

Jackson & Vinton Counties

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

2022-2027

Lead Agency: Jackson-Vinton Community Action, Inc.

For more information about this plan please contact Lissa Warrens, Mobility Manager at 740-395-0260 or lwarrens@jvcai.org

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TABLE OF CONTENTS

Contents

Executive Summary.....	2
II. Population Demographics.....	6
III. Assessment of Available Services	8
Existing Transportation Services.....	14
Assessment of Community Support for Transit.....	21
Safety	21
Vehicles	22
Summary of Existing Resources	28
IV. Assessment of Transportation Needs and Gaps.....	29
Local Demographic and Socio-Economic Data.....	30
Analysis of Demographic Data	31
General Public and Stakeholder Meetings/Focus Groups	32
Surveys.....	33
Challenges to Coordinated Transportation.....	34
Summary of Unmet Mobility Needs	35
V. Goals and Strategies	36
Developing Strategies to Address Gaps and Needs.....	36
Goal #1:	36
Goal #2:	37
Goal #3:	37
Goal #4:	38
Goal #5:	39
VI. Plan Adoption	40
Appendix A: List of Planning Committee Participants	42
Agency Representation.....	42
Appendix B: List of Annual Reviews and Plan Amendments	43
Appendix D: Survey 2021	45

Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Jackson and Vinton Counties in Southeast Ohio. The plan was initially developed in 2007 and renewed 2015 and again in 2021. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five (5) years. Due to the COVID-19 pandemic and the difficulties meeting with key stakeholders, we have completed an annual review instead of a renewal of the plan in November 2020. We have completed the renewal for 2022-2026 as of December 9, 2021.

Transportation is a critical component of the communities in Jackson and Vinton Counties.

Transportation provides access to jobs, education, health care, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life.

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

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

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

1. Identify all community resources including
 - There are over 14 transportation providers in both Jackson and Vinton Counties providing a variety of transportation services. Funding used for transportation in Jackson and Vinton Counties exceed \$3 million Jackson and Vinton County residents.
 - There are over 108 vehicles being used in the service area with 33% being wheelchair accessible vehicles.
 - There are 119 drivers in the service area that undergo background checks, drug and alcohol testing and training programs to enhance their driving skills and to ensure safe and reliable transportation for the consumers in Jackson and Vinton Counties.
 - There is a website managed by the Mobility Manager and designed specifically for transportation information that details the available services in Jackson and Vinton Counties located at www.transportation.jvcai.org
2. Identify and Prioritize community transportation needs
 - The counties have numerous challenges in providing transportation services including:

- ✓ Maintaining vehicles and rising expenses for fuel and older vehicles
- ✓ Long distances/long hours for clients to be transported.
- ✓ Hiring/retaining drivers/COVID exposures/illness
- ✓ Roads not plowed in winter, road conditions and driveway conditions
- ✓ Some people are unaware of services or are embarrassed to use services

3. Establish a clear plan for achieving shared goals

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

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

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

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

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

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

Funding for 5310 vehicles can be used for:

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

As the designated lead agency receiving funding for transportation coordination, Jackson-Vinton Community Action, Inc. (JVCAI) has the responsibility of bringing together transportation providers and other stakeholders to facilitate the development of the plan utilizing the data gathered from the

community detailing transportation challenges and barriers. The plan will affect Jackson and Vinton counties transportation opportunities and funding for the next five years. ***JVCAI applies for 5310 funding and employs a dedicated Mobility Manager funded 80% by ODOT that offers a full time focus on coordination efforts and taking the lead with the Coordinated Plan.***

Fundamental to the Coordinated Transportation Plan process is the active and meaningful involvement of stakeholders. For projects selected for funding under the Section 5310 program, participation in planning activities must include participation and/or representation of the following, at minimum:

- Seniors;
- Individuals with disabilities;
- People with low incomes;
- Public, private and non-profit transportation providers;
- Human services providers, and;
- The general public.

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

Dealing with COVID-19 pandemic issues, we had to get creative and find ways to involve the needed stakeholders. In doing so, the MM sent out surveys with the transportation provider drivers to obtain feedback directly from the consumer, phone surveys were conducted by the MM to direct consumers, provider companies and human service representatives and elected officials, Email blast surveys were used to obtain feedback as well. The MM met in small groups at senior housing centers with senior/disabled citizens. One on One interviews were conducted with community members, referring agencies and service providers. Locations that would permit large group public meetings were not available, so we used the virtual platform to conduct TAC and informational meetings. These meetings also included the senior/disabled population by providing tablets for their use to join the online meetings.

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

I. Geographic Area

Both Jackson and Vinton Counties are rural Southeastern Ohio counties that possess both the assets of rural communities, such as valuing family and relationships, beautiful scenery and local farming, and the challenges related to rural life, such as poverty, travel distances, no public transportation system, limited employment opportunities and isolation. Jackson County is 422 square miles with Jackson City being the County Seat with a population of 32,650 (2020) Vinton County is 413 Square miles covering over 263,000 acres with McArthur being the County Seat with a population of 13,139 (2020). Vinton County is the least populous county in Ohio. Both Counties offer an airport. Jackson County offers a great bike path in Wellston which is very scenic around Lake Alma. The Athens Go Bus has a bus stop in the City of Jackson.

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

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

Map 2: Major trip generators in the geographic area

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

II. Population Demographics

According to census data in 2020: The median income for a household in Jackson County was \$43,312 and the median income for a family was \$47,550. The per capita income for Jackson County was \$23,254. About 18.8% of families and 20.6% of the population were below the poverty line. The median income for a household in Vinton County was \$43,312 and the median income for a family was \$45,673. The per capita income for Vinton County was \$23,254. About 12.8% of families and 18.7% of the population were below the poverty line

Chart 1: Total Population Current and Projected for Five Years

Year	Jackson	Vinton	Ohio
2020	32650	13,139	11,799,408
2030	30670	12,800	11,615,100
Predicted			
Change	-5.3%	-8.1%	-0.6%

**According to the Ohio Development Services Agency, Columbus, OH 2020*

Chart 2: Total Population by Age Group

Chart 3: Total Population by Race

Chart 4: Number and percentage of people with disabilities

In Vinton County 16.6% under age 65 years have a disability.

In Jackson County 15.1% under age 65 years have a disability.

Data source: ACS 5 year 2019

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

In Jackson County, about 18.8% of families and 20.6% of the population were below the poverty line. In Vinton County, about 12.8% of families and 18.7% of the population were below the poverty line.

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Data source: US Census ACS 2019

Chart 6: Percent of population that speak English “Less than very well”

COUNTY	LIMITED ENGLISH PROFICIENCY	PERCENT
JACKSON	448	1.46%
VINTON	24	0.19%

Data source: US Census ACS 2019 5-Year Estimates

III. Assessment of Available Services

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

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

Interviews were conducted with each of the identified stakeholders.

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

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

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

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

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

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

- Utilizing shared data to fulfill grant application process

Public Transportation Surveys and Community Engagement

Between March and November 2024, over 300 public transportation surveys were distributed across Jackson and Vinton Counties by the OVRDC Region 7. Out of these, 154 responses were collected, providing valuable input and significant involvement in the development and update of the Coordinated Plan.

Key Challenges Identified

Respondents highlighted several transportation-related challenges, including:

- Difficulty accessing medical appointments, grocery stores, emergency social services, and other essential destinations.
- Issues with paying bills, attending worship services, and visiting family members in nursing homes or hospitals.
- Barriers such as lack of personal vehicles, absence of a driver's license, and discomfort with driving out of town.

Referring agencies and medical offices also reported challenges, noting that missed appointments due to unavailable transportation created significant issues. Employment surveys indicated that a lack of transportation contributed to high employee turnover rates.

Inclusion of Past Survey Data

In addition to the 2024 survey results, data from a 2019 survey were incorporated into the planning process. In May 2019, 89 older adults and individuals with disabilities participated in a survey, with 87 responses returned to the Mobility Manager. Although these results were initially intended for the 2020 Coordinated Plan renewal, the onset of the COVID-19 pandemic delayed the process. Despite the time gap, the 2019 findings remain relevant and were included in the 2024 renewal discussions.

Provider Contributions

Eight transportation providers participated in interviews with the Mobility Manager, sharing updated and current information about services and challenges. Where appropriate, data from the previous Coordinated Plan was used to supplement insights gathered during the 2024 planning effort.

Outcomes and Strategic Developments

The community input and provider contributions were instrumental in identifying transportation gaps and needs within Jackson and Vinton Counties. This comprehensive assessment led to:

- Applications for 5310 vehicles.

- Levy-funded vehicle purchases.
- Private vehicle acquisitions.

These initiatives aim to enhance transportation availability and address the identified challenges in the region.

Agency Name & contact info	Trans Service Type	Other Services	Hours	Service Area	Eligibility Requirements	Web-Site
ATHOY Transport, LLC.-Dustin Hoy, 301 E. Main St, McArthur, OH 740-596-0536	Demand Response, Curb to Curb	Non-Emergency Transportation (NET)	M-F 5am-9pm	Vinton County, Ross Co., Hocking	NEMT	transportation.jvcai.org
Jackson County Board on Aging, Inc. Senior Center-25 E. Mound St, Jackson, OH, wendyjamesjcboa2020@gmail.com 740-286-2909	Demand Response, door to door	NET, Meal Delivery, congregate meals, Shopping, Recreation	M-F 5am-9pm	Jackson County	60+, NEMT, Income	transportation.jvcai.org
Active Day-Dayhab.-Britani Ray, 2nd St, Wellston, OH 740-384-2155	Fixed Route-some flexible	Dayhab, Employment	M-F 8:30am-4:00pm	Jackson County	Private Pay-NEMT	Bray@activeday.com
Jackson Transportation...Wayne Lester, 301 Main Street, Jackson 740-288-2091, jacksontransportation@roadrunner.com	Demand Response, Curb to Curb, some passenger assistance	NET, Managed Care, BODD		Jackson, Vinton, Hocking, Ross Pickaway, Franklin, Gallia	NEMT	transportation.jvcai.org
Jackson-Vinton Community Action, Inc. Transportation...Kacey Jarvis, 118 S. New York Ave, Wellston, OH, 740-384-0648, kjarvis@jvcai.org	Demand Response, Curb to Curb	NET, CSBG	M-F Office hours 8am-4:30pm; Trans hours-5am-6:00pm	Jackson County & Vinton County	NEMT, Income	jvcai.org transportation.jvcai.org
Counseling Services, Inc. (Hopewell Health)- 740-594-5045, ext. 4643	Demand Response	Treatment Centers, NET	M-F Office hours 8am-4:30pm	Vinton County	Customer of their services	hopewellhealth.org

Agency Name & contact info	Trans Service Type	Other Services	Hours	Service Area	Eligibility Requirements	Web-Site
Vinton Industries- Jason Farmer, 31835 SR 93, McArthur, OH, matt@vintonindustries.org ;(740) 486-7303	Demand Response, Medicaid Waiver	Dayhab, Employment	M-F 8:30am-3:30pm	Vinton County	Individual with a disability, NET Medicaid waiver, Income	vintond.org
Vinton County Senior Citizens, Inc...Rhoda Toon-Price, McArthur, OH, 740-596-4706, rhodatp@horizonview.net	Demand Response, thru the door, Passenger assistance	NET, Meal Delivery, Congregate meals,(suspended during COVID) Shopping, Recreation	M-F Office hours-7am-2pm ;Trans hours 5am-3pm	Vinton County	60+, NEMT, Income, Veteran	None-page w/MM
S.O.A.R (Southern Ohio Adventures/Recreation, LLC)..Tami Bay, 112 S. Main St, Hamden, OH, 740-357-3155, soaroffice@yahoo.com	Demand Response	Dayhab, Employment	M-F 8am-2:30pm	Vinton County	Adult with a disability	None
The Call Center-3rd Party Coordination with JCJFS, Mobility Management and JVCAI...Tammy Riegel, 504 McCarty Lane, Suite #3, Jackson, OH 740-395-0260, triegel@jvcai.org	Call Center, Resources, Training coordination , Coordination services, arrange trans w/vendors	Receives calls, provides resources, gathers trip requests/needs, distribute trips to vendors, Coordination, Travel Training,	M-F 8am-4:30pm	Jackson County & Vinton County	Elderly Persons, Individuals w/a disability, Low-Income persons	transportation.jvcai.org
Carealot Transport, LLC.-Crystal Ratliff, Sugar St, McArthur, 740-577-4467, cratliff@yahoo.com	Demand Response, Curb to Curb	Non-Emergency Transportation (NET)		Vinton County, Ross Co.	NEMT	None-page w/MM

Agency Name & contact info	Trans Service Type	Other Services	Hours	Service Area	Eligibility Requirements	Web-Site
Jackson-Vinton Community Action, Inc. Head Start -.Rebecca Hess, 320 W. South St, Jackson, OH, 740-286-8441, mseimetz@jvcai.org	Demand Response	Bus to education site	M-F 8am-4:30pm	Jackson County & Vinton County	ages 3,4,5, Income, Disability	transportation.jvcai.org (page)
Jackson County DAV.-.Scott King, 157 Broadway St, Jackson, OH, 740-286-3004, watripp@bright.net	Demand Response	Medical trips to VA Hospital	M-F 8am-4:00pm	Jackson County	Veteran	None
Vinton County DAV.-.Tim Reid, 100 E. Main St., McArthur, OH, 740-596-4571,ext. 224, veterans@vintonco.com	Demand Response	Medical trips to VA Hospital thru ATHOY	M-F 9am-2:00pm	Vinton County	Veteran	veterans@vintonco.com
Daybreak.-.Jayne Darling, 31054 SR 93 N., McArthur, OH, 740-516-8261 – daybreakohio.com	Demand Response, some fixed route	NET, Adult Day Care, Home Health Services	M-F 8:30am-4:30pm 24/7	Vinton County	Income, Adult with Disability	daybreakohio.com
Quest Express-..Lacey Sword, 740-596-1950	Demand Response	Non-Emergency Transportation (NET)	M-F 8:00am-5:00 pm	Vinton, Hocking, Ross	NEMT	transportation.jvcai.org (page)
Buckeye Community Services.- 220 Morton St., Jackson, OH 286-5039- buckeyecommunityservices.org	Fixed Route-some flexible	NET, Adult Day Care, Home Health Services	M-F 8:30am-4:30pm 24/7	Jackson, Vinton , Hocking, Ross, Pickaway, Franklin, Gallia	Adult with a disability	buckeyecommunityservices.org
Greencab-14 Cook Drive, Athens, OH 740-200-3500, Owner: John Rinaldi-59greencab@gmail.com	Demand Response, Private Pay	NET, Taxi, Airport Shuttle	M-F- 8:00am-5:00pm	Athens, Vinton County	NET, Private Pay	FB-AthensGreenCab

Existing Transportation Services

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

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

Table [#1]: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
Jackson Vinton community Action, Inc.	Yes	No	Private Non-Profit	2821	12	No
Jackson County Board on Aging	Yes	No	Private Non-Profit	4623	14	No
Jackson Transportation Group, LLC.	Yes	No	Private For-Profit	4884	2	No
Vinton County Senior Citizens, Inc.	Yes	No	Private Non-Profit	4059	2	No
ATHOY Transport, LLC.	Yes	No	Private For-Profit	Unavailable	Unavailable	Yes
Carealot Transport	Yes	No	Private For-Profit	Unavailable	Unavailable	No
Hopewell Health	Yes	No	Private Non-Profit	Unavailable	Unavailable	Yes
Jackson County Board of DD	Yes	No	Private Non-Profit			Yes

Vinton Industries	Yes	No	Private Non-Profit			Yes
S.O.A.R	Yes	No	Private For-Profit	Unavailable	Unavailable	Yes
Buckeye Community Services	Yes	No	Private Non-Profit			Yes
Quest Express	Yes	No	Private For-Profit	Unavailable	Unavailable	Yes
Fast Time	Yes	No	Private For-Profit	Unavailable	Unavailable	Yes
Greencab	Yes	No	Private For-Profit	22,000	1	No

* Answering “Yes” indicates that your agency is closed door. Your agency is considered closed door if you ONLY provide transportation to your facility as a courtesy or if you ONLY serve a particular clientele that are enrolled in your agency programs (i.e. members of a sheltered workshop, or residents in a nursing home). Answering “No” indicates that your agency is open door. This means the service is open to the public or a segment of the general public defined by age, disability, or low income. For example, if an agency provides general transportation for anyone in the community who is over the age of 60, they are considered “open door”. For example, an individual who is 60 or over can request transportation to a doctor’s appointment or the grocery store regardless of their affiliation with your agency.

The participating organizations provide a wide range of transportation including Demand Response, fixed routes with flexibility. Eleven of the participating organizations provide services on weekdays. Two operate transportation on Saturdays and one on Sundays. Evening services after 5:00pm are operated by five organizations. The following table depicts the transportation service characteristics by agency.

Table [#2]: Transportation Service Characteristics

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
Jackson Vinton community Action, Inc.	SMV, MMV, SUV, Car	M-F 5am-6pm	Yes	Curb to curb, some assistance	First Aid/CPR, Defensive Driving, DRIVE or PAT, Fire Ext.
Jackson County Board on Aging	Bus, SMV, MMV, MV-1	M-F 8am-4pm	Yes	Door-to-Door some assistance	First Aid/CPR, Defensive Driving, DRIVE
Jackson Transportation Group, LLC.	SMV, 9 passenger Van	24/7	Yes	Curb to curb, some assistance	First Aid/CPR, Defensive Driving, DRIVE
Vinton County Senior Citizens, Inc.	SMV, MMV, Car	M-F 5am-3pm	yes	Door-to-Door some assistance	First Aid/CPR, Defensive Driving, DRIVE
AHOY Transport, LLC.	SMV, Car, SUV	M-F 5am-9pm	Yes	Curb to curb	First Aid/CPR, Defensive Driving
Carealot Transport	SUV, Sedan Car	M-F 5am-9pm Sat-5am-6pm	Yes	Curb to curb, door-door with some assistance	First Aid/CPR
Hopewell Health	Car (4)	M-F 8am-5pm	Yes	Curb to curb	No Requirement
Active Day	Transit Vans	M-F 7:30am-5pm	No	Door-to-Door some assistance	They have their own in-house training
Vinton Industries	Bus	M-F 9am-3pm	Yes	Curb to curb, some assistance	In-house WC securement
S.O.A.R	Mini-van, MMV	24/7	Yes	Door-to-Door some assistance	No Requirement
Buckeye Community Services	Transit Van, SMV, MMV	24/7	Yes	Door-to-Door some assistance	FitzGerald's offers mgt training for WC securement
Quest Express	SMV	M-F 7am-5pm	Yes	Curb to curb	No Requirement
Fast Time	SMV	M-F 7am-5pm	Yes	Curb to curb	No Requirement
Daybreak	6 Vans, all accessible	24/7	No	Door-to-Door some assistance	In-house WC securement
Bellisio's/YMCA	1 -13 passenger	M-F 1 st /2 nd shifts	No	Curb-Curb	No Requirement
Green Cab	14- passenger-6 accessible	24/7	Yes	Curb to Curb	First Aid/CPR, Defensive Driving

Transportation-related expenses and revenues also differ by organization. ***Non-Emergency Medicaid transportation, Private Pay, tax levies, Older Americans act, United Fund*** are common revenue sources for transportation operators in Jackson and Vinton Counties. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table#3: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/ Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
Jackson Vinton community Action, Inc.		Yes	2 FT-2 PT Drivers	1-FT Transportation Coordinator	NET Medicaid, ODOT 5310, CSBG, ODOT Preventative Maint.	\$153,802
Jackson County Board on Aging		Yes	10 - PT	1-FT	Title 3(Older Americans Act), NET Medicaid, Levy, United Fund	\$270,000
Jackson Transportation Group, LLC.	\$4.82 per mile	No	22- FT; 3-PT	1 FT	NET Medicaid, Private Fares, BDD	No response
Vinton County Senior Citizens, Inc.	0	Yes	2 FT; 4PT	1 FT	Title 3, NET Medicaid, Drug & Alcohol 317 Board, United Way, Levy,	No Response

					Veterans Commission	
AHOY Transport, LLC.	0	No	40 FT	2 FT	NET Medicaid	No Response
Carealot Transport	0	NR	4PT	1 FT	NET Medicaid	No Response
Hopewell Health	0	No	1-FT			No Response
Jackson County Board of DD	0	No				No Response
Vinton Industries	0	No	2 FT; 4PT	1FT	Medicaid	No Response
S.O.A.R	0	No				No Response
Buckeye Community Services		No	2 FT; 6PT	1	Medicaid	No Response
Quest Express	0	No	2 PT plus the owner	1-the owner	NET Medicaid	No Response
Daybreak	0	NR	6FT	1	Medicaid Waiver	No Response
Green Cab	-	No	20 PT/Flexible	1	NET Medicaid	\$670,000

The following table provides basic information about transportation options other than the traditional public and human services transportation. Transportation options might include bike share, ride share, intercity, or taxi services, and more.

Table #4: Alternative/ Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
Bellisio's/YMCA	M-F 1 st shift	\$0	M-F 1 st shift	Jackson, Oak Hill, McArthur, Wellston

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

Table [#5]: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Mobility Management	M-F 8am-4:30pm	Free	607 unduplicated customers with average of 603 phone calls per month and an average of 833 transportation referrals per month	Jackson County & Vinton County

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

Table [#6]: Technology

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

Assessment of Community Support for Transit

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

Safety

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

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

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

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

Vehicles

Survey/Interview participants listed a combined total of 109 vehicles. Approximately 33% of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 6).

All of the transportation providers do not provide wheelchair accessible vehicles, while some organizations have an entire fleet of wheelchair accessible vehicles. There is a variety of wheelchair accessible vehicles available in our community such as Modified mini-vans with ramps, 12 passenger vans with lifts, buses with lifts, MV1 with ramps. Some customers travel while staying seated in their wheelchair, others prefer to transfer to the vehicle seat, and some use the ramps/lifts in order to make an easier load walking into the vehicle. Most of the companies listed in this plan offer accessible vehicles; three for-profit companies do not offer accessible vehicles. As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided. JC Senior Citizens- was awarded a LTV van in the 2023 ODOT application.

Table [#7]: Vehicle Utilization Table

[illegible]

Table [#7]: Vehicle Utilization Table

[illegible]

Summary of Existing Resources

There are approximately 13 transportation providers in Jackson and Vinton counties. Providers include both for-profit and non-profit organizations, those providing only transportation services to their clients and those contracting with other human service agencies to transport their clients.

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

- ✓ Serves the Elderly, Persons with a disability and low-income persons
- ✓ Has an estimated 133 vehicles, and of these:
 - Each averages approximately 30,000 miles per vehicle annually
 - Over 2,000,000 miles were traveled in 2020

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

- ✓ Over 7,000 unduplicated customers utilizes the services with over 200,000 one-way trips being made annually, averaging 20 miles per trip
- ✓ Eighty-Four percent (84%) of the reasons clients need transportation services is health-related: trips to the doctor, hospital, health agency or for prescriptions
- ✓ Providers turn down a total of 80 trip requests each month, or 850 requests annually

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

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the Jackson and Vinton County needs, the planning committee examined research and data, as well as solicited input from the community in an effort to gather information about needs and gaps in transportation services.

The demographic and socio-economic conditions of the study area are discussed in the Demographics Chapter of this plan. The following overview is an evaluation of the gaps in service based upon geographic data as well as from the perspective of the targeted populations, transportation providers, and the general public.

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

The following methods were used to assess transportation needs and gaps

- Assessment of data and demographics
- Focus Groups with Target population
- On-on-one interviews with Providers and referring agencies

✓ **Primary Clients Currently Being Served**

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

✓ **Populations Being Served**

- The number of unduplicated individuals served on an annual basis is approximately 3,000
- The number served represents 12% of the total population**
- Low-income adults are the most served (66%)

Populations Under-Served

- People just above the poverty level who are not eligible for services (including the working poor and unemployed)
- Youth (especially teenagers who need jobs)
- Young adults who want to go to college/work-ages 16-24
- People without transportation to the grocery store, recreation, visit family, etc.
- People unaware of services

- Retirees (many have incomes that don't qualify them for assistance or those who shouldn't or don't feel comfortable driving)
- Veterans
- BDD and all developmentally disabled populations that choose to work
- Those who work outside normal business hours (8am – 5pm)
- Families of the elderly needing help with elder care/transportation
- Clients needing out-of-state transportation (some providers can't cross state lines)
- Short-term disabled populations

Origination/Destinations

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

Local Demographic and Socio-Economic Data

Data for each target population group were aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data is valuable because a comparison of where the highest and lowest densities individuals who are most likely to need transportation live. This information can then be compared to the locations of (1) major trip generators, and (2) available transportation services.

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

Exhibit [#3]: Map of Population Density of Individuals Age 65 and Older-2021

The exhibit below indicates the areas where the number of zero vehicle households is above the Jackson and Vinton Counties average. The absence of a vehicle in the household is often an indication of the need for transportation services.

Exhibit #4: Map of Density of Zero Vehicle Households

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

The next exhibit illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle. *Obtaining health care is the major trip generator in both Counties: the map indicates areas traveled to for medical options such as: Major Hospitals, Clinics, Cancer Centers, Local Medical offices, Specialty services, such as dental, vision and hearing, pharmacies and addiction treatment facilities. It also illustrates local shopping centers, Human Service agencies and Government buildings. Wal-Mart is the largest retailer in our local community, with several smaller retail businesses offered throughout the communities that offer lower cost shopping opportunities.*

Exhibit #5: Map of Major Trip Generators

Analysis of Demographic Data

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

Vinton is at 19%, and at 20% in Jackson County, therefore it is challenging for people in either County to own vehicles and if they do, purchasing insurance and maintaining the vehicle is very expensive due to the miles traveled and the rough road/driveway conditions.

General Public and Stakeholder Meetings/Focus Groups

Jackson-Vinton CAI MM facilitated two focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. Four (4) people participated in the meetings. Of those, 4 self-identified as older adults and one self-identified as being a person with a disability. More information about what meetings were held and attendance at those meetings is available upon request.

During the public meeting via Zoom, the Jackson-Vinton CAI Mobility Manager presented information detailing the purpose of the coordinated transportation in Jackson and Vinton Counties and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the previous plan/or update and identify any gaps that were no longer valid and any new needs/gaps, which the facilitator deleted/added to/from a list. The focus of the discussion was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also impact mobility options for the general public.

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

Participants discussed several mobility issues and through the data gathered, what the barriers/challenges were and determined what goals, objectives and implementation plans could be eliminated, expanded or remain in the coordination plan in order to support the data facts. Coordinated transportation stakeholders considers these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

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

In addition to interviews and surveys most of these agencies came together on multiple occasions (focus groups, TAC meetings) to review the data and information collected and updated the transportation plan. The agencies participating in the planning process include the following:

- Jackson County Commissioners: Paul Haller
- Vinton County Board of DD/ Johnna Owings(interview)
- Vinton Industries, Inc.: Jason Farmer
- Greencab-John Rinaldi & Phil Lee: Survey, Interview, Zoom Meeting
- Jackson County Job and Family Services: Erica Martin and Tammy Osborne-Smith

- Jackson Senior Citizens/Board on Aging: Wendy James
- Jackson Transportation: Wayne Lester-

- Jackson Vinton Community Action Agency Inc.: Kacey Jarvis (Transportation)
- JVCAI Head Start – Interview- Kim Yates
- Tri-County Mental Health: Survey
- Veterans, Jackson County: Jennifer
- Veterans, Vinton County: Tim Reid
- Vinton County Commissioners: Interview
- Vinton County South Central Ohio Job and Family Services: Missy Houdasheldt/Donna Sanders
- Vinton Senior Citizens/Board on Aging: Rhoda Toon Price –Interview, survey, Zoom (Meeting)
- Jackson County Customer w/ disability: (Meeting)
- SOAR-Dayhab Center w/transportation: 3/13/15 (Survey)
- Jackson County Customer-Senior Representation- (Interview)
- Lana Matthews, SSA-JCBDD Survey/Meeting
- Focus Group-James, Sharon, Patricia, Linda

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

Jacob Taylor from OVRDC-Transportation-Assisted with the demographic maps and charts.

Surveys

The following survey summary includes the information gained from the following surveys that were performed. 180 surveys from the elderly, individuals with a disability and the general public: **10%** of individuals with disabilities completed the survey; [60%] of older adults completed the survey. ***See survey used in the appendix A.***

*Update: an additional survey was completed in May of 2019 from the older adults and individuals with a disability. 89 were distributed and 87 were returned. The information is still valuable and has been considered in this renewal process- **See the survey used in appendix B.***

3rd Update: Additional survey was done in 2024 from the older adults and individuals with a disability. 300 were distributed and 151 were returned. The information is still valuable and has been considered in this renewal proves- See the survey used in appendix E.

Survey results show that Older Adults and the individuals with a disability that only 25% owned their own vehicle. When asked about whether they drive or not, it was about a 30/70% result. When asked under what circumstances would you not drive, the common response was during winter weather conditions or sometimes they were having a bad health day and was unable to drive, driving at night or to metropolitan areas. The common destinations those surveyed traveled to are: medical facilities, pharmacies, work, retail stores, job interviews, dialysis, visiting family and friends, school/college, senior centers and community events. About 15% were not aware of other transportation programs that were in the community other than the company they used. When asked the best way to get information about available transportation to them: Most of the older adults named radio, the local television station (since survey, local TV station no longer exists except online), brochures and flyers. The overall group surveyed named those mentioned and additional formats such as: Facebook, texting, website and word of mouth. When asked what types of things would make transportation “user friendly” for you,

the results showed: nice drivers, a city bus route, easy access to scheduling, not needing a two-day notice such as when you get sick and need to get to a doctor that day and knowledge of transportation options.

Challenges to Coordinated Transportation

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

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

Summary of Unmet Mobility Needs

The following table describes the identified unmet transportation needs that were identified and the method used to identify and prioritize each need. Needs are listed in order of their rank in highest to lowest priority.

Exhibit #5: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Aging/high mileage vehicles needing replacement	Surveys, Interviews and stakeholder focus groups
2	Job-related transportation is not available—job interviews, training, transportation to/from work, cross County	Surveys, Interviews and stakeholder focus groups
3	Coordination of resources and assets	Surveys, Interviews and stakeholder focus groups
4	People aren't aware of current transportation services/limited advertising	Surveys, Interviews and stakeholder focus groups
5	Non-medical but necessary transportation such as grocery store, banking, bill pay, etc.	Surveys, Interviews and stakeholder focus groups
6	Funds don't keep up with rising transportation costs	Surveys, Interviews and stakeholder focus groups
7	Little to no transportation services in the evenings and weekends	Surveys, Interviews and stakeholder focus groups
8	Determining community ridership and vehicle inventory through coordination	Surveys, Interviews and stakeholder focus groups
9	People just above poverty level, the "working poor," don't qualify for transportation services for medical, non-medical and work-related transportation	Surveys, Interviews and stakeholder focus groups
10	Transportation services for veterans and their families	Surveys, Interviews and stakeholder focus groups
11	Quality of life services for all ages such as meals out, shopping, worship service, etc.	Surveys, Interviews and stakeholder focus groups
12	Youth need transportation for summer jobs, after school jobs/activities, higher education	Surveys, Interviews and stakeholder focus groups

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Jackson and Vinton Counties should address the service gaps and user needs identified in this plan, if they are to be effective. As described, the gaps and unmet needs were based on information obtained from geographic analysis, the attendees participating in the meetings, and responses to the public survey.

Based on information gathered throughout the planning process, the Jackson-Vinton CAI agency developed the following strategies to address the gaps and unmet transportation needs. Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting this unmet need expressed by the public and stakeholders. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be accomplished. Nonetheless, these strategies have been tailored to five of the identified primary gaps and needs.

Below is an outline describing the prioritized strategies to address each of the identified unmet transportation needs and gaps in service.

Goal #1:

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

Need(s) Being Addressed: Aging and high mileage vehicles needing replacement (1 & 6) *see unmet needs list.*

Strategy 1.1:

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

Timeline for Implementation: 1-5 years

Action Steps:

Short-Term Strategies:

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

Longer-term Strategies

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

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

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

Resources Needed: Vehicle fleet assessment, Funding, Grant writer

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

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

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

Goal #2:

Non- typical Transportation, i.e. employment, shopping, banking, recreation, social services, worship service.

Need(s) Being Addressed: Providing transportation for non-typical needs as listed above (1,2,5,7,9,10,11,12) *see unmet needs list.*

Strategy 1.1:

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

Timeline for Implementation: 1-3 years

Action Steps:

Short-Term Strategies:

- ✓ 1 – 3 years - explore public/private partnerships, grant opportunities as well as entrepreneurial and small business incubation to help support transportation services. Continue a public transportation Committee for goal focus. Seek funding opportunities to assist with goal.

Longer-Term Strategies:

- ✓ Explain to the agencies the importance of pooled services & pooled funding
 - ✓ Seek public transportation opportunities supported by pooled funding that would include a sliding fee scale
- Parties Responsible for Leading Implementation: Program/Provider leaders, owners, management

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

Resources Needed: Vehicles, Drivers, Customers, Funding, Lead company

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

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

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

Goal #3:

Continue Coordination Efforts Need(s) Being Addressed: Providing clear transportation information that details the services available and the eligibility criteria attached to each service. (3,4,7,8,11) *see unmet needs list.*

Strategy 1.1:

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

Timeline for Implementation: 1-5 years

Action Steps:

Short-Term Strategies:

- ✓ 1-2 years –MM lead Coordination Council meetings at a minimum quarterly (keeping minutes and agendas on file), conduct surveys with the service providers, customers and referring agencies, provide travel training. Conduct surveys and interviews with the public. Place the Plan on the Mobility Management website and link it to other websites. Seek other modes of communication, i.e. marketing media, tv-signs for public utilized locations.

Longer-term Strategies:

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

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

Parties Responsible for Supporting Implementation: Mobility Management

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

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

Potential Funding Sources: 5310, Match funding

Performance Measures/Targets: 1) Use social media platform 2) Seek funding opportunities that matches the goal; 3) Seek website enhancement tools; 4) Work with the local Department of Job and Family Services and other organizations, and providers to increase the resource information through the call center.

Goal #4:

Expand Public Outreach

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

Strategy 1.1:

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

Timeline for Implementation: 1-5 years

Action Steps:

Short-Term Strategies:

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

Longer-term Strategies:

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

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

Parties Responsible for Leading Implementation: Mobility Manager

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

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

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

Potential Funding Sources: 5310, Match funding, transportation partners

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

Goal #5:

– Develop a unified system for coordinated scheduling/tracking/ridership/vehicles for the service areas

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

Strategy 1.1:

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

Timeline for Implementation: 1-5 years

Action Steps:

Short-Term Strategies:

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

Longer-term Strategies:

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

Parties Responsible for Leading Implementation: Mobility Manager, Providers

Parties Responsible for Supporting Implementation: Mobility Management, Providers

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

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

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

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

VI. Plan Adoption

Jackson-Vinton Community Action, Inc. (JVCAI) is the designated lead agency responsible for transportation coordination. In 2021, JVCAI facilitated the development of a five-year coordinated transportation plan with input and expertise from over 14 transportation providers and human service organizations, key stakeholders and customers, including older adults and individuals with a disability. Planning participants stated that increased transportation coordination could provide important benefits to county residents, such as more independence for the elderly and the individuals with a disability, improved access to medical visits, more people able to work, better access to and involvement in the community and saving lives.

While new information is included, some of the information from the previous coordinated plan remains current and valid and we opted to utilize it in this plan. Update process began in January of 2021 and was completed in December of 2021.

Over 180 public surveys were distributed to the elderly, low-income and persons with a disability in September and October of 2021 and 57 were returned.

From June 2021 thru October 2021, over 20 interviews were conducted with the senior and disabled population. Their information, valuable input and involvement were significant to the development and updating of the Coordinated Plan. They identified the challenges they face with transportation issues and named the difficult situations such as; when they wanted to get to medical appointments, grocery stores, emergency social service

agencies, paying bills, worship service, not having a car or driver's license, not comfortable driving out of town or just visiting a family member in a nursing home or hospital. Their challenges and issues were included in the overall discussions about these gaps and meetings were held to acknowledge these issues and develop strategies to help the target population overcome these challenges. They also were involved in the formal adoption of the Coordinated Plan.

Plan Adoption:

The Mobility Manager met with the focus group prior to the Advisory Council (planning) meetings. The information is gathered that depicts transportation struggles, challenges and barriers by consumers, providers, referring agencies. The information was tallied; the results were then related to the Advisory Council. Once the Coordinated Plan was completed, the draft copy was taken back to the focus groups for review, they have the option of adopting the final Plan by signing off on the plan. Each participant in the focus group that also includes a self-declaration of being an older adult and/or a person with a disability signed the sign-in sheet. The public meeting was held via a virtual platform. Then the Plan was voted on at the Advisory Council meeting on December 9, 2021 by a vote through the virtual platform zoom meeting. The majority ruled and the advisory council formally adopted the Coordinated Plan. Minutes were taken and kept on file in the office along with a sign in sheet.

Appendix A: List of Planning Committee Participants

The planning committee consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. More information about the planning committee is available upon request by contacting

Agency Representation

Name	Agency
Lissa Warrens	JVCAI-Mobility Management
Tammy Osborne-Smith & Erica Martin	Jackson County JFS
Melissa Houdasheldt & Donna Sanders	South Central Ohio JFS
Wayne Lester	For-Profit owner-Jackson Trans Group, LLC
Rhoda Toon Price	VC Senior Citizens
Susan Morgan & Wendy James	JC Board on Aging
Jason Farmer	Vinton Industries
Kacey Jarvis	JVCAI Transportation
Dustin Hoy	ATHOY Transport, LLC-Owner For-Profit
Laura Waldron & Angela Pinson	Buckeye Community Services
Linda Snow	TAC Member/customer/elderly/disabled
Paul Haller	JC Commissioners
William Wellman	VC Commissioners
Teresa Reed-Powell	AAA7
Tom Walton	JC Senior Citizens
Tom Hess	DODD
John Rinaldi	Green Cab

In addition to participants listed above, the planning committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting a planning committee, The Lead Agency, Jackson-Vinton Community Action, Inc. and other planning committee members also conducted a wide variety of activities designed to increase involvement of community stakeholders in identifying community resources, addressing community needs, and setting goals and priorities. More information about the efforts that occurred is available upon request. To request additional information please contact:

Lissa Warrens

JVCAI Mobility Manager

Phone Number-740-395-0260

lwarrens@jvcai.org

Appendix B: List of Annual Reviews and Plan Amendments

It is required that this plan be reviewed by the planning committee annually. For more information on when the next annual review will occur, how to be involved in the annual review process or to request information on how to make changes or corrections to this plan between annual reviews, please contact:

Lissa Warrens

JVCAI Mobility Manager

740-395-0260

lwarrens@jvcai.org

Annual Review Update

Annual Review Approval Date: 11/6/2020 & 11/7/2020

The TAC Group had a virtual meeting November 6, 2020 with 5 members present, including the Mobility Manager. 11/7/2020 the MM met with 2 members of the focus group which included 2 elderly and disabled customers. A sign-in sheet for those attending is on file in the Mobility Managers office for review. We reviewed the current Coordinated Plan and discussed the new information provided for the local demographics as well as the Goals, Objectives and Implementation Plans. All involved agreed to continue with the current goals, objectives and implementation plans and made suggestions about how a public transportation option would be beneficial to the community. Therefore, we opted to keep that goal in and include an earlier date for accomplishment since we now have a transportation committee specifically working on this project. Of course, COVID-19 played a major role in some services being decreased and with the constant changes by the Governor, made it difficult to plan or foresee what transportation is going to look like in 2021.

I contacted twelve (12) transportation companies to obtain their current status as well as their future plans for 2021. I was able to obtain information from 7 of the companies that defined their services, goals and plans for 2020 and 2021. We have 4 new additional transportation contracts with the South Central Ohio JFS in Vinton County. Eleven (11) of them can provide services in Vinton County, two of them provide services in both Jackson and Vinton Counties and one company provides services in Jackson County only. At this time, most are dealing with day to day issues due to the COVID requirements and the option of staying in business or not staying in business. Due to the concern of customer loss due to telehealth options, some have had to lay off a few drivers. All of the transportation providers have changed their service to only allow one passenger per vehicle in order to provide a safe transport for both the driver and the customer. Those with a bus option has allowed a third of the transportation riders to ride together with social distancing monitored in the seating on the bus. The Senior Centers have increased their delivered meal option and have added additional grab and go services in place of the congregate meal option offered prior to COVID restrictions.

The Call Center continues to survey the customers calling in to see if they have appropriate PPE supplies and if not, they let the transporting company know about it and the Mobility Management program, using Cares Act Funding, sends PPE supplies to the vendors to be distributed to the customer. We have added resources to the Call Center list to include referrals to Caregiver support groups and Person to Person talk groups for the elderly and disabled to have someone to talk to during the pandemic. The Mobility Management program, using Cares Act Funding, has supported the local transportation companies, target population and senior and disability centers by supplying PPE supplies in order to assist with their safety and protection during the Pandemic.

The transportation companies have not decreased their hours or their services to medical facilities. They Senior centers have had to limit the shopping trips to a couple of times per month so that all could go if needed. They have added extra precautions, i.e. wearing masks, using hand sanitizer, using shields and daily cleaning of vehicles as well as hot spot cleaning after each client leaves the vehicles.

The demographics have been updated with the most current data available. The Ohio Valley Regional Development Commission assisted with the demographic and mapping updates. Updates and changes that were made are included in this plan. The Mobility Management project encompasses Jackson and Vinton Counties, but many of the transportation providers also provide services in Hocking and Ross Counties as well due to the hub of South Central Ohio Job and Family Services which includes Vinton, Hocking and Ross Counties.

We have been approved by ODOT to renew our entire Coordinated Plan in 2021, email on file. We were also approved by ODOT to complete our Annual Review Plan update by 12/31/2020, email on file.

Appendix C: Definitions

There are several terms used throughout the plan that may be unique to transportation providers or human service agencies. The terms are defined here for reference.

Coordination – Collaborative efforts toward understanding and meeting the mobility needs in the most appropriate, cost effective, and responsive manner.

FAST Act – Congress established the funding for Federal Transit Administration programs through authorizing legislation that amends Chapter 53 of Title 49 of the U.S. Code. On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020.

Gaps in Service – A break in the continuity of available transportation resources such as a break between hours of operation or a break between two or more geographic areas.

Lead Agency – The organization responsible for facilitating outreach; composing a plan that meets the requirements of current Federal and State legislation; maintaining documentation from the planning process and making it available upon request; and leading stakeholders through annual reviews, amendments, and updates of the plan. The Lead Agency also is responsible for submitting the adopted Coordinated Plan and all amendments or updates to participating stakeholders and ODOT.

Planning Committee – (indicate if the planning committee has another formal name) The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

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

Section 5310 Program – Enhanced Mobility of Seniors & Individuals with Disabilities (49 U.S.C. 5310) provides Federal formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

Section 5311 Program – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000 where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

Section 5307 Program – The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.

Transportation – Transportation is broadly defined to include traditional transit, human service agency services, on-demand (taxi-like) services, bicycle and pedestrian programs and amenities.

Unmet Transportation Needs – Transportation that is wanted or desired but is not currently available.

Appendix D: Survey 2021

For providers and referring agencies:

JACKSON VINTON COUNTIES COORDINATED TRANSPORTATION PLAN SURVEY

We are in the process of renewing our Coordination Plan and we want you to be involved and your company/organization information included. With your best interest in mind during this pandemic, I want to obtain your information in the most comfortable environment as possible. We can schedule an interview via phone, in-person or email. I will contact you regarding this survey and the request for this information. Please answer with following questions as best you can. If you have any questions, contact Tammy Riegel at triegel@jvcai.org or 740-395-0260.

THANK YOU FOR YOUR PARTICIPATION IN THIS IMPORTANT PLANNING PROJECT!

1. Agency/organization name: _____
2. Your name: _____
3. Your position: _____
4. What are your normal operating hours?
5. How many vehicles do you have for transporting clients? _____ vehicles
Please complete the Vehicle Inventory.
6. For 2021, how many drivers do you have? _____ full-time _____ part-time
7. What are the main reasons your clients need transportation services? Circle the top three only.
 1. Doctor's appointment
 2. Hospital visit
 3. Job training
 4. Job Interview
 5. School/education
 6. Purchase groceries
 7. Purchase prescriptions
 8. Visit social service agency
 9. Visit health agency
 10. Visit government agency
 11. Work/employment
 12. Other (specify): _____
8. During January –June, 2021, please indicate your most frequent trip origins and destinations. C could be individuals' homes, another agency (please specify), etc. Destinations are the locations w your clients are going, such as Holzer Hospital, Ohio State Medical Center in Columbus, Vinton Job Family Services, etc.

[illegible]

JACKSON VINTON COUNTIES COORDINATED TRANSPORTATION PLAN SURVEY

We are in the process of renewing our Coordination Plan and we want you to be involved and your company/organization information included. With your best interest in mind during this pandemic, I want to obtain your information in the most comfortable environment as possible. We can schedule an interview via phone, in-person or email. I will contact you regarding this survey and the request for this information. Please answer with following questions as best you can. If you have any questions, contact Tammy Riegel at triegel@jvcai.org or 740-395-0260.

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9. Visit health agency
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12. Other (specify): _____

8. During January –June, 2021, please indicate your most frequent trip origins and destinations. Origins could be individuals' homes, another agency (please specify), etc. Destinations are the locations where your clients are going, such as Holzer Hospital, Ohio State Medical Center in Columbus, Vinton Job and Family Services, etc.

<i>Origin</i>	<i>to</i>	<i>Destination</i>	<i>Percent of total trips</i>
	to		
	to		
	to		
	to		
	to		
	to		
	to		
	to		
	to		
	to		
	to		

9. How many individuals did you transport from January to June, 2021? _____ individuals

10. How would you categorize these individuals? *If elderly, select “elderly” only, if disabled and not elderly, select “disabled” only, if neither elderly nor disabled, but low-income, select “low-income” only, if none of these categories select “other” and explain. This total number should equal the number you reported in question 9.*

<i>Category</i>	<i># of Individuals</i>
1. Older adult	
2. Person with disabilities	
3. Low-income	
4. Other (specify):	
Total individuals	

11. Where do your requests for transportation services typically come from? *For example, requests could originate from your agency, another agency (please indicate which ones) or the individual client contacting your agency).*

12. Approximately how many requests for transportation services do you get each month that your agency cannot provide? _____ # of requests

13a. If your agency is unable to complete a transportation request, do you refer clients to another transportation service?

1. Yes 2. No (SKIP TO QUESTION 14a)

13b. If yes, to what other providers do you refer them to?

14a. Do you ever receive referrals from other transportation providers (not referral agencies)?

1. Yes

2. No (SKIP TO QUESTION 15a)

14b. If yes, approximately how many referrals from other transportation providers do you receive each month?
_____ referrals

14c. What transportation providers do you receive referrals from?

15a. Do you ever charge clients for a transportation trip? 1. Yes 2. No (SKIP T QUESTION 16a)

15b. If yes, how much do you typically charge?

16a. What is your total annual budget for transportation services? \$ _____

16b. Approximately, what percentage of your agency's total budget is related to transportation? *Circle one answer.*

1. Less than 25% 2. 25% - 49% 3. 50% - 74% 4. 75% to 99% 5. 100%

17. What are your major funding sources for transportation services?

18a. Are you planning to add any vehicles in 2021 or 2022? 1. Yes 2. No (SKIP TO QUESTION 19)

18b. If yes, what will be the main source of funding for the vehicle?

18c. Will this vehicle replace an existing vehicle? 1. Yes 2. No

19. Does your agency have a management or business plan related to transportation services?

1. Yes 2. No

Jackson-Vinton Counties Coordinated Transportation Planning

Jackson-Vinton Counties Coordinated Plan

2021 Individual Transportation Survey

Please complete the below survey and return to Tammy Riegel, Mobility Manager

Contact: Tammy Riegel, Mobility Manager, 740-395-0260, triegel@jvcai.org

1. How old are you?

- ☐ Under 18
- ☐ 18-30
- ☐ 31-44
- ☐ 45-59
- ☐ 60-or older

2. What is your Gender?

- ☐ Male
- ☐ Female
- ☐ Other _____

3. Are you a Veteran

- ☐ Yes
- ☐ No
- ☐ Active Duty

4. Including you, how many people are in your household? (Check one box)

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ Other: _____

5. Please select the choice that BEST applies to you

- ☐ Employed outside your home
- ☐ Employed in your Home
- ☐ Retired
- ☐ Student
- ☐ Unemployed
- ☐ Other: _____

6. I consider myself (Check all that apply to you)

- ☐ Disabled
- ☐ Low Income
- ☐ Senior (60+)
- ☐ None of the Above

7. Do you use a cane, walker, wheelchair, and/or another mobility device to help you get around?

- ☐ Yes
- ☐ No

8. What is your zip code? _____

9. Are you employed in Jackson County?

- ☐ Yes
- ☐ No

If not, how many miles driven daily for work?

10. In the past six months, which of the following statement(s) apply to your situation: (Check all that apply to you)

- ☐ I do not have a driver's license
- ☐ My driver's license is suspended
- ☐ I do not have car insurance
- ☐ I can't afford gasoline
- ☐ I do not have a vehicle
- ☐ I can't afford to use a taxi service

1. Mark ALL of the transportation you or your family have used during the past 12 months to travel to work/appointments/shopping/social activities/etc.: (Check all that apply to you)

- ☐ Jackson-Vinton County Community Action, Inc.
- ☐ Jackson County Senior Citizens
- ☐ Carpool or vanpool
- ☐ Jackson Transportation
- ☐ Vinton County Senior Citizens
- ☐ Veterans Services
- ☐ Private taxi
- ☐ Faith-based organization (such as a church bus or van to go to services or activities)
- ☐ Ambulette Service (non-emergency medical transportation provided by a medical transportation company)
- ☐ Personal vehicle or ride with a friend/family member
- ☐ Bicycle or Walk (other than for exercise)
- ☐ Volunteer transportation
- ☐ Other: _____

2. What is your opinion about transportation provided by Transportation Providers in your County? (Check all that apply to you)

- ☐ Fares too expensive
- ☐ Safety Concerns
- ☐ Cleanliness
- ☐ Timeliness/Late Arrivals
- ☐ Excessive Ride Time
- ☐ Availability of services
- ☐ Courtesy of employees
- ☐ Other (Please Specify): _____

3. What City/Town, County or Counties are the locations of the following services for you?

Medical	
Employment	
Shopping	
Recreation	
Other	

4. Do you or anyone in your household walk to local establishments? (grocery, pharmacy, post office, dining, or entertainment?)

☐ Yes

☐ No

THANK YOU FOR YOUR HELP!

Annual Review Update

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

Annual Review Approval Date: December 12, 2024

TAC Group Meeting Overview

On December 12, 2024, the TAC Group held an in-person meeting with 12 members present, including the Mobility Manager. During the meeting, participants reviewed the current Coordinated Plan and discussed updates to local demographics, goals, objectives, and implementation plans.

Key outcomes of the meeting included:

- Agreement to retain the current goals, objectives, and implementation plans without modifications.
- Recognition of the potential benefits a public transportation option could bring to the community.
- Consensus to keep the unmet needs as previously identified, without any changes or additions.

Survey Results

To gather additional input, 11 surveys were distributed to transportation companies regarding their current status and plans for 2025. Responses were received from 4 companies, which outlined their services, goals, and plans for 2025 and 2026.

Additionally, survey results from the **OVRDC Region 7 2024 Surveys** were utilized. Key findings included:

- No additional unmet needs were identified beyond those already listed.
- A significant interest in public transportation, with primary uses identified as medical appointments (already supported), shopping, and visiting family or friends.

Plan Review and Updates

The TAC Group reviewed the Coordinated Plan, focusing on unmet needs and existing services in Jackson and Vinton Counties. As the Plan was recently renewed in November 2021, minimal changes were required. Updates included:

- Revised demographics and mapping provided by the Ohio Valley Regional Development Commission.
- Inclusion of the latest data and insights to reflect current community needs.

The **Mobility Management Project** continues to serve Jackson and Vinton Counties, with contracted transportation providers from SCOJFS extending services into Hocking and Ross Counties, leveraging the hub at South Central Ohio Job and Family Services.

Approval of Annual Review

After discussing all updates and changes (highlighted in yellow), TAC Member Wendy James motioned to approve the 2024 annual review of the Jackson-Vinton Coordinated Plan. The motion was seconded by TAC Member Kacey Jarvis. Following discussion, the motion passed unanimously.

Supporting Documentation:

- Agenda, minutes, and sign-in sheets are available upon request and retained in the Mobility Management office files.

Contact: Lissa Warrens-Jackson-Vinton Mobility Manager- 740-395-0260

lwarrens@jvcai.org