

WYANDOT COUNTY, OHIO

# Coordinated Human Service Transportation Plan

2021-2025

HHWP Community Action Commission

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## Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Wyandot County. It was originally created in 2007, updated in 2013, 2015 and 2017 and has been rewritten in 2021 to reflect updated

demographics, transportation provider information, needs, and goals. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Infrastructure Investment and Jobs Act. According to requirements of the Infrastructure Investment and Jobs Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the Infrastructure Investment and Jobs Act legislation.

Transportation is a critical component in determining the quality of life in Wyandot County's communities. Transportation provides access to jobs, education, health care, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life.

It should be noted that Wyandot County transportation stakeholders have faith in the existing network of transportation providers and support the concept of continuing to work together to improve mobility for older adults, individuals with disabilities and people with low incomes. Wyandot County residents and transportation stakeholders realize the need for transportation options for individuals who do not qualify for a specific government program because of the limited hours each week public transportation is available to county residents. Currently, transportation is available for the elderly and individuals with disabilities, as well as low-income populations for certain purposes, through the Wyandot County Council on Aging. With the addition of Wyandot Ride Service as an option beginning in 2019, some additional needs of county residents have been met. Gaps in service because of limited hours, a lack of taxi service and limited rideshare options (Uber/Lyft) limit some Wyandot County residents' mobility. This is especially true during the evening hours and on weekends when no transportation services are available.

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

1. Identify all community resources
  - Current primary and secondary transportation providers.
  - Primary stakeholders and decision-makers involved in transportation systems, including human service personnel, government officials and other community leaders who can help steer Wyandot County toward impactful change.
  - Available transportation equipment (Vehicle Inventory), including wheelchair-accessible vehicles.
  - Available transportation training programs.
  - Transportation-related technology currently in use.
  - Current transportation expenses, revenues and funding sources.
  - Served and underserved populations with an emphasis on Wyandot County's transportation gaps and needs.
  - Demographic and geographic characteristics of the population being served.
2. Identify and Prioritize community transportation needs

**The following are Wyandot County's top transportation needs and priorities as identified by the Wyandot County Transportation Coalition.**

**Top Tier**

- Find additional affordable on-demand transportation (taxi service, rideshare, vanpools, etc.) and/or establish a volunteer driver program and attract more rideshare drivers.
- Improve availability of transportation services for Wyandot County's second- and third-shift workers; Workplace support for employees who need transportation options.

- Coordination for inter-county transportation and continued support for out-of-county transportation options (Columbus, Cleveland, Toledo, etc.).
- More and better outreach/service to outlying areas of Wyandot County
- Additional funding local (public, private) for Wyandot County transportation providers to increase state and federal matching funds.
- Create greater awareness of transportation options for the general public, elected officials and media as to what transportation can do for those who live in Wyandot County. Improving upon a lack of centralized location to access information on available Wyandot County transportation options (website/call center/etc).
- Sustain and expand services, by adding/replacing vehicles, hiring and/or retaining drivers and adding technological upgrades for current transportation providers.

#### **Second Tier**

- Coordination of transportation between agencies; coordinating those trips for shopping, community events, etc.
- Transportation aides for elderly and disabled.
- Continued and improved cooperation and communication among stakeholders.
- Transportation needs of the underserved population (50-59 year olds who do not qualify for other programs) especially access to healthcare and other social services.

#### **Third Tier**

- More active transportation options and infrastructure (Coordinated with providers, bike racks on vehicles).
- Explore pilot program with at least one fixed-route or dedicated service route in Wyandot County.
- Car maintenance programs for people with low incomes; additional car maintenance resources for county residents.
- Bus shelters for key pick up locations around the county.

### 3. Establish a clear plan for achieving shared goals

The Wyandot County Transportation Coalition, in cooperation with transportation providers, human service agencies and the county's mobility manager, will work together toward alleviating the unmet transportation needs listed in the coordinated plan, using it as a roadmap for future action.

Primary transportation goals for the county to achieve include:

- Study the expansion of service hours
- Expanded options for transportation to adjoining counties.
- Increase knowledge and understanding of local transportation options among the public, stakeholders, public officials and media.
- Seek to provide additional funding options to support current service from transportation providers and expand service for seniors, disabled and other disadvantaged residents.
- Continue cooperation among stakeholders to find ways to improve transportation services and options to all Wyandot County residents.

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

- Seniors;

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

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

- Public and stakeholder input was gathered using community surveys, employer surveys, and transportation provider/human service agency surveys. The survey was implemented as a web-based application and paper copies were also available. Surveys were distributed to the Wyandot Council on Aging, Wyandot Ride Service, Wyandot County human service providers and employers, Riddlehaven Apartments, Wyandot Senior Village, Indian Run Apartments and Essex Place Apartments. The following number of surveys were returned:

- 125 Community Surveys
- 6 Employer Surveys (The Wyandot County Office of Economic Development sent out employer surveys.)
- 8 Transportation Provider/Human Service Agency Surveys.

- Four focus groups were held. The first focus group was held at Riddlehaven Apartments, 900 Eulalia Avenue in Upper Sandusky. A total of 11 persons participated in the meeting. Nine of the people at the meeting identified as being an older adult while four answered that they were disabled, 10 identified as having low incomes.

The second focus group was held at Essex Place Senior Apartments, 135 Essex Way in Upper Sandusky. The complex is primarily geared toward low-income senior citizens and is home to a number of disabled residents. The apartment complex is also located on the edge of Upper Sandusky, approximately 2 miles from the city's downtown business district. Nine residents attended the meeting in the complex's common area. Eight attendees identified as senior citizens and two as disabled.

The third focus group was at Wyandot County Board of DD/Angeline School & Industries' Bowen Building, 210 North Sandusky Avenue in Upper Sandusky. 11 attended - 10 with developmental disabilities.

The fourth focus group was held with the Wyandot Families and Children First Council. Five people attended the meeting.

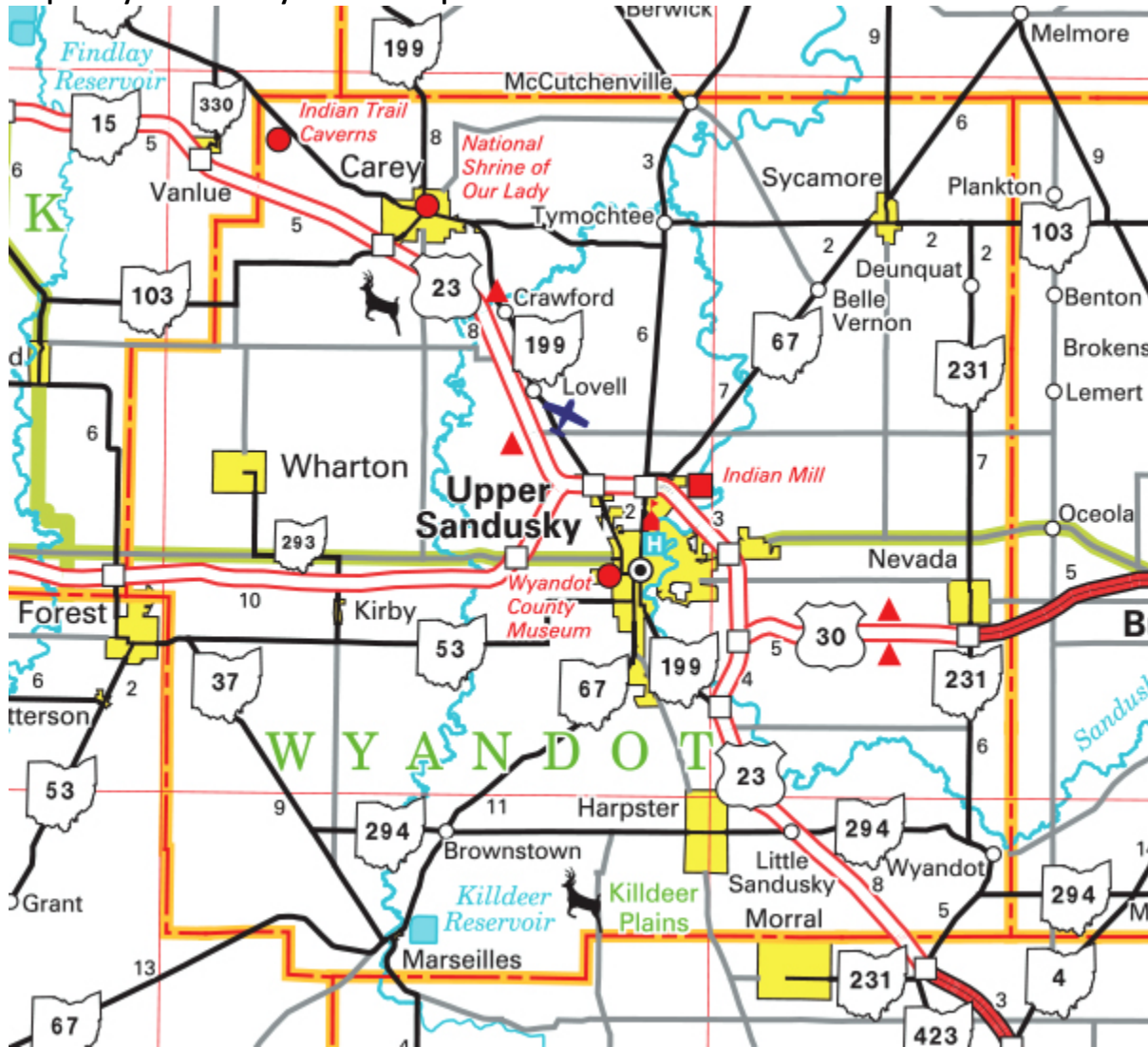
This plan was developed and adopted by a planning committee, the Wyandot County Transportation Coalition. More information about the planning committee can be found in Appendix A.

## I. Geographic Area

Wyandot County is located in north-central Ohio. The county seat is Upper Sandusky near the geographical center of the county. Other villages located either fully or partially in the county include

Carey, Sycamore, Wharton, Nevada, Harpster, Marsellies, Kirby and McCutchenville. The county has a total area of 408 square miles, of which 407 square miles is land and 0.7 square miles is water. Adjacent counties are Seneca (north), Crawford (east), Marion (south), Hardin (southwest), and Hancock (northwest). Map 1 illustrates the geographic area of Wyandot County, which is the entire area covered by this coordinated plan.

**Map 1: Wyandot County Location Map**

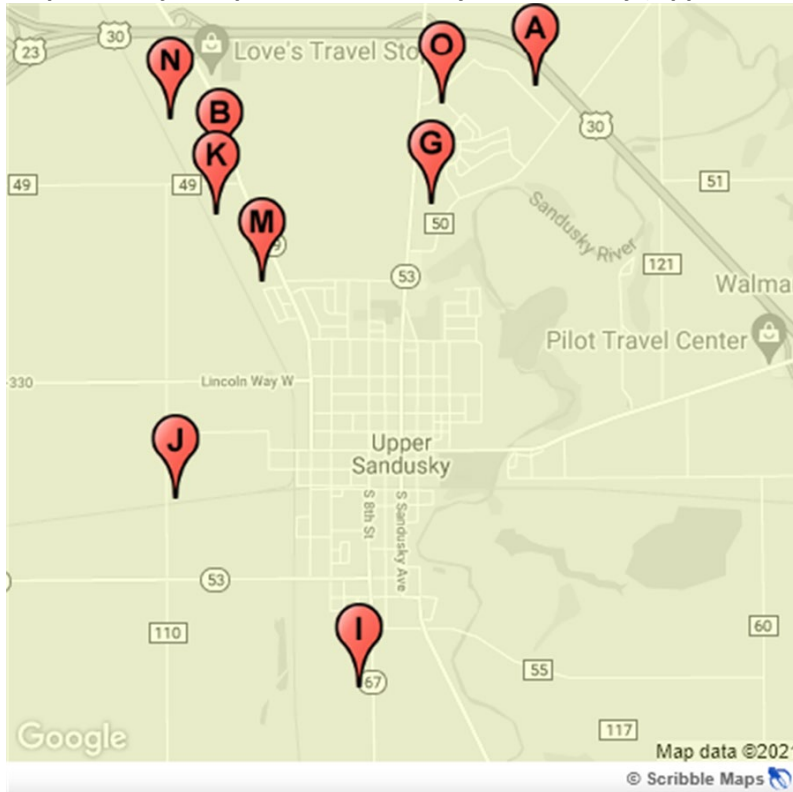


**Maps 2.1, 2.2, 2.3: Wyandot County Major Trip Generators**

Maps 2.1, 2.2 and 2.3, below, illustrates the locations of the major trip generators in Wyandot County. A major trip generator is population destination within the county. Major trip generators include large

employers, shopping areas, and hospitals or clinics. Most of the trip generators in Wyandot County are split between the Upper Sandusky area in the center of the county and Carey in the northwest section of the county.

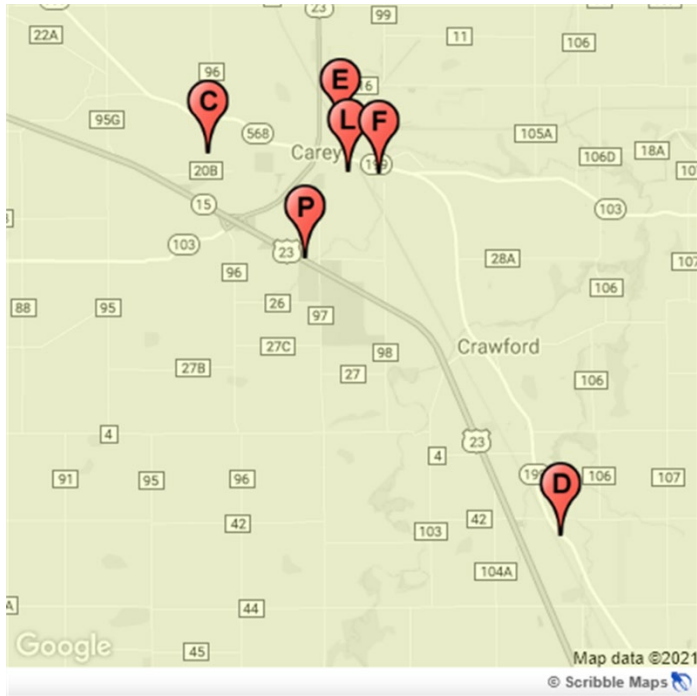
**Map 2.1: Major Trip Generators in Wyandot County (Upper Sandusky area)**



Wyandot County Major Trip Generators	
A	Bridgestone APM
B	Kasai
C	Continental Structural Plastics
D	Kalmbach Feeds
E	National Lime & Stone
F	Vaughn Industries
G	Wyandot Memorial Hospital
H	Walmart
I	Custom Glass Solutions
J	Dlubak Glass
K	The Andersons
L	Hanon Systems USA
M	Ithaca Gun Company
N	Liberty Engineered Wire
O	Unigrip Inc
P	Carey Medical Center

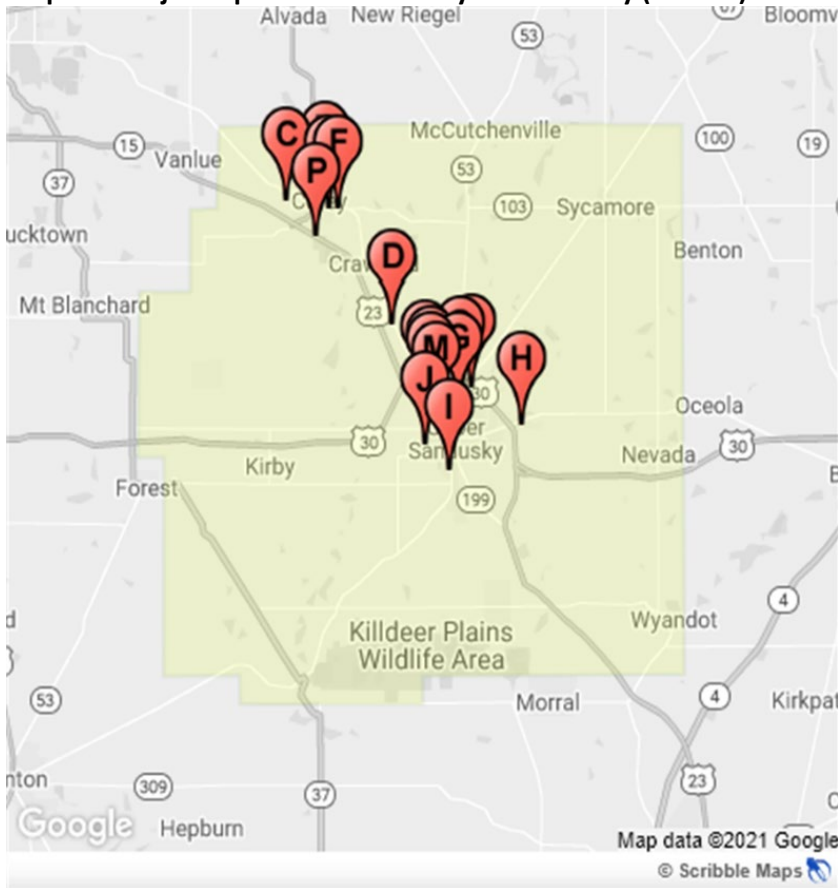
**Map 2.2: Major Trip Generators in Wyandot County (Carey area)**

Wyandot County Major Trip Generators	
A	Bridgestone APM



- B Kasai
- C Continental Structural Plastics
- D Kalmbach Feeds
- E National Lime & Stone
- F Vaughn Industries
- G Wyandot Memorial Hospital
- H Walmart
- I Custom Glass Solutions
- J Dlubak Glass
- K The Andersons
- L Hanon Systems USA
- M Ithaca Gun Company
- N Liberty Engineered Wire
- O Unigrip Inc
- P Carey Medical Center

**Map 2.3: Major Trip Generators in Wyandot County (Overall)**

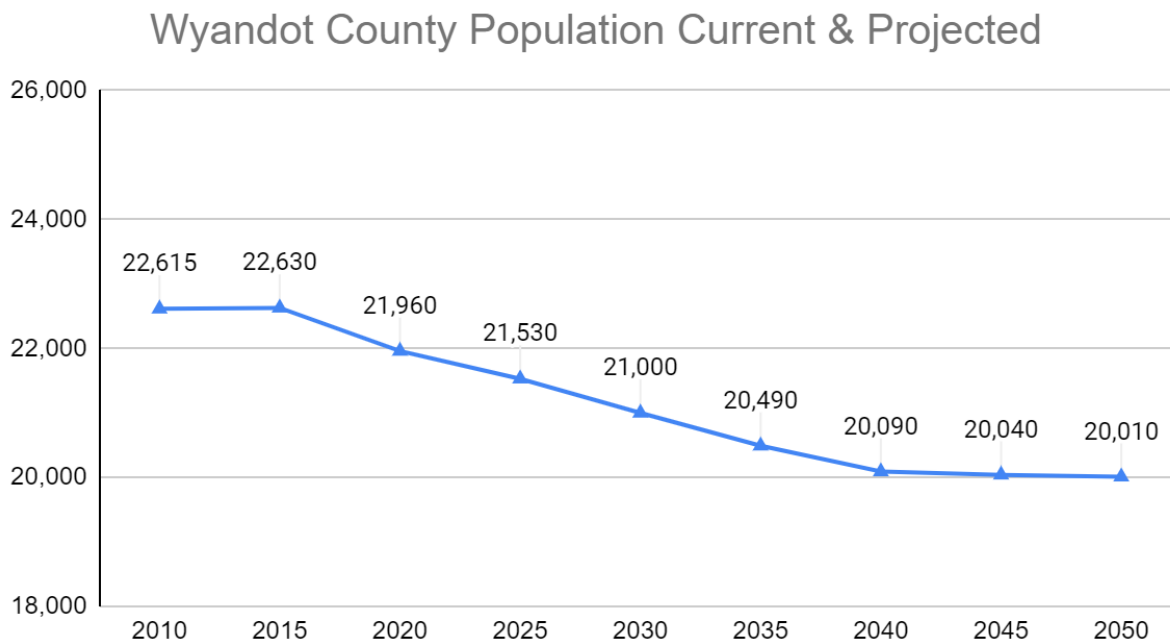


## II. Population Demographics

Population demographics of the planning area are considered when developing coordinated transportation priorities because they help planners to understand potential demand for transportation as well as need. The following charts outline the demographic and Limited English Proficiency (LEP) characteristics of the county.

### Chart 1: Total Population Current & Projected for 5 Years

Wyandot County's population is estimated at around 22,000 people. The county's population is expected to decline through 2040, before leveling off and stabilizing at slightly more than 20,000 residents.

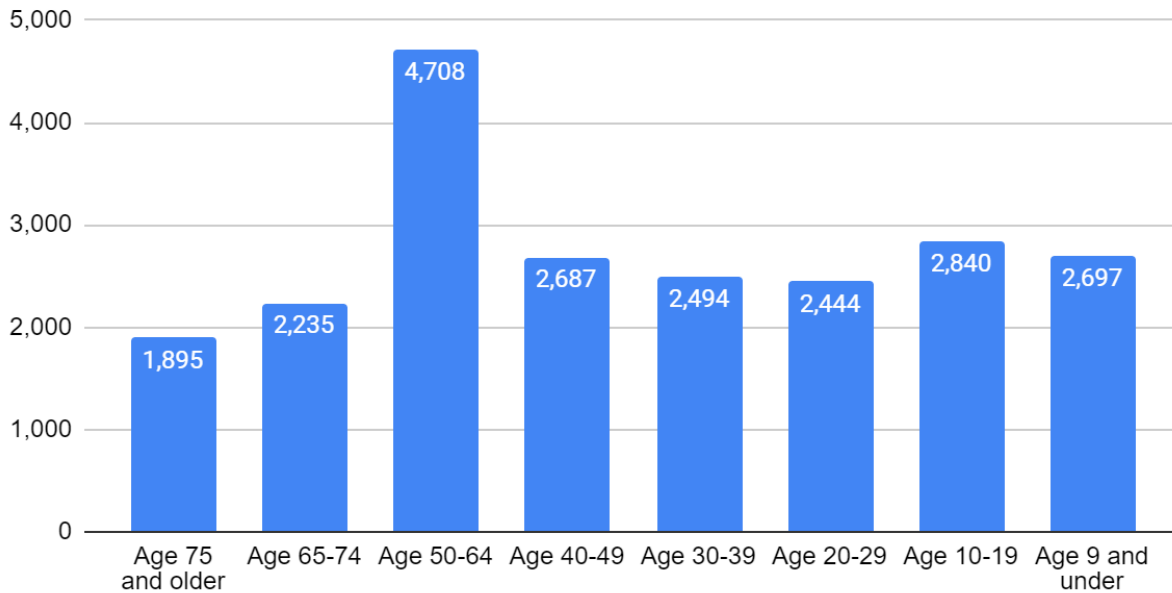


Source: Ohio Development Services Agency April 2019

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

Persons age 65 and older make up approximately 19 percent of the population of Wyandot County. Those between the ages of 50-64 make up an additional 22 percent of the population. Typically, as a population ages, the transportation needs of a community tend to increase.

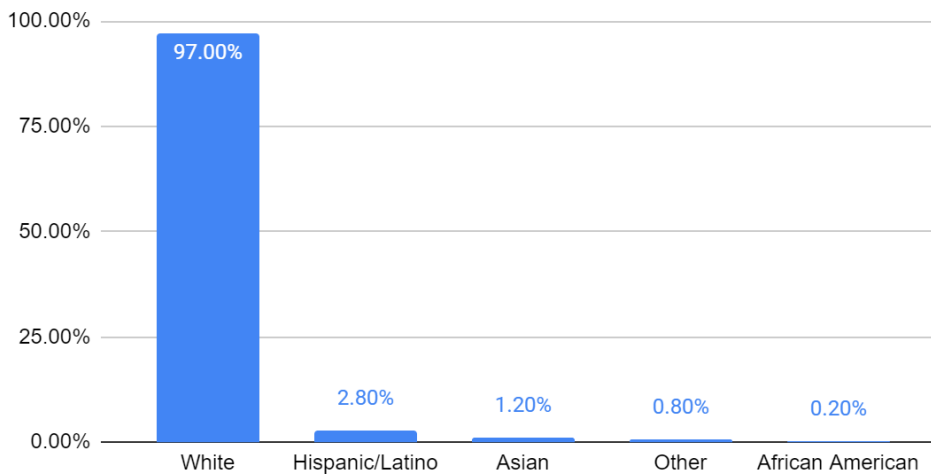
Wyandot County Total Population By Age Group: American Community Survey, 2019



**Chart 3: Total Population by Race**

Approximately 97 percent of Wyandot County residents are White. The Hispanic and Latino community make up about 2.8 percent of the county’s population. A total of 1.2 percent of Wyandot Countians are Asian.

Wyandot County Total Population By Race: American Community Survey, 2019

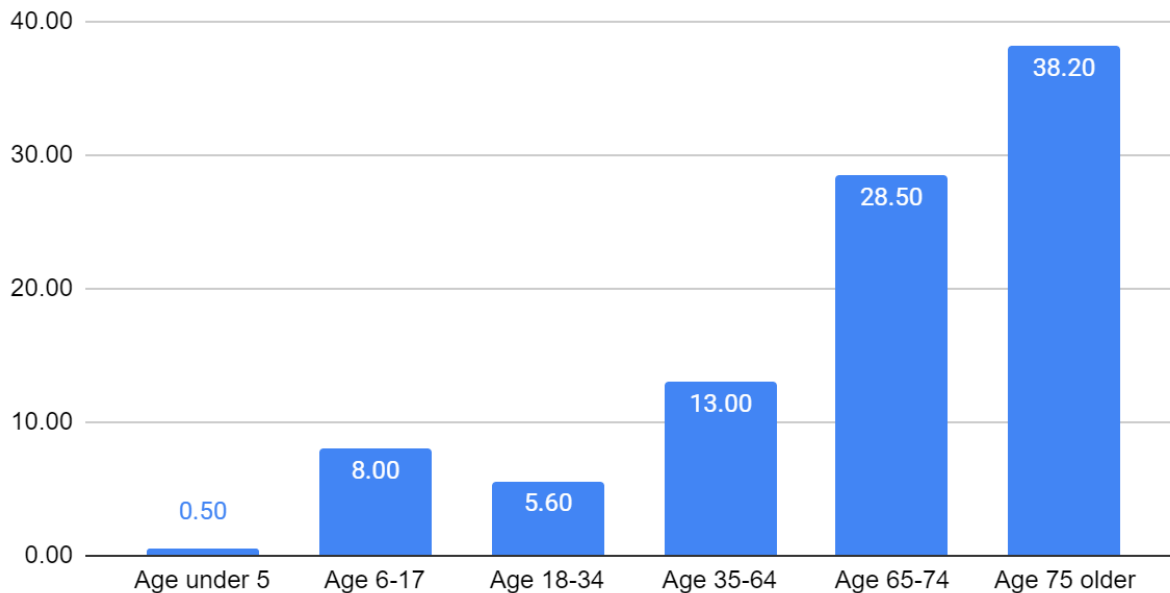


**Chart 4: Number and percentage of people with disabilities**

In Wyandot County, among the civilian noninstitutionalized population, 13.5 percent reported having a disability. The likelihood of having a disability varied by age from 8.5 percent of people under 18 years old, to 10.6 percent of people 18 to 64 years old and to 32.8 percent of those 65 and over. Approximately 38 percent of those age 75 or older have a disability.

### Wyandot Co. Percentage of People Who Are Disabled

Source: American Community Survey, 2019

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

In Wyandot County, approximately 14.74 percent, or a total of 1,338 households have incomes below the federal poverty guidelines.

County	Total Households	Households below poverty	Percent of Households below poverty
Hancock County	32,397	4,175	13.07%
Wyandot County	9,076	1,338	14.74%
Seneca County	21,652	3,321	15.34%
Hardin County	11,495	2,020	17.57%

Source: Ohio Office of Research Ohio County Profiles 2020

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

Approximately 2,068 persons or 9.5 percent of Wyandot County's population have incomes below the federal poverty guidelines.

County	Total Population	Population Below Poverty	Percent of Population Below poverty
Hancock County	75,783	8,545	11.28%
Wyandot County	21,772	2,068	9.50%
Seneca County	55,178	7,680	13.92%
Hardin County	31,365	4,880	15.56%

Ohio Office of Research Ohio County Profiles 2020

**Chart 7: Number and percentage of individuals with incomes below the federal poverty level**

Of Wyandot County's population over the age of 5, approximately 228 people have limited English proficiency. That's 1.09 percent of the county's population.

County	Population 5 And Older	Individuals With Limited English Proficiency	Percent of Population With Limited English Proficiency
Hancock County	71,088	441	0.62%
Wyandot County	20,896	228	1.09%
Seneca County	52,604	179	0.34%
Hardin County	29,591	121	0.41%

U.S. Census Bureau American Community Survey, 2019

### 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 Wyandot County and across county lines.

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

Interviews were conducted with each of the identified stakeholders.

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

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

#### Inventory of Transportation Providers

The Wyandot County Transportation Coalition identified 13 organizations/companies within Wyandot County that directly operate, administer and/or purchase transportation for clients.

#### **Wyandot County Board of Developmental Disabilities (Wyandot DD)/Angeline Industries**

Wyandot County Board of Developmental Disabilities is a division of county government providing adult day programs, employment, job training and placement and transportation services to Wyandot County citizens with intellectual/developmental disabilities. Wyandot DD/Angeline provides door-to-door human service agency fixed route transportation services to anywhere within Wyandot County, Monday through Friday from 7 a.m. to 4 p.m. No fares are charged. Transportation services are provided using agency-owned and operated vehicles and, also, by mileage reimbursements to family and friends of individuals served. In 2020, the Wyandot County Board of Developmental Disabilities provided approximately 3,700 trips to clients of their day program and for community employment purposes. The total cost for transportation in 2020 was \$97,000. Wyandot DD/Angeline has 10 total vehicles, 9 of which are wheelchair accessible. The vehicles include 4 paratransit vans, 1 MV1 and 1 MMV. Three of these vehicles were purchased through the Section 5310 funding program.

#### **Wyandot County Skilled Nursing and Rehabilitation Center**

The Wyandot County Skilled Nursing and Rehabilitation Center is a Wyandot County government agency and provides health care, rehabilitation services and recreation to agency patients and residents. The Skilled Nursing and Rehabilitation Center provides demand response door-through-door transportation services to its residents and patients from 7 a.m. to 4 p.m., Monday through Friday. Transportation services are provided by both agency vehicles and staff dedicated to transportation, by using personal vehicles of agency staff, and by purchasing transportation from the local Council on Aging and Wyandot County EMS. Agency vehicles were purchased through the Section 5310 program. The Skilled Nursing and Rehabilitation Center has 2 vehicles which are wheelchair accessible for transporting residents.

#### **Wyandot County Council on Aging, Inc.**

The Wyandot County Council on Aging is a private, non-profit entity providing transportation, nutrition, and homemaking services to seniors 60 years and older in Wyandot County. The Council on Aging provides demand response door-to-door and door-through-door transportation services to Wyandot County seniors 60 and above, to disabled residents and to residents under contract with a different program such as Wyandot Memorial Hospital, Wyandot County Department of Job and Family Services, Wyandot County Veteran Service Office and local area nursing homes. Passengers are permitted to bring their own personal care attendants or escorts as needed. No fares are charged but suggested. Donations are \$4 for in-town round trips, \$10 for in-county round trips and \$20 for adjoining county round trips. Further round-trip suggested donations vary based on distance.

Transportation service runs from 7:30 a.m. to 5 p.m. Monday through Friday. Dialysis transportation is from 6 a.m. to 5 p.m. on Monday through Friday. The Council on Aging has 14 total vehicles, 10 of which are wheelchair accessible.

In 2019, the Council on Aging provided 12,108 total trips for medical appointments, social activities and other services for seniors. The program is funded by a levy, the United Way, state appropriations, passenger and other donations, and fundraising. In 2020, despite Covid being prevalent, the Council on Aging provided 8,462 total trips.

#### **Wyandot County Department of Job and Family Services**

The Wyandot County Department of Job and Family Services is part of county government and provides social services, job training, healthcare, nutrition, income assistance, transportation and referral services to Wyandot County residents. The Department of Job and Family Services provides scheduled, curb-to-curb transportation. Transportation is provided for medical appointments and may be provided Monday through Saturday. Transportation is provided by both agency-owned vehicles and through contracts with other community agencies. Mileage reimbursement is available to clients and their families or friends providing medical transportation for them. Clients receiving transportation services must be on a Medicaid-eligible program. There is no cost to clients. Transportation services are currently contracted with Wyandot County Council on Aging, Northwest Transportation, and the HHWP Community Action Commission. Agency provided NET transportation contracted expenditures for 2020 were \$170,005.65.

#### **Wyandot County Veterans Services**

The Wyandot County Veterans Service Office is run by a board of 5 honorably discharged Veteran Service Commissioners and funded by .5 mileage of property taxes. The Wyandot County office provides transportation to veterans to any VA medical facility. Trips are often out of county to Ann Arbor, Dayton, Columbus and Cleveland and can be provided all hours of the day on Monday through Friday. Wyandot County Veterans Services are supported by a portion of the county's property tax revenue. All transportation services are free to veterans. Wyandot County Veterans Services spent approximately \$21,813.11 on transportation in 2020. The drop was pandemic related as VA Medical facilities increasingly have utilized telehealth services recently.

Veterans Services utilizes three volunteer drivers using their own vehicles to provide the transportation. Veterans Services does not have any agency vehicles. Volunteers are reimbursed \$0.50 per mile, receive a flat \$20.00 fee and also receive a fuel adjustment which is calculated based on distance traveled. None of the volunteer vehicles used can provide wheelchair accessible transportation. If this service is needed, Veterans Services contracts with the Wyandot County Council on Aging and Wyandot Ride Service to provide these trips. The Council on Aging provides this service to veterans who are under 60 years of age. The Veterans Services often struggles to find volunteer drivers.

### **Fairhaven Retirement Community**

Fairhaven Retirement Community is a private, non-profit skilled nursing home that provides residential living, assisted living, rehabilitation care, memory care, and long-term care. Its services are available 24/7. It serves Wyandot County and surrounding counties. Fairhaven provides only emergency essential transportation for medical appointments for their clients and residents and contracts outside transportation services through Wyandot County Council on Aging. It utilizes the Wyandot County EMS Ambulatory Service and Hanco EMS when deemed necessary for their bed-bound patients. The agency currently has one wheelchair-accessible vehicle it uses to transport residents for emergency medical treatment when no other options are available. Fairhaven disbanded its own transportation service during the pandemic and has no immediate plans to reinstate it. Fairhaven is now Vancrest as of the 2024-2025 edit of this document.

### **Wyandot County EMS Ambulatory Service**

Wyandot County EMS Ambulatory Service is a public non-profit organization that provides services strictly for medical emergencies and bedridden patients only. Medical transportation to area hospitals and medical facilities are provided to local nursing homes with bedridden patients as requested. Wyandot County EMS Ambulatory Services is a door-to-door demand response system covering Wyandot, Crawford, and Seneca counties. Services available are based upon emergency guidelines and requests made by medical facilities.

### **The American Cancer Society**

The American Cancer Society is a national non-profit agency whose goal is to eradicate cancer. Until then, they support those who suffer from cancer through several different programs. It's Road to Recovery program provides rides to and from cancer-related medical appointments for patients who otherwise might not be able to get there. Based on eligibility and availability, the program utilizes volunteer drivers to take patients to cancer treatment and back home. They provide curb-to-curb and door-to-door transportation services on demand. **Note:** This service is currently on hold due to Covid.

### **HHWP Community Action Commission's Wyandot Ride Service**

Wyandot Ride Service is a program of the Hancock Hardin Wyandot Putnam Community Action Commission (HHWP CAC). HHWP Community Action Commission operates a Section 5311 rural public transportation system for both Wyandot County (Wyandot Ride Service) and Hancock County (Hancock Area Transportation Service). The HHWP CAC is a private non-profit and is designated grantee for HATS and WRS. As such, the CAC is responsible for general oversight and HATS Findlay office handles day-to-day administrative operations of the Wyandot Ride Service transportation program. WRS primarily provides low-cost, demand response transportation to Wyandot County destinations for anyone within Wyandot County and for any purpose Monday through Friday between the hours of 7:30 a.m. and 5 p.m. The HHWP through HATS and WRS also provides contracted services in Wyandot County for trips inside and outside of the county. WRS provides curb-to-curb and door-to-door service to passengers. Passengers are permitted to bring their own personal care attendants or escorts at no cost. There are no

service eligibility requirements for passengers. Last year, WRS provided more than 4,000 rides to Wyandot County residents.

**Comfort Keepers**

Comfort Keepers is a private, for-profit business that provides home health care options for seniors to remain safely in their homes. Their service area is Putnam, Hancock, Wood, Wyandot, Crawford and Seneca counties. They provide companionship, home making and personal care services, grocery shopping, errands, bathing, dressing, incontinence care and personal emergency response systems. As part of their business, Comfort Keepers offer rides to people that need to get from their homes to any appointments, grocery shopping or errands per their cost schedule.

**Upper Sandusky Exempted Village School District**

The Upper Sandusky Exempted Village School District is under the jurisdiction of an elected school board and provides education and transportation services to school-age children within the limits of the school district. The school district provides fixed-route transportation with designated vehicles and transit staff.

**Carey Exempted Village School District**

The Carey Exempted Village School District is under the jurisdiction of an elected school board and provides education and transportation services to school-age children within the limits of the school district. The school district provides fixed-route transportation with designated vehicles and transit staff.

**Mohawk Local School District**

The Mohawk Local School District is under the jurisdiction of an elected school board and provides education and transportation services to school-age children within the limits of the school district. The school district provides fixed-route transportation with designated vehicles and transit staff.

**NOTE:** In addition to the above transportation providers that submitted information to the coalition, several Wyandot County churches also provide transportation to members to attend Sunday and mid-week services.

### Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 12 organizations provided information about their services.

#### List of Transportation Service Providers

**Agency Name:** Wyandot County Department of Job and Family Services

**Transportation Service Type:** scheduled response, gas voucher reimbursement (client/friends/family)

**Other Services Provided:** child day care, education and training, housing, information and referral, job training, Medicaid, social services, transportation, food assistance, cash assistance, child support establishment and enforcement.

**Contact Information:** 419-617-4230

**Hours:** Monday – Friday, 8 a.m. to 4:30 p.m.

**Service Area:** Wyandot County residents to appointments throughout Ohio.

**Eligibility Requirements:** Medicaid-eligible clients depending on program.

**Website:** [www.co.wyandot.oh.us/JFS/index.htm](http://www.co.wyandot.oh.us/JFS/index.htm)

**Agency Name:** Vancrest of Upper Sandusky

**Transportation Service Type:** contracts through community resources to provide transportation

**Other Services Provided:** housing, Medicaid, medical/dental, recreational social, rehabilitation, religious, residential care, social services, transportation.

**Contact Information:** 419-294-4973

**Hours:** 24/7

**Service Area:** Wyandot County/multiple counties

**Eligibility Requirements:** must meet level of care

**Website:** <https://www.vancrest.com/upper-sandusky>

**Agency Name:** Wyandot Memorial Hospital

**Transportation Service Type:** information and referral about other community and public transportation resources

**Other Services Provided:** education and training, information and referral, medical and dental, rehabilitation, social services, medical and emergency medical.

**Contact Information:** 419-294-4991

**Hours:** 24/7

**Service Area:** rural communities of Wyandot and surrounding counties of Hardin, Marion, Seneca, Crawford, and Hancock

**Eligibility Requirements:** none

**Website:** [www.wyandotmemorial.org](http://www.wyandotmemorial.org)

**Agency Name:** Wyandot County Council on Aging

**Transportation Service Type:** demand response, door-to-door, charter services (group transportation for special events)

**Other Services Provided:** home delivered meals, recreational/social, transportation, house keeping

**Contact Information:** 419-294-5733

**Hours:** Monday through Friday, 8 a.m. to 4 p.m.

**Service Area:** Wyandot County

**Eligibility Requirements:** adult 60 or older

**Website:** [www.wyandotseniors.com](http://www.wyandotseniors.com)

**Agency Name:** HHWP Community Action Commission's Wyandot Ride Service

**Transportation Service Type:** demand response; door to door

**Other Services Provided:** Transportation

**Contact Information:** 419-423-7261

**Hours:** Monday through Friday, 7:15 a.m.-5 p.m.

**Service Area:** Wyandot County (Other areas with contract)

**Eligibility Requirements:** None; open to everyone living in Wyandot County

**Website:** [www.hhwpcac.org](http://www.hhwpcac.org)

**Agency Name:** Open Door Resource Center

**Transportation Service Type:** information and referral about other community and public transportation resources

**Other Services Provided:** education and training, information and referral, social services

**Contact Information:** 419-209-6736

**Hours:** Mondays and Wednesdays, 10 a.m. - 12:30 p.m. and 3 p.m. – 6 p.m., Tuesdays and Thursdays, 9 a.m. – 4 p.m.

**Service Area:** Wyandot County

**Eligibility Requirements:** none

**Website:** [www.opendoorohio.org](http://www.opendoorohio.org)

**Agency/Business Name:** Comfort Keepers

**Transportation Service Type:** incidental/in conjunction with in-home care services – primarily medical appointments

**Other Services Provided:** home health care, in-home care services

**Contact Information:** 419-443-1044

**Hours:** 24/7

**Service Area:** Rural Northwest Ohio

**Eligibility Requirements:** over 18 patient care

**Website:** [www.comfortkeepers.com/offices/ohio/tiffin](http://www.comfortkeepers.com/offices/ohio/tiffin)

**Agency Name:** Wyandot County Family and Children First

**Transportation Service Type:** reimbursement of mileage paid to employees, clients, families or friends, information and referral about other community and public transportation resources

**Other Services Provided:** information and referral, social services, service coordination and wrap around services for birth to 24 years.

**Contact Information:** 419-294-6438

**Hours:** Monday through Friday, 8 a.m. – 4 p.m.

**Service Area:** Wyandot County

**Eligibility Requirements:** disability/youth

**Website:** [www.wyandotfcdc.org](http://www.wyandotfcdc.org)

**Agency Name:** Wyandot County Board of Developmental Disabilities/Angeline Industries

**Transportation Service Type:** curb-to-curb to program services

**Other Services Provided:** adult day programs, education and training, information and referral, recreational/social, social services, transportation, employment services

**Contact Information:** 419-294-4901

**Hours:** Monday through Friday, 7 a.m. – 4 p.m.

**Service Area:** Wyandot County

**Eligibility Requirements:** intellectual/developmental disabilities; onset, prior to 22<sup>nd</sup> birthday.

**Website:** [www.angeline.com](http://www.angeline.com) and [www.wydbdd.org](http://www.wydbdd.org)

**Agency Name:** Wyandot County Veterans Services

**Transportation Service Type:** demand response, door-to-door

**Other Services Provided:** transportation, emergency financial assistance for veterans and their family

**Contact Information:** 419-294-2045

**Hours:** Monday through Friday, 8 p.m. – 4 p.m.

**Service Area:** Wyandot County and all VA medical clinics and medical centers to include Ann Arbor, Dayton and Cleveland

**Eligibility Requirements:** must be an honorably discharged veteran. Transportation only to VA medical appointments.

**Website:** [www.wyandotveterans.org](http://www.wyandotveterans.org)

**Agency Name:** Court Appointed Special Advocates (CASA)

**Transportation Service Type:** information and referral

**Other Services Provided:** court-appointed liaison services

**Contact Information:** 419-209-1442

**Hours:** hours based on demand

**Service Area:** Sandusky, Seneca, and Wyandot Counties

**Eligibility Requirements:** as ordered by judge

**Website:** [www.casaofssw.org](http://www.casaofssw.org)

**Agency Name:** Wyandot County Skilled Nursing and Rehabilitation

**Transportation Service Type:** demand response, door-to-door

**Other Services Provided:** education and training, information and referral, job training, Medicaid, medical/dental, recreational/social/rehabilitation/ religious, social services, transportation

**Contact Information:** 419-294-1714

**Hours:** Monday through Friday, 7 a.m. to 4 p.m.

**Service Area:** Wyandot and surrounding counties

**Eligibility Requirements:** Wyandot County Skilled Nursing and Rehabilitation patients

**Website:** <https://wcnrc.com/>

Table 1, below, provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers.

**Table 1: Organizational Characteristics**

<b>Agency Name</b>	<b>Directly Operates Transportation (Yes/No)</b>	<b>Purchases Transportation from Another Agency (if Yes, Who?)</b>	<b>Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)</b>	<b>Number of Annual One-Way Passenger Trips</b>	<b>Average Number Trip Denials per Week</b>	<b>Are Vehicles Only Available for Human Service Agency Clients (Y/N)*</b>
Wyandot County Department of Job and Family Services	Yes	Yes, Wyandot County Council on Aging and HHWP Community Action Commission via HATS/WRS	Public agency	Not available	Not available	Yes
Fairhaven Retirement Community *Vancrest as of 24-25	No	Yes, Wyandot County Council on Aging & Wyandot County EMS	Private, non-profit	Not available	Not available	Yes
Wyandot County Memorial Hospital	No	Yes, Wyandot County Council on Aging	Private, non-profit	None	Not available	Yes
Wyandot County Council on Aging	Yes	No	Private, non-profit	8,462 in 2020	Not available	No
Comfort Keepers	Yes	No	Private, for-profit	Not available	Not available	Yes
Wyandot County Board of Developmental Disabilities	Yes	No	Public agency	3,700 in 2020	Not available	Yes
Wyandot County Veterans Commission	Yes	Yes, Wyandot County Council on Aging	Public agency	122 in 2020	Not available	Yes

Wyandot County Skilled Nursing and Rehabilitation	Yes	Yes, Wyandot County Council on Aging, Wyandot County EMS	Public agency	Not available	Not available	Yes
Wyandot Ride Service	Yes	No	Private, non-profit	5,200 in 2020	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 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 fixed route, ADA paratransit, demand response on-demand and human service agency fixed routes. Eight of the participating organizations provide services on weekdays. No transportation services operating in the county run on weekends, except for emergency and occasional contractually agreed upon transportation. Evening services after 7 p.m. are unavailable, typically. The following table depicts the transportation service characteristics by agency.

**Table 2: Transportation Service Characteristics**

<b>Agency Name</b>	<b>Mode of Service</b>	<b>Days &amp; Hours of Operation</b>	<b>Provides Medicaid-Eligible Trips (Y/N)</b>	<b>Level of Passenger Assistance Provided</b>	<b>Training Courses Required for Drivers</b>
Wyandot County Council on Aging	Demand Response	Monday – Friday 6 a.m.-5 p.m. Scheduling Monday-Friday 8 a.m.-4 p.m.	Yes	Door-to-Door Door-through-Door Driver assist passengers getting into and out of vehicles	CPR, first aid, blood borne pathogens health physical, defensive driving, sensitivity to aging, passenger assistance techniques, driving record checks, background checks, drug and alcohol pre-employment testing, drug and alcohol random testing, drug and alcohol post-accident testing
Wyandot County Department of Job and Family Services	Scheduled Transport Contracted Services	Monday- Friday 8 a.m. – 4:30 p.m.	Yes	Curb-to-Curb service requires notice	Driving record checks; background checks.
Wyandot County Memorial Hospital	Wyandot Council on Aging; Wyandot Ride Service	24/7	No	None	Not available
Comfort Keepers	Incidental for its clients in accordance with patient care	Monday – Friday 7 a.m. – 11 p.m.	Yes	Door-to-Door	Blood borne pathogens, sensitivity to aging, driving record checks, background checks, drug and alcohol random testing
Wyandot County Board of Disabilities / Angeline Industries	To/From Program Services	Monday – Friday 7 a.m.-4 p.m.	No	Curb-to-Curb according to need	CPR. First aid, blood borne pathogens, health physical, passenger assistance techniques, driving record checks, background checks, drug and alcohol Pre-employment testing, drug and alcohol post-accident testing, abuse/neglect reporting
Wyandot County Veterans Service Commission	Demand Response Contracted Services	Monday – Friday 8: a.m. – 4 p.m.	No	Door-to-Door Driver assist passengers getting into and out of vehicles	Safety Agreement
Wyandot County Skilled Nursing & Rehabilitation	Demand Response On Demand	Monday – Friday 7 a.m.-4 p.m.	Yes	Curb-to-Curb and Door-to-Door Driver assist passengers getting into and out of vehicles	CPR, defensive driving, sensitivity to aging, passenger assistance techniques, driving record checks, background checks, drug and alcohol pre-employment testing, drug and alcohol post-accident testing
Wyandot Ride Service	Demand Response	Monday-Friday 7:15 a.m.-5 p.m.	Yes	Curb-to-Curb, Door-to-Door, riders are allowed to bring their own personal assistant.	CPR, first aid, blood borne pathogens, health physical, sensitivity to aging, driving record checks, background checks, drug & alcohol

					pre-employment, random, and post-accident testing
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Transportation-related expenses and revenues also differ by organization. Levy funds, 5310 funds (vehicles), 5311 funds, donations, Medicaid reimbursement, fares and contract revenue are common revenue sources for transportation operators in Wyandot County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs in the county.

**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
Wyandot County Council on Aging	Suggested fares \$4 in-town round trip/\$10 in county/\$20 adjoining county	Yes	6 full-time 6 part-time	1 full-time	Levy Funds Donations 5310 funds Medicaid reimbursement	\$260,024.95
Wyandot County Job and Family Services	None	No	Not available	1 full-time	Federal grant-Medicaid NET	\$170,005.65
Wyandot County Skilled Nursing & Rehabilitation	None	No	2 full-time	Not available	Not available	\$30,000
Wyandot County Veterans Commission	None	No	3 volunteers	1 full-time	County government appropriations	\$21,813.11
Wyandot County Board of Developmental Disabilities	None	No	4 part-time	1 part-time	Home- and community-based Medicaid, local levy	\$97,000
Wyandot Ride Service/HATS Transportation	\$2.00 in city (Carey & Upper Sandusky); \$3.00 in county; Fares discounted for elderly & disabled passengers; added fee for same day rides	Yes	6 full-time, 3 part-time drivers	3 full-time, 3 part-time shared with Hancock Area Transportation Service	5311 funds, donations, contract revenue	\$1.4 million

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

**Table 4: Alternative/ Active Transportation Options**

<b>Transportation Option</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
Lyft	Limited	Varies according to trip and availability	N/A	Upper Sandusky/Wyandot County

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

**Table 5: Transportation Resources**

<b>Transportation Resource</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
Wyandot County Mobility Management	Monday through Friday	Free	Available to anyone	Wyandot County

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

**Table 6: Technology**

<b>Agency Name</b>	<b>Name of Scheduling Software</b>	<b>Do you have an App for Transportation (Y/N)?</b>	<b>Name of Dispatching Software</b>	<b>AVL System/ GPS (Y/N)</b>

Wyandot Ride Service	CTS	No	CTS/Wave	Yes
Wyandot Council on Aging	Excel-based system	No	None	None
Wyandot County Veterans Commission	None	No	None	None
Wyandot County Board of Developmental Disabilities	Excel	No	None	None
Wyandot County Skilled Nursing and Rehabilitation	None	No	None	None
Wyandot County Job and Family Services	Excel	No	None	None

#### Assessment of Community Support for Transit

Levy funds, donations and state funds are utilized by the Wyandot County Council on Aging to provide transportation to Wyandot County residents over the age of 60. The community also came together in 2019 to provide the seed money to help create the county's public transportation provider that serves all residents regardless of age, Wyandot Ride Service, a program administered by the HHWP Community Action Commission. Wyandot Ride Service's funding comes from 5311 funds, donations, fares and contract revenue.

## Safety

Transportation plays a key role in disaster preparedness, response and recovery. That fact was never more evident than during the past year and a half with the Covid-19 pandemic. Local transportation providers teamed with the Wyandot County Health Department to shuttle people without transportation to local vaccination sites around the county. Local transportation providers are involved in the county's emergency management agency plans and can be coordinated to assist in evacuations, transporting emergency responders and assisting in a countywide disaster response.

Also, 24 percent of those surveyed said safety was one of their primary concerns regarding using local transportation options. Among the safety training that Wyandot County's transportation providers require of their drivers include:

- First Aid and CPR Training
- Training in the use of AEDs
- Pre-employment background checks
- Drug and alcohol testing both pre-employment and random testing
- Driving record checks
- Criminal background checks
- Pre-employment physicals
- Blood borne pathogens training
- Sensitivity to aging training
- Passenger assistance techniques

## Vehicles

Survey/Interview participants listed a combined total of 47 vehicles. Approximately 81 percent of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 7).

All Wyandot County's transportation providers provide at least 2 wheelchair accessible vehicles, while all organizations have multiple wheelchair accessible vehicles. All agencies report that wheelchairs are becoming larger, and often heavier. Also, as the population ages, additional wheelchair accessible vehicles will likely be needed to accommodate older adults and people with disabilities. The Wyandot Council on Aging, in particular, seeks to purchase more wheelchair 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 in Wyandot County.

**Table 7: Vehicle Utilization Table**

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned if applicable	Service Area
<b>Angeline School &amp; Industries</b>											
10	Ford	Goshen Coach Bus	2015	Not available	N/A	N/A	M-F	7A-4P	Good	Transportation	Wyandot County
11	Ford	Goshen Coach Bus	2010	Not available	N/A	N/A	M-F	7A-4P	Good	Transportation	Wyandot County
12	Ford	Goshen Coach Bus	2014	Not available	N/A	N/A	M-F	7A-4P	Good	Transportation	Wyandot County
16	Ford	Goshen Coach Bus	2014	Not available	N/A	N/A	M-F	7A-4P	Good	Transportation	Wyandot County
19	Ford	Goshen Coach Bus	2012	Not available	N/A	N/A	M-F	7A-4P	Good	Transportation	Wyandot County
22	Ford	Taurus	2000	Not available	N/A	N/A	M-F	7A-4P	Good	Transportation	Wyandot County
24	MV-1	MV-1 DX	2014	Not available	N/A	N/A	M-F	7A-4P	Good	Transportation	Wyandot County

25	Braun	Entervan	2017	Not available	N/A	N/A	M-F	7A-4P	Good	Transportation	Wyandot County
Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned if applicable	Service Area
<b>HATS/Wyandot Ride Service</b>											
10	Dodge	Caravan	2010	2D4RN4DE3AR282554	5	0	6	7:15 to 21:45	Fair	Transportation	Hancock
11	Dodge	Caravan	2010	2D4RN4DE4AR296723	5	0	6	7:15 to 21:45	Fair	Transportation	Hancock
12	Dodge	Caravan	2012	2C4RDGBG5CR220291	4	0	6	7:15 to 21:45	Fair	Transportation	Hancock
14	Ford	Freestar	2006	2FMZA51696BA30668	6	0	6	7:15 to 21:45	Fair	Transportation	Hancock
45	Ford	E-350	2011	1FDEE3FL1BDA83570	4	2	6	7:15 to 21:45	Fair	Transportation	Hancock
46	Ford	E-350	2011	1FDEE3FL3BDA83571	4	2	6	7:15 to 21:45	Fair	Transportation	Hancock
47	GMC	Light Transit	2013	1FDEE3FL8EDA23547	6	3	6	7:15 to 21:45	Fair	Transportation	Hancock
49	GMC	Light Transit	2013	1FDEE3FLXEDA23548	6	3	6	7:15 to 21:45	Fair	Transportation	Hancock
50	GMC	Light Transit	2013	1FDEE3FL1EDA23549	6	3	6	7:15 to 21:45	Fair	Transportation	Hancock
51	GMC	Light Transit	2014	1FDEE3FL3EDA72090	6	3	6	7:15 to 21:45	Fair	Transportation	Hancock
52	GMC	Light Transit	2014	1FDEE3FL5EDA72091	6	3	6	7:15 to 21:45	Fair	Transportation	Hancock
53	Ford	Light Transit	2016	1FDEE3FL0GDC30839	8	2	6	7:15 to 21:45	Fair	Transportation	Hancock
54	Ford	Light Transit	2016	1FDEE3FL7GDC30840	8	2	6	7:15 to 21:45	Fair	Transportation	Hancock
55	Ford	Light Transit	2016	1FDEE3FS0GDC57210	8	2	6	7:15 to 21:45	Good	Transportation	Hancock
56	Ford	Light Transit	2016	1FDEE3FS2GDC57211	8	2	6	7:15 to 21:45	Good	Transportation	Hancock

57	Ford	Transit Van	2017	1FTYR2CM1HKB54462	6	2	6	7:15 to 21:45	Good	Transportation	Hancock
58	Ford	E-350	2017	1FDEE3FS8HDC70854	8	2	6	7:15 to 21:45	Good	Transportation	Hancock
59	Ford	E-350	2017	1FDEE3FSXHDC70855	8	2	6	7:15 to 21:45	Good	Transportation	Hancock
60	Ford	Transit Van	2018	1FTYR2CM8JKB37390	6	2	6	7:15 to 21:45	Excellent	Transportation	Hancock
61	Ford	Transit Van	2018	1FTYR2CM6JKB35430	6	2	6	7:15 to 21:45	Good	Transportation	Hancock
62	Dodge	Caravan	2019	2C4RDGBG1KR555529	5	1	6	7:15 to 21:45	Excellent	Transportation	Hancock
63	Dodge	Caravan	2019	2C4RDGBG3KR571750	5	1	6	7:15 to 21:45	Excellent	Transportation	Hancock
42	Ford	E-350	2009	1FDEE35LX9DA77682	6	2	5	7:15 to 21:45	Fair	Wyandot Rides	Wyandot
64	Dodge	Caravan	2019	2C4RDGBG3KR571747	5	1	5	7:15 to 21:45	Excellent	Wyandot Rides	Wyandot
65	Dodge	Caravan	2019	2C4RDGBG4KR571742	5	1	5	7:00 to 17:00	Excellent	Wyandot Rides	Wyandot
66	Ford	Transit	2019	1FTYR2CM6KKB39513	6	2	5	7:00 to 17:00	Excellent	Wyandot Rides	Wyandot
67	Ford	Transit	2019	1FTYR2CM8KKB39514	6	2	5	7:00 to 17:00	Excellent	Wyandot Rides	Wyandot
1	GMC	G3500	2002	1GDHG31RX212225290	14	0	6	7:15a to 21:45	Fair	Transportation	Hancock
2	GMC	Savana 3500	2002	1GDHG31R621223679	14	0	6	7:15a to 21:45	Fair	Transportation	Hancock
3	GMC	Savana 3500	2002	1GDHG31R021225069	14	0	6	7:15a to 21:45	Fair	Transportation	Hancock
4	Chevrolet	Express 3500	2006	1GBHG31V731210533	14	0	6	7:15a to 21:45	Fair	Transportation	Hancock
5	Chevrolet	Express 3500	2007	1GBHG31V271224647	14	0	6	7:15a to 21:45	Fair	Transportation	Hancock

Wyandot County Skilled Nursing & Rehabilitation												
Veh #	Make	Model	Year	Vin#	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned	Service Area	
1	DODGE	CARAVAN	2014	2C7WDGBG4FR634320	6	1	M-F	7A-4P	Good	Transportation	Wyandot & surrounding counties	
2	FORD	E250	2014	1FOEE3FS4EOB17688	13	4	M-F	7A-4P	Good	Transportation	Wyandot & surrounding counties	

Wyandot County Agency on Aging												
Veh #	Make	Model	Year	Vin#	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned	Service Area	
609	DODGE	CARAVAN	2016	2CYRDGBCYGR396724	6	1	M-F	8A-4P	Good	Transportation	Wyandot	
610	FORD	FIESTA	2012	3FADP4EJOCM137534	4	0	M-F	8A-4P	Good	Housekeeping/Transportation	Wyandot	
611	DODGE	CARAVAN	2006	2FM2A51616B878220	4	1	M-F	8A-4P	Good	Meals	Wyandot	
612	FORD	CONNECT	2013	NMKS98N7CT089923	4	0	M-F	8A-4P	Good	Meals	Wyandot	
613	DODGE	CARAVAN	2006	1D4GP21E06B673287	6	0	M-F	8A-4P	Fair	Meals	Wyandot	
614	FORD	E-250	2012	1FTNS2EWIDDA35671	6	2	M-S	5A-5P	Good	Transportation	Wyandot	
615	DODGE	CARAVAN	2015	2C7WDGBG8FR606245	3	2	M-S	5A-5P	Good	Transportation	Wyandot	
616	DODGE	CARAVAN	2015	2C7WDGBGXFR606229	3	2	M-S	5A-5P	Good	Transportation	Wyandot	
617	CHEVROLET	UPLANDER	2008	1GBDV13W98D211022	4	1	M-S	5A-5P	Good	Meals/Transportation	Wyandot	
618R	CHRYSLER	TOWN & COUNTRY	2013	1GBDV13W98D211022	7	1	M-S	5A-5P	Good	Meals/Transportation	Wyandot	
621	DODGE	CARAVAN	2016	2C7WDGBG3GR202884	3	2	M-S	5A-5P	Excellent	Transportation	Wyandot	

622	DODGE	CARAVAN	2016	2C4RDGBGXGR385792	6	2	M-S	5A-5P	Excellent	Transportation	Wyandot
201	DODGE	CARAVAN	2019	2C5RBGBGXGR 801232	4	2	M-S	5A-5P	Excellent	Transportation	Wyandot

### Summary of Existing Resources

An overall look at existing transportation resources and an inventory of current services allows better insight into opportunities to coordinate services and the transportation gaps that exist in Wyandot County. Wyandot County has a limited number of public and private transportation providers.

Some providers provide services only to their clients who qualify under certain criteria or are associated with the organization and its services. Other providers are open to the public and available with no requirements. The summary of existing resources illustrates gaps in services in Wyandot County including extremely limited availability of public and accessible services on the weekends and during the early morning and late afternoon and evening hours during the week. Also, there is a lack of affordable intercounty transportation services.

Wyandot Ride Service provides demand response public transportation to all of the county's residents with a fleet of completely wheelchair accessible vehicles, primarily between the hours of 7:30 a.m and 5 p.m. during weekdays. WRS provides no service on Saturdays, with the exception of an occasional contract trip provided through Wyandot County Job and Family Services.

The Wyandot Council on Aging is the county's other primary transportation provider. The Council serves county residents age 60 and older during weekdays from 6 a.m. until 5 p.m. for trips of all kinds inside of Wyandot County. The Council will also take Wyandot County seniors to out-of-county medical appointments throughout the region and state.

There are no cab companies currently operating in Wyandot County with extremely limited rideshare options available with Lyft service, so after-hour transportation options are virtually nonexistent.

Local churches provide some transportation services on a volunteer basis on Sunday to get their congregations to church services, Sunday school, etc. Those services, though, vary by church and are run on an informal basis.

Individuals in Upper Sandusky have the greatest number of transportation options available to them, as well as the option to walk or ride bikes to conduct their daily business. Access to transportation in the county's outlying villages and rural areas, especially on weekends, can be a challenge for those residents to get to medical appointments and get the goods and services they need, which are typically located in Upper Sandusky, and to a lesser extent, Carey.

## IV. Assessment of Transportation Needs and Gaps

In an effort to better understand Wyandot County's transportation 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.

As the lead agency in developing Wyandot County's coordinated plan, the HHWP Community Action Commission brought together 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.

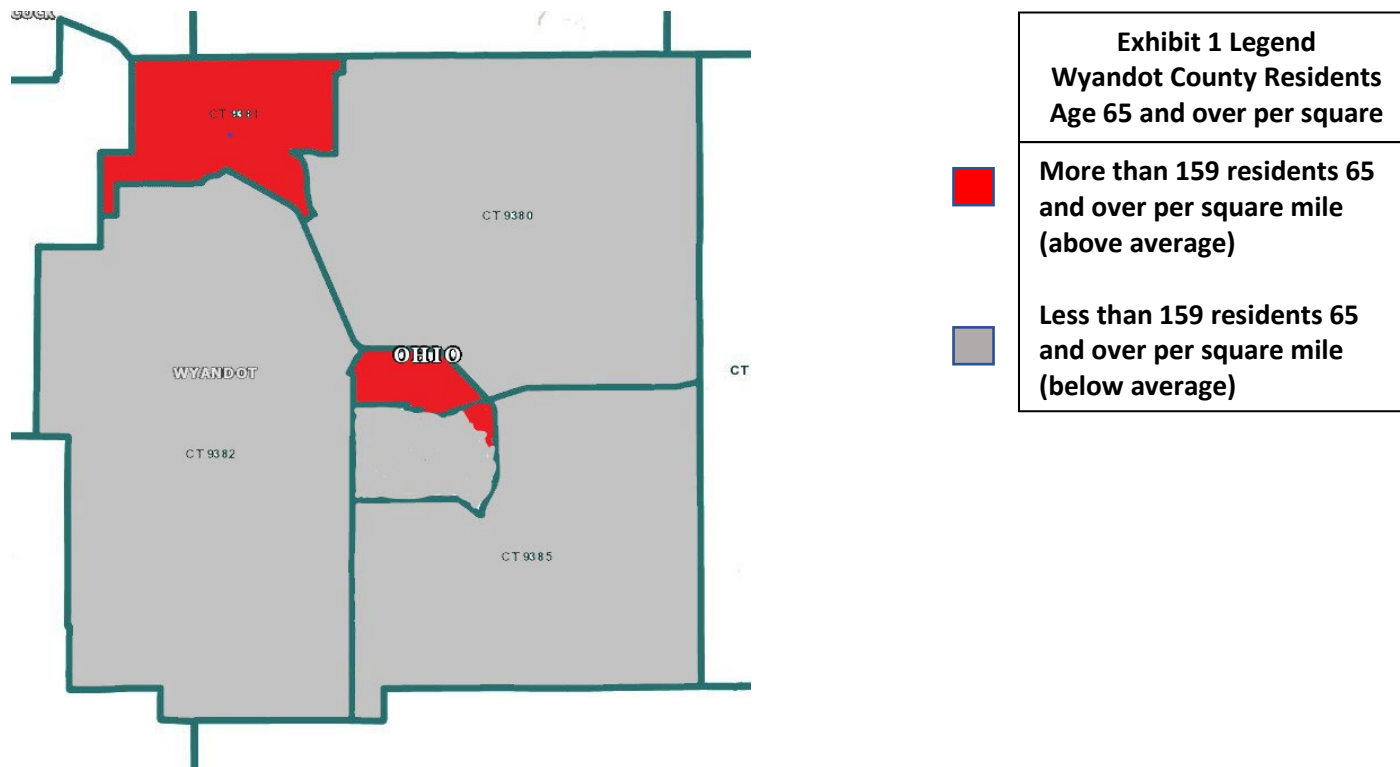
The following methods were used to assess transportation needs and gaps:

- Assessment of data and demographics.
- A review of Wyandot County's previous coordinated transportation plan.
- Assessment of current transportation providers and stakeholders.
- Surveys of Wyandot County residents, employers and transportation and human service providers.
- Interviews with those in the community who could help create impactful change.
- Input from focus groups, with an emphasis on senior citizens and the needs of those who are disabled.
- Public meetings with input on transportation needs, gaps in service, goals and objectives and strategies to accomplish those goals.

### Local Demographic and Socio-Economic Data

Data for each target population group were aggregated by Census Tracts 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 major trip generators, and available transportation services. The following Exhibit 1 illustrates the areas where the number of older adults (age 65 and older) is at or above the Wyandot County average. The average number of older adults per square mile in the county is approximately 159 residents. Those areas in Exhibit 1 below shaded in red have a population with a higher concentration than average of older adults.

**Exhibit 1: Map of Population Density of Individuals Age 65 and Older**



The exhibits 2.1 and 2.2 below indicates the areas where the number of zero vehicle households is above Wyandot counties average. The absence of a vehicle in the household is often an indication of the need for transportation services.

**Exhibit 2-A: Map of density of zero vehicle households (owner-occupied homes)**

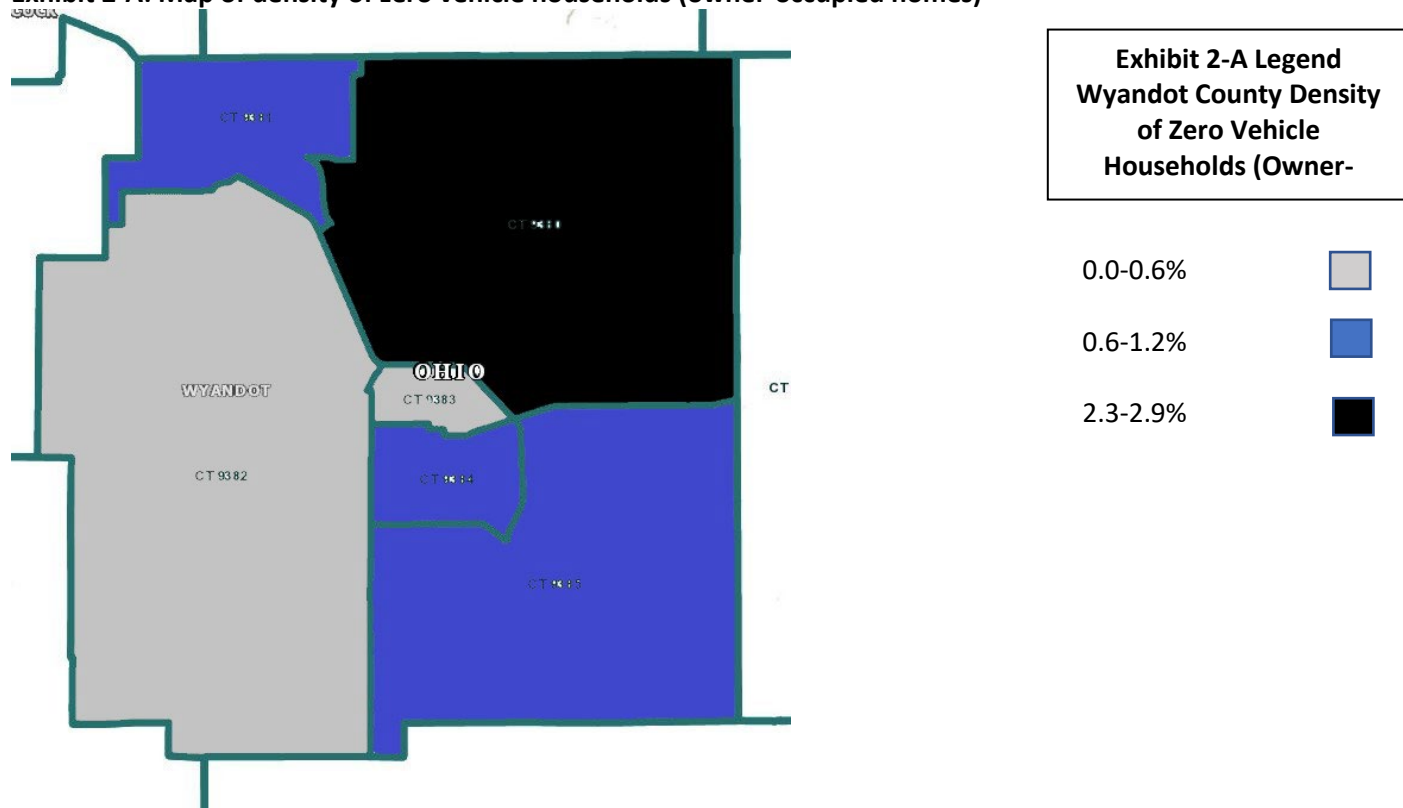
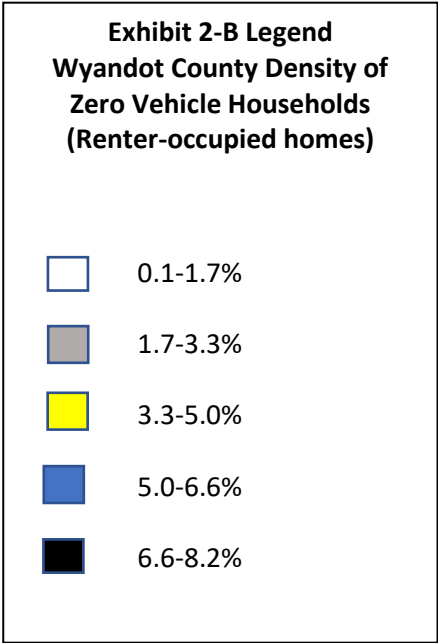
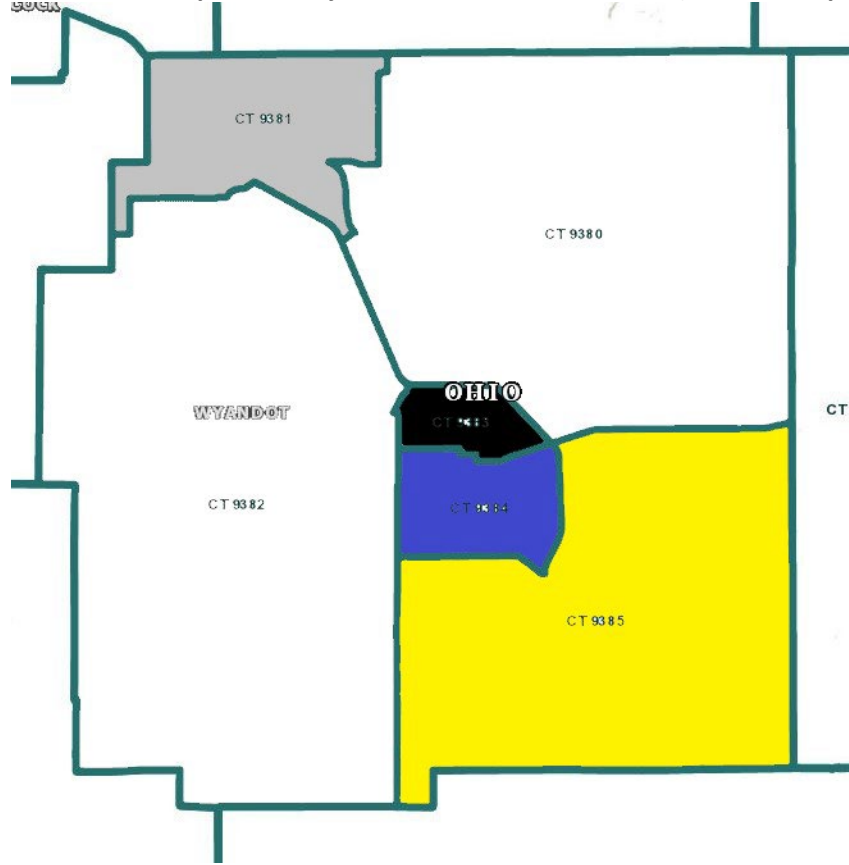


Exhibit 2-B: Map of density of zero vehicle households (renter-occupied

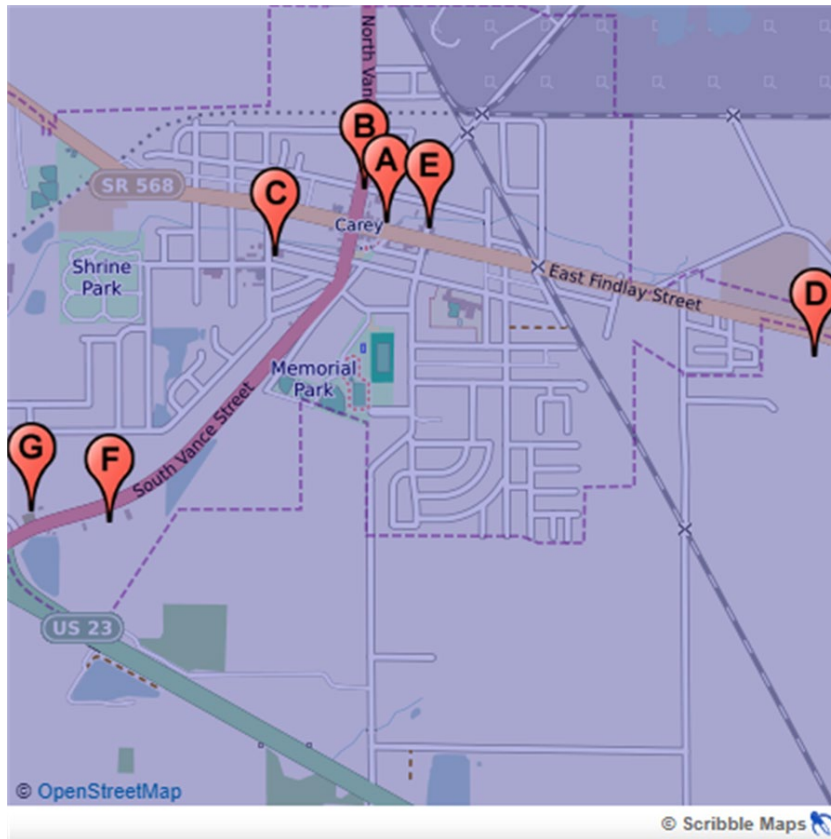
homes)



The following maps illustrate 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. As indicated in the map, the majority of trip generators are located in and around Upper Sandusky and Carey.

### Map 5.1: Maps of Major Trip Generators (Carey)

Carey serves as a commerce hub for the northwest part of Wyandot County. Grocery and hardware stores, government offices, Dorcas Public Library and the Carey Medical Center, as well as Our Lady of Consolation Basilica are the top trip generators in Carey.

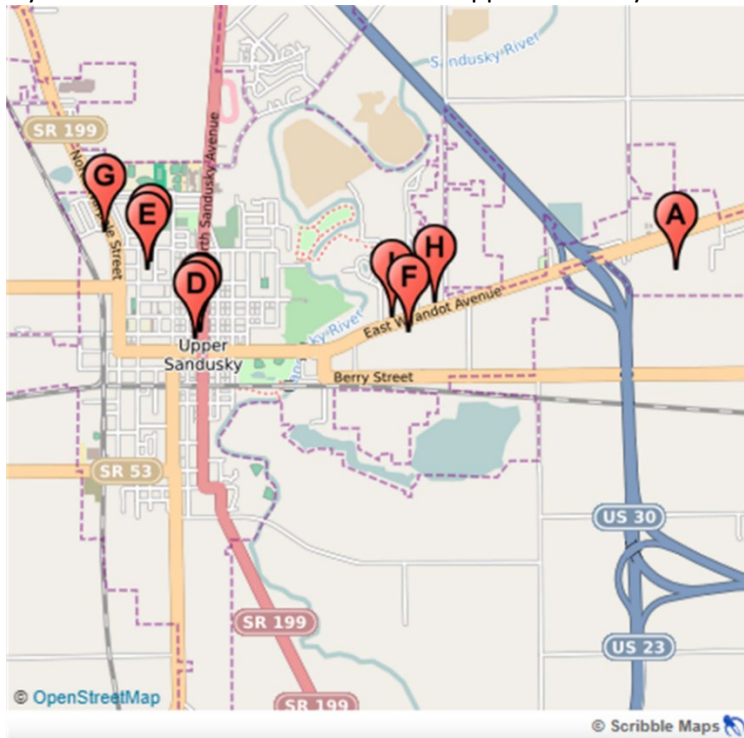


#### Wyandot County Trip Generators Carey Area

- A Frederick's IGA
- B Carey Municipal Building
- C OLC Shrine & Basilica
- D Vaughn's Ace Hardware
- E Carey Dorcas Public Library
- F Dollar General
- G Carey Medical Center

### Map 5.2: Maps of Major Trip Generators (Upper Sandusky retail)

Much of Wyandot County's transportation to retail establishments like grocery stores, restaurants, hardware, general merchandise and other specialty shops takes place in Upper Sandusky. Much of the retail travel takes place in the shopping areas on the east side of the city on East Wyandot Ave as well as in downtown Upper Sandusky.

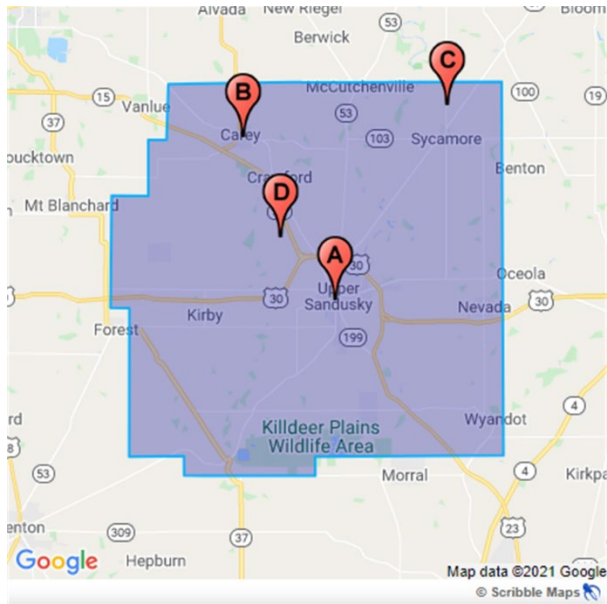


#### Wyandot County Trip Generators Upper Sandusky/Wyandot Retail

- |   |                 |
|---|-----------------|
| A | Walmart         |
| B | A&A Grocery     |
| C | Save-A-Lot      |
| D | Koehler's Drugs |
| E | Rite Aid        |
| F | Drug Mart       |
| G | Family Dollar   |
| H | Dollar General  |
| I | Dollar Tree     |

**Map 5.3: Maps of Major Trip Generators (Wyandot County education)**

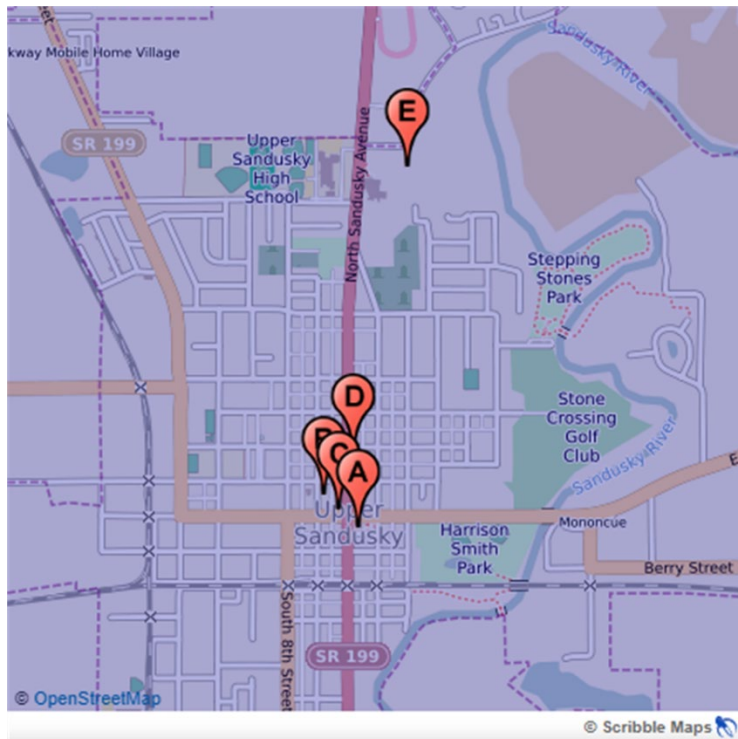
A sizeable number of daily trips occur each with transportation to and from local schools. School districts employ a sizeable number of Wyandot County residents. Below is the location of the three public school districts primarily operating in Wyandot County as well as Angeline School and Industries.

**Wyandot County Trip Generators  
Upper Sandusky/Wyandot Education**

- A Upper Sandusky Schools
- B Carey Schools
- C Mohawk Schools
- D Angeline School/Industries

### Map 5.4: Maps of major trip generators (Wyandot County government, medical)

Business conducted by government agencies like the City of Upper Sandusky, Wyandot County, the U.S. Postal Service, Ohio Bureau of Motor Vehicles and other agencies also account for a significant number of trips during weekday hours. Also, a major trip generator is Wyandot Memorial Hospital and affiliated medical offices on the northside of Upper Sandusky. The majority of Wyandot County government agencies are located in Upper Sandusky's downtown area.



#### Wyandot County Major Trip Generators Government/Medical Facilities

- |   |                           |
|---|---------------------------|
| A | Wyandot County Courthouse |
| B | Upper Muni Building       |
| C | U.S. Post Office          |
| D | Ohio BMV                  |
| E | Wyandot Memorial Hospital |

### Analysis of Demographic Data

A look at Wyandot County's demographic data shows an aging population with a slowly declining population base. The numbers also show an increasing population of elderly and individuals with disabilities in the county. Typically, as a population ages, the demand for transportation service increases. Among the challenges in the future will be a need for additional services within Wyandot County during after-hours, weekends and holidays when public transportation through the Council on Aging or Wyandot Ride Service is unavailable. Most of the county's primary trip generators are in Upper Sandusky, where many of the county's residents live.

### General Public and Stakeholder Meetings/Focus Groups

The HHWP Community Action Commission hosted and facilitated 4 local meetings and focus groups to discuss Wyandot County's unmet transportation needs and gaps in mobility and transportation. A total of 46 people participated in the meetings. Of those, 27 self-identified as older adults and 19 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 meetings, the HHWP Community Action Commission mobility manager presented highlights of historical coordinated transportation in Wyandot County and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area.

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

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

Participants discussed more than 10 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings.

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.

In addition, participants in the meetings were given flyers detailing their best transportation options in Wyandot County and the phone number of the mobility manager to call with questions and concerns in the future.

## Surveys

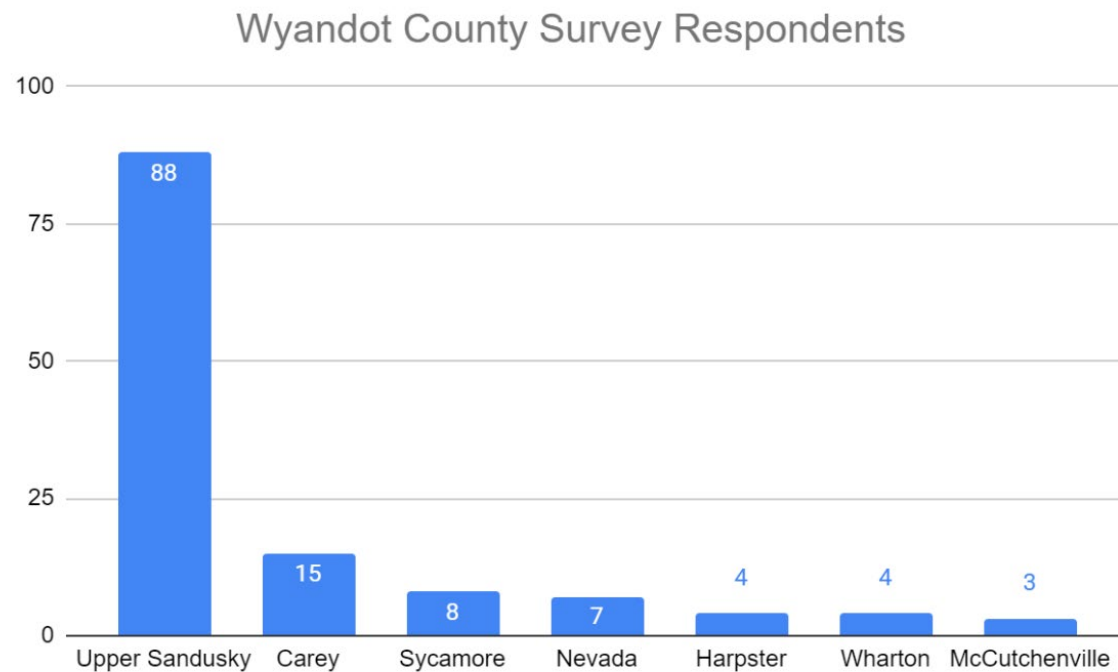
A number of public opinion surveys were conducted in July through mid-September 2021 in order to collect data from the general public, senior citizens and residents with disabilities about transportation needs in Wyandot County. The surveys were available through an online link, a QR code and in paper format widely circulated on social media and news media outlets. Flyers were posted around the county at social service agencies and local public libraries. Surveys were also distributed by Wyandot Ride Service and Wyandot County Agency on Aging and to senior and low-income apartment complexes in the county.

There were 125 surveys returned by the general public from a community transportation needs survey and a senior transportation needs survey conducted by the Wyandot County Mobility Manager from July through mid-September 2021: 28 percent of individuals identified as disabled while 35 percent of persons who took the survey said they were senior citizens. There were other specialized surveys conducted that were sent to county employers and social service agencies.

Exhibits below summarize key components of the survey.

### Exhibit 3.1 Geography of Survey Respondents

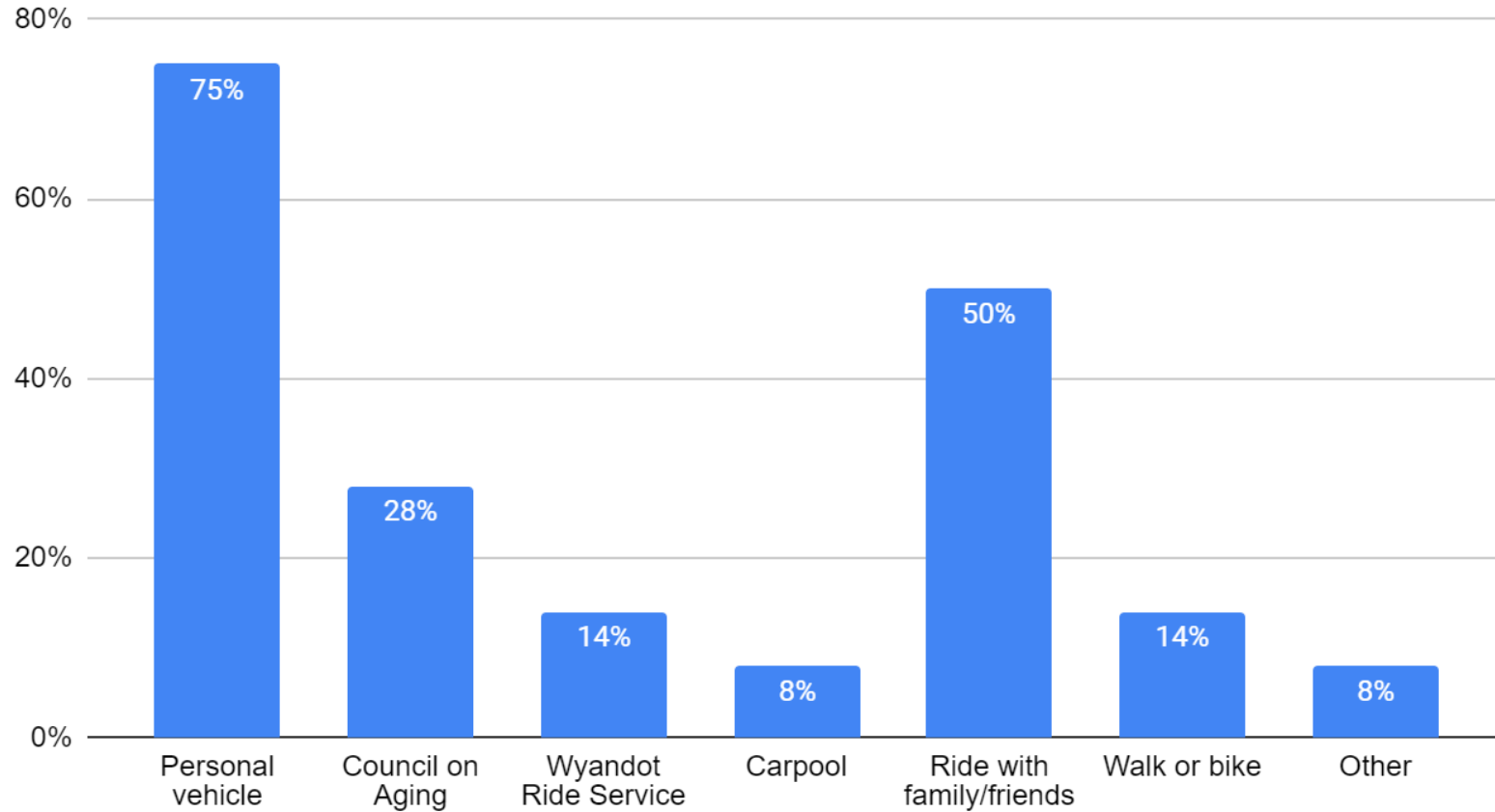
A total of 88 of the 125 survey respondents were from Upper Sandusky. The remainder came from other Wyandot County villages.



**Exhibit 3.2: Trips by Mode of Transportation**

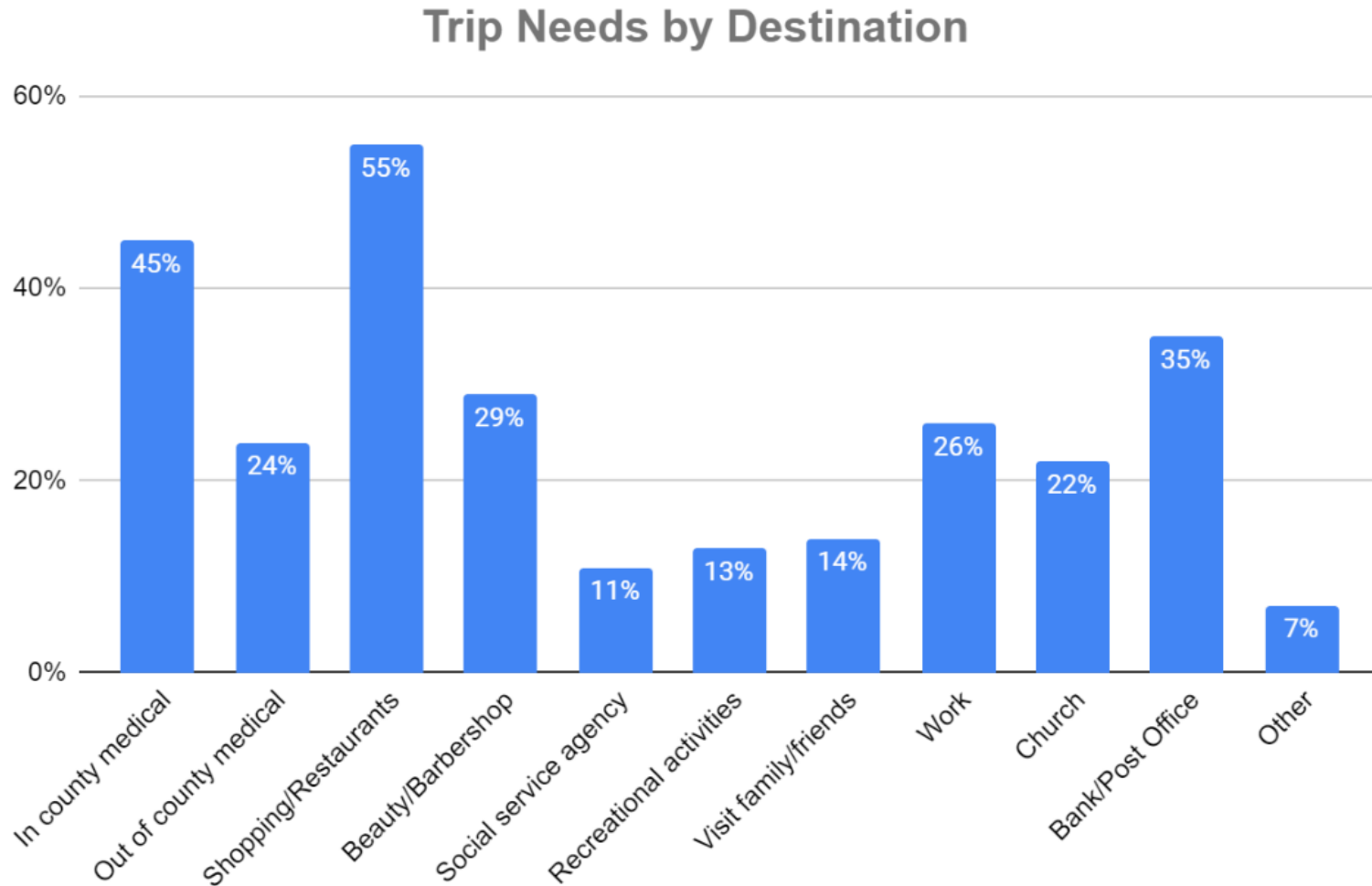
The vast majority of survey respondents use their personal vehicles to get where they need to go. Riding with family and friends (50 percent) and using the transportation services provided Wyandot County Council on Aging was next on the list at 28 percent.

### Modes of Transportation Used in a Typical Year



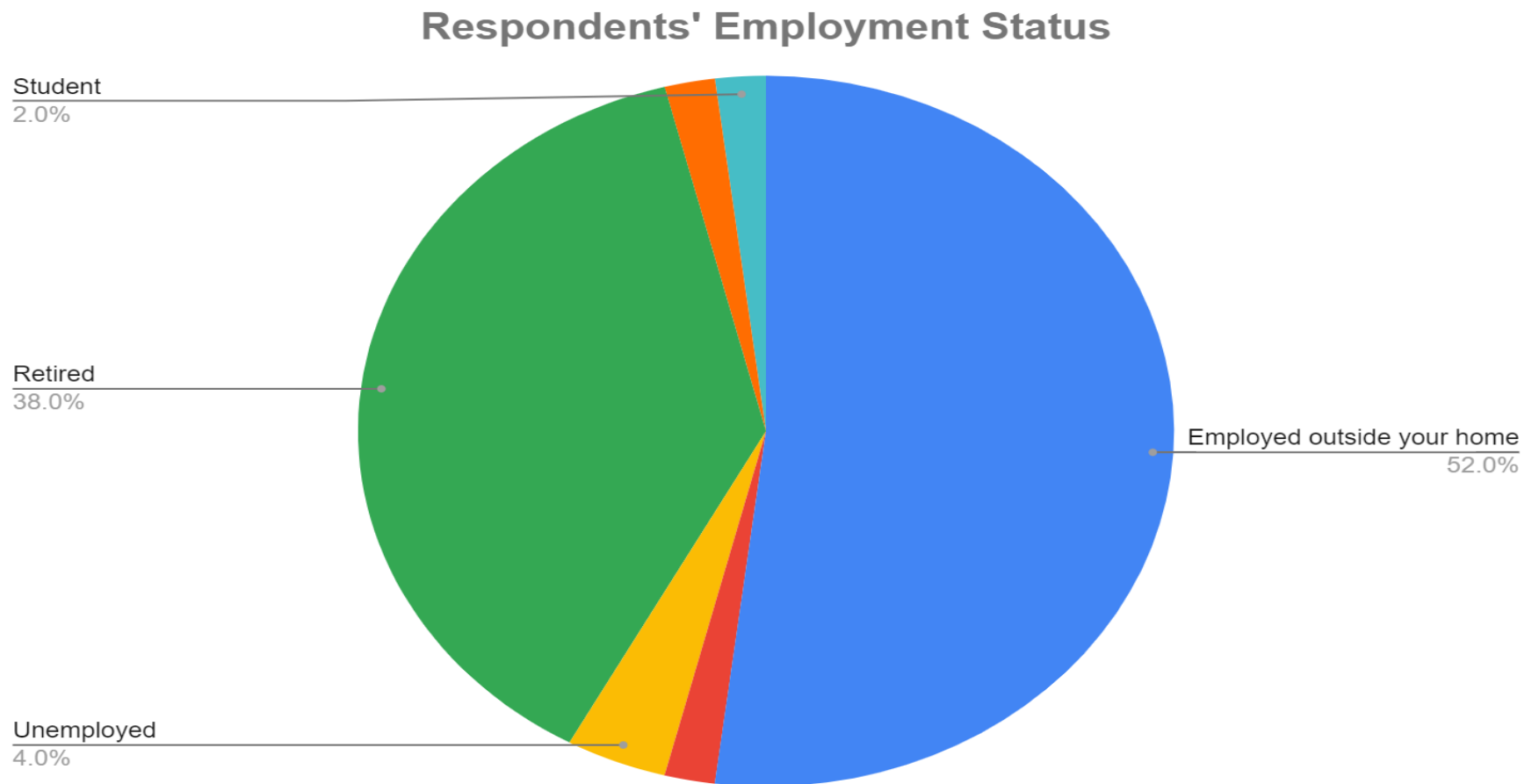
**Exhibit 3.3: Trips Needed by Destination**

Grocery and retail shopping and restaurants were the top trip destinations according to respondents at 55 percent. Medical appointments, banking and trips to the post office/banks were also high on the list.



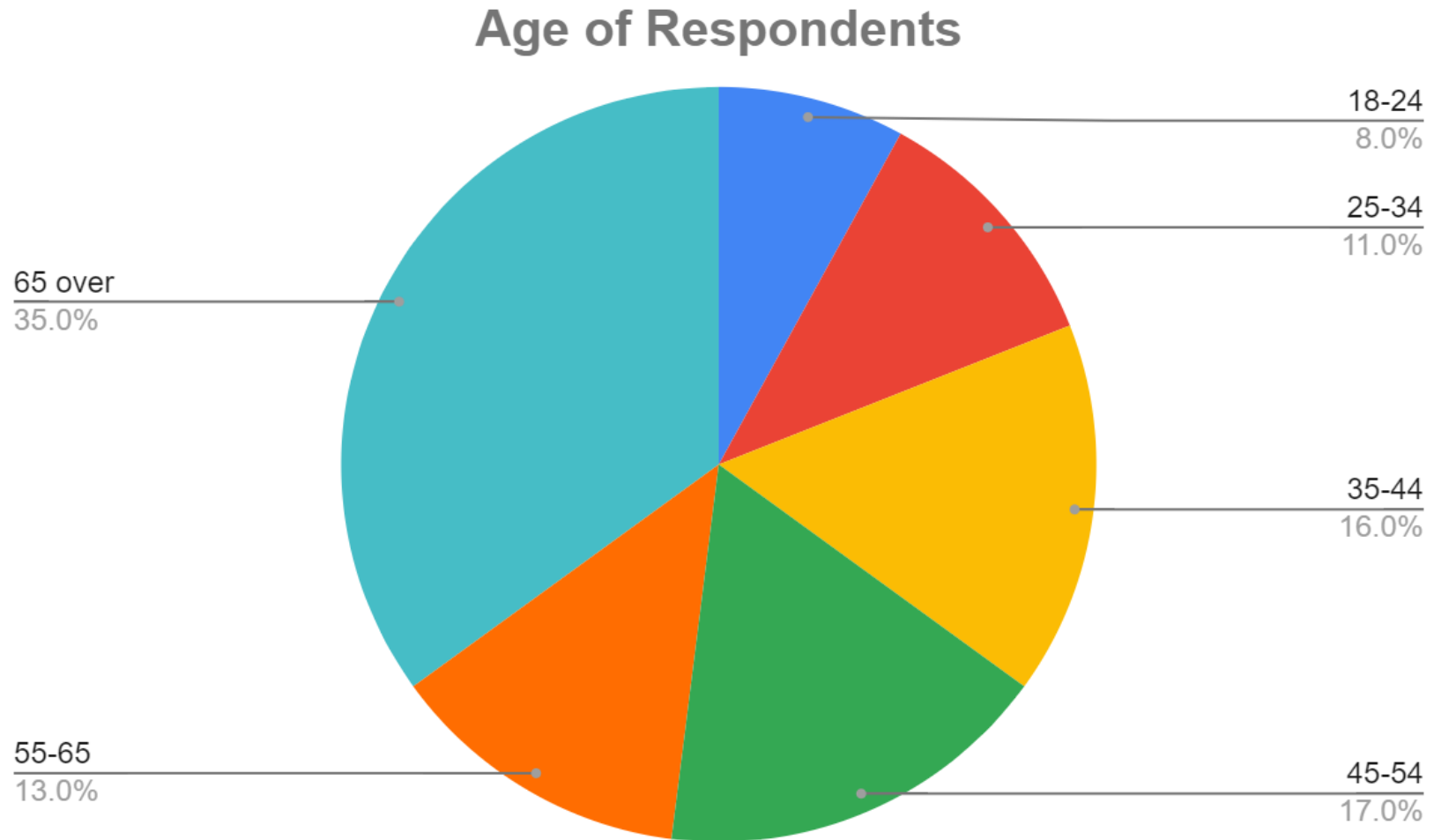
**Exhibit 3.4: Survey respondents' employment status**

As far as employment status goes, 52 percent of respondents said they were employed outside of their homes. There were 28 percent of respondents who said that they were retired.



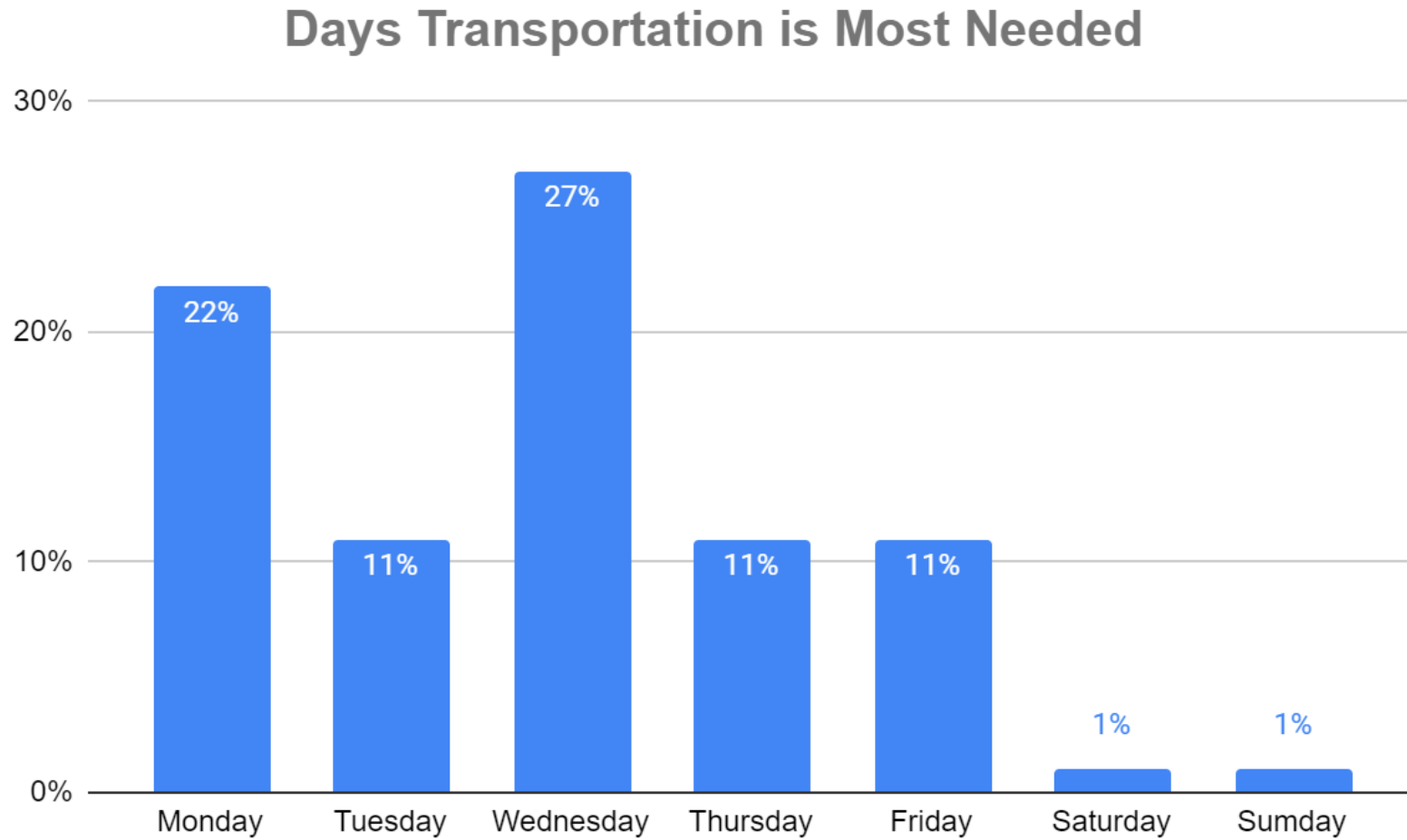
**Exhibit 3.5: Age of survey respondents**

About 1/3 of the respondents to the survey in Wyandot County were age 65 and older. Another 30 percent of those surveyed were between the ages of 45 and 65.



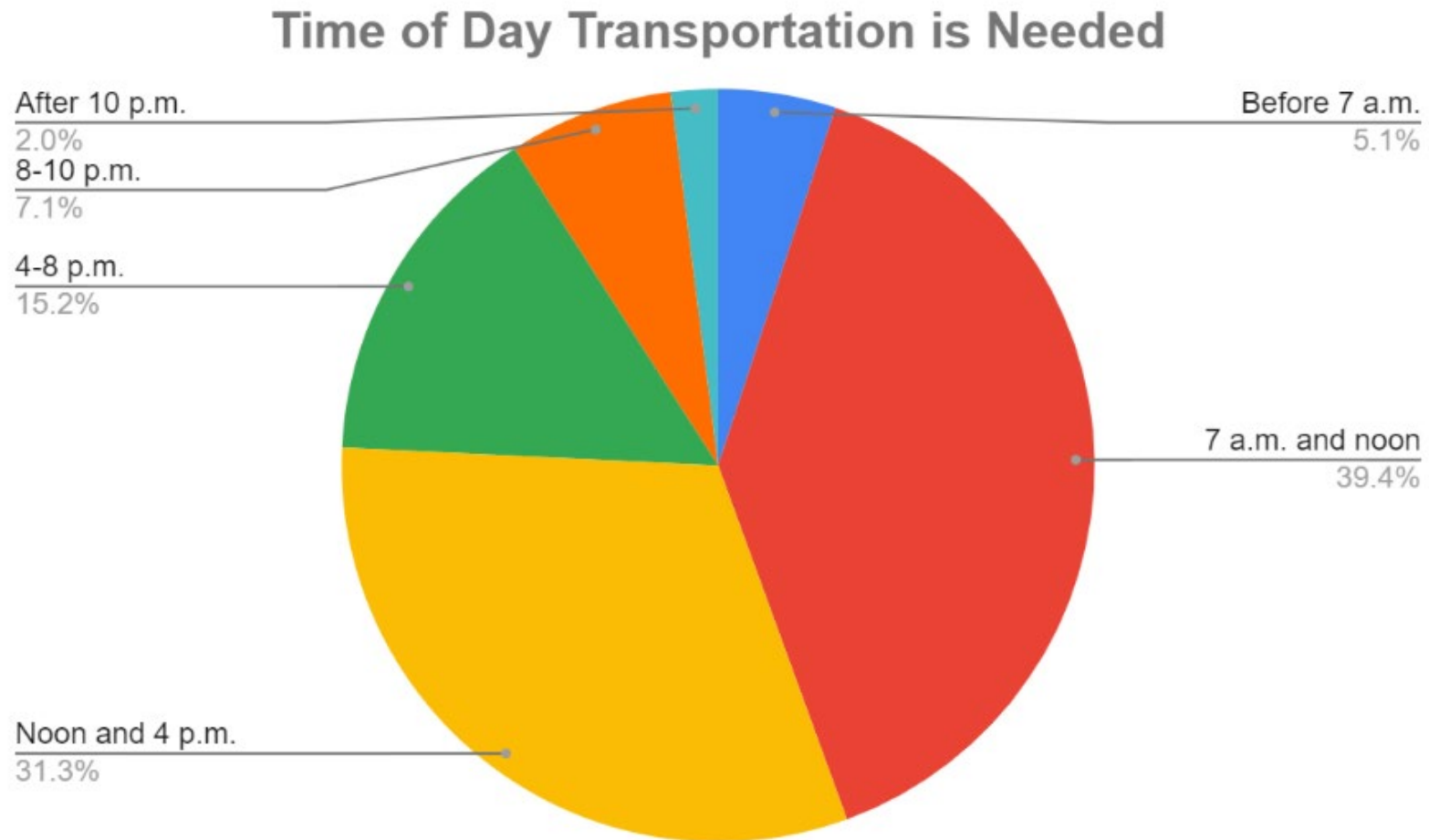
**Exhibit 3.6: Days transportation is most needed**

Mondays and Wednesdays were the days of the week transportation was most needed. Followed by Tuesdays, Thursdays and Fridays.



**Exhibit 3.7: Time transportation is most needed**

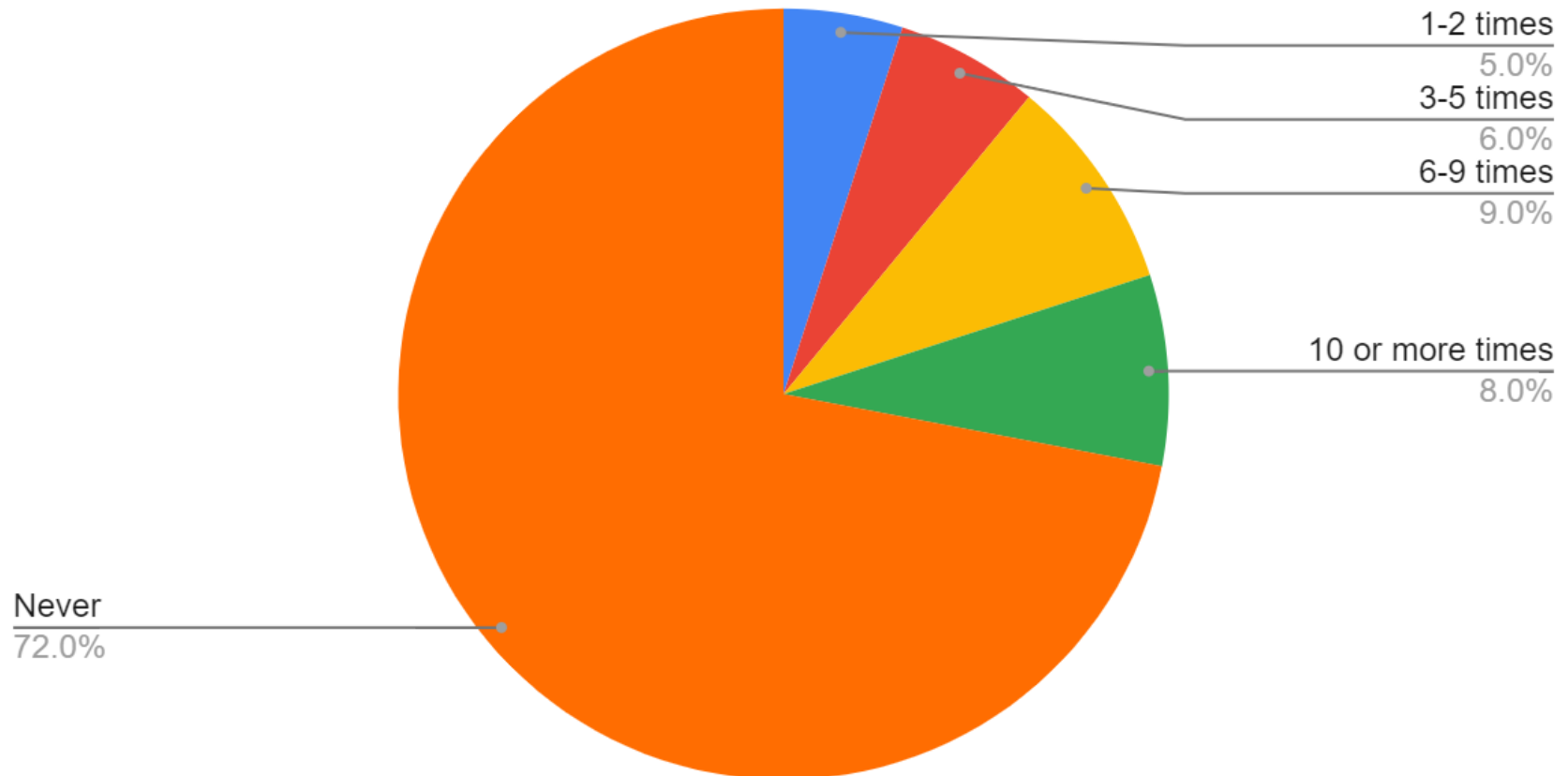
Daytime hours are when survey respondents said they needed transportation most. Nearly two-thirds of respondents said they needed transportation between 7 a.m. and noon or noon and 4 p.m. Another 15.2 percent of those surveyed need transportation between 4-8 p.m. Typically, Wyandot County's two primary transportation providers, the Wyandot Council on Aging and Wyandot Ride Service, cease operations around 5 p.m. on weekdays.



**Exhibit 3.8: A lack of transportation in the past year**

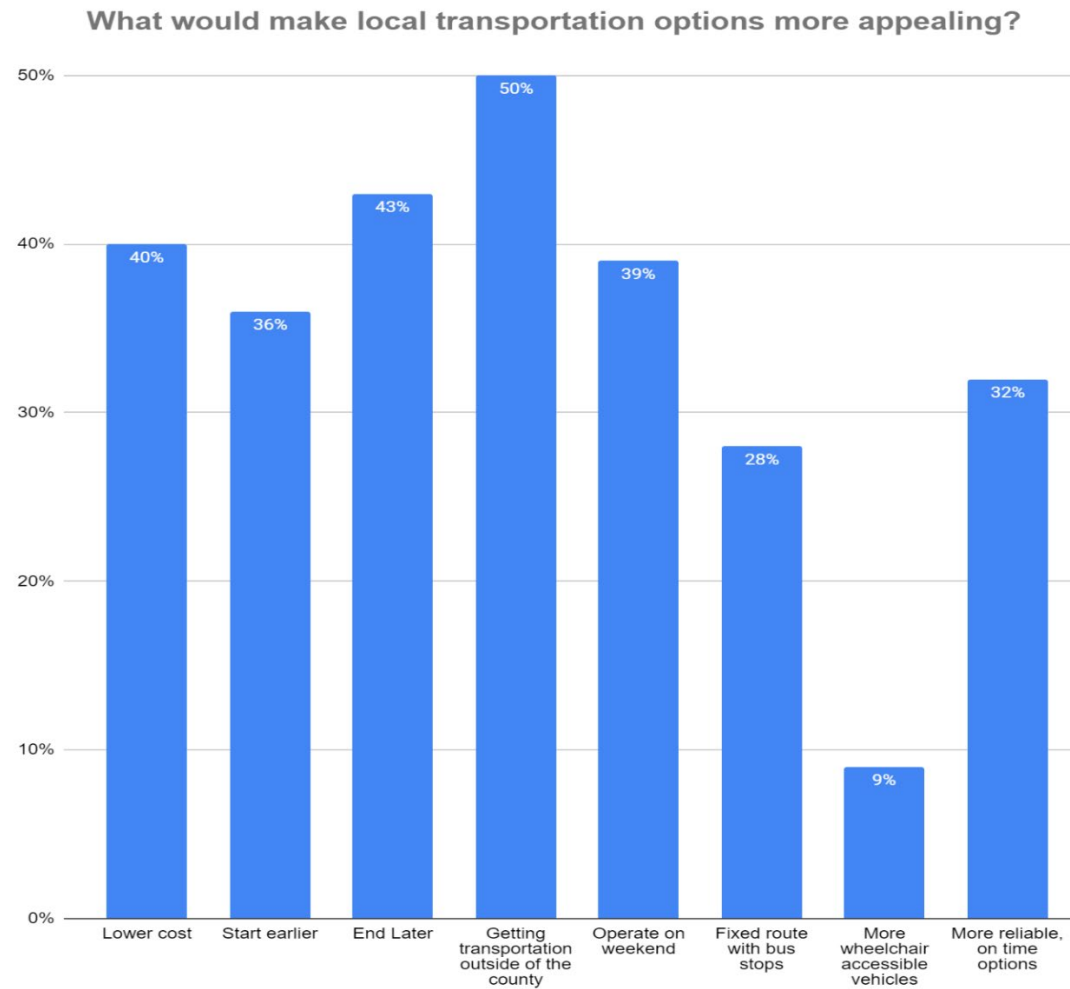
Nearly three-quarters of respondents said they haven't had any issues with transportation in the past year. Another 23 percent of folks responded that they had problems getting where they wanted to go between 3-10 times in the past 12 months.

## How often has a lack of transportation affected you in the past year?



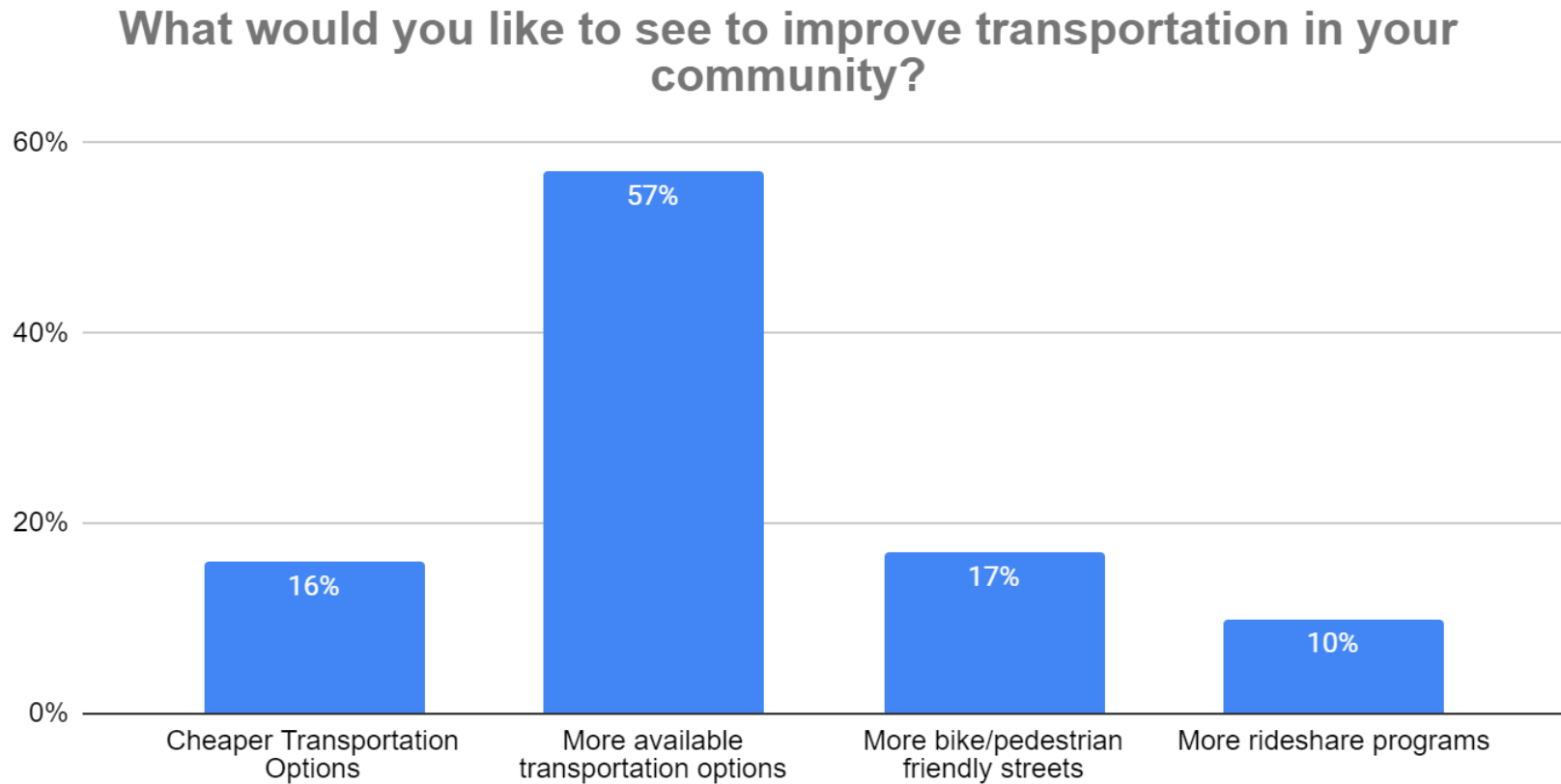
**Exhibit 3.9: What can make local transportation options more appealing?**

Half of the respondents think that getting transportation outside of Wyandot County would make public transportation options more appealing. Ending later in the evening (43 percent), lower cost (40 percent), starting earlier in the day (36 percent), more reliable on-time options (32 percent) and fixed-route service with bus stops (28 percent) were also popular options to make local transit service more appealing.



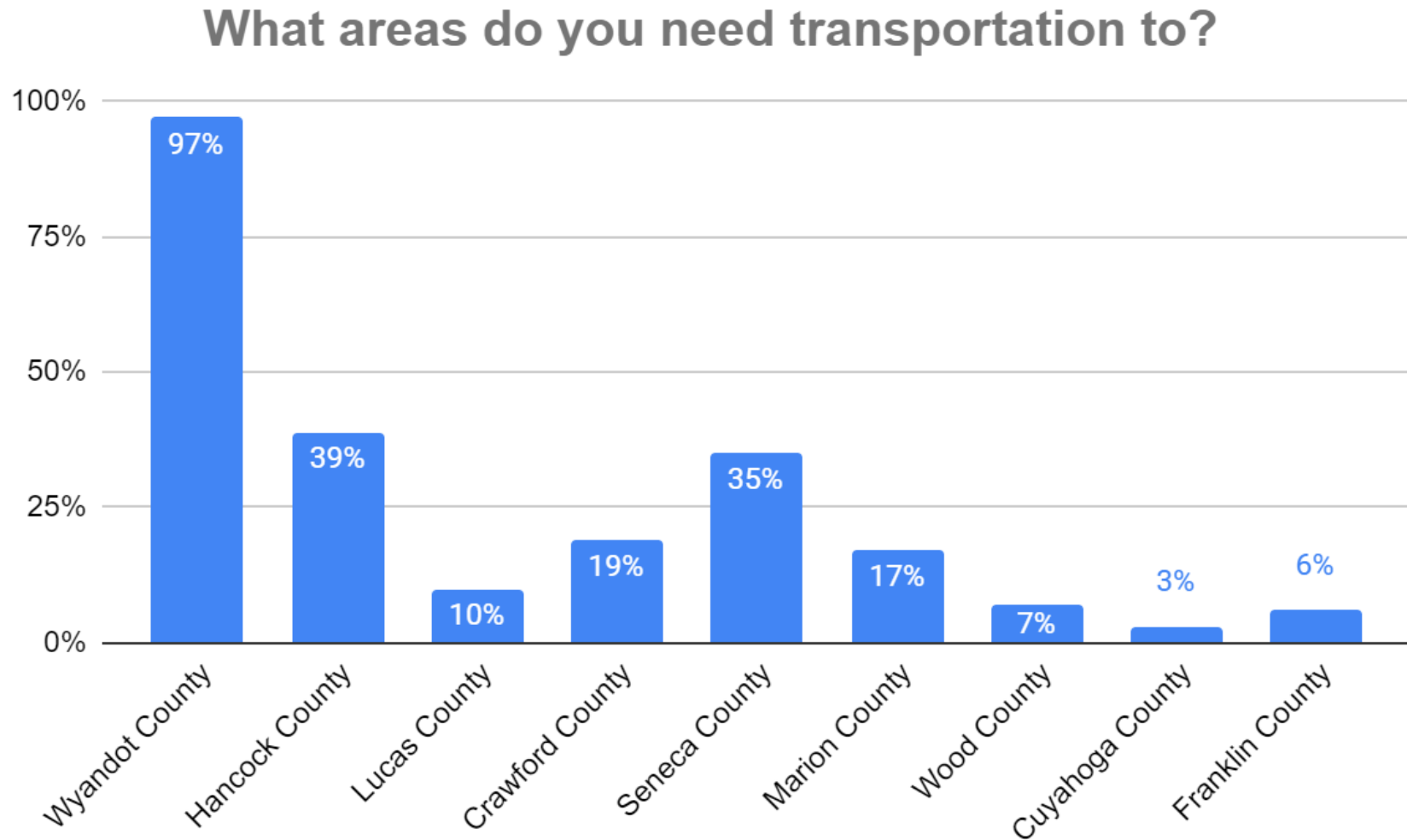
**Exhibit 3.10: What would you like to see to improve transportation in your community?**

Among those surveyed, respondents listed more available transportation options as the top way to improve transportation in the community at 57 percent. Bike and pedestrian friendly streets garnered 17 percent of the votes with cheaper transportation options (16 percent) and more rideshare programs (10 percent) close behind.



**Exhibit 3.11: What areas do you need transportation to?**

Aside from Wyandot County, Hancock County (39 percent), Seneca County (35 percent), Crawford County (19 percent) and Marion County (17 percent) were the top out-of-county destinations sought by respondents.



### 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:

- Current shortage of drivers/aging transportation staffs.
- Lack of availability for same-day, next-day transportation.
- Poor marketing/communication of available transportation services.
- Transportation limited to weekdays.
- The time/costs involved to transport riders within the county outside of Upper Sandusky.
- Securing more funding to support the county's current transportation efforts.
- Technology, such as scheduling software, would improve efficiency and coordination of services.
- Lack of coordination between regional transportation providers.
- Lack of transportation for employment for second and third shift workers.
- Lack of transportation for early evening medical appointments, shopping; pickups from hospital stays on weekends.
- Lack of reliable taxi service.

### Summary of Unmet Mobility Needs

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

**Exhibit 4: Prioritized Unmet Mobility Needs**

<b>Rank</b>	<b>Unmet Need Description</b>	<b>Method Used to Identify and Rank Need</b>
1	Sustain current service and examine possible expansion of service after 5 p.m. and on weekends, when local transportation options are unavailable	Surveys, focus groups, transportation coalition
2	Evening and early morning hours for second- and third-shift workers	Surveys, focus groups, interviews with stakeholders
3	Finding additional transportation options for Wyandot County residents (taxi service, rideshare)	Transportation coalition, surveys, focus groups
4	Greater awareness of transportation options by the community	Focus groups, surveys
5	Finding additional local funding	Transportation coalition, focus groups
6	Regional coordination with adjoining counties to make cross county transportation more efficient, cost-effective	Transportation coalition, surveys, focus groups
7	Transportation needs of 50-59 year olds who don't qualify for other transportation programs	Surveys, transportation coalition, interviews with stakeholders
8	Foster and encourage greater cooperation between current transportation providers	Interviews with stakeholders
9	Fixed-route transportation with scheduled stops	Transportation coalition, surveys, focus groups
10	Additional drivers/coordinated driver training	Transportation coalition, interviews with stakeholders

11	More outreach, better service to outlying parts of the county	Surveys, transportation coalition, focus groups
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## V. Goals and Strategies

### Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Wyandot County should address the service gaps and user needs identified in the plan to be effective. As described, the gaps and unmet needs were based on information obtained from geographic analysis, attendees participating in the meetings and focus groups, responses to the public survey, stakeholder interviews and discussions and experiences shared by the Wyandot County Transportation Coalition. Based on information gathered throughout the planning process, the Wyandot County Transportation Coalition developed the following strategies to address the gaps and unmet transportation needs. Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting this unmet need expressed by the public and stakeholders. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be accomplished. Nonetheless, these strategies have been tailored to six of the identified primary gaps and needs.

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

### **GOAL #1: Increase 5310 funding for local public and coordinated transportation buses**

**Needs being addressed:** Transportation providers in Wyandot County must have reliable specialized transit vehicles.

**Strategy:** *Increased 5310 funding for specialized transit vehicles.*

**Timeline for Implementation:** 2023 Next and ongoing grant submission periods.

#### **Action Steps:**

- Apply for grant funding from ODOT Section 5310 for transit vans/buses. Include letters of support from stakeholders including government officials, directors, businesses, transits agencies, and end users.
- Establish rapport with state legislative officials to gain support for the funding transportation services for the local community to include Wyandot County Council on Aging, Wyandot Skilled Nursing (County Home), Angeline and other qualifying county entities.
- Explore all options for state and federal transportation funding sources.
- Meet with ODOT officials to stress the importance of funding for local 5310 vehicles and providers.

**Parties Responsible for Leading Implementation:** Wyandot County Council On Aging, Wyandot County Skilled Nursing, Wyandot County Mobility Manager, HHWP Community Action Commission, transportation providers, human service agencies, other community organizations, government agencies.

**Parties Responsible for Supporting Implementation:** Wyandot Transportation Coalition.

**Resources Needed:** Staff time, grant writing services.

**Potential Cost Range:** Variable with possible match amounts involved.

**Potential Funding Sources:** Section 5311, 5310 funding, grants, private donations, state, county or local appropriation of funds, non-DOT funds from federal programs.

**Performance Measures/Targets**

- Increased funding allocations from ODOT 5310.
- Increased match amounts from local sources.
- Number of grant applications submitted for local, state, federal and private sources.
- Number of local and county funding sources dedicated to local transportation.

**2023-2024 GOAL PROGRESS UPDATE:** HHWP Community Action Commission received vehicles that were delayed due to COVID and manufacturing delays. Other partners have not applied for funding in the recent grant cycle, but they are considering it for the next grant cycle.

**2024-2025 GOAL UPDATE:** HHWP Community Action Commission, which runs the public transit of Wyandot Ride Service in our county, was able to receive the vehicles arranged by ODOT (after a delay due to COVID). The state has changed its fiscal year to start in July 2024. ODOT has funded Mobility Management in Wyandot County through June 2025. ODOT has also funded some new equipment, etc. for HHWP Community Action Commission's expansion to Hardin County in July 2024. The committee discussed that any agency who applies for 5310 funding through ODOT is required to attend these transportation advisory committee meetings. HHWP Community Action Commission and Wyandot County Council on Aging both applied to apply to ODOT for things such as vehicle replacement/new vehicles, operating, and planning. Hopefully this will bring State and Federal dollars to Wyandot County. Also, HHWP Community Action Commission went to the Ohio Statehouse in February 2025 to meet with state legislators for Ohio Loves Transit Day.

## **GOAL #2: Expand availability of affordable transportation on nights and weekends.**

**Needs being addressed:** Wyandot County senior citizens, disabled would achieve expanded mobility options as would second- and third-shift workers who currently have limited affordable transportation options to get to and from work.

*Strategy 1.1: Research and implement an expansion of service hours to start earlier and end later to connect residents with expanded employment opportunities.*

**Timeline for Implementation:** Ongoing discussions

**Action Steps:**

- Continued outreach and support for extension of service hours.
- Identify how much funding would be needed for service expansion.
- Locate funding opportunities and partnerships.

- Work with Wyandot Economic Development, local employers and staffing agencies to assess service needs/ways to assist employees with transportation issues.
- Use data and community input to create a pilot program.

**Parties Responsible for Leading Implementation:** Local transportation providers; Wyandot County Mobility Manager.

**Parties Responsible for Supporting Implementation:** Wyandot Economic Development; local employers; employment agencies, ODOT, FTA.

**Resources Needed:** Local funding, additional staff, staff time, technology, marketing.

**Potential Cost Range:** Dependent on level of expanded services.

**Potential Funding Sources:** Contract revenue; local fare reimbursements; employer reimbursement; municipal, county and state funds; federal programs; transportation tax levy.

**Performance Measures/Targets**

- Collect additional data to determine hours expansion is most needed.
- Completed plan for pilot project; apply for funding sources.
- Successful expansion of services.

*Strategy 1.2: Reach out to regional for-profit transportation providers, taxi services and ride share options to service the Wyandot County area.*

**Timeline for Implementation:** Continuous and ongoing.

**Action Steps:**

- Talk with taxi companies and other for-profit providers in adjoining counties to determine if they have interest in serving Wyandot County.
- Examine the options of organized car/van pooling or rideshare options for Wyandot County's second- and third-shift workers.
- Explore and promote tax break options for employers/employees for transportation.

**Parties Responsible for Leading Implementation:** Wyandot County Mobility Manager.

**Parties Responsible for Supporting Implementation:** Wyandot County Transportation Coalition; employers, employees, general public who may use those services.

**Resources Needed:** Local funding, marketing.

**Potential Cost Range:** \$2,000-\$3,000.

**Potential Funding Sources:** Customer fares, employer assistance, local grants, ODOT 5310 funds.

**Performance Measures/Targets**

- Reliable, safe taxi services available to Wyandot County residents.
- Increased local for-profit ridership.
- Greater awareness of non-traditional local transportation options.
- Fewer residents with after-hours transportation issues.

**2023-2024 GOAL PROGRESS UPDATE:** Wyandot Ride Service Public Transportation's current hours are 7:15-5:00 Monday-Friday. There is no weekend service. Wyandot Ride Service does transport a lot for employment. We are still trying to determine a need for expanded hours for employment purposes. Presentations have been made to a local human resource employment group and to Rotary to keep transportation in the general public's mind.

**2024-2025 GOAL UPDATE:** The committee discussed the need for workforce transportation before the 7:15 a.m. starting time of public transit. Also, the hospital sees the need for transportation when people are discharged from the Emergency Room, which can happen at any hour. The people need transported to other counties such as Hardin, Hancock, and Seneca, and sometimes as far as Columbus, Marion, and Cleveland. There is one cab company that operates very limited hours. The committee also discussed the transportation need of shift workers between 9:00-10:30 p.m.

### **GOAL #3: Improve and enhance marketing for all Wyandot County's transportation services and providers to create awareness of transportation options while also better meeting the needs of the county's rural residents.**

**Needs being addressed:** The lack of knowledge by the public and some social service agencies hampers access to shopping, medical appointments and education and social activities for those who do not know what transportation options are available to them. Connecting residents in rural areas of the county and in villages to shopping, medical and other services available in Upper Sandusky, Carey and outside of the county.

*Strategy 1.1: The Wyandot County Mobility Manager will create new a new general brochure, updated as needed, listing transportation options for Wyandot County residents as well as targeted publications for seniors, disabled, low income and veteran populations.*

**Timeline for Implementation:** Update as needed.

#### **Action Steps:**

- Gather complete and accurate information from all transportation providers.
- Create general and specialized Wyandot County brochures featuring transportation services provided by Wyandot County Veterans Services, Wyandot Council on Aging, Wyandot Ride Service and Wyandot County JFS.
- Circulate brochures through all avenues in all areas of Wyandot County including human service agencies, government offices, libraries, area employers, etc.

**Parties Responsible for Leading Implementation:** Wyandot County Mobility Manager.

**Parties Responsible for Supporting Implementation:** Human service agencies, local transportation providers.

**Resources Needed:** Staff time, printing costs, software.

**Potential Cost Range:** Less than \$1,000.

**Potential Funding Sources:** Mobility management funds, grants, donations.

**Performance Measures/Targets**

- Number of brochures created and distributed.
- Focus groups/surveys to ascertain if the community is more knowledgeable about local transportation options.
- Number of outlets where brochures are available.

*Strategy 1.2: Enhance the marketing of current transportation providers.*

**Timeline for Implementation:** Next 12 months.

**Action Steps:**

- Meet at least twice a year with all the county's transportation providers both non-profit and for-profit services to determine best practices in marketing of their services to Wyandot County residents.
- Monthly Mobility Newsletter to spotlight transportation providers' drivers, special services and other positive attributes about the organization.
- Solicit and produce stories/video from transportation users detailing how important transportation services are in their daily lives. Find other transportation-related info for human interest features. Pitch those stories to local/state/national media outlets quarterly.
- Post provider information and updates to web and social media channels, with posts shared by providers themselves and their partners.

**Parties Responsible for Leading Implementation:** Mobility Manager.

**Parties Responsible for Supporting Implementation:** Transportation providers.

**Resources Needed:** Staff time, software.

**Potential Cost Range:** Mobility manager salary.

**Potential Funding Sources:** Mobility Management 5310 grant.

**Performance Measures/Targets**

- Regular meetings with transportation providers.
- Number/frequency of newsletters.
- Number of social media posts/shared and liked posts/web analytics of posts.

*Strategy 1.3: Increase Wyandot County transportation information available on the internet and other outreach activities.*

**Timeline for Implementation:** In the next 12 months.

**Action Steps:**

- Develop a comprehensive mobility management website linking to local transportation providers, top available transportation options, travel training and additional transportation resources as well as links to local social services available to residents.
- Increase use of social media (Facebook, Instagram, Twitter) as an outreach tool.
- Increased attendance and participation in community events/job fairs by Wyandot County Mobility Manager.

**Parties Responsible for Leading Implementation:** Mobility Manager.

**Resources Needed:** Staff time, software, web-hosting services.

**Potential Cost Range:** \$1,000-\$2,000.

**Potential Funding Sources:** Mobility manager 5310 program.

**Performance Measures/Targets**

- Dedicated Wyandot County website planned and created.
- Number of Facebook posts, creation of Instagram and Twitter accounts.
- Number of community events/job fairs attended by Wyandot County Mobility Manager.

*Strategy 1.4: Assess the transportation needs of residents in the county's villages and townships.*

**Timeline for Implementation:** Continuing and ongoing

**Action Steps:**

- Meet with Wyandot County's village mayors and councils as well as township trustees as often as possible to continue to identify transportation needs and gaps in their communities.
- Network with community groups, senior living facilities and faith-based organizations to help educate members and clients on transportation options available in Wyandot County.
- Connect with human service providers and medical providers to determine how many clients/patients live outside of Upper Sandusky/Carey.
- Town hall meetings in rural communities to discuss options and inform residents about the mobility management program.

**Parties Responsible for Leading Implementation:** Mobility Manager.

**Parties Responsible for Supporting Implementation:** Wyandot County village and township public officials, community groups, churches, social service and medical providers.

**Resources Needed:** Staff time.

**Potential Cost Range:** Mobility Manager's salary.

**Potential Funding Sources:** 5310 Mobility Manager grant.

**Performance Measures/Targets**

- Number of meetings with village and township officials.
- Increase in number of trips taken by Wyandot County rural residents.
- Number of residents served/contacted by Mobility Manager outside of Upper Sandusky/Carey.

*Strategy 1.5: Explore the possibility of fixed-schedule service to Wyandot County villages.*

**Timeline for Implementation:** Ongoing discussion.

**Action Steps:**

- Determine ridership potential for weekly fixed-schedule service to Wyandot County's villages through meetings and interviews.
- Work with local transportation providers to determine cost of weekly fixed-schedule service to Wyandot County villages.

- Coordinate with human service/medical providers and top retail destinations to determine feasibility of appointments matching trip days and times from Wyandot County villages.

**Parties Responsible for Leading Implementation:** Mobility Manager, Wyandot Ride Service, Wyandot County Council on Aging.

**Parties Responsible for Supporting Implementation:** human service/medical providers, Wyandot County rural residents.

**Resources Needed:** Possible additional staff, vehicles; marketing materials.

**Potential Cost Range:** Dependent on service provided.

**Potential Funding Sources:** Fares, contracts with medical/human service providers, local grants, ODOT, FTA funding.

**Performance Measures/Targets**

- Surveys/focus groups/interviews with village residents completed.
- Budget completed detailing cost for fixed-schedule service to county.
- Weekly fixed-service schedule to villages begins.
- Increased use of transportation services by Wyandot County rural residents.

**2023-2024 GOAL PROGRESS UPDATE:** The Mobility Manager role was vacant until filled in April 2023. The Mobility Manager posts regularly on Facebook. Also, she attends numerous resource fairs and information booths. In addition, she has presented to a variety of groups and plans to continue these efforts. The transportation resource list has been updated and maintained. It was added to a new resource called the Wyandot County Resource Guide and the new website with the same name.

**2024-2025 GOAL UPDATE:** The Mobility Manager checks to see if Wyandot Helps (website) is up to date and sends edits as needed. Also, the transportation resource list has been made accessible by designing it in large font. The public transportation's elderly and disabled discount form has also been made accessible by designing it in large font. The Mobility Manager attends a variety of information fairs and community meetings to continue transportation discussions.

**GOAL #4: Provide more same-day service to the general public.**

**Needs being addressed:** Providing more same-day service to increase availability of services for Wyandot County residents to get the goods and services they need (medical, social service appointments, employment opportunities, shopping, etc.) during peak hours when transportation is limited.

*Strategy 1.1: Increase daily ride availability for Wyandot Council on Aging.*

**Timeline for Implementation:** Continuous and ongoing.

**Action Steps:**

- Thorough collection and examination of ride data and planning that will identify strategies to allow for more efficient utilization of current transportation resources.

- Meet monthly and work with Wyandot Council on Aging's transportation director to find ways to maintain current service as well as increase daily add-on availability, if feasible.
- Determine whether various technological upgrades could assist in making scheduling more efficient, thus, freeing up more resources.

**Parties Responsible for Leading Implementation:** Mobility Manager, Wyandot County Council on Aging.

**Parties Responsible for Supporting Implementation:** ODOT; Wyandot County Transportation Coalition.

**Resources Needed:** Mobility Manager salary; meeting time and space, local trip data, computer hardware and software.

**Potential Cost Range:** Dependent on software/hardware needed.

**Potential Funding Sources:** Local grants, ODOT 5310 funds, FTA coordination funding.

**Performance Measures/Targets**

- Ride data collected and analyzed.
- Number of meetings between Mobility Manager and Wyandot Council on Aging.
- Plan to increase same-day service formulated and implemented.
- Increased number of same-day trips for residents served by Wyandot County transportation providers.

*Strategy 1.2: Increase daily ride availability and enhanced customer service experience for Wyandot Ride Service.*

**Timeline for Implementation:** Continuous and ongoing.

**Action Steps:**

- Thorough collection and examination of data and planning that will identify strategies to allow for more efficient utilization of current transportation resources.
- Dedicate a Wyandot Ride Service scheduler/dispatcher to serve Wyandot County residents.
- Monthly meeting with Mobility Manager and Wyandot Ride Service drivers and staff to find new and improved ways to meet the needs of Wyandot County residents as things change.
- Utilize resources from Hancock County by Wyandot Ride Service for out-of-county trips to medical appointments for Wyandot County residents to free up resources for same-day availability in Wyandot County.

**Parties Responsible for Leading Implementation:** Mobility Manager, Wyandot County Transportation providers.

**Parties Responsible for Supporting Implementation:** ODOT; Wyandot County Transportation Coalition members.

**Resources Needed:** Mobility Manager salary; meeting time and space, local trip data.

**Potential Cost Range:** Minimal expense.

**Potential Funding Sources:** Local grants, ODOT 5310 and 5311 funds, FTA coordination funding.

**Performance Measures/Targets**

- Scheduler/Dispatcher in place specifically to serve Wyandot County customers.
- Fewer Wyandot County-based drivers sent on out-of-county trips.
- Increased number of same-day trips for residents served by Wyandot County transportation providers.

*Strategy 1.3: Reestablish taxi service and/or increase availability of Lyft/Uber services in Wyandot County.*

**Timeline for Implementation:** Outreach to happen in 2024.

**Action Steps:**

- Mobility Manager will reach out to taxi services in other cities around the region to determine if they would be interested in serving Wyandot County.
- Contact local drivers for ride share service providers Lyft/Uber to determine times/days they may be available for transportation.

**Parties Responsible for Leading Implementation:** Mobility Manager.

**Parties Responsible for Supporting Implementation:** Wyandot County Transportation Coalition.

**Resources Needed:** Mobility Manager salary; local travel costs.

**Potential Cost Range:** Less than \$500.

**Potential Funding Sources:** Mobility management grant; ODOT 5310 funds.

**Performance Measures/Targets**

Taxi company includes Wyandot County in service area

- Increased ride share options and availability in Wyandot County.
- Increased number of same-day trips for Wyandot County residents.

**2023-2024 GOAL PROGRESS UPDATE:** Wyandot Ride Service and Wyandot County Job and Family Services generally don't turn down rides at this time. People schedule ahead for jobs and medical appointments. Wyandot Ride Service has around 5 denials per month, and the scheduler tries to keep one van available for same day appointments. Wyandot County Council on Aging usually has people schedule around 1 week in advance, as same day service is not always available.

**2024-2025 GOAL UPDATE:** The committee discusses ride availability at every Transportation Advisory Committee meeting. We also recently conducted a two-month denied rides study to determine if there is a need for increased capacity among the various transportation providers. The Sober Rides Taskforce reached out to Uber/Lyft to see what services they could provide in Wyandot County, but neither company responded as of our revision date.

**GOAL #5: Enhance coordination and provide transportation services in a more efficient way to increase mobility for all Wyandot County residents.**

**Needs being addressed:** Expanded coverage locally and regional; more services available to seniors and for employment purposes.

*Strategy 1.1: Develop and expand existing partnerships between Wyandot County transportation providers and human service agencies.*

**Timeline for Implementation:** Continuous and ongoing.

**Action Steps:**

- Increase dialogue and cooperation between the Wyandot Council on Aging and Wyandot Ride Service to find ways both agencies can work together to better serve all Wyandot County residents.
- Reduce duplicated transportation services where feasible.
- Examine currently required training for each of Wyandot County transportation providers.
- Explore combined driver training programs for all transportation providers to minimize duplication and save costs.
- Have Mobility Manager receive the training necessary to train Wyandot County transportation drivers for the various safety courses required.

**Parties Responsible for Leading Implementation:** Mobility Manager, Wyandot Ride Service, Wyandot County Council on Aging.

**Parties Responsible for Supporting Implementation:** ODOT; Wyandot County Transportation Coalition.

**Resources Needed:** Meeting space for training, curriculum and training materials, Mobility Manager time and travel.

**Potential Cost Range:** \$1,000-\$2,000

**Potential Funding Sources:** Local grants, ODOT, FTA coordination funding.

**Performance Measures/Targets**

- Fewer duplicated services.
- Number of driver training programs conducted locally.
- Increased use of transportation services by Wyandot County residents.

*Strategy 1.2: Explore the possibility of shared dispatching service for Wyandot County transportation providers.*

**Timeline for Implementation:** Ongoing discussion.

**Action Steps:**

- Determine the feasibility of purchasing dispatching software for Wyandot Council on Aging to assist in scheduling.
- Secure funding to support technology improvements for Wyandot County transportation providers.
- Open discussions between county's transportation providers about the possibility of combining for a one-call, dispatch center.
- Evaluate staffing needs, agency location and funding for possible combined dispatch operation.

**Parties Responsible for Leading Implementation:** Mobility Manager, Wyandot County transportation providers.

**Parties Responsible for Supporting Implementation:** ODOT; Wyandot County Transportation Coalition.

**Resources Needed:** Software, hardware, training, funding.

**Potential Cost Range:** Depends on scope of project.

**Potential Funding Sources:** Local funding sources, ODOT 5310 and 5311 funds, FTA coordination funding.

**Performance Measures/Targets**

- Dispatch software purchased and utilized.
- Meetings to determine dispatch center feasibility.
- One-call dispatch center launched.
- Increased number of trips for residents served by Wyandot County transportation providers.

**2023-2024 GOAL PROGRESS UPDATE:** The Mobility Manager has been in contact with some local non-profit agencies to continue to talk about transportation gaps. It does not seem to be feasible to establish a shared dispatching service at this time.

**2024-2025 GOAL UPDATE:** HHWP Community Action Commission has expanded public transportation into Hardin County as of July 2024. So, as that gets established, there may be opportunities for people to travel between counties. Wyandot County Job and Family Services has developed a social media post that we can all use to let people know about the transportation benefit that could be provided by their insurance. Wyandot County Council on Aging will be implementing new technology called “My Senior Center” and it will eventually be used to schedule transportation.

### **GOAL #6: Increase funding for local public and coordinated transportation**

**Needs being addressed:** Sustaining Wyandot County’s current transportation services now and into the future with the possibility of expansion to better serve all county residents and help alleviate unmet needs and gaps in service.

*Strategy 1.1: Continued and increased local support by encouraging organizations that require transportation to contract with Wyandot Ride Service and other local transportation providers when possible. Human service agencies and other organization could realize cost savings by purchasing services rather than providing them themselves.*

**Timeline for Implementation:** Continuous and ongoing.

**Action Steps:**

- Work with community partners to coordinate efforts to best serve clients’ needs.
- Create relationships with area human service agencies in letting them know what services can be offered, the possible cost and availability of those transportation services.
- Provide agencies with a cost breakdown to complete an analysis to determine potential savings.

**Parties Responsible for Leading Implementation:** Mobility Manager; Wyandot Council on Aging; Wyandot Ride Service.

**Resources Needed:** Staff time.

**Potential Cost Range:** Dependent on level of community support.

**Potential Funding Sources:** Local, state and federal funds, grant writing, United Way funding, locally-contracted transportation.

**Performance Measures/Targets**

- Number of clients getting needed transportation services.
- Local matching funds generated by contractual agreements.
- Number of new agencies approving contracts.

*Strategy 1.2: Continued and increased local, state and federal support for transportation.*

**Timeline for Implementation:** Continuous and ongoing.

**Action Steps:**

- Establish rapport with local and government and state legislative officials to explore the possibility of increased funding from the city and county for transportation services for the community.
- Explore all options for state and federal transportation funding sources.
- Locate and apply for grant funding from local, regional and statewide groups and organization to help to increase the local share of transportation match funds for all the county's transportation providers.
- Examine the possibility of local support for a tax levy dedicated to local transportation improvements.

**Parties Responsible for Leading Implementation:** Wyandot County Mobility Manager, HHWP Community Action Commission, transportation providers, human service agencies, other community organizations, government agencies.

**Parties Responsible for Supporting Implementation:** Wyandot Transportation Coalition.

**Resources Needed:** Staff time, grant writing services.

**Potential Cost Range:** Could vary with effort, resources that are currently available.

**Potential Funding Sources:** Section 5311, 5310 funding, grants, private donations, state, county or local appropriation of funds, non-DOT funds from federal programs.

**Performance Measures/Targets**

- Increased funding from local sources.
- Grant applications submitted for local, state, federal and private sources.
- Pool of local and county funding dedicated to local transportation.

**2023-2024 GOAL PROGRESS UPDATE:** Wyandot Ride Service contracts with Wyandot County Job and Family Services and Wyandot County Board of Developmental Disabilities/Project Life Skills Training Program. We are exploring funding ideas with employers. There is also some funding for mental health transportation provided by the Mental Health and Recovery Services Board of Seneca, Ottawa, Sandusky, and Wyandot Counties.

**2024-2025 GOAL UPDATE:** HHWP Community Action Commission continues to have contracts with community partners such as Wyandot County Job and Family Services, Wyandot County Board of Developmental Disabilities, and the Mental Health and Recovery Services Board of Seneca, Ottawa, Sandusky, and Wyandot Counties. ODOT has funded Mobility Management in Hancock County through June 2025. ODOT has also funded some new equipment, etc. for HHWP Community Action Commission's expansion to Hardin County in July 2024. The Transportation Advisory Committee is just beginning to review the Public Transit Funding in Ohio study.

## **GOAL #7: Coordination between regional transportation providers in adjoining counties**

**Needs being addressed:** Coordination with transportation providers in adjoining counties could make it easier for passengers to set up trips outside of Wyandot County. It would address the issue of those in the 50-59-year-old age group who do not qualify for transportation services outside of the county because of age or income.

- *Strategy 1.1: Open dialogue with transportation providers in Wyandot and adjoining counties on intercounty transportation for the region.*

**Timeline for Implementation:** Ongoing and continuous.

### **Action Steps:**

- Determine the top destinations for Wyandot County residents outside of the county.
- Identify methods and best practices used elsewhere in Ohio to make crossing county lines more affordable and easier to accomplish.
- Mobility Manager will work with Wyandot Ride Service/HATS, Wyandot Council on Aging and North Central Area Transit managers on the possibility of coordinating scheduled trips between counties.
- Establish transfer sites in Wyandot, Hancock, Seneca and Crawford counties to connect with adjoining transit agencies.
- Educate social service agencies, business and the public about intercounty transportation options once service is established.
- Secure additional intercounty transportation funding via local, state and federal sources as well as possible business sources who would benefit from additional clients, shoppers.

**Parties Responsible for Leading Implementation:** Mobility Manager, Wyandot County transportation providers, transportation providers in adjoining counties.

**Parties Responsible for Supporting Implementation:** ODOT; local political leaders, social service agencies and nonprofits, Wyandot Transportation Coalition.

**Resources Needed:** Additional staff time, coordination and cooperation between providers, vehicles and drivers.

### **Potential Cost Range:**

**Potential Funding Sources:** fares, local funding sources, ODOT 5310 and 5311, FTA coordination funding.

### **Performance Measures/Targets**

- Develop Memorandums of Understanding between transportation providers in the region to improve intercounty transportation options.
- Transfer points and connections set between providers.
- Coordinate at least 1 intercounty trip per month.

**2023-2024 GOAL PROGRESS UPDATE:** HHWP Community Action Commission is expanding transportation to Hardin County in July 2024, so there are more opportunities for collaboration. The committee has identified a need for transportation for the unhoused population (as there is no homeless shelter in Wyandot County) and the survivors of domestic violence. These two

vulnerable populations often need transported across county lines. There continues to be conversations about exploring intercity transportation.

**2024-2025 GOAL UPDATE:** HHWP Community Action Commission expanded into Hardin County in July 2024. So, there could be more opportunities for people to travel between counties. Also, the Intercity Bus Needs Assessment by ODOT has stated that GoBus may expand into Northwest Ohio, and HHWP Community Action Commission staff and local elected officials have been meeting to discuss this possibility.

## **GOAL #8: Increase Active Transportation Options**

**Needs being addressed:** Expansion of Wyandot County's active transportation alternatives to better serve all county residents and help alleviate unmet needs and gaps in this area.

*Strategy 1.1: Continue and increase local support by encouraging active transportation alternatives to motor vehicle transportation.*

**Timeline for Implementation:** Continuous and ongoing.

### **Action Steps:**

- Work with community partners, including Wyandot County villages, to identify areas where safe active transportation could be implemented and/or expanded.
- Seek out grant opportunities to fund active transportation such as sidewalks, multiuse paths, and other non-motorized options.

**Parties Responsible for Leading Implementation:** Mobility Manager.

**Resources Needed:** Staff time.

**Potential Cost Range:** Dependent grants and on level of community support.

**Potential Funding Sources:** Grants combined with local match.

### **Performance Measures/Targets**

- Number of successfully funded and completed projects.

*Strategy 1.2: Continued and increased local, state, and federal support for active transportation.*

**Timeline for Implementation:** Continuous and ongoing.

### **Action Steps:**

- Establish rapport with local and government and state legislative officials to explore the possibility of increased funding from the city and county for active transportation services for the community.
- Explore all options for state and federal transportation funding sources.
- Locate and apply for grant funding from local, regional, and statewide groups and organization to help to increase the local share of active transportation match funds.

**Parties Responsible for Leading Implementation:** Wyandot County Mobility Manager.

**Parties Responsible for Supporting Implementation:** Wyandot Transportation Coalition.

**Resources Needed:** Staff time, grant writing services.

**Potential Cost Range:** Costs vary based of project size and resources that are currently available.

**Potential Funding Sources:** ODOT grants, federal programs, private donations, state, county, or local appropriation of funds.

**Performance Measures/Targets**

- Increased funding from local sources.
- Grant applications submitted for local, state, federal and private sources.
- Pool of local and county funding dedicated to active transportation.

**2023-2024 GOAL PROGRESS UPDATE:** The Mobility Manager sits on the Wyandot County Health Department’s committee that is designing and implementing its Community Health Assessment and Community Health Improvement Plan. The Mobility Manager also helped with the Healing Communities Study committee in 2023. There are intersections between transportation and health.

**2024-2025 GOAL PROGRESS UPDATE:** The Mobility Manager sits on the Wyandot County Health Department’s committee that is designing and implementing its Community Health Assessment and Community Health Improvement Plan. The Mobility Manager worked with Wyandot County Job and Family Services to distribute information about the transportation benefits associated with certain insurances. There are intersections between transportation and health.

## VI. Plan Adoption

The plan development/update process included older adults, individuals with disabilities, members of the general public and representatives from public, private and non-profit transportation and human services providers. The process included Wyandot County Transportation Coalition meetings, stakeholder meetings, public surveys and focus groups. Once the draft was completed it was made available for public comment online and with paper copies advertised in local media outlets and online via social media. After the public comment period, a public meeting was held on Nov. 16, 2021 when the plan was unanimously adopted by the Wyandot County Transportation Coalition. The Wyandot County Commissioners subsequently passed a resolution approving the plan before the final version of the plan was submitted to Ohio Department of Transportation on Nov. 19, 2021.

### **Annual Review 2022**

The Wyandot County Transportation Coalition met on September 27, 2022 in-person to conduct the annual review of the Wyandot County Coordinated Human Transportation Plan. The transportation plan was reviewed in its entirety; the coalition added two goals and re-assigned the order of all goals to reflect priorities. Goal#1 Increase 5310 Funding and Goal#8 Active Transportation were added. The name and contact information for the mobility manager was updated. The public was given opportunity to respond and on November 2, 2022 the coalition

adopted the plan updates during an in-person meeting. The mobility manager submitted the Wyandot County Coordinated Human Transportation Plan annual review with updates to the Ohio Department of Transportation the same day.

**Annual Review 2023-2024**

The Wyandot County Transportation Advisory Committee met on May 14, 2024, in-person at the EMS Building, 401 N. Warpole St., Upper Sandusky, OH, to conduct the annual review of the Wyandot County Coordinated Human Service Transportation Plan. The plan was reviewed; the coalition made no substantive changes to the plan. The Wyandot County Transportation Advisory Committee voted on May 14, 2024, to approve the plan. The lead agency submitted the annual review with updates to the Ohio Department of Transportation on May 30, 2024.

**Annual Review 2024-2025**

Thus far in 2025, the Wyandot County Transportation Advisory Committee met on January 30 and April 10 in-person at EMS Building in Upper Sandusky. At these meetings, the Coordinated Plan's goals were discussed. The coalition made no substantive changes to the coordinated plan. The Wyandot County Transportation Advisory Committee voted via email in June 2025 to approve the plan. The lead agency submitted the annual review with updates to the Ohio Department of Transportation on June 30, 2025.

## 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 Hancock County Mobility Manager Rich Kesler at [rkesler@hhwpcac.com](mailto:rkesler@hhwpcac.com)

### Agency Representation

Name	Agency
Jamie Baker	HHWP CAC
Scott Lammers	HHWP CAC
Todd Dilley	Wyandot Board of MRDD/Angeline
Bob Witt	Angeline Industries
Scott Moore	Open Door Resource Center
Theresa Miller	Wyandot County Veterans Services
Jeff Ritchey	Wyandot County Health Department
Deb Dilley	Wyandot Memorial Hospital
Michelle Clinger	Firelands Counseling
Bill Clinger	Wyandot County Commissioner
Greg Moon	Wyandot Economic Development
Marcia Frisch	Wyandot JFS
Heather Oesch	Wyandot JFS
Dale Risley	Wyandot County EMS
Eric Landversicht	Upper Sandusky Schools
Tim Griffin	Wyandot Council on Aging
Nathan Curtis	Village of Carey

For the 2023-2024 Annual Review, the following organizations were represented:

Name	Agency
Jamie Baker	HHWP CAC
Eric Cundiff	HHWP CAC
Greg Parker	Wyandot County Family and Children First Council
Gregory Moon	Wyandot County Economic Development and Regional Planning
Kyle McColly	City of Upper Sandusky
Patty Nye	Wyandot County Council on Aging
Scott Moore	Open Door
Crystal Weitz	HHWP CAC

Eric Landversicht	Upper Sandusky Exempted Village Schools
Debbie Dilley	Wyandot Memorial Hospital
Todd Dilley	Wyandot County Board of Developmental Disabilities
Donald Smalley	Rider
Erynn Ringle	Wyandot County Board of Developmental Disabilities
Marcia Frisch	Wyandot County Job and Family Services
Scott Washburn	Village of Carey

For the 2024-2025 Annual Review, the following organizations were represented:

Name	Agency
Jamie Baker	HHWP Community Action Commission
Eric Cundiff	HHWP Community Action Commission
Shelly Neeley	West Ohio Food Bank
Gregory Moon	Wyandot County Economic Development
Kyle McColly	City of Upper Sandusky
Tim Griffin	Wyandot County Council on Aging
Rose Robbins	Mental Health and Recovery Services Board of Seneca, Ottawa, Sandusky, and Wyandot Counties
Crystal Weitz	HHWP Community Action Commission
Eric Landversicht	Upper Sandusky Exempted Village Schools
Joshua Anderson	HHWP Community Action Commission
Todd Dilley	Wyandot County Board of Developmental Disabilities
Dave Courtad	Wyandot County Commissioner
Erynn Ringle	Wyandot County Board of Developmental Disabilities
Marcia Frisch	Wyandot County Job and Family Services
Chad Kin	Village of Carey

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 HHWP Community Action Commission 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:

Rich Kesler, Mobility Manager  
HHWP Community Action Commission  
[rkesler@hhwpcac.com](mailto:rkesler@hhwpcac.com)

## 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:

Crystal Weitz, Mobility Manager  
HHWP Community Action Commission  
[cweitz@hhwpcac.com](mailto:cweitz@hhwpcac.com)  
567-442-1658

## 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 2021. The Infrastructure Investment and Jobs Act replaced the FAST Act.

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

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

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

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

**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.