:

Lifecare Alliance uses SafeLift, City of Grove City, St. Stephen's House, and Metro Transportation (Metro specializes in working with Somali population) to transport senior to dining centers as part of their Congregate Meals Program. Lifecare Alliance serves 27 senior community centers across Franklin and Madison counties. Can accommodate wheelchairs and provide door-to-door assistance. There are concentrations of clients in Grove City and in the Somali developments on the east and west sides of town. Lifecare Alliance also provides for a small number of shopping trips. The organization would consider directly providing, rather than contracting, transportation service in the future; and a representative expressed moderate interest in exploring transportation coordination activities.

2.5.13 Institutions of Higher Education

Neither the resource and needs assessment nor the aforementioned MORPC study investigated the transportation services of local colleges and universities. This may be a worthwhile avenue for further discussion with regard to transportation coordination.

Campus Area Bus Service:

CABS – the transportation service for The Ohio State University – has 28 coaches, all lift-equipped. CABS also includes eight paratransit vehicles and 10 passenger vans (emergency evacuation study, MORPC). CABS operates along defined routes within campus and throughout nearby residential areas and is available to OSU students and others affiliated with the university. Those with permanent or temporary disabilities may also take advantage of OSU's door-to-door Handivan service within a 3-mile radius of the OSU campus. For more information see <http://tp.osu.edu/cabs/index.shtml>

2.6 Locations Served

While most publicly-funded transportation programs service the entire county or extend into surrounding counties, senior centers tend to serve a particular municipality, and several private transportation providers specialize in service to smaller areas. The table below summarizes information on service area policies and practices gathered during the course of this study. Note that many private providers have prerogative to expand or contract their service areas or to make case-by-case exceptions at any time.

Table 2: Service Areas by Administration, Transportation Provider, or Provider Type

	neighborhood or subarea	city, township, or school dist.	franklin county	beyond franklin county
By agency administering programs				
ADAMH			√	
COAAA			√	√
FCCS			√	√-
FCDJFS			√	√
FCOA			√	
FCVSC			√	
ODJFS			√	√
By individual providers (sample)				
American Red Cross			√	
BEAT		√		
CABS-OSU	√			
C.W. Human Services		√		
Catholic Social Services (i)	√			
Columbus Cancer Clinic (i)			√	
COTA			√	√-
Heritage Day Health Ctrs.			√	√
Jewish Community Center	√			
Lifecare Alliance (i)			√	√
MRDD			√	
OPRS, Senior Independence			√	√
By provider type (general rules)				
Churches	√			
Non-emergency ambulettes			√	√-
Senior centers		√		
Senior/disabled day programs			√	√-
Senior/disabled housing	√			
Settlement houses	√			
Shuttle or limo companies			√	√
Taxicabs			√	√-

Notes: (√-) a service that travels outside Franklin County, but not far or often; (i) intermediary organization

2.7 Centralized Data Sources on Transportation Providers

In addition to the City of Columbus' License Division, other potential sources of centralized data on organizations that have passenger vehicles or specific credentials (such as certification to operate wheelchair lifts) include:

- Port Columbus Regional Airport Authority
- Ohio Public Utilities Commission,
- Ohio Medical Transportation Board
- FirstLink

According to the 2008 FirstLink Directory, referral organizations that provide, coordinate, or reimburse transportation services include:

- | | |
|--|---|
| Access Health Columbus | International Neighborhood Coffee Hour |
| Almost Family | Joint Organization for Inner City Need |
| Alpha Eldercare | Leukemia and Lymphoma Society |
| Alzheimer's Home Care/Nightingale | Life Center Adult Daycare |
| American Red Cross | MC Mobility Systems |
| Association for the Developmentally Disabled | MRDD |
| Blendon Township Senior Center | MORPC |
| Buckeye Handicap Van Services | Mount Carmel |
| Buckeye Mobility | Muscular Dystrophy Association |
| Canal Winchester Community Senior Center | National Kidney Foundation |
| Catholic Social Services | National Multiple Sclerosis Society |
| Clintonville-Beechwold Community Resource Center | Neighborhood Services |
| Columbus AIDS Task Force | Obetz Community Senior Center |
| Columbus Cancer Clinic | On-Time Transportation Services |
| Columbus Center for Human Services | The Ohio State University (Connect Me Ohio, Social Services Unit, OSU Hospital) |
| Comfort Keepers | Planned Lifetime Assistance Network |
| COTA | Saint Stephen's Community House/Eldercare |
| Easter Seals | The Salvation Army |
| Elder Choices | Senior Independence (OPRS) |
| First Community Church/ Village | Somali Community Association of Ohio |
| Franklin Transportation Resources | Transportation Resources, Inc. |
| Friends of the Homeless | United Cerebral Palsy of Central Ohio |
| Gahanna Parks and Recreation | Volunteers of America |
| Evans Senior Center (Grove City) | Westerville Senior Citizen Center |
| Groveport Madison Township | Westminster-Thurber Retirement |
| Heritage Day Health Centers | Wexner Heritage Village |
| Hilliard Senior Citizen Center | |
| Horn of Africa | |

3 Transportation Needs and Demand

3.1 Human Service agencies

Phone interviews were conducted with officials at human service agencies. The purpose was to ascertain the needs of clients of the agencies from the professional experience of the agency staff.

Human service professionals generally identified late-night and multi-stop transportation as critical to their clients. Some clients also need help accessing the transportation, either through training or door-to-door service. The reliability of public transportation was a concern, as was the availability of transportation services for non-medical trips.

Human service client needs

- ▶ Reliable transportation services
- ▶ Transportation for 2nd and 3rd shift jobs
- ▶ Many need door-to-door service, sometimes extra TLC
- ▶ Transportation mentoring
- ▶ A way to work (or a way to daycare then to work)
- ▶ More non-medical transportation options
- ▶ Transportation for the homeless
- ▶ A car of their own until transportation services improve
- ▶ Social benefits of group transportation
- ▶ Better accommodations for accompanying caretakers

3.2 Consumers

Transportation consumers themselves were also consulted. Several focus groups were held with members of each targeted population group: older adults, youth of job-seeking age, people with disabilities, and low income job-seekers.

Generally, consumers were interested in transportation service that is offered around the clock with direct service into neighborhoods. In other words, transportation services should mirror, to the extent possible, the convenience and availability of automobile travel. There was also a desire, primarily from consumers with disabilities, to

see more wheelchair accessible vehicles and to reduce the duration of trips. All consumers agreed that adequate sidewalks and crosswalks are necessary to make best use of any public transportation service.

Expanded hours of transportation service, providing trips during the night and weekends, was a clear similarity between the two groups. This would improve job accessibility during late shifts and provide more opportunity to conduct personal trips for those who rely on transportation services.

Consumer Needs

- ▶ Affordable 24-hour transportation options
- ▶ Policies that limit a rider's time on a paratransit vehicle
- ▶ More intensive routes like Link in the Linden neighborhood
- ▶ More wheelchair vehicles in the Sedan Voucher program
- ▶ Courteous and competent service from vehicle operators
- ▶ Light rail –and the reliability that comes with it
- ▶ Subsidy toward vehicle ownership and upkeep
- ▶ Adequate sidewalks and crosswalks to get to bus stops

3.3 General Public Survey

A public survey was also conducted consisting of an online survey and a paper version. Responses were received from 245 individuals and reviewed by the Working Group. A summary of results is shown below; details are available in the appendix.

Basic demographics

Respondents to the survey were mostly younger (51% aged 16-39) and students (46%). Female respondents outnumbered males by over two to one (70%), and most respondents (65%) identified themselves as living in an urban area. Respondents were asked if they have a disability: Over two-thirds (68%) did not, but nearly one quarter (24%) responded affirmatively. Nearly half of respondents with a disability were also senior citizens, while the remainder were divided between the categories of younger respondents (31% aged 40-64, 20% aged 16-39).

Transportation experience

A majority of survey respondents drive their own car, but over one-third rely on other means of getting around. Even some of the drivers travel by other modes at least some of the time. In areas where bus service exists, people expressed a wide array of concerns that prevent them from using the bus service effectively. The most common barriers to using bus service effectively were: bus trips take too long, buses do not run early or late enough, there are safety concerns in getting to or waiting at bus stops, and weather conditions which kept people from using the bus. Beyond these barriers, however, the most common response was that people simply did not like riding the bus.

How respondents usually travel:

Drive own car	152
Rides from others	52
Take the bus	45
Walk	31
Special transportation	22

Barriers to using the bus effectively:

Trips take too long	59
Not early or late enough	42
Unsafe to walk or wait	37
Certain weather conditions	35
No route to destination	32

(Note: Number of responses shown, multiple responses allowed)

Impact of transportation problems:

Difficulty running errands	48
Inaccessible medical care	27
Cannot visit friends/family	26
Trouble searching for job	21
Trouble keeping a job	17

(Note: Number of responses shown, multiple responses allowed)

Transportation Problems

While most respondents indicated that they experience none of the problems posed in the survey as a result of transportation, two-thirds of the respondents identified transportation problems where they live. The most prevalent problems were insufficient bus service and lack of sidewalks or walking paths. The crux of any of these problems, though, is the difficulty it creates for travel. Of those who experience difficulties in their lives as a result of transportation, the most common problem by far (20% of responses) was difficulty in running errands, followed by accessing medical care (11%) and visiting friends and family (11%). To better

understand these results, the data were cross-tabulated by age group and disability status. The presence of a disability most clearly influenced these responses. Nearly half of the respondents with disabilities indicated running errands was the most difficult problem they faced as a result of transportation. This compares with less than 20% of the population without disabilities identifying this as the main problem. Looking at age groups, it was primarily respondents age 65 and over that experienced the difficulties described above. Most likely these were seniors with disabilities.

Transportation Expectations

Although running errands was the most common problem resulting from lack of transportation service, nearly half of all respondents felt that medical and work transportation were most needed in Franklin County. This expectation partly matches well with current service, as many transportation funding programs only fund medical trips. Many existing programs are also income-dependent and some focus on transporting people to work or job training. Medical- and employment-related transportation continues to be an important service for the county, but clearly most of these responses are from individuals for whom transportation is not a problem.

Transportation needed:

Medical appointments	103
Employment	103
Job training & interviews	62
Household errands	58
Social engagements	20

(Note: Number of responses shown, multiple responses allowed)

3.4 Discussion of Transportation Demand

This section presents transportation use data, across programs and providers, as a proxy for transportation demand. Where available, CRP compiled information on the number of weekly or annual trips, the number of unique customers, and wait lists. To acknowledge the potential universes of (unmet) demand, section 3.6 presents selected secondary data from the Department of Job and Family Services, the 2030 Transportation Plan, and the U.S. Census Bureau. When possible, data is discussed or mapped at sub-county levels to identify concentrations of current or potential transportation consumers.

Transportation demand is challenging to gauge for several reasons. In Franklin County, there is a high degree of overlap in the usage statistics reported by public programs and private providers, since private providers are contracted to serve clients of public programs. Furthermore, when speaking with agencies and providers, alike, the term *demand*—in its extent and how well it is being met—is usually judged within the context of a particular business or service model. Likewise, there may be incentive (i.e. appearance of accountability) to state that you are meeting “your” demand. A third challenge in estimating demand is the question of who *is using* transportation services versus who *might use* services if there were changes in service extent, cost, or convenience, or in public awareness. This last point argues for the consideration of larger universes (see Maps 4-9) to assess what populations and locations are probable or potential consumers of transportation.

3.4.1 Transportation Program Data

Five of the six Franklin County departments providing transportation services to their clientele were able to supply information on the amount of service provided through their programs. Likewise, COTA maintains detailed estimates of their ridership. This section includes a rough analysis of the coverage provided by the Project Mainstream service area.

FC Board of Mental Retardation and Development Disabilities

MRDD provided 356,743 trips in 2006. There were approximately 4,000 unique clients transported to and from schools, workshops, or living center programs and over 2,500 unique clients transported to work programs. According to the MRDD 2003-2008 Strategic Plan, there are about 14,000 people in Franklin County who are eligible for MRDD services.

Number of trips by MRDD program in 2006:

Bus Transportation	103,519
Recreation/Special Olympics	1,662
Community Employment	240,744
Respite @ Residential	1,736
Van Pool Service CO	1,109
Van trips/Workshops	1,132
Van trips/LSC's	134
Van trips/Schools	2,115
Van trips/Community Connections	4,592

FC Children's Services

6,737 taxi trips were requested by FCCS in 2006, which includes both one-way and round trips, as well as trips that did not end up happening. FCCS also distributed 33,921 one-day COTA bus passes.

FC Department of Job and Family Services

FCDJFS provided 154,172 one-way trips in 2006 (across 4 programs). The number of daily trips ranged from about 290 to 350. FCDJFS transportation programs average about 1,200 unique clients per month (the number of unique clients over a year is not easy to deduce from present data system).

FC Office on Aging

There were about 5,000 Franklin County residents using Senior Options transportation programs at any point in time during 2006.

► Medical and Expanded Transportation

In 2006, there were nearly 3,000 unique clients of the medical transportation program and over 2,700 unique clients in the expanded (non-medical) transportation program. There is client overlap between the medical and non-medical programs. Map 2 depicts how the residences of customers of Senior Options medical transportation were dispersed across the zip code areas of Franklin County. This program was exceptionally well-used by senior residents of Olde Towne East (zip code 43203) and South Linden (43211).

Unique clients by program in 2006:

Medical, non-lift	2,664
Medical, lift	285
Expanded, non-lift	2,606
Expanded, lift	122

► Adult Day Service

There were 207 clients in the Adult Day Service program of Senior Options in 2006.

► Homemaker Escort Program

There were 651 clients in the Homemaker Escort program of Senior Options in 2006.

► Small Group Transportation

There were 1,036 unique clients in the Small Group Transportation program of Senior Options in 2006. Clintonville-Beechwold CRC in coordination with other settlement houses and Canal Winchester Humans services provided transportation to 548 customers. Groveport provided service to 163 customers, Blendon Senior Center to 148, Canal Winchester Human Services to 130, and St. Stephen's Community House to 49.

FC Veterans Services Commission

The taxi service provided through FCVSC averaged 25 clients and 300 trips per month during 2006. The number of bus tickets and gas vouchers ranged from 50-70 trips per month.

Central Ohio Area Agency on Aging

Of the 2,700 clients of the Passport program in COAAA's 8-county jurisdiction, about 69% or 1,863 were residents of Franklin County. Data related to the number of trips and clients associated with Title III contractors was not readily available.

Central Ohio Transit Authority

► Fixed-Route Bus Service

COTA reported 14,841,320 fixed-route bus service passengers in 2006 (unaudited statistics from SRTP). There were about 9,000 trips per month on fixed-route buses by paratransit customers using the "Free Fare" program. Wheelchair lifts on fixed-route buses were used 18,280 times in 2006.

► Sedan Voucher Program

Approximately 158,000 trips were provided through the Sedan Voucher program in 2007.

► Will Call Program

Over 2,000 round trips were provided through the Will Call program in 2007.

► Project Mainstream

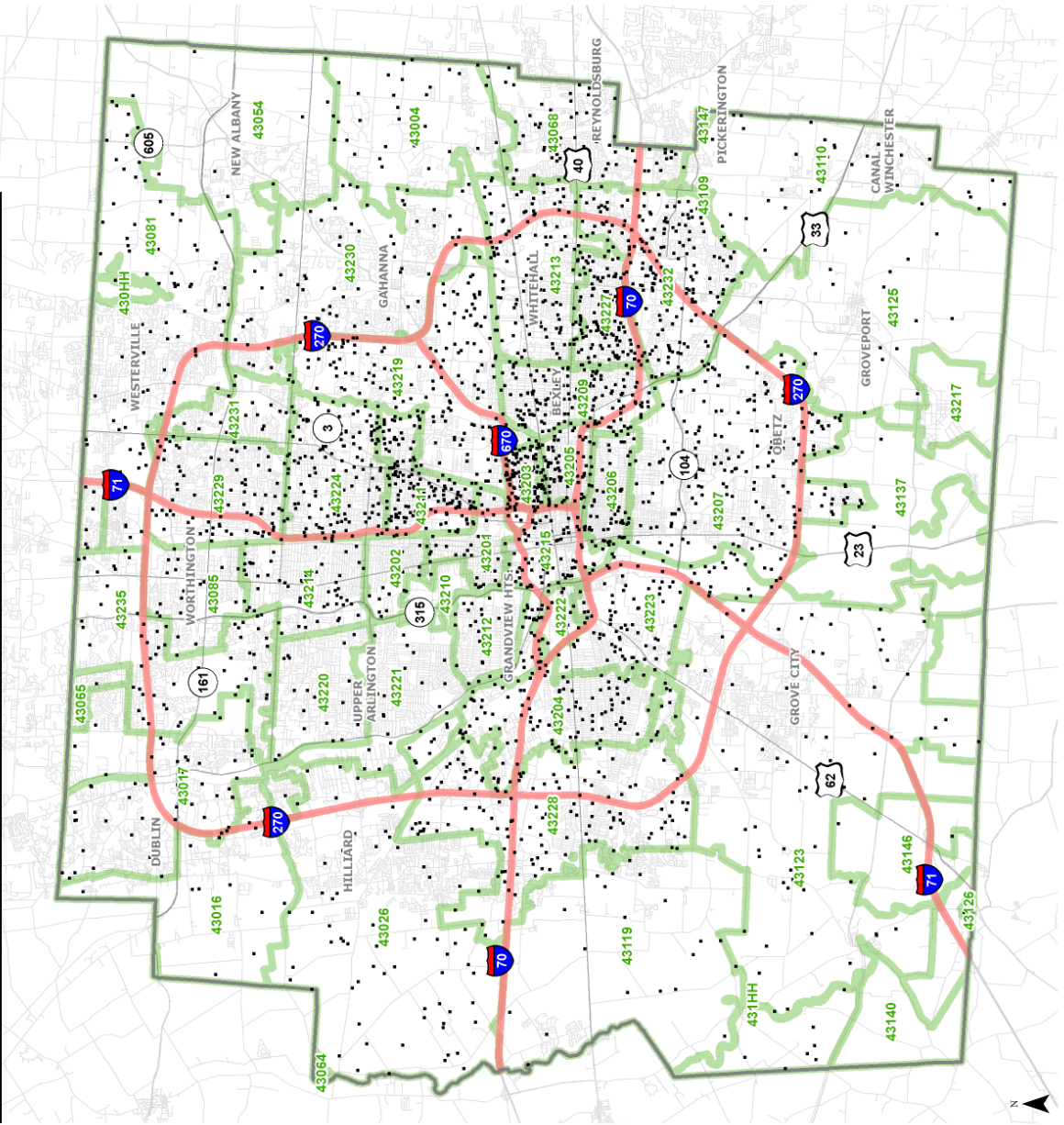
Project Mainstream provided 291,044 trips in 2006. As of December 2007, there were 1,905 unique active clients (summaries from raw data provided by COTA). The Project Mainstream waiting list for subscription service was 65-70 people for ADA riders and 35-40 people for non-ADA riders, with an average wait of about 30 days as reported by Transit First.

In 2006, Project Mainstream trips were made to and from all zip code areas within Franklin County. However, one-third of all trips were to/from five zip codes: 43214, 43215, 43219, 43229, and 43232. As of December 2007, only four zip codes had 100 or more unique Project Mainstream clients: 43207, 43224, 43229, 43232 (see Map 3).

Coverage of ADA service area for persons age 16 and over with a disability:

The “ADA polygon,” or the area within $\frac{3}{4}$ -mile of an active bus route, defines the service area of Project Mainstream (see Map 1). The ADA polygon based on local routes covers the residences of about 77% of adults with a disability. The ADA polygon based on all routes (local, crosstown, express, and link) covers the residences of about 91% of adults with a disability. While the coverage rates are high, the ADA polygon based on all routes still leaves about 14,000 persons age 16+ and with a disability outside the Project Mainstream service area. (Analysis using Census 2000 block groups and September 2007 COTA routes)

Map 2: Residence of Senior Options Medical Transportation Clients, December 2007



Each dot represents 1 unique Senior Options Medical Transportation client. Dots have been scattered within Zip Code Areas.

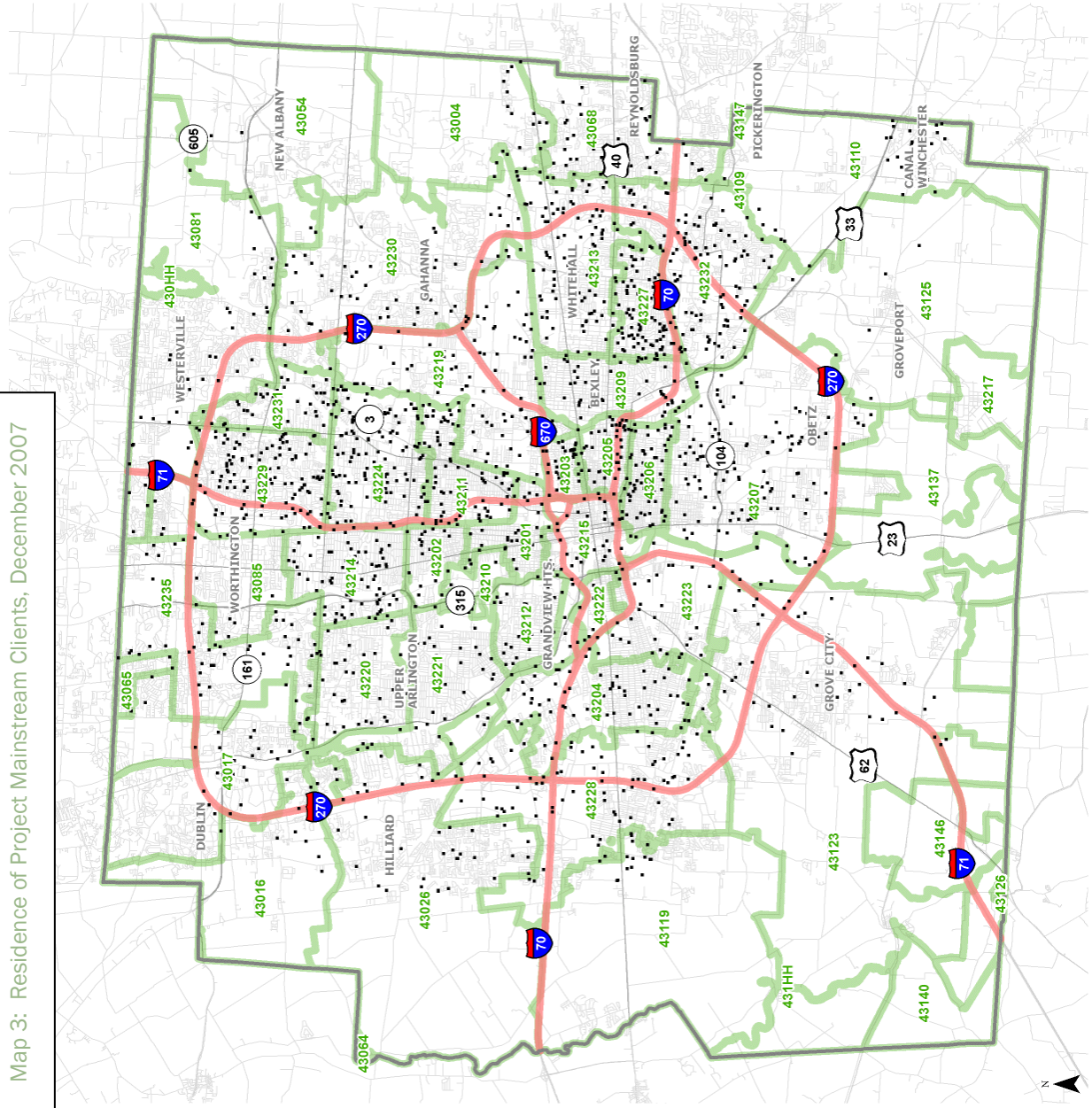
Franklin County: 2,949 clients

Zip Code Areas

While it cannot be surmised from the data, in reality, client residences would cluster in those portions of zip code areas where local roads are visible.

Sources:
COTA, FC Office on Aging, FC Auditor
01.31.08 | Community Research Partners

Map 3: Residence of Project Mainstream Clients, December 2007



Sources:
 COTA, Franklin County Auditor
 01.31.08 | Community Research Partners

3.5 Transportation Provider Data

Among the transportation providers, there was a wide range of ease and willingness to report information on trips and client counts.

American Red Cross of Greater Columbus

The Red Cross provided 19,695 trips in 2007 to 1,989 unduplicated clients (about 380 trips per week). The organization's transportation service has grown considerably since 2002 (about 6,000 trips per year), and the organization has set a goal of 21,400 trips provided in 2008.

► Community Transportation Service

The Red Cross' fee-for-service program – available to low income persons under 60 years of age – has distributed 354 cards (each with up to 6 one-way trips) since September 2005.

Bobcat Radio Service

The 23 taxis of Bobcat Radio Service collectively provide about 200 trips per week.

Clintonville-Beechwold CRC

In coordination with other settlement houses, the CRC provides group transportation to 29 senior housing sites. The CRC alone provides at least 3 group trips per week. Additionally, CRC coordinates 20-25 medical trips per week using volunteer drivers with their own cars.

Club for the Ages

Club for the Ages provides 30-40 trips per weekday. Demand is inconsistent but “we're usually busy.”

Catholic Social Services

Specific information was not available. Depending on funding, CSS must sometimes shutdown transportation service for a couple months or cut clients back to one trip per week.

Diligent Mobility Assistance Wheelchair

Diligent Mobility Assistance Wheelchair provides 144 trips per week on average.

Evans Senior Center, Grove City

No weekly estimate of trips. There is unmet demand for group trips.

Groveport Madison Township Senior Transportation program

The program has 272 unique clients and serves 18-20 people on a standard business day.

Heritage Day Health Centers

Heritage Day Health Centers provide 1,165 trips per week.

Lifecare Alliance

Lifecare Alliance provides 40,000 round trips per year to about 3,000 unique clients.

Ohio Presbyterian Retirement System-Senior Independence

OPRS provided 8,372 trips in 2006 to 246 unique clients (132 medical clients). OPRS is sometimes booked 3-4 weeks in advance.

St. Stephen’s Community House

St. Stephen’s provides about 30 trips per week.

Transportation Resources, Inc.

TRI provides about 200 trips per day. “We have to turn away business every day.”

Volunteers of America

Volunteers of America provides about 50 trips per week.

Westerville Senior Citizen Center

The center received over 2,000 calls for service in 2006 and provided service to over 100 unique clients.

3.6 Universes of Potential Transportation Consumers

3.6.1 Persons on Public Assistance

Economic status is closely linked to dependence on public transportation. The public assistance data available through the Franklin County Department of Job and Family Services is likely the most precise and timely count of individuals in the community who depend upon public income supports. The August 2007 FCDJFS Opportunity Center client list includes 175,033 unique individual in the county (DataSource).

The current TANF recipient caseload in Franklin County is 24,324 (see Map 4). The highest concentrations denote the location of public housing developments. COTA’s local routes are within decent proximity to most clusters of TANF recipients, but there are several scattered groupings outside the beltway which are lightly or not served by fixed-route transit.

The current Food Stamp recipient caseload is 125,193 and the Medicaid recipient caseload is 148, 323. There are five times as many persons receiving Food Stamps in Franklin County as receiving TANF and six times as many on Medicaid (note there is high overlap among clients of these programs). The distribution of the Food Stamp (Map 5) and Medicaid caseloads are quite similar and present a clear picture of specific areas within the county that are (and are not) facing financial burdens that likely impact upon a resident’s ability to own and maintain a vehicle. The patterns highlighted in these maps could be a useful guide in the placement of a transportation hub on the east side or west side of the county. While the concentrations of FCDJFS clients are intuitive to those acquainted with Columbus’ neighborhoods, the extent to which these cases are found near the edges of the county is surprising.

3.6.2 Workers by Location of Employment

Connecting people to jobs is a primary goal of a coordinated transportation system. Columbus, like many U.S. cities, has experienced rapid employment growth in suburban areas. While large concentrations of employment continue to exist in the downtown and near OSU, many of major employers and employment centers are located along the I-270 outerbelt (Map 7). Representatives of FCDJFS and COWIC reported that transportation is a major challenge in successful job placement of clients. MORPC’s projections suggest that decentralization of employment will continue over the next few decades (Table 2), so it behooves the Coordinated Plan to address spatial mismatches and disconnectedness among areas of job opportunity and areas where low-income job seekers (Maps 4 and 5) or job seekers without cars reside (Map 7).

Table 3: Projected Employment by Location, 2005 and 2030

Location	employment 2005	employment 2030	# change	% change
All Franklin County	735,186	984,261	+249,075	+34%
By major activity area (includes some area outside Franklin County)				
Easton	145,053	180,680	+35,627	+25%
Polaris	114,287	203,088	+88,801	+78%
Tuttle	133,639	159,283	+25,644	+19%
Rickenbacker	25,937	64,310	+38,373	+148%
By city or township for places projected to have at least 3,000 employees by 2030				
Bexley	3,478	4,013	+535	+15%
Canal Winchester	3,545	5,938	+2,393	+68%
Columbus (within FC)	513,638	622,471	+108,833	+21%
Dublin	36,758	85,604	+48,846	+133%
Gahanna	12,641	15,720	+3,079	+24%
Grandview Heights	4,081	4,576	+495	+12%
Grove City	16,398	24,042	+7,644	+47%
Hilliard	14,512	28,828	+14,316	+99%
New Albany	4,594	20,711	+16,117	+351%
Obetz	4,186	11,772	+7,586	+181%
Reynoldsburg	10,554	11,769	+1,215	+12%
Upper Arlington	12,208	14,118	+1,910	+16%
Westerville	22,374	28,321	+5,947	+27%
Whitehall	13,759	14,275	+516	+4%
Worthington	15,345	16,895	+1,550	+10%
Blendon Township	3,463	3,681	+218	+6%
Franklin Township	10,101	10,356	+255	+3%
Hamilton Township	779	3,453	+2,674	+343%
Madison Township	3,869	10,902	+7,033	+182%
Norwich Township	1,368	3,839	+2,471	+181%
Prairie Township	4,035	4,959	+924	+23%

Sources: Long Range Transit Plan (COTA), 2030 Transportation Plan (MORPC)

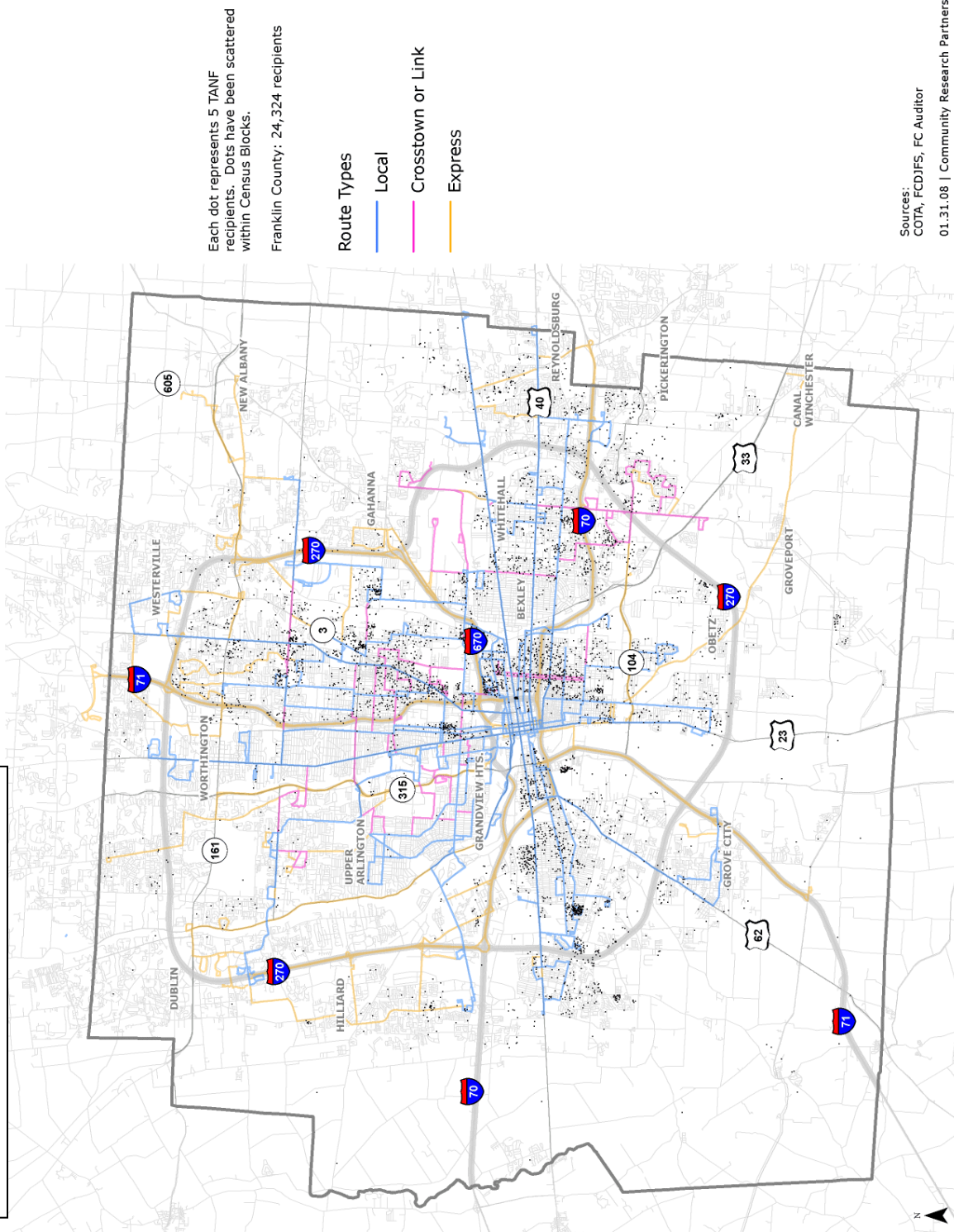
3.6.3 General Demographics of Franklin County

The 2006 American Community Survey (ACS) provides the most updated comprehensive data for Franklin County. The ACS is a survey instrument designed to generate estimates with predictable and tolerable error ranges; interpret the data as such. The selection of items below is intended to portray the scale present in Franklin County and the size of key populations who may depend upon transportation services to meet their needs. The full ACS profile of Franklin County is available in the appendix, and three data items that are particularly germane to the focus of this study (i.e. the location of households without cars and the location of senior and disabled residents) are mapped at the block group level (see Maps 7-9). Note that the latest small-area data is from Census 2000, so total county numbers on maps will differ from the more recent 2006 data below.

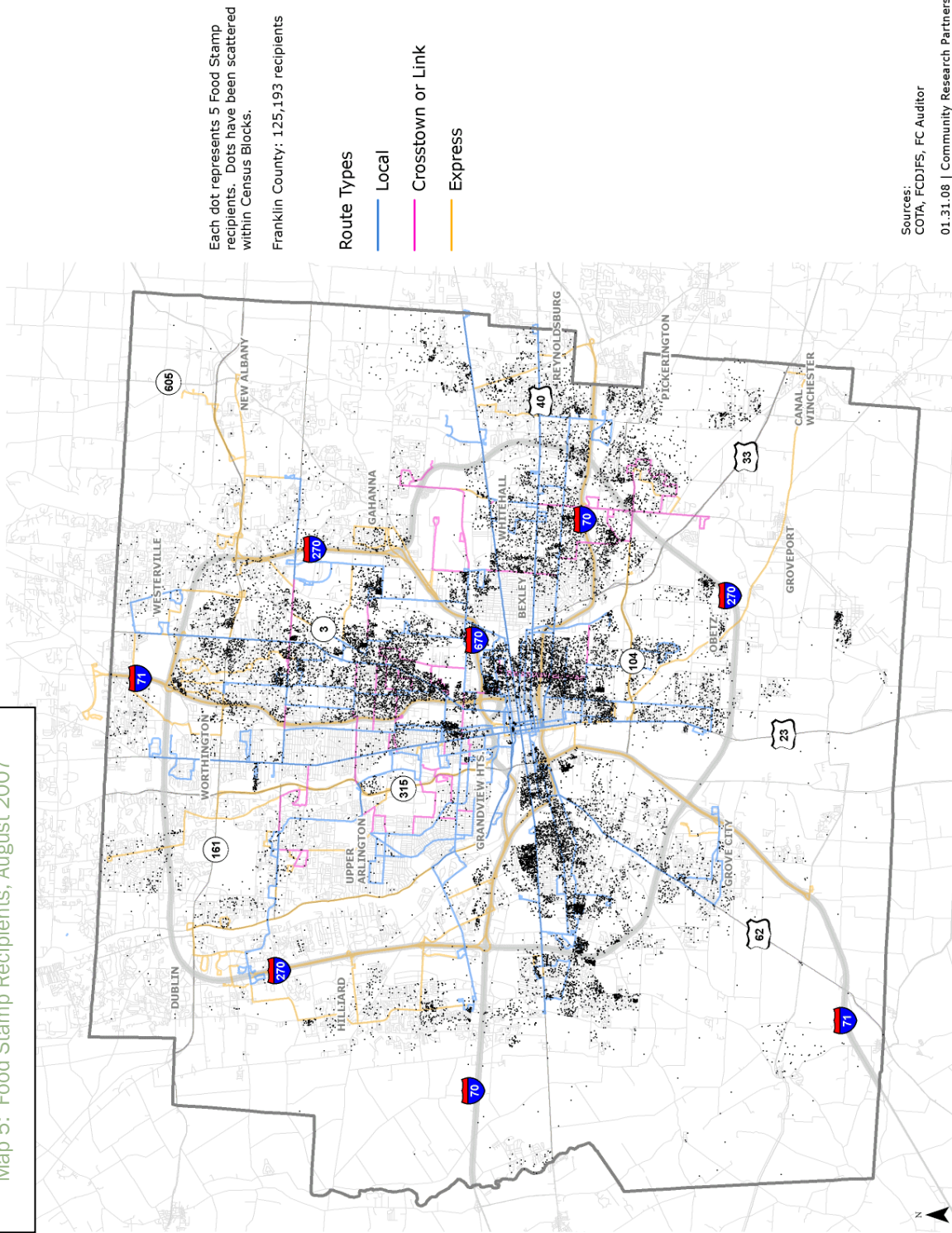
In a county of about 1.1 million people, over one-quarter of the population is age 50 or over, nearly one-third of the population is below 200% of the poverty level, and more than 80,000 people have a disability that hinders their ability to go outside the home. Of particular relevance to this study, 36,000 households do not have a car available.

Total population:	1,095,662
Age 50 or over	282,770
Age 55 or over	210,430
Age 60 or over	149,640
With income below poverty	175,184
With income below 200% of poverty	351,776
Non-institutionalized disabled pop.	144,605 (91,409 working age)
With a sensory disability	36,223
With a physical disability	85,992
With a mental disability	58,257
With a “go-outside-home” disability	82,187
Civilian veterans:	78,407
Unemployed	42,420
Commuting by public transportation	13,519
Walk to work	11,974

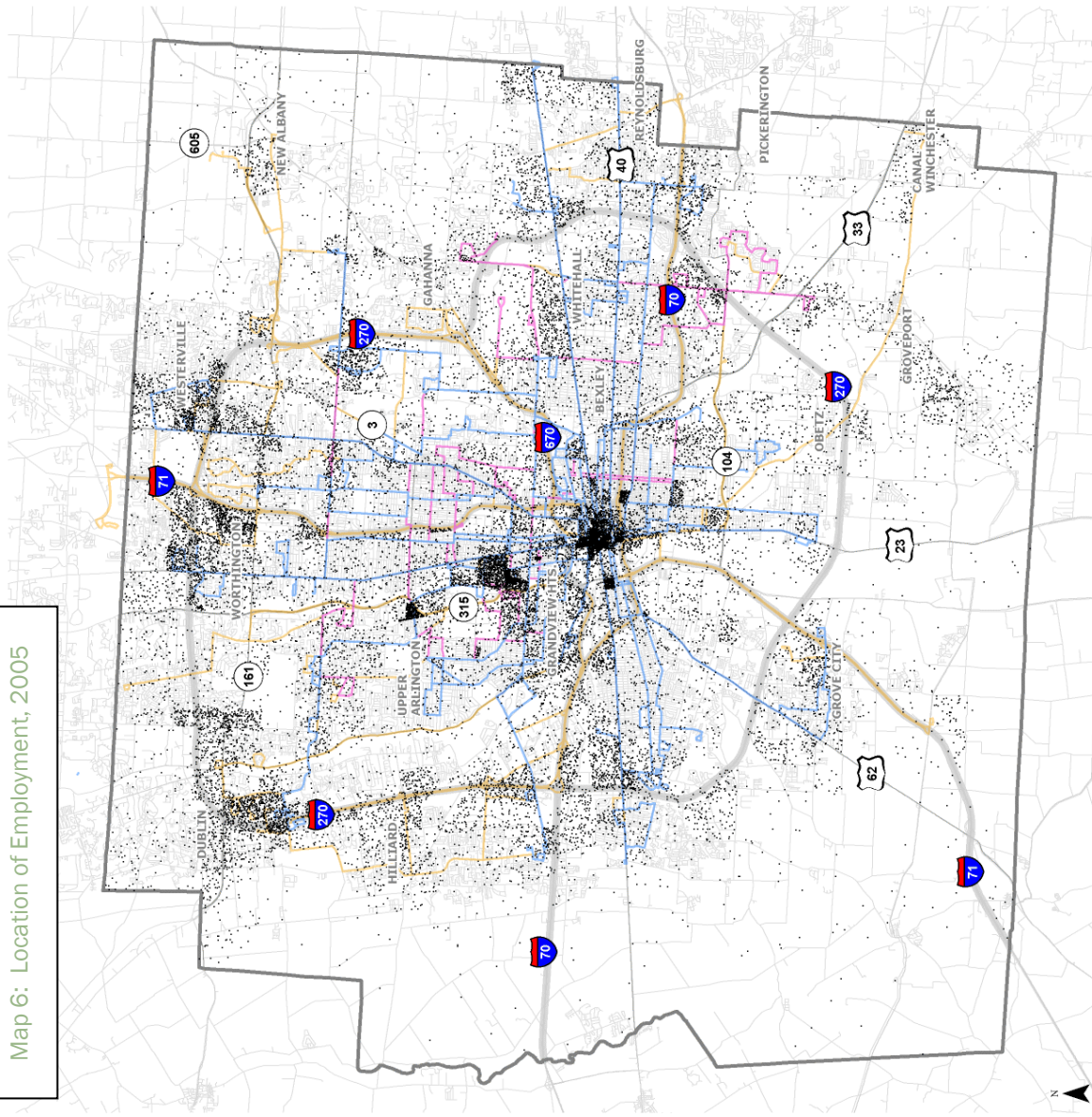
Map 4: TANF Recipients, August 2007



Map 5: Food Stamp Recipients, August 2007



Map 6: Location of Employment, 2005



Each dot represents 25 employees by location of employment in 2005. Dots have been scattered within Transportation Analysis Zones.

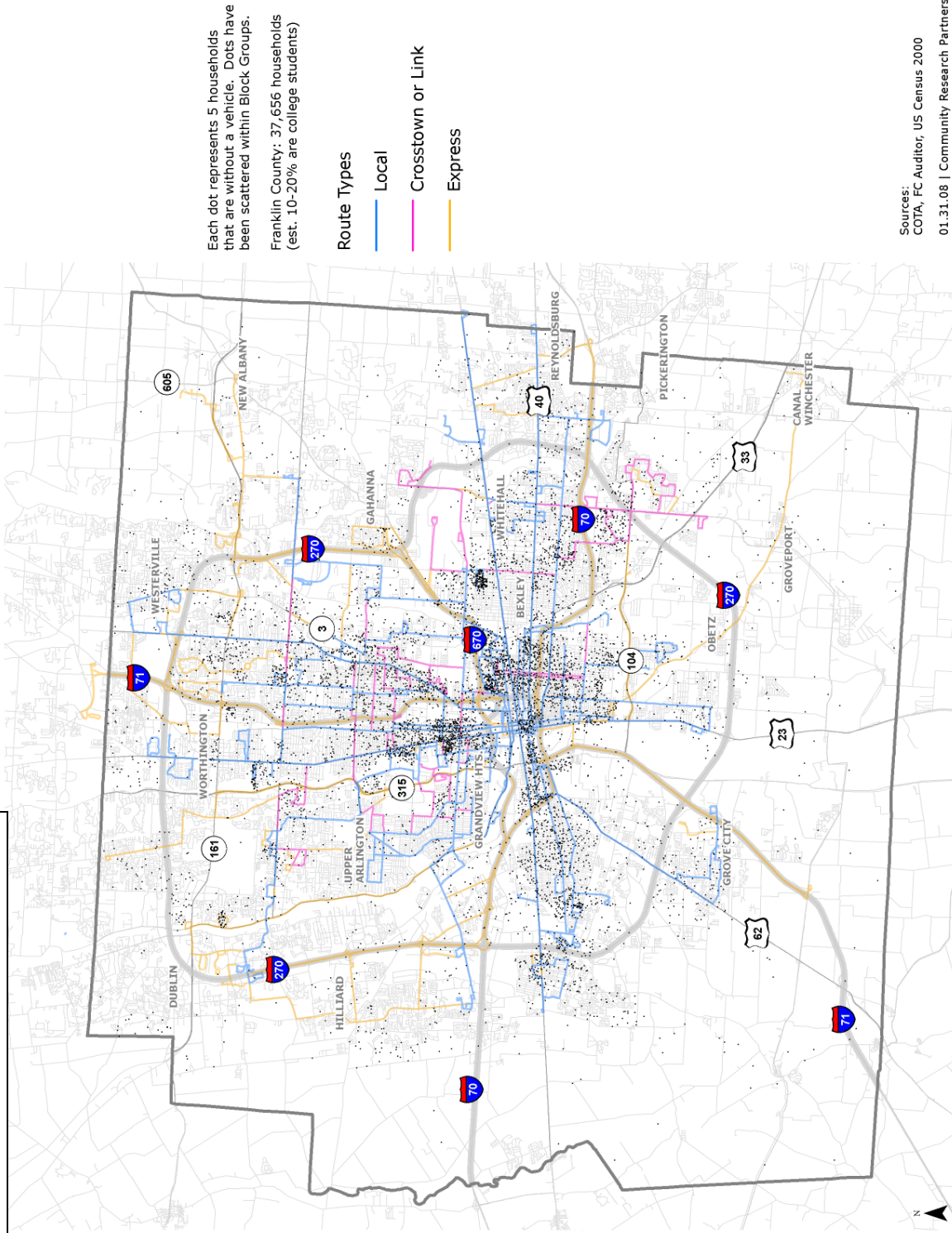
Franklin County: 735,186 employees

Route Types

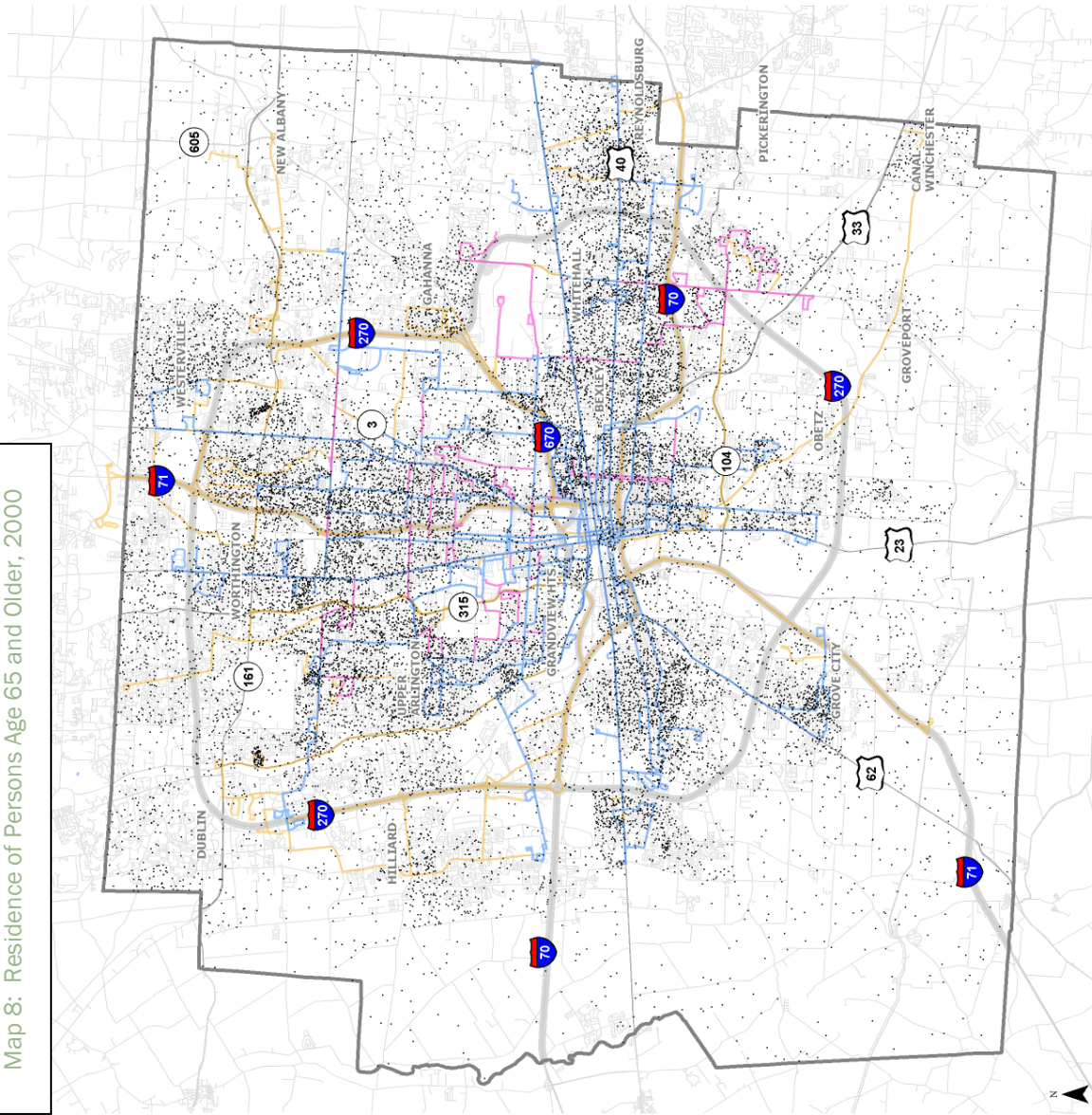
- Local
- Crosstown or Link
- Express

Sources:
COTA, FC Auditor, MORPC, US Census
01.31.08 | Community Research Partners

Map 7: Households without a vehicle, 2000



Map 8: Residence of Persons Age 65 and Older, 2000



Each dot represents 5 persons age 65 or older. Dots have been scattered within Block Groups.

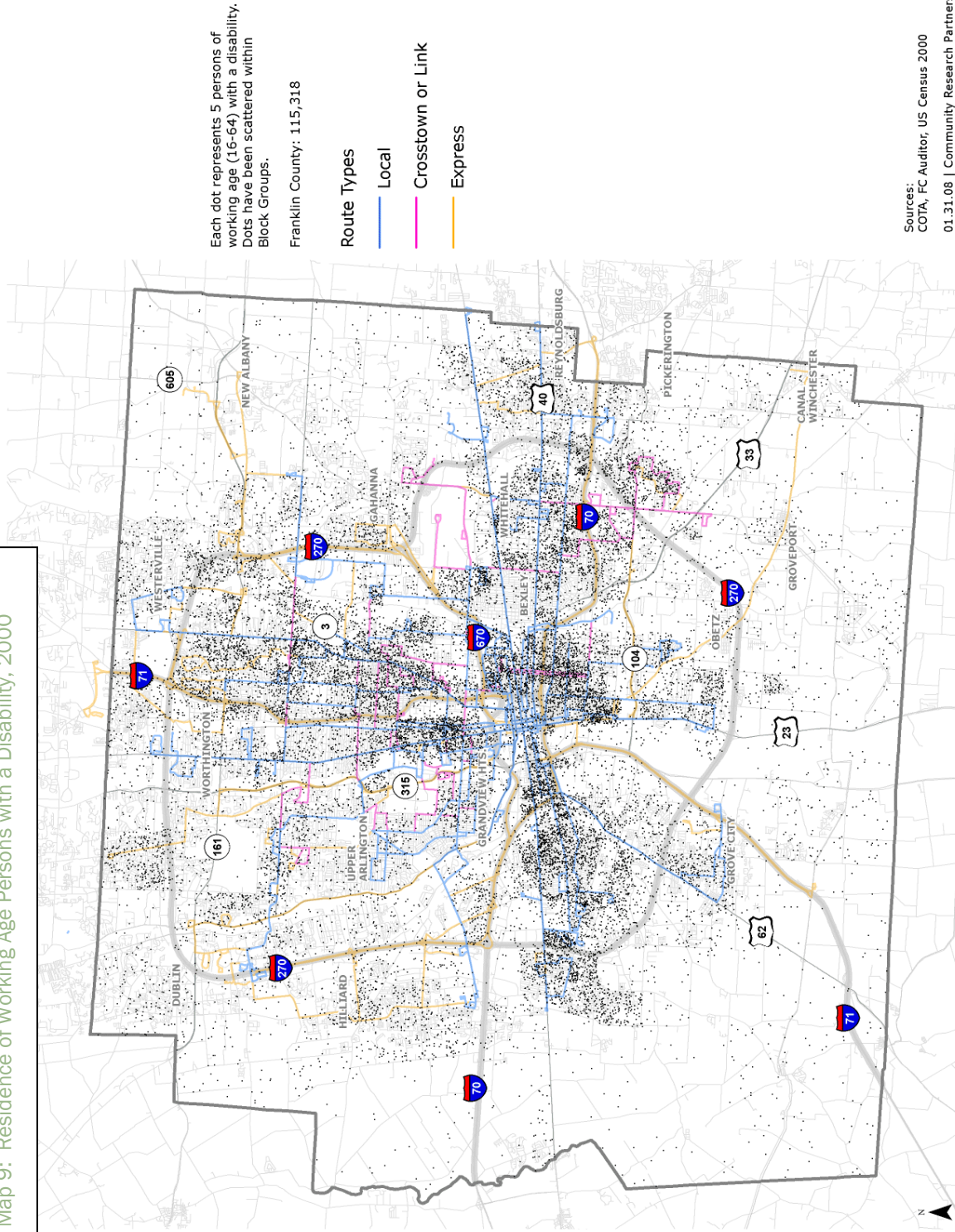
Franklin County:
98,478 in households
5,828 in group quarters

Route Types

- Local
- Crosstown or Link
- Express

Sources:
COTA, FC Auditor, US Census 2000
01.31.08 | Community Research Partners

Map 9: Residence of Working Age Persons with a Disability, 2000



4 Gaps in Transportation Service

Based on the transportation resources and needs data, a number of transportation gaps were identified. These gaps represent commonalities among the various data sources and are presented below.

4.1 Geographic gaps

This list shows specific geographic locations and areas within Franklin County that do not have transportation service, or have very little service.

- Malls – currently Polaris, Easton, Tuttle, Eastland
- Employment centers – particularly Polaris, Easton, Tuttle, Rickenbacker, and New Albany (to them and within them)
- Major employers just outside the county
- Within neighborhoods
- Communities outside I-270, in particular Grove City, Canal Winchester, and Pickerington
- Vocational and alternative schools
- Some senior housing and public housing not already well-served
- Medical facilities and doctor’s offices in Delaware County
- New low-income housing developments located outside the central city

4.2 Capacity gaps

Some gaps relate to the ability of transportation providers to meet existing needs within areas having transportation service. This list shows types of transportation service that is not fully meeting needs or obstacles transportation providers face in providing adequate service:

- Affordable transportation options for non-medical trips
- Transportation options for people with lesser disabilities or impairments
- Availability of transportation for ongoing treatment (dialysis in particular)
- Insufficient fixed-route bus seats at rush hours
- Inadequate pool of qualified drivers

4.3 Service time gaps

Certain transportation service gaps are related to a mismatch between when service is available and when needs exist over the course of a day or week. These are times when more service is needed to address specifically identified needs:

- Late night, particularly for workers on 2nd and 3rd shifts
- Weekends
- Following afterschool activities – this is a broad timeframe depending on the activities

4.4 Awareness gaps

Finally, some gaps are not inadequacies in transportation service, rather they are a lack of awareness or understanding of available services. The following awareness gaps were identified:

- ▶ Columbus Workforce Alliance study in 2007 suggested that low-income households may be unaware of job opportunities that exist in parts of town that could be accessed through public transportation
- ▶ County agencies are not fully aware of each others' programs and how they might benefit clients or save money
- ▶ Poor awareness by the general public of current bus system, especially crosstown and express bus routes
- ▶ Difficulty accessing bus route schedules; most bus stops do not have posted schedules
- ▶ Many eligible bus riders are not aware of Sedan Voucher or Project Mainstream subscription service
- ▶ Current HMO/Medicaid setup confuses clients about eligibility for transportation services
- ▶ Difficult to keep straight the different scheduling requirements of various transportation services

5 Coordination Activities

5.1 Range of potential coordination activities

There is a wide range of potential coordination activities for transportation providers. These activities can be used individually or in combination as needed to suit a localized need. The following is a list of coordination activities that have been used throughout the United States (this is not an exhaustive list):

- ▶ Joint use of vehicles
- ▶ Cooperative purchasing of vehicles
- ▶ Bulk fuel purchasing
- ▶ Cooperative vehicle maintenance or storage
- ▶ Coordinated ride scheduling or dispatch
- ▶ Client referral or call trees
- ▶ Coordinated service zones

5.2 Local coordination activities

Franklin County has a few current coordination activities involving several transportation providers and funders. These activities represent specialized programs intended to meet very specific needs:

- ▶ COTA-MRDD JARC grant toward Enclave worker program
- ▶ Public agencies contracting with private cabs - relieves county of dispatching hassles while building capacity of local transportation companies
- ▶ Group transportation to 29 senior housing sites provided by a coalition of settlement houses
- ▶ FCDJFS, FCOA, and COAAA (and Veterans Services?) refer clients amongst each other as appropriate
- ▶ MRDD partners with various school districts to transport students to MRDD schools
- ▶ COTA-JFS pilot program (now just JFS) for eligible clients to get from home to daycare to work
- ▶ Heritage Day Health Centers participates in ICPC COOP Fuel Purchasing Program

5.3 Attitudes toward Coordination

In general, there is guarded interest in coordination in Franklin County. The lead question is usually “What’s in it for my company / my clients?” It should not be surprising that everyone is interested in saving money which may be possible through the economy of scale that is suggested by activities such as joint maintenance and fueling. There are somewhat different reasons for interest in coordination depending on the potential participant. Private transportation companies, both for-profit and non-profit, are interested in the reliable streams of passengers and money that coordination with public programs might entail while human services providers see the gaps in transportation service for their clients and hope this coordination effort may be a chance to address them. These two perspectives have the opportunity for mutually beneficial relationships.

There is wide agreement among agency officials that there are underutilized transportation assets and that there are many coordination activities that could be pursued immediately. However, joint use of vehicles or repurposing of vehicles seems to be the coordination activity that raises the most hesitation. Some reasons for the hesitation include:

- ▶ Some organizations would be interested in the opportunity to contract transportation service rather than continuing to provide it.

- ▶ There is some trepidation among private companies that coordination of services could lead to consolidation of funding opportunities.
- ▶ There are some agencies and companies with business or service models that preclude several of the potential coordination activities.

There are a variety of obstacles (whether real or perceived) to improving coordination according to Plan participants and interviewees. Generally, there is some skepticism among agency officials and human service providers that a high degree of centralization is possible given the number of players and variables in the Franklin County transportation scene. Specific obstacles identified include:

- ▶ Disparate regulations and requirements attached to funding sources or administering departments
- ▶ Issues with liability, insurance, and lease arrangements
- ▶ Potential loss of quality control for clients
- ▶ Benefits of coordination may not be shared evenly by all partners
- ▶ Most fleets appear to be busy and slow at the same times of day
- ▶ Policies that broaden customer choice can undermine centralization and efficiency
- ▶ Sharing vehicles shortens the usable life of a vehicle for the purpose it was originally purchased

6 Transportation Coordination Strategies

The Plan Working Group reviewed the data and considered the current array of coordination activities occurring in Franklin County. With this in mind, the group identified several priority strategies for addressing the most urgent transportation needs. There are two major categories of strategies: those pertaining directly to transportation service and those that improve relationships or integration of other activities between organizations (e.g., mobility management activities). The Working Group scored various strategies within each category, which are presented below in priority order. As a reminder, the target groups of this plan are low income individuals, people with disabilities, and seniors. Youth were also identified as a special target population particularly if they are also low-income or have a disability.

6.1 Service Coordination Strategies

1. Provide late night transportation service.

This should be targeted toward second- and third-shift workers and could consist of demand-response or fixed route transportation. Partnerships between the private sector, especially employers, and public sector are strongly encouraged. Performance evaluation should include number or percentage of second- and third-shift workers and employers served, cost effectiveness, level and nature of participation by partners.

2. Increase non-medical transportation options.

This should be focused toward seniors and persons with disabilities, but could include the other target populations. Service would likely be demand-response but may include fixed route transportation. Performance evaluation should include number of people and destinations served, cost effectiveness, coordination of multiple trip purposes to minimize amount of travel per client and maximize number of clients served.

3. Increase service for after school activities.

This should be focused toward youth, particularly those with disabilities, but could include the low-income parents of youth involved in after school activities. Service would likely be fixed route transportation based on the schedule of major after school activities, but may include demand-response service as well. Particular consideration should be given to providing job transportation to working age youth. Performance evaluation should include number of youth and families served, cost effectiveness, coordination with school transportation.

4. Provide more transportation between suburban areas, particularly concentrations of employment and population.

This should be focused toward low-income workers, but could include the other target populations. Service would likely be fixed route transportation based on the work schedules, but may include demand-response service as well. Service should focus on locally-designated job growth centers where appropriate. Performance evaluation should include number of people and employers served, cost effectiveness, level and nature of participation by human service agencies, employers and local governments.

5. Increase reverse-commute service between the central city and suburban employment areas.

This strategy is targeted toward low-income workers, but could include the other target populations. Service would likely be fixed route transportation based on the work schedules, but may include demand-response service as well. Performance evaluation should include number of people and employers served, cost effectiveness, level and nature of participation by human service agencies, employers and local governments.

6. Provide sidewalk links to connect people with transit and other components of the transportation system.

All target populations should be served by this strategy, especially persons with limited mobility: people with disabilities, youth and seniors. New or rehabilitated sidewalks would connect residences or major destinations (e.g., employers, public services, commercial centers) with transit stops, transit centers, or other transportation facilities (e.g., airport, train station). Performance evaluation should include size of target population likely to directly benefit, number of pedestrian trips served

by the sidewalk, change in transit ridership at locations with new sidewalks, level and nature of participation by transit agencies and local governments.

7. Maintain existing transportation services and vehicle fleet.

Existing transportation for employment, job training and medical needs are valued by the community and should continue to be provided. This strategy supports continuation of existing transportation services provided to the target populations and the vehicles being used to provide those services. The funding provided through this plan should be used to maintain this existing transportation capacity, but new services should be focused on the higher-priority strategies listed above.

Performance evaluation should include the size and type of target population directly benefiting, cost effectiveness including maintenance costs, level and nature of participation by human service agencies, employers and local governments (as appropriate), average ridership of vehicles compared to capacity and amount of time vehicles spend idle.

6.2 Policy Coordination Strategies

1. Establish a one-stop resource for transportation information.

With the county’s many transportation services and providers, we need to simplify the process of accessing transportation. A one-stop resource is envisioned for transportation customers to contact and obtain a variety of transportation information including: transportation providers and service areas in Franklin County, transportation programs including pre-screening for program eligibility, and referral information for transportation outside the county. All target populations should be served by this resource. Performance evaluation should include the number of people served, cost effectiveness, level and nature of participation by human service agencies and transportation providers.

2. Conduct ongoing public outreach regarding transportation services.

Outreach to the target populations should increase awareness of all available transportation services. Outreach may involve visual or audio communication provided in any format including written, broadcast and electronic. All target populations should be served by this activity. Performance evaluation should include the number of people and target population reached, cost effectiveness, consistency in message among partners, ability to reduce the number of separate outreach efforts and pieces covering the same information, level and nature of participation by human service agencies and transportation providers.

3. Share information among transportation providers and funders in person and online; include benchmarking and best practices.

This strategy intends to raise the overall quality and coordination of transportation service by encouraging information sharing among transportation providers and funders. Activities should encourage ongoing communication, reduction of redundant service (especially among non-profit transportation providers), and creation of synergy among various transportation funding programs. Performance evaluation should include the number of providers and funders involved, benchmarking and best practice information provided or created, cost effectiveness of the medium used for interaction, reduction in redundant service and overlapping programs.

4. Establish partnerships between the transportation sector and businesses/employers to improve the connection between transportation service availability and business location decisions.

Business and transportation interests are encouraged to have ongoing interaction. This interaction should provide business leaders and employers with an understanding of transportation services and their limitations, while transportation interests should be aware of business trends and operations. Communication may involve in-person or virtual formats and should be of an ongoing nature that leads to a better understanding of individual and mutual interests. Performance evaluation should include the number of transportation providers and employers/business involved, cost effectiveness of the medium used for interaction, reduction in mismatch between business location decisions and available transportation infrastructure and services.

5. Conduct outreach and education with local governments regarding transportation services and the impact of development patterns on the ability to provide service.

Local governments control development patterns which directly impact transportation in many ways. Outreach to local governments is encouraged which provides information on the connection between development patterns and transportation and methods of better coordinating development with transportation resources. Communication may involve in-person or virtual formats and should be of an ongoing nature that leads to a better understanding of development impacts on transportation needs and demand. Performance evaluation should include the number of local governments reached, the manner of communication, cost effectiveness, evidence of the specific consideration of transportation needs and demand in local government processes especially development reviews.

6. Study consolidation of transportation services, fuel, vehicles, etc., as a future step toward greater coordination.

All transportation services have certain common aspects. Many of those aspects see benefits in terms of cost reduction and better resource utilization from high volume or frequency. This strategy supports the detailed examination of how transportation services, or aspects thereof, can be handled jointly by multiple organizations to provide economies of scale. Performance evaluation should include cost effectiveness and efficiencies achieved, level and nature of participation by transportation providers.

7. Establish a policy oversight group to recommend policy changes that would improve coordination among agencies.

A broad-based group of stakeholders can provide ongoing advice for coordinating transportation services and funding in the county. Possibly an outgrowth of the Coordinated Plan Steering Committee and Working Group, this group would review and discuss obstacles to improved transportation coordination and advocate for changes to overcome them. Performance evaluation should include level and nature of participation by all transportation stakeholders.

8. Create a position to spearhead coordination among agencies

Coordination among partnering agencies is typically accomplished through the efforts of one or more employees additional to their usual work. This situation necessarily means that coordination is a secondary interest for the employees and may be set aside as needed to pursue other job duties. A position dedicated to coordination can more easily take the part-time efforts of employees at various agencies and combine them into viable efforts. Such a position might be established by any organization or could be independent. Performance evaluation should include the ability to carry out coordination efforts supported by partners, cost effectiveness, ability to increase productivity of partners.

6.3 Designated Recipient

In order to carry out the intent of the Coordinated Plan, federal law required the identification of a “designated recipient” who will be responsible for developing and conducting a competitive project selection process based on the strategies in the Plan. The Steering Committee determined that COTA should be identified as the official Designated Recipient of the federal funds tied to the Franklin County Coordinated Plan.

6.4 Competitive Selection Process

As the Designated Recipient, COTA will conduct the competitive selection process whereby potential projects will be solicited, evaluated and recommended for funding in accordance with this Plan. COTA will advertise the availability of funding for transportation projects to address the Plan’s strategies. Advertising will include press releases, website information and notices in local newspapers. A project application will be developed and distributed to interested parties, and a workshop will be held to explain the Plan and eligible project types and to assist potential applicants with the application process.

COTA will utilize its Mobility Advisory Board (MAB) to evaluate and recommend projects for funding. The MAB membership consists of many of the Coordinated Plan stakeholders, including several who participated on the Coordinated Plan Working

Group. In total, the membership represents all major stakeholder groups, both public and private. The MAB will review applications and submit a recommended program of projects to the COTA Board of Trustees for formal approval.

The project selection criteria will be developed to address two factors identified by the Working Group that may influence the ability to implement the strategies. Among other factors, proposals evaluation will examine:

- ▶ Ability to overcome turf issues and demonstrate coordination among agencies and transportation providers.
- ▶ Ability for individual organizations to devote time and other resources to coordination on an ongoing basis.

7 Plan Maintenance and Adoption

This plan will be updated at least once every four years, or on the same cycle as the metropolitan transportation plan developed by MORPC. The next scheduled update will occur in 2012.

The Mid-Ohio Regional Planning Commission formally adopts and endorses this plan as the Coordinated Public Transit-Human Services Transportation Plan for Franklin County. MORPC served as the lead agency for developing this plan and is the metropolitan planning organization covering Franklin County. [Adopted April 16, 2008, per Resolution T-3-08]

The Board of Trustees of the Central Ohio Transit Authority also adopts and endorses this plan. COTA served as the designated recipient during development of the plan and will continue in that role during plan implementation. [Adopted April 23, 2008, per Resolution 2008-23]

The City of Columbus and Franklin County Commissioners are considering endorsement of this plan. Representatives of both served on the Steering Committee and Working Group that guided development of the plan. [Endorsements pending as of April 23, 2008]

Appendix

List of Transportation Programs by Funding Agency

- FC Alcohol, Drug and Mental Health Board
 - ▶ Through Community Based Organizations
 - ▶ Specialized Transportation Services
- FC Board of Mental Retardation and Developmental Disabilities
 - ▶ To MRDD Schools and Classes
 - ▶ To MRDD Workshops and Living Centers
 - ▶ To MRDD Work Programs
- FC Department of Children’s Services
 - ▶ Taxi Service
 - ▶ COTA Bus Passes
 - ▶ Out-of-County Bus Passes
- FC Department of Job and Family Services
 - ▶ Non-Emergency Transportation
 - ▶ Pregnancy Related Services
 - ▶ Title XX
 - ▶ Employment Transportation
 - ▶ Learning, Earning and Parenting
- FC Office on Aging
 - ▶ Medical, Non-Lift
 - ▶ Medical, Lift-Equipped
 - ▶ Expanded, Non-Lift (non-medical)
 - ▶ Expanded, Lift-Equipped (non-medical)
 - ▶ Adult Day Services
 - ▶ Homemaker Escort
 - ▶ Small Group Transportation
- FC Veterans Services Commission
 - ▶ Taxi Service
 - ▶ Bus Tickets and Gas Vouchers
- Central Ohio Area Agency on Aging
 - ▶ Passport
 - ▶ Title III of Older Americans Act/State Block Grant
- Central Ohio Transportation Authority
 - ▶ Fixed-Route Bus Service
 - ▶ Project Mainstream
- ▶ Mobility Services (incl. Sedan Vouchers and Will Call)
- Ohio Department of Job and Family Services
 - ▶ Non-Emergency Ambulette and Ambulance
- Ohio Department of Transportation
 - ▶ Ohio Elderly and Disabled Transit Fare Assistance
 - ▶ Specialized Transportation Program (5310)
- The Columbus Foundation
 - ▶ Competitive Grants Program
- The Columbus Jewish Federation
 - ▶ Service Allocations
- The United Way of Central Ohio
 - ▶ Transportation Grants

Strategy evaluation by Working Group

All of the following strategies were identified as important at various stages of the planning process. The Working Group scored most of the strategies to determine which are a higher priority when evaluating programs to be funded. Unscored strategies were added at later stages in the process after the initial scoring by the Working Group.

Service Coordination Strategies

Late night service (for 2nd and 3rd shift workers)	5
Non-medical transportation	4
After school service	0
Service between suburban areas	0
Increase reverse-commute service	No score*
Provide sidewalk links	No score*
Maintain existing services and fleet	No score**

* These items were added by the Steering Committee after scoring of the original list.

** This item was added after scoring of the original list in response to comments received.

Policy Coordination Strategies

Establish information resource for transportation customers (similar to FirstLink – one stop center for transportation information)	12
Conduct ongoing public outreach regarding transportation services	7
Share information among transportation providers and funders in person and online; include benchmarking and best practices.	5
Establish partnership between transportation sector and businesses/employers to improve connection between transportation service availability and business location decisions.	4
Conduct outreach and education with local governments regarding transportation services and the impact of development patterns on ability to provide service.	1
Study consolidation of transportation services, fuel, vehicles, etc., as a future step toward greater coordination.	0
Establish a policy oversight group to recommend policy changes that would improve coordination among agencies.	0
Create a position to spearhead coordination among agencies	0

Outreach Methods for the Coordinated Plan

This is a summary of the sources of input and outreach methods used to develop the Coordinated Plan.

- ▶ In-person or phone interviews with officials of agencies that fund or administer transportation
- ▶ Survey or phone interviews with selected transportation providers
- ▶ Input from members of Coordinated Plan Working Group and COTA Mobility Advisory Board
- ▶ Phone and email correspondence with additional parties as recommended by individuals above
- ▶ A small number of existing plans and annual reports
- ▶ Focus Groups (7)
 - ▶ Columbus Metropolitan Housing Authority (CMHA), Resident Council Advisory Committee
This focus group targeted low-income individuals and families and took place November 15, 2007.
 - ▶ United Way Professional Advisory Committee (PAC)
This focus group targeted human service agency and business leaders and took place November 26, 2007.
 - ▶ Hilltop Senior Dining Center
This focus group targeted senior citizens and took place December 5, 2007.
 - ▶ Godman Guild, Afterschool Program
This focus group targeted older youth and took place December 6, 2007.
 - ▶ FCDJFS Opportunity Center Directors Meeting
This focus group targeted professionals who provide services to low-income individuals and families and took place December 12, 2007.
 - ▶ COTA's Accessible Transportation Advisory Committee (ATAC)
This focus group targeted individuals with disabilities and took place December 17, 2007.
 - ▶ COWIC, Job Seeker Orientation
This focus group targeted low-income individuals and took place December 18, 2007.
- ▶ Information and document posted on MORPC website
- ▶ Public survey of transportation needs and issues
 - ▶ Provided in online and paper format
 - ▶ 245 respondents

Figure 1: MORPC webpage featuring Coordinated Plan

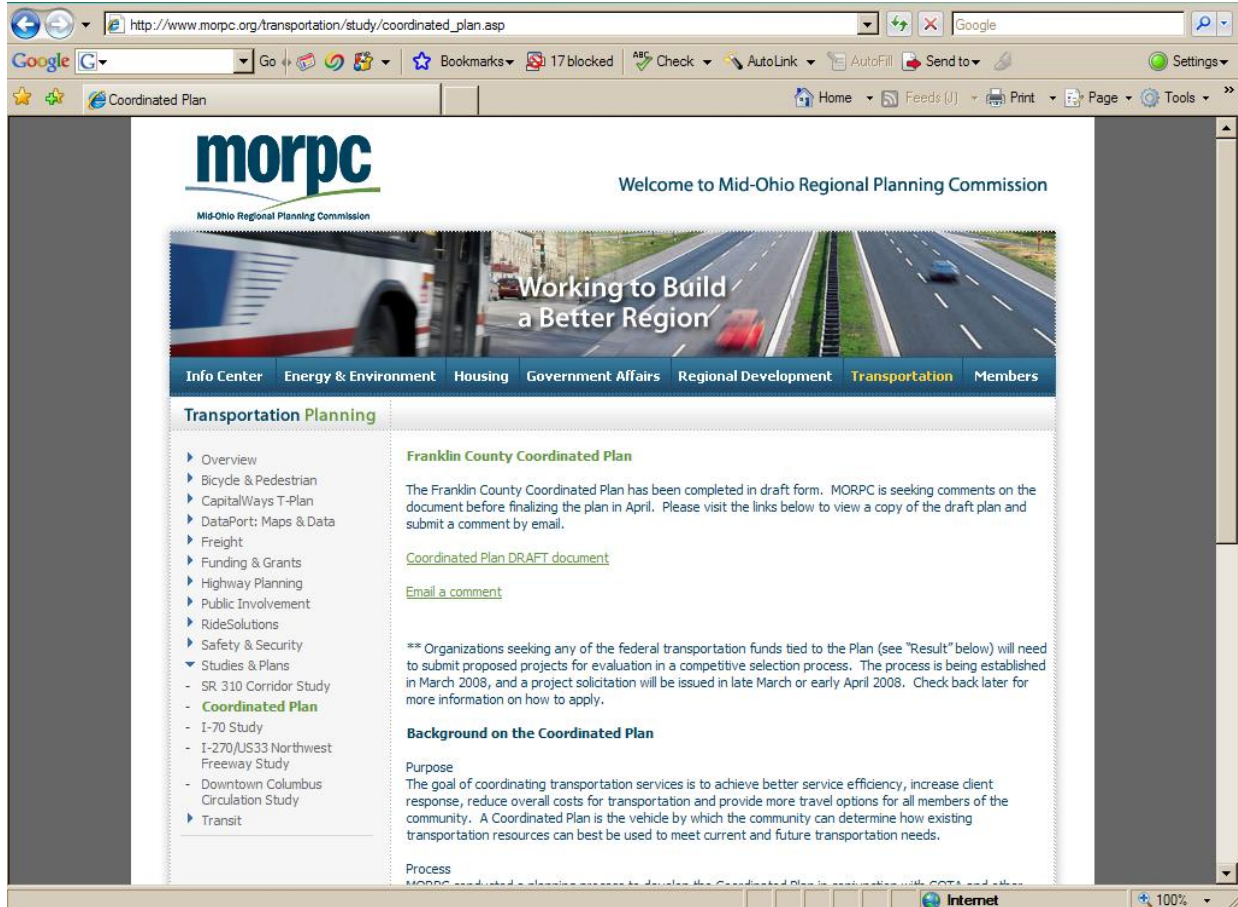



Figure 2: Transportation Survey for the General Public

Transportation Survey

Autumn 2007

Please take a few moments to complete this survey to share your transportation needs, activities and attitudes. The information gathered with this survey will be used to better coordinate existing transportation services in Franklin County. The results will also be used to help determine how certain federal funds should be spent on new transportation services. **This is an anonymous survey; your name is not required.** Thank you for your time!


You may also take this survey online at:
<http://transportation.morpc.org/CoordinatedPlan.htm>



- 1. How do you usually travel to meet your daily needs? (Check all that apply.)**
 - a. I take the bus.
 - b. I use special transportation services (door-to-door / curb-to-curb service).
 - c. I use taxis.
 - d. I get rides from a friend or relative.
 - e. I walk.
 - f. I ride my bicycle.
 - g. I drive my own car.
 - h. I travel by another means. (Please specify): _____

- 2. Which of the following statements describes a transportation problem where you live? (Check all that apply.)**
 - a. There is no bus service.
 - b. There is not enough bus service.
 - c. There are no sidewalks or walking paths.
 - d. There are no bicycle routes or trails.
 - e. It is not safe to walk or bicycle.
 - f. Other problem (please specify): _____
 - g. There are no transportation problems where I live.

- 3. If you have bus service where you live, which of the following statements describes something that keeps you from using the bus effectively? (Check all that apply.)** *If you do not have bus service where you live, please skip to question #4.*
 - a. There are no sidewalks or walking paths to the bus stop.
 - b. The route to the bus stop is not wheelchair accessible.
 - c. I have difficulty crossing streets safely to reach the bus stop.
 - d. It is unsafe to walk and wait on buses in some areas.
 - e. Bus trips take too long.
 - f. Buses do not run early or late enough.
 - g. Buses do not run frequently enough.
 - h. There are no bus routes where I need to go.
 - i. I have difficulty obtaining or using bus schedule information.
 - j. Certain weather conditions prevent me from using the bus.
 - k. I need a traveling companion.
 - l. I have no problems using the bus.
 - m. The bus is too expensive.
 - n. I don't like riding the bus.



1

4. Which of the following statements describes how transportation problems affect your life? (Check all that apply.)

- a. I have trouble searching for a job due to lack of transportation.
- b. I have trouble getting or keeping a job due to lack of transportation.
- c. Lack of transportation makes it difficult for me to run errands.
- d. Transportation for medical care is a real problem for me.
- e. Transportation problems keep me from visiting family and friends or going to social events.
- f. I do not experience any of the above problems.

5. From the following list, pick two (2) items that you feel are needed most in Franklin County (check only two):

- a. Transportation to social engagements
- b. Transportation to medical appointments
- c. Transportation to run household errands
- d. Transportation to work
- e. Transportation to job training and interviews
- f. Other transportation (please describe): _____

6. Please describe any transportation services you believe Franklin County needs:

Please provide some information about yourself. Remember, **this survey is anonymous.**

7. What is your employment status?

- a. Student
- b. Retired
- c. Employed outside the home
- d. Operate home-based business
- e. Not currently employed

8. What is your age group?

- a. 0 – 15
- b. 16 – 39
- c. 40 – 64
- d. 65 or over

9. What is your gender?

- a. male
- b. female

10. What is your home ZIP code?

11. What is your disability status?

- a. I have a disability
- b. I am a caregiver, relative or advocate for an individual with a disability
- c. None of the above

12. Which of the following best describes where you live?

- a. A rural area
- b. A small or medium-sized town
- c. A large city or urban area

13. Please provide any other comments or suggestions:

THANK YOU FOR PARTICIPATING!



Before November 4, 2007, mail to:
Mid-Ohio Regional Planning Commission
Attn: Chris Gawronski
285 E. Main St.
Columbus, OH 43215

After November 4, 2007, mail to:
Mid-Ohio Regional Planning Commission
Attn: Chris Gawronski
111 W. Liberty St., Suite 100
Columbus, OH 43215

2

Questions for Focus Group with Transportation Customers

1. How do you get to the places you need to go? What transportation methods do you use?
Think about
 - Paid transit service (bus or cab), friends or family
 - Doctor / healthcare visits
 - Shopping / laundry / errands
 - Childcare
 - Meeting up with friends / family
 - Which transportation companies or services are good
2. What is missing with transportation? What would help you get around better?
Think about
 - Places you go that are hard to get to
 - The time it takes to get places
 - How long you have to wait for transportation
 - Availability of sidewalks
 - Which transportation companies or services could be improved
3. How important is transportation for where you decide to live or work? Why?
4. What else would you like to share about transportation needs or services to develop?

Questions for Focus Group with Human Service Professionals

1. What transportation services or methods work well for your clients?
Think about
 - Services used most often
 - Services that work better than others
 - Your agency's location
2. What transportation services or methods do not work well for your clients?
3. What transportation services or methods need improvement?
Think about
 - Unmet needs for clients
 - Gaps in service
4. What opportunities exist for efficiencies or collaboration among transportation services?
5. What else would you like to share about transportation services?

Questions for Transportation Funders

1. What types of transportation services does your agency/organization fund? [About each funding source: total amount of funding available; purpose of funding; type(s) of transportation provided; target population; geography served; restrictions and limitations of funding.]
2. What specific organizations or agencies do you fund to provide transportation services? [Provider name, amount funded, and specific program(s) funded]

3. What data do you collect from each transportation provider? Can those data be shared with CRP? (ask for an electronic or hard copy of reports, data, etc.) [Probe for information about specific data collection forms, processes, or databases that they have in place.]
4. Have there been any recent changes to your transportation funding, or do you foresee any major changes in the near future?
5. Please describe any gaps or duplications in transportation services in Central Ohio for seniors, low-income populations (including youth and job seekers), or people with disabilities.
6. Please describe any successful examples of coordination of transportation services in Central Ohio. [Note: their organization/agency does not have to have been involved in the coordination effort.]
7. What are the largest challenges to coordinating transportation services in Central Ohio? How could they be addressed?
8. What role would your organization or agency be interested in playing to help coordinate transportation services in Central Ohio?