

COORDINATED TRANSIT PLAN 2020-2024

WASHINGTON COUNTY

2020

This document was completed by the Way to Go Committee of Washington County, Buckeye Hills Regional Council, and Wood-Washington-Wirt Interstate Planning Commission. For more information about this plan please contact Julia Hinzman, Washington County Mobility Manager at 1-800-331-2644 ext. 2410 or jhinzman@buckeyehills.org

Funding for the development of this plan was provided by the Ohio Department of Transportation.



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This document produced by Way to Go Committee of Washington County, Buckeye Hills Regional Council, and Wood-Washington-Wirt Interstate Planning Commission.

Funding source for plan: Buckeye Hills Regional Council via the Ohio Department of Transportation

April 2024

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EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

This plan is the Public Transit-Human Services Transportation Plan for Washington County, Ohio. The plan was initially developed in 2007 and was updated in 2011, 2015 and 2018. This plan fulfills the requirements of the Federal Transit Administration (FTA) enhance mobility of seniors and individuals with disabilities programs guidance. The purpose of this circular is a reissuance of guidance on the administration of the transit assistance program for seniors and individuals with disabilities under 49 U.S.C.5310, and guidance for the preparation of the grant applications. This revision incorporates provisions of the Moving Ahead for Progress in the 21st Century Act (MAP-21).

Transportation is a critical component of the communities in Washington County. 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 is the purpose of this plan for local stakeholders to work collaboratively to do the following activities:

1. Identify all community resources including:
 - O'Neill Senior Center
 - WASCO
 - RSVP/Senior Wheels
 - RHDD
 - Washington County Department of Jobs and Family Services
 - Washington County Board of Developmental Disabilities
 - Marietta Health Department
 - Washington County Community Action
 - Washington County Public Transit (CABL), Dial-A-Ride, Paratransit
 - Buckeye Hills Regional Council
 - Faithlink
 - Washington County Veterans Service Office
 - Washington County Health Department

2. Identify and prioritize community transportation needs:
 - Promotion of existing services
 - Extended morning, night and weekend hours
 - Funding for expansion of services
 - Reliable transportation for medical/dialysis appointments.
 - Coordination of services
 - Additional transportation providers
 - Continuation of the Washington County Mobility Management Program

3. Establish a clear plan for achieving shared goals:

EXECUTIVE SUMMARY

Washington County will continue to coordinate efforts with all transportation providers to achieve the goals and needs as listed in the coordinated transportation plan. Through partnerships and shared priorities, the county, cities, villages, residents' businesses, social service agencies and transportation providers will work together towards achieving the goals as stated in this document. The Washington County Mobility Management program will utilize this plan as a roadmap for future transportation initiatives throughout the county and region.

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

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

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

The Washington County Coordinated Plan Planning Committee consisted of representatives from the following organizations:

- Buckeye Hills Regional Council
- O'Neill Senior Center
- RHDD
- Green Cab of Athens LLC
- Washington County Veterans Services
- Washington State College of Ohio
- Brightview
- City of Marietta
- Marietta Community Foundation
- RSVP Senior Wheels
- WASCO, Inc
- Washington County Board of Developmental Disabilities
- Washington County Community Action
- Washington County Public Transit
- Wood-Washington-Wirt Interstate Planning Commission

EXECUTIVE SUMMARY

The surveys were distributed online in the following locations:

- Twitter
- Instagram
- Facebook
- Buckeye Hills Regional Council Website

Physical copies of the surveys were distributed at the following locations:

- Buckeye Hills Regional Council
- O'Neill Senior Center
- RHDD
- Green Cab of Athens LLC
- Washington County Veterans Services
- Washington State College of Ohio
- Brightview
- City of Marietta
- Marietta Community Foundation
- RSVP Senior Wheels
- WASCO, Inc
- Washington County Board of Developmental Disabilities
- Washington County Community Action
- Washington County Public Transit
- Wood-Washington-Wirt Interstate Planning Commission
- Included in 1000 wellness kits passed out to Senior Citizens of Washington County

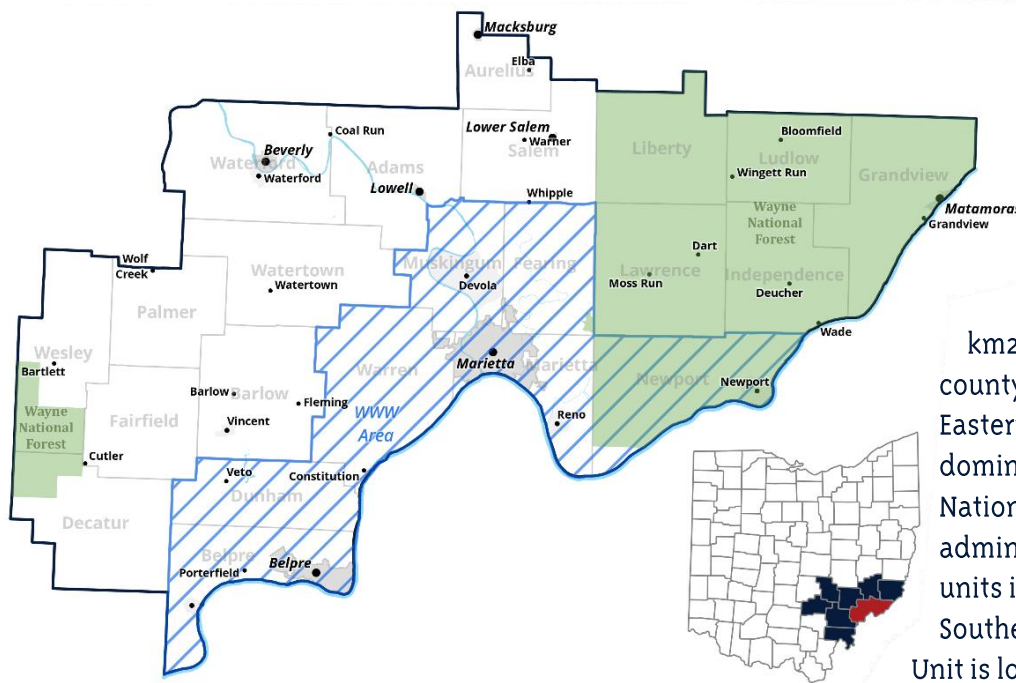
A public meeting will be held to review the 2023 Washington County Coordinated Transportation Plan And to gather community feedback on Nov 8, 2022 4:00-6:00pm. This meeting will be held at the Washington County Public Library.

Notices for these meeting were placed in the Marietta Times Newspaper, announced on Buckeye Hills Regional Council Website, and posted on social media. Also, the local news channel WTAP received notice and ran a story on this event on the news.

This plan was developed and adopted by the Way-to-Go Committee. More information about this planning committee can be found in Appendix A.

GEOGRAPHIC AREA

GEOGRAPHIC AREA



Geographically, Washington County, Ohio is located in Southeastern Ohio, in the Appalachian region of the state. It has a total area of 640 square miles (1,700 km²) and is the fifth-largest county in Ohio by land area. Eastern Washington County is dominated by the Wayne National Forest which has administrative and purchasing units in three areas in Southeastern Ohio. The Marietta Unit is located in Monroe, Noble and Washington Counties, and

includes 63,381 acres (256 km²) as of 2002, with over half of the total being within Washington County. The rural nature of the county and the terrain provide interesting challenges for transportation providers and the public alike.

There are two cities identified:

- Belpre
- Marietta

The City of Marietta is the largest municipality in the county and serves as the county seat

There are five villages identified:

- Beverly
- Lower Salem
- Lowell
- Matamoras
- Macksburg

There are six census-designated places identified:

- Devola
- Little hocking
- Vincent
- Newport
- Waterford
- Reno

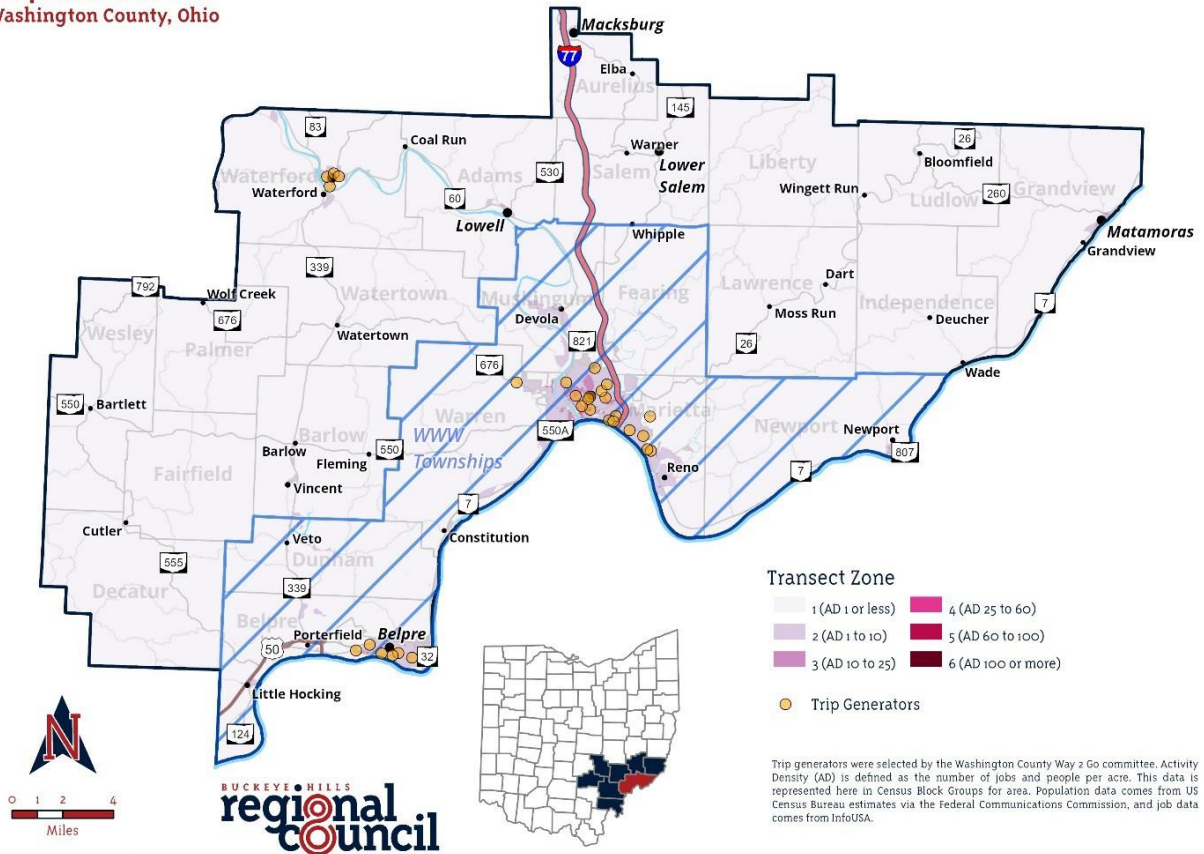
GEOGRAPHIC AREA

There are twenty unincorporated communities:

- Elba
- Coal Run
- Warner
- Bloomfield
- Whipple
- Wingett Run
- WolfCreek
- Watertown
- Moss Run
- Dart
- Deucher
- Grandview
- Bartlett
- Barlow
- Fleming
- Wade
- Cutler
- Veto
- Constitution
- Porterfield

GEOGRAPHIC AREA

Trip Generators Washington County, Ohio



Most major trip generators in the County are located in the city of Marietta. This is a map of the major trip generators in Washington County including governmental offices, major shopping areas, and hospitals. Identification of these facilities are listed below.

Major healthcare facilities including hospitals, mental health facilities, and urgent care branches included:

- Marietta Memorial Hospital – Selby
- Marietta Memorial Hospital
- Marietta Memorial Hospital – Belpre
- Davita Dialysis

Major education facilities in the county include:

- Marietta College
- Washington State College of Ohio
- Washington County Career Center

GEOGRAPHIC AREA

Major Senior Centers and Apartment complexes in the County included:

- Gate Green Village Apartments
- Ridgewood Court Apartments
- Colonial Terrace Apartments
- Norwood Greene Senior Living
- The Glenwood Community
- Win Beri Place Apartments
- Gates Green Village Apartments
- Washington County Home
- O'Neill Senior Center
- Belpre Senior Center
- Elison Assisted Living & Memory Care
- Jaycee Estates
- Putnam Place Apartments
- Putnam Howe Village

Major shopping centers in the County included:

- Walmart
- Kroger's Belpre & Marietta
- Giant Eagle
- Frontier Shopping Plaza
- Lafayette Shopping Center
- Washington County Square

Major Social services agencies in the county include:

- Marietta/Belpre City Health Department
- Washington County Health Department
- Washington County Children Services
- Washington County Court House
- Washington County Department of Job and Family Services
- Washington-Morgan Community Action
- US Social Security Administration
- Buckeye Hills Regional Council

POPULATION DEMOGRAPHICS

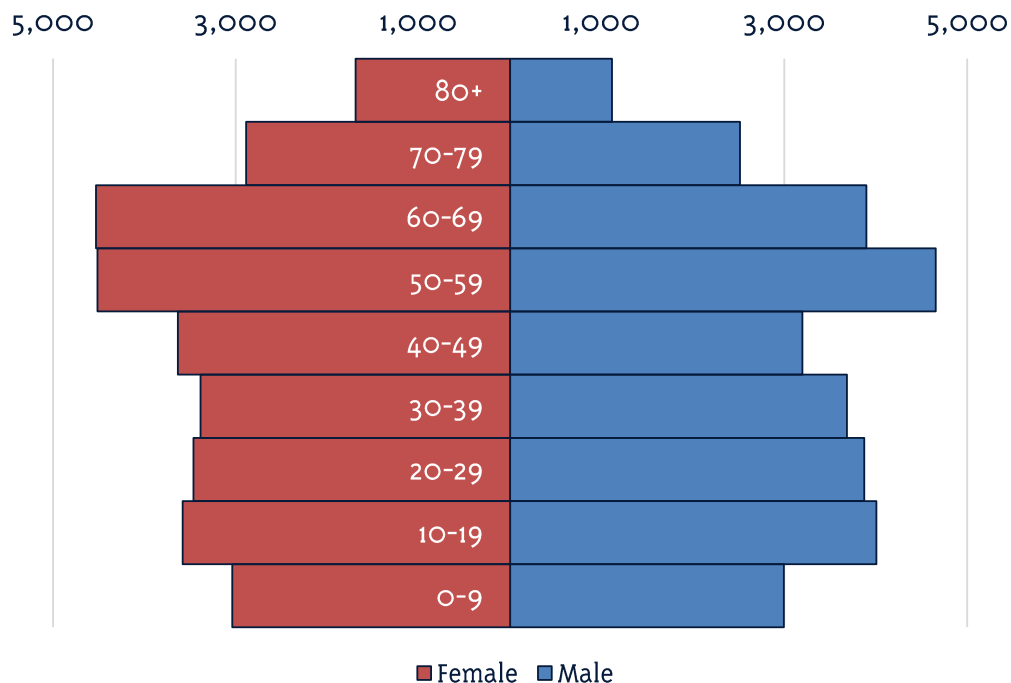
POPULATION DEMOGRAPHICS

According to the US Census Bureau's 2019 population estimates, Washington County has an estimated population of 59,911. Marietta is the county seat of Washington County and is the largest city with an estimated population of 13,356. The following charts are summaries from the 2018 U.S. Census Bureau ACS (American Community Survey) 5-year estimates and outline the population demographics for Washington County. As is consistent with the region as a whole, Washington County is expected to lose population over the next 5-20 years.

Projected Population Changes to 2040, by County (2019)									
	Census 2010	2015	2020	2025	2030	2035	2040	Change	Percent Change
Washington	61,778	60,410	59,000	57,620	56,220	54,930	53,720	↓ -8,058	-13.04%

Source: Ohio Development Services Agency, Ohio County Indicators
Published August 2019

Washington County Population Pyramid - 2018 ACS Estimates



Washington County has an aging population as well. Over 25% of the total population is aged 60 and over, and over 42% of the total population is 50 and over.

As can be seen in the tables below, the vast majority of the population of Washington County is White, with a percentage of 95.97%, though parts of the county do have a higher than average minority population. The disabled population of Washington County is higher, at 20% than the national value of 12.6%, and above the average for the State of Ohio, 13.9%. Washington County's poverty rate is slightly higher than both the national rate of 14.58%, and the state rate of 14.92%.

POPULATION DEMOGRAPHICS

Less than one-half of one percent of the population of Washington County, or 355 people over the age of 5, speak English “Less Than Very Well,” according to 2018 5-year American Community Survey Estimates.

Population by Race and Hispanic Status (2018)									
	Total Population*	White	Black	Native American/ Alaskan Native	Asian	Native Hawaiian/ Pacific Islander	Two or More Races*	Hispanic (Any Race)**	Total Minorities***
Washington	60,155	57,728	722	163	458	14	1,070	680	3,016

*The total population is equal to the sum of the “one race only” populations and the two-or-more races category

Data Source: Ohio Development Services Agency, Ohio County Indicators

**Hispanics may be of any race and are included in the columns to the left

Published August 2019

***The total minorities category is computed by subtracting the non-Hispanic-one-race-only whites (data not shown) from the total population

Residents with Disability									
	Civilian Noninstitutionalized Population	Without a Disability*	With a Disability	Type of Disability					
				Hearing	Vision	Cognitive	Ambulatory	Self Care	Independent Living
Washington	60,177	48,106	12,071	4,113	2,652	4,729	6,230	2,305	3,526

*Value calculated by Buckeye Hills

Source: US Census Bureau, Table S1810

ACS (2013-2017)

Percentage of Persons Below Poverty Level 1990-2017													
	Years										Percent Change		
	1990	2000	2010*	2011*	2012*	2013*	2014*	2015*	2016*	2017*	1990-2000	2000-2010	2010-2017
Washington	13.7%	11.4%	15.2%	15.1%	15.6%	15.3%	16.6%	16.4%	15.7%	15.5%	↓ -2.3%	↑ 3.8%	0.3%

*ACS 5 year estimates

Data Source: US Census Bureau, Table DP03

Table Updated January 2020

ASSESSMENT OF AVAILABLE SERVICES

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 Washington County and across county lines.

The Way to Go Committee 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.

Opportunities to comment and participate in the planning process were given to each of the identified stakeholders.

The purpose 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

Transportation providers participating in this plan include:

- O'Neill Senior Center
- Residential Home for the Developmentally Disabled (RHDD)
- Retired Senior Volunteer Program (RSVP) Senior Wheels Program
- WASCO Inc.
- Washington Morgan Community Action (CABL)
- Washington Morgan Community Action Dial-A-Ride
- Washington Morgan Community Action Paratransit
- Green Cab
- Washington County Veterans Services

Each program handles riders and vehicles differently, including using buses, 5310 purchased LTV and mini-vans, and volunteer provided transportation. Information regarding each of these programs is in the charts and tables on the following pages. The information is based on tabulations from the survey and interview results. A total of six organizations provided information about their services.

ASSESSMENT OF AVAILABLE SERVICES

EXISTING TRANSPORTATION SERVICES

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

List of Transportation Service Providers

Agency Name: O'Neill Senior Center

Transportation Service Type: Non-Emergency Medical

Other Services Provided: Adult Day Care Services; Living Assistance; Prescription Assistance; Social Services and Life Enrichment Activities

Contact Information: Connie Huntsman, Director; 740.373.3914

Hours: 8am – 4:30pm, Monday - Friday

Service Area: Washington County; Medical transportation goes outside of Washington County, but serves residents of Washington County.

Eligibility Requirements: Services – Age 60 and reside in Washington County; Activities – Age 50

Website: <http://www.oneillcenter.com>

Agency Name: Residential Home for the Developmentally Disabled (RHDD)

Transportation Service Type: Per-trip; Private; Contract with Public Coordinator

Other Services Provided:

Contact Information: Lisa Reed, Executive Director

Hours: 24 hours/day; 7 days/week

Service Area: Southeastern Ohio

Eligibility Requirements: Developmental Disability

Website: <http://www.rhdd.org>

Agency Name: Washington County Veterans Services

Transportation Service Type: Non-Emergency Medical

Other Services Provided: N/A

Contact Information: Robert Fitzgerald

Hours: 8am – 5pm, Monday – Thursday, 8am – 12pm Friday

Service Area: Washington County

Eligibility Requirements: Veterans

Website: <https://www.washingtongov.org/ss-veteranservices.htm>

ASSESSMENT OF AVAILABLE SERVICES

Agency Name: Retired and Senior Volunteer Program (RSVP)

Transportation Service Type: Volunteer based Local and Long-Distance Non-Emergency Medical, Personal transportation

Other Services Provided: Provide volunteers for food distribution, meal delivery, free lunch programs and other vital services

Contact Information: Lisa Valentine, Director; 740-373-3107

Hours: 8 am – 4:30 pm, Monday - Friday

Service Area: Washington County

Eligibility Requirements: 55 years or older and unable to drive

Website: rsvpwashingtoncounty.org

Agency Name: WASCO, Inc.

Transportation Service Type: Non-Medical Transportation

Other Services Provided: Will contract with community groups for events (i.e. Sternwheel Festival)

Contact Information: Alicia Simms, CEO, (740) 373-3418

Hours: Monday through Sunday 6 am – 12 pm

Service Area: Washington, Athens, and Morgan Counties

Eligibility Requirements: Non-Medical Transportation eligible/private pay

Website: <http://www.wascoinc.org>

Agency Name: Washington County Public Transit (CABL) & Paratransit

Transportation Service Type: Public Transit

Other Services Provided: N/A

Contact Information: Stephen Collins; 740-373-7671

Hours: 7 am – 5 pm, Monday - Friday; 8 am – 1 pm, Saturday

Service Area: City of Marietta, Washington County

Eligibility Requirements: City of Marietta paratransit service must be referred by physician with additional requirements

Website: <http://www.wmcap.org/transportation>

Agency Name: Washington County Public Transit Dial-A-Ride

Transportation Service Type: Out of City Transportation

Other Services Provided: N/A

Contact Information: Stephen Collins; 740-373-7671

Hours: 9 am – 4 pm, Monday - Friday

Service Area: Out of City of Marietta, Washington County

Eligibility Requirements:

Website: <http://www.wmcap.org/transportation>

Agency Name: Washington Morgan Community Action

Transportation Service Type: Non-emergency transportation and on-demand

Other Services Provided: housing programs, utility assistance, Head Start, Senior Nutrition and WIC

Contact Information: Stephen Collins; 740-373-7671

Hours: Varies per contract

Service Area: Washington County as well as out of county/state as contracted

ASSESSMENT OF AVAILABLE SERVICES

Eligibility Requirements: NET eligible and private pay

Website: <http://www.wmcap.org>

Agency Name: Green Cab

Transportation Service Type: Non-emergency medical

Other Services Provided: n/a

Contact Information: John Rinaldi, Owner 740-591-0450

Hours: 24 hours/day; 7 days/week

Service Area: Southeastern and Central Ohio

Eligibility Requirements: Any person referred and approved through Passport program areas 7 and 8, any partnered county JFS, or any partnered NEMT broker

Website: <http://www.facebook.com/AthensGreenCab/>

ASSESSMENT OF AVAILABLE SERVICES

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

Agency Name	Directly Operates Transportation	Purchases Transportation	Legal Authority	# One-Way Passenger Trips Annually	Avg. Weekly Trip Denials	Vehicles Only Available for HS Agency Clients*
Washington County Public Transit (CABL)	Yes, as vendor for Washington Co	NO	Private Non-Profit	Cable & Paratransit 11,378	8	No
Washington Morgan Community Action	Yes	No	Private Non-Profit	718	0	No
O'Neill Senior Center	Yes	No	Private Non-Profit	6500	2	No
Washington County Dial A Ride	Yes	No	Private Non-Profit	3660	0	No
RHDD	Yes	No	Private Non-Profit	N/A	0	Yes
RSVP	Yes	No	Washington County Commissioners	917	0	No
WASCO, Inc	Yes	No	Private Non-Profit	N/A	0	Yes

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

ASSESSMENT OF AVAILABLE SERVICES

The participating organizations provide a wide range of transportation options including fixed route, paratransit, and demand response. All the participating organizations provide services on weekdays, with four operating transportations on Saturdays and/or Sundays. Evening services after 5:00 pm are operated by two organizations. The next table depicts the transportation service characteristics by agency.

Transportation Service Characteristics					
Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
Washington County Public Transit (CABL)	Public Transit	M-F: 7am-5pm Sat: 8am-1pm	No	Curb to Curb Door to Door (upon request)	D.R.I.V.E.; Defensive Driving; CPR/First Aid
Washington County Dial A Ride	Out of City Transportation	M-F: 9am-4pm	No	Curb to Curb Door to Door (upon request)	D.R.I.V.E.; Defensive Driving; CPR/First Aid
Washington Morgan Community Action	Demand Response	Per Contract	Yes	Curb to Curb Door to Door (upon request)	D.R.I.V.E.; Defensive Driving; CPR/First Aid
O'Neill Senior Center	Demand Response	M-F: 8am-4:30pm	Yes	Door to Door Assistance	First Aid/CPR; Defensive Driving; D.R.I.V.E.; Blood Borne Pathogens; Wheelchair Securement
Washington County Veterans Services	Non-Medical Transportation (NMT)	M-Thurs 8am-5pm, F 8am-12n	No	Door to Door Wheelchair, Ambulatory	N/A
RHDD	Modified Transit Buses, Mini-Van, SUV, Passenger Vehicles	24/7	Yes	Up to Total Assist	SureLok System; Q'Straint Wheelchair Securement System and Training
RSVP	Demand Response	M-F: 8am-5pm or by appt.	No	Door to Door	CORSA Defensive Driving, Inclement Driving
WASCO, Inc	Non-Medical Transportation (NMT)	M-Sun: 6am-12pm	Yes	Wheelchair assisting ambulatory on/off vehicle	First Aid/CPR; Defensive Driving (when available)

ASSESSMENT OF AVAILABLE SERVICES

Transportation-related expenses and revenues also differ by organization. The Federal Transit Administration, Ohio Department of Transportation, County and City resources, grants, fares, and donations are common revenue sources for transportation operators in Washington County. Table 3 provides a summary of expenses and revenues for public and non-profit transportation programs.

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
Washington County Public Transit (CABL)	\$1.00 fixed/\$2.00 demand response (general) \$.50 fixed/\$1.00 response (E&D)	Yes	4 Full-Time 7 Part-Time and Substitute	1 Full-Time	FTA, ODOT, wasnington County, City of Marietta	n/a
Washington Morgan Community Action	Hourly drive and down-time instructor (2-hour minimum)	Yes	n/a	n/a	Private Contracts	n/a
O'Neill Senior Center	Suggested Donation \$0.50/mile	Yes	5 Part-Time	1 Full-Time	Title III-B, United Way, Passport, Senior Services, Levy	253,306
Green Cab	Waiver/Agency Net	No	8 Full Time, 10 Part-Time	1 Full Time	Passport, JFS Contracts, Broker Contracts, HRSA grants	N/A
RHDD	Per Trip and Per Mile	Yes	n/a	n/a	DODD, Private Pay	250775
RSVP	Suggested Donation \$5/trip	Yes	12 Part-Time Volunteers	5 Part-Time Volunteers	Title XX, Senior Services Levy, Private Grants, and Donations	24550
WASCO, Inc	Medicaid Waiver NMT, Private Pay, Local Funding	Yes	3 Full-Time CDL Route 5 Part-Time Route	1 Full-Time 2 Part-Time	NMT, Local Funding, Private Pay	250775
Washington County Veterans	No Charge	Yes	Volunteers	Volunteers	Government	n/a

ASSESSMENT OF AVAILABLE SERVICES

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.

Alternative/Active Transportation Options				
Transportation Option	Availability	Cost	Usage	Service Areas
RSVP - Senior Wheels	Demand Response	Donation Basis	n/a	n/a

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

Transportation Resources				
Transportation Resource	Availability	Cost	Usage	Service Area
Washington County Mobility	5 days a week	Free	Community Members	Washington County

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

Technology				
Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/GPS (Y/N)
Washington County Public Transit (CABL)	TripMaster	No	TripMaster	Yes (GPS)
O'Neill Senior Center	SERVtracker	No	N/A	No
RSVP	Microsoft Excel	No	N/A	No
WASCO, Inc.	N/A	No	MARCS Radios	No
RHDD	N/A	No	N/A	Yes (GPS)
Washington County Veterans	N/A	No	N/A	No
Green Cab	TripMaster	No	N/A	No

ASSESSMENT OF AVAILABLE SERVICES

ASSESSMENT OF COMMUNITY SUPPORT FOR TRANSIT

Lack of transportation has been, and continues to be, a very significant problem for people living in poverty, particularly for people in rural areas such as Washington County where there are limited public transportation options. Washington County has long recognized the need for transportation services in the region and has long history of overall support for transportation initiatives.

Recognizing the need for the growth of transportation in the community Washington County partnered with Wood-Washington-Wirt Interstate Planning Committee (WWW), Buckeye Hills Regional Council (BHRC) and the Ohio Department of Transportation (ODOT) and to facilitate the Washington County Mobility Management program in March of 2020. Washington County Mobility Manager is a position dedicated to:

- Increasing understanding and awareness of community transportation needs
- Increasing awareness of current community transportation options and programs
- Increasing transportation services
- Assisting individuals with accessing all community transportation options.
- Engage more partnerships with local transportation agencies, veteran services and hospitals

With the support of the County and the Way to Go Committee to set forth in motion a plan to achieve the goals of the project in Washington County.

With a long history of collective understanding for the need for transportation services in Washington County and the partnerships that have been formed throughout the years, transportation initiatives continue to see wide-spread positive support.

SAFETY

Safety of the transit service being provided is of the utmost importance to the agencies who provide transportation service in Washington County. Drivers are screened and trained so they may provide the safest transportation to the clients they serve. Training's drivers receive include First Aid/CPR; Defensive Driving; DRIVE; Blood Borne Pathogens; Wheelchair Securement; and the SureLok System.

ASSESSMENT OF AVAILABLE SERVICES

SUMMARY OF EXISTING RESOURCES

Washington County Public Transit (CABL) &

Paratransit

- CABL is a General Public Transportation system for everyone; this includes adult, disabled, children, and all general public. There are no income or age guidelines for people to ride with CABL.
- Normal hours of operation are Monday through Friday 7:00 am to 5:00 pm, Saturday 8:00 am to 1:00 pm.
- The service area includes parts of Washington County, including:
 - 2 Fixed routes in the City of Marietta
 - County-wide Demand Response Service Monday-Friday
 - 1 Paratransit – To compliment the fixed routes in Marietta
- Fares include:
 - Fixed routes - \$1.00 one way
 - \$0.50 elderly and disabled
 - Demand Response - \$2.00 one Way
 - Demand response - \$1.00 Elderly & Disabled

Washington Morgan Community Action Dial-A-Ride

- Outside City Limits of Marietta
- Service area includes Washington County
- Fare includes
 - \$2.00 one Way
 - \$1.00 one Way Elderly & Disable

Washington Morgan Community Action

- Non-emergency medical and on-demand transportation
- Service area includes Washington County and out of county/state transportation as contracted
- Fee Structure includes Medicaid Net; Self-Pay trips

O'Neill Senior Center

- The O'Neill Senior Center serves seniors of Washington County.
- Normal hours of operation are Monday through Friday, 8:00am to 4:30pm.
- The service area includes all of Washington County and includes, but is not limited to: medical appointments, treatment clinics, pharmacies, and O'Neill's Adult Daycare Center.

ASSESSMENT OF AVAILABLE SERVICES

- The service is a demand-response, door to door service, with drivers assisting clientele to the door of their destination.
- Suggested donation is \$0.50/mile

Retired Senior Volunteer Program (RSVP) – Senior Wheels Program

- RSVP serves individuals age 55 and over.
- Provides overflow medical transportation for the O’Neill SeniorCenter.
- Provides personal trips (one per month).
- Provides long distance medical trips for consultation or treatment
- Provides transportation to local VA clinic for all veterans, regardless of age.
- Riders must be ambulatory with assistance of a cane or walker.
- Riders must bring escort if treatment includes sedation.
- 100% volunteer service.

WASCO, Inc

- Non-medical transportation.
- Normal hours of operation are Monday through Sunday 6:00am to12:00pm.
- Service area includes Washington, Athens, and Morgan Counties.

Green Cab

- Non-Emergency Medical Transportation to eligible clients through a variety of Government agencies, programs, and brokers.
- Office operates from 8am-5pm Monday through Friday for client scheduling intake, trips may be scheduled for any day, any time. Service area varies by partner agency but includes pickup within at least Athens, Washington, Monroe, Meigs, Morgan, Noble, Perry, Hocking, Vinton, Ross, Gallia, as well as any other counties under the jurisdiction of Area Agency on Aging, Districts 7 and 8, and includes transportation to anywhere in the State of Ohio and parts of West Virginia, depending on agency specific rules.
- Staff are trained to Passport standards.
- Ambulatory and Wheelchair

Washington County Veterans Services

- Non- emergency medical transportation.
- Normal hours of operation are Monday through Thursday 8:00am – 5:00pm, Friday 8:00am – 12N.
- Service area includes Washington

GEOGRAPHIC AREA

ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

In an effort to better understand the needs of Washington County, 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.

The Way to Go Committee contacted 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

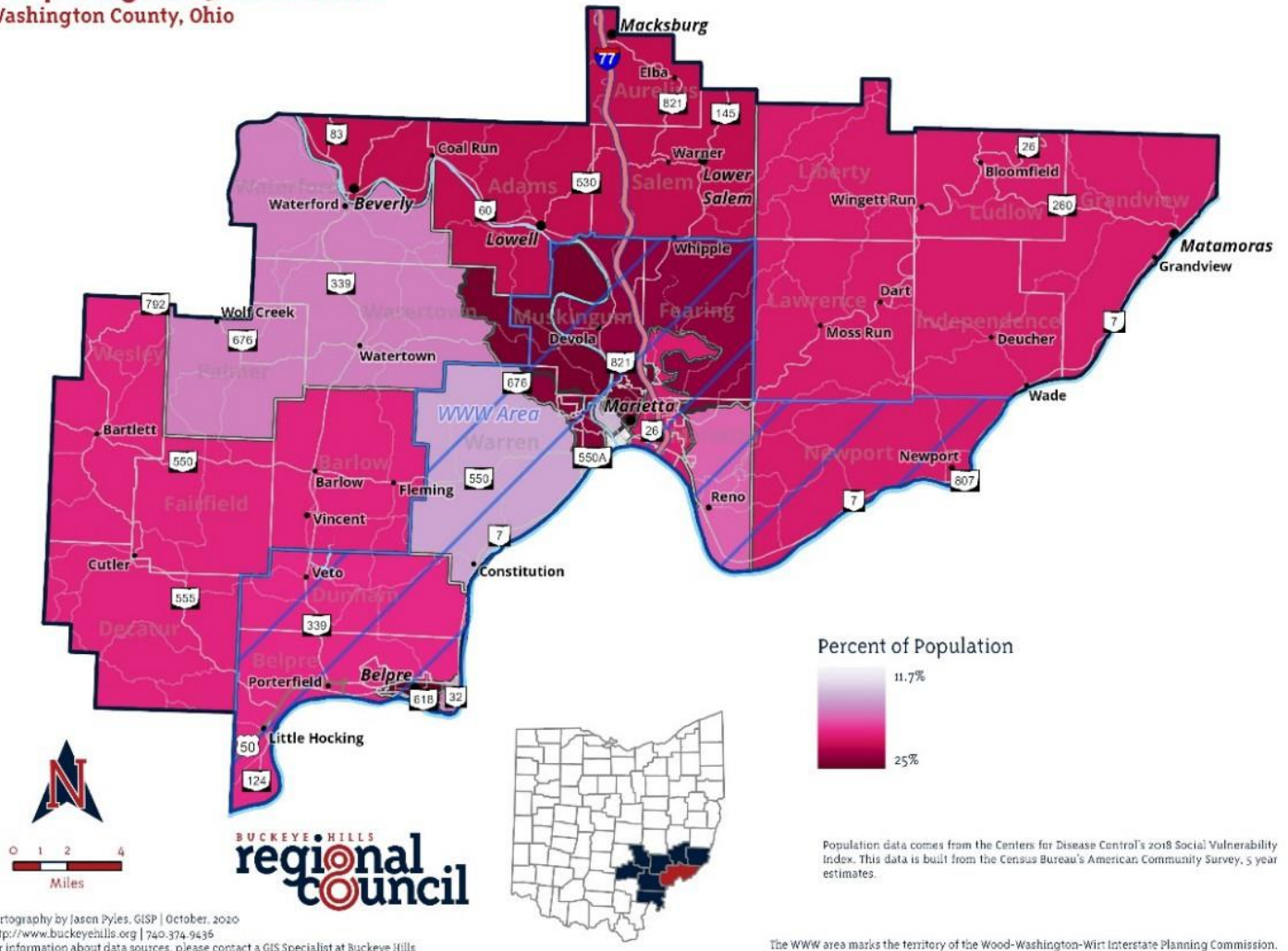
- Assessment of data and demographics
- Virtual Public Meetings to solicit input
- Surveys of older adults, individuals with disabilities, and the general public

LOCAL DEMOGRAPHIC AND SOCIO-ECONOMIC DATA

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

GEOGRAPHIC AREA

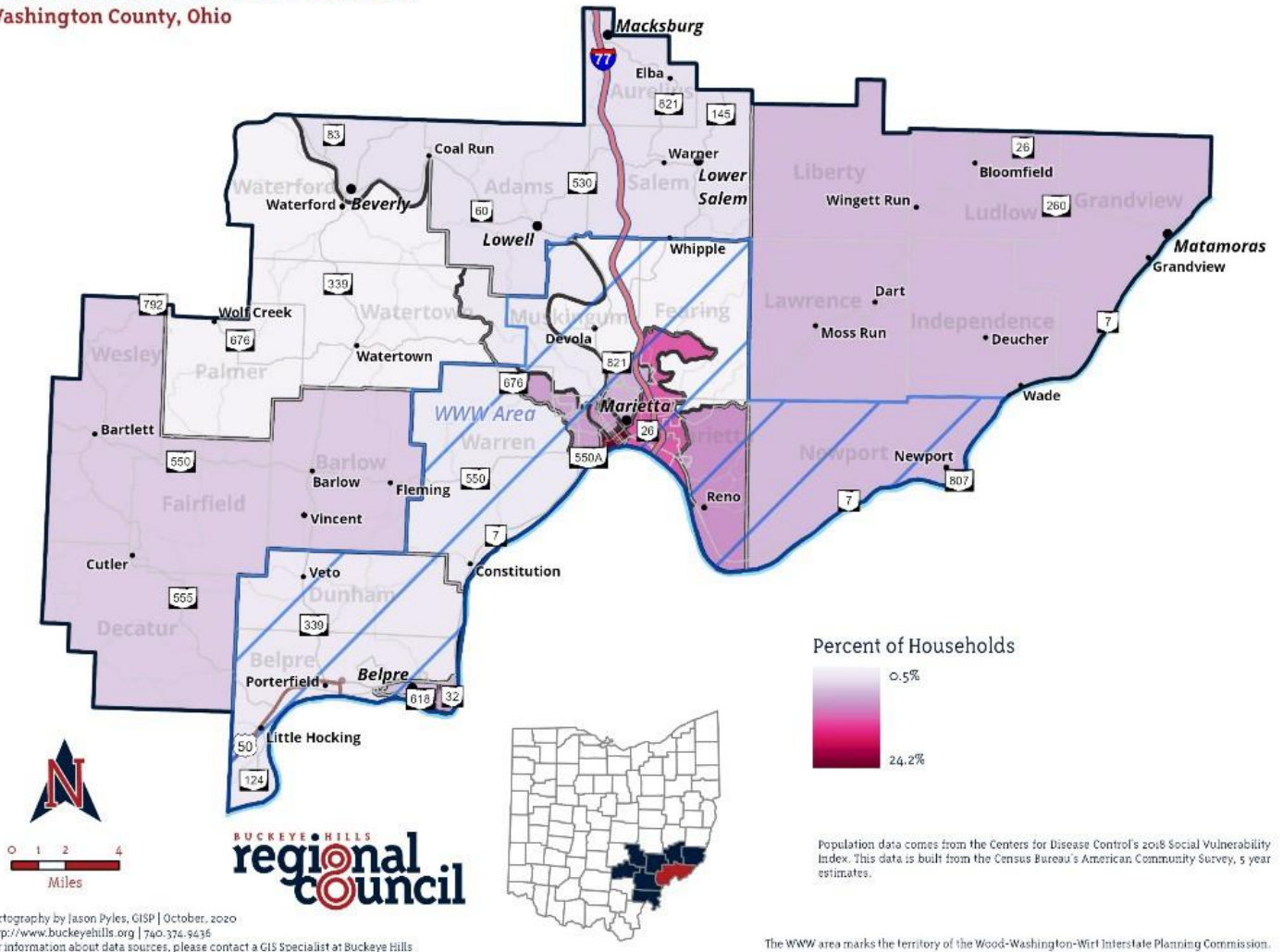
People Aged 65 and Older Washington County, Ohio



The map above illustrates the areas where the number of older adults (age 65 and older) are concentrated. In Washington County, approximately 20% of the population are 65 or older.

GEOGRAPHIC AREA

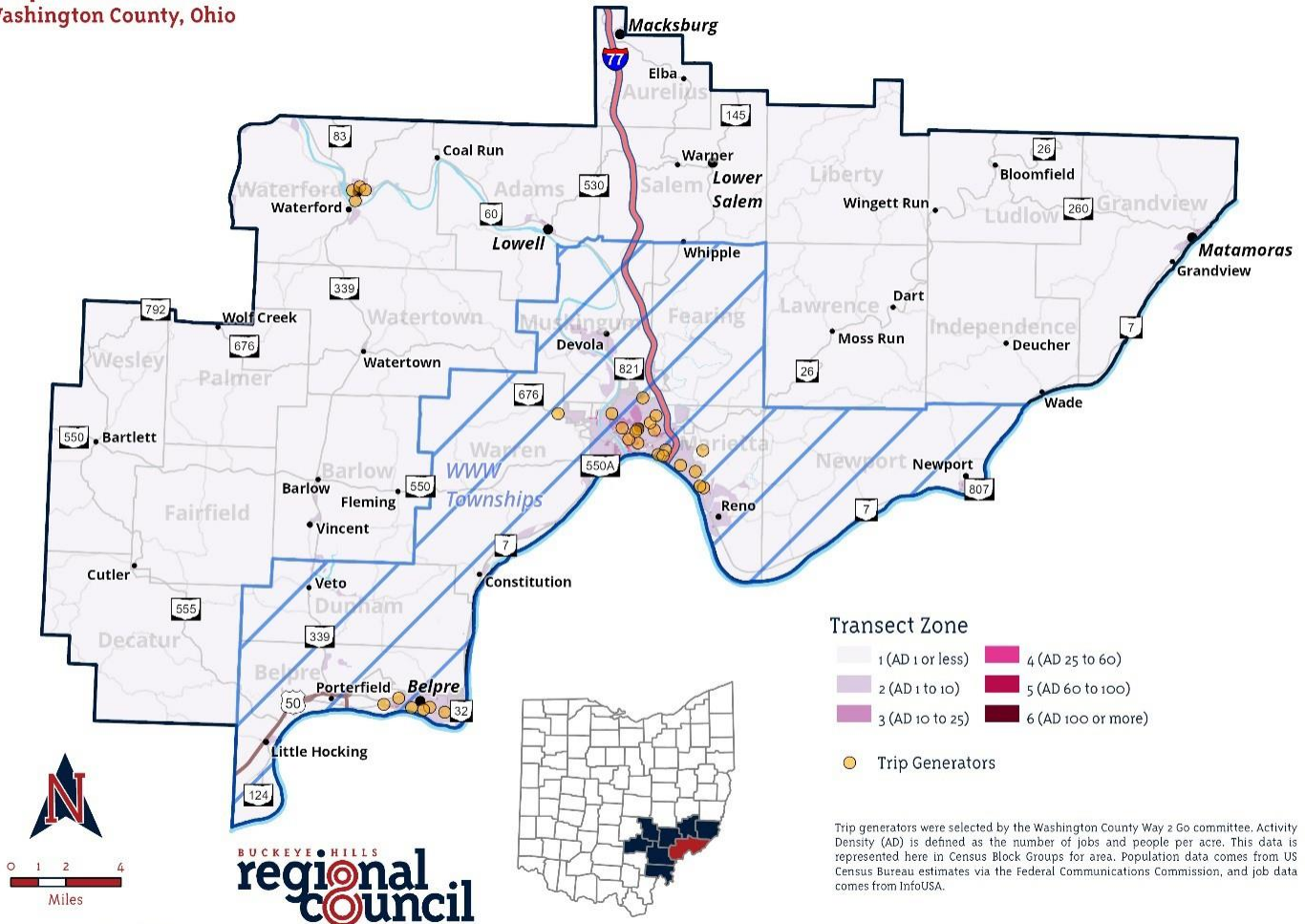
Households with No Vehicle Washington County, Ohio



The map above indicates the areas where the concentration of households with no vehicle available in Washington County. There are approximately 6% of households that do not have a vehicle. The absence of a vehicle in the household is often an indication of the need for transportation services.

GEOGRAPHIC AREA

Trip Generators Washington County, Ohio



Cartography by Jason Pyles, GISP | October, 2020
<http://www.buckeyehills.org> | 740-374-9436
 For information about data sources, please contact a GIS Specialist at Buckeye Hills

The WWW area marks the territory of the Wood-Washington-Wirt Interstate Planning Commission. Please direct transportation-related inquiries for these townships to them.

Most major trip generator in the County are location in the City of Marietta. Above is a map of the major trip generators in Washington County including governmental offices, major shopping areas, and hospitals. Identification of these facilities are listed below.

Major healthcare facilities including hospitals, mental health facilities, and urgent care branches included:

- Marietta Memorial Hospital – Selby
- Marietta Memorial Hospital
- Marietta Memorial Hospital – Belpre
- Davita Dialysis

Major education facilities in the county include:

- Marietta College
- Washington State College of Ohio
- Washington County Career Center

GEOGRAPHIC AREA

Major Senior Centers and Apartment complexes in the County included:

- Gate Green Village Apartments
- Ridgewood Court Apartments
- Colonial Terrace Apartments
- Norwood Greene Senior Living
- The Glenwood Community
- Win Beri Place Apartments
- Gates Green Village Apartments
- Washington County Home
- O'Neill Senior Center
- Belpre Senior Center
- Elison Assisted Living & Memory Care
- Jaycee Estates
- Putnam Place Apartments
- Putnam Howe Village

Major shopping centers in the County included:

- Walmart
- Washington County Square
- Giant Eagle
- Kroger's – Marietta & Belpre
- Lafayette Shopping Center
- Frontier Shopping Plaza

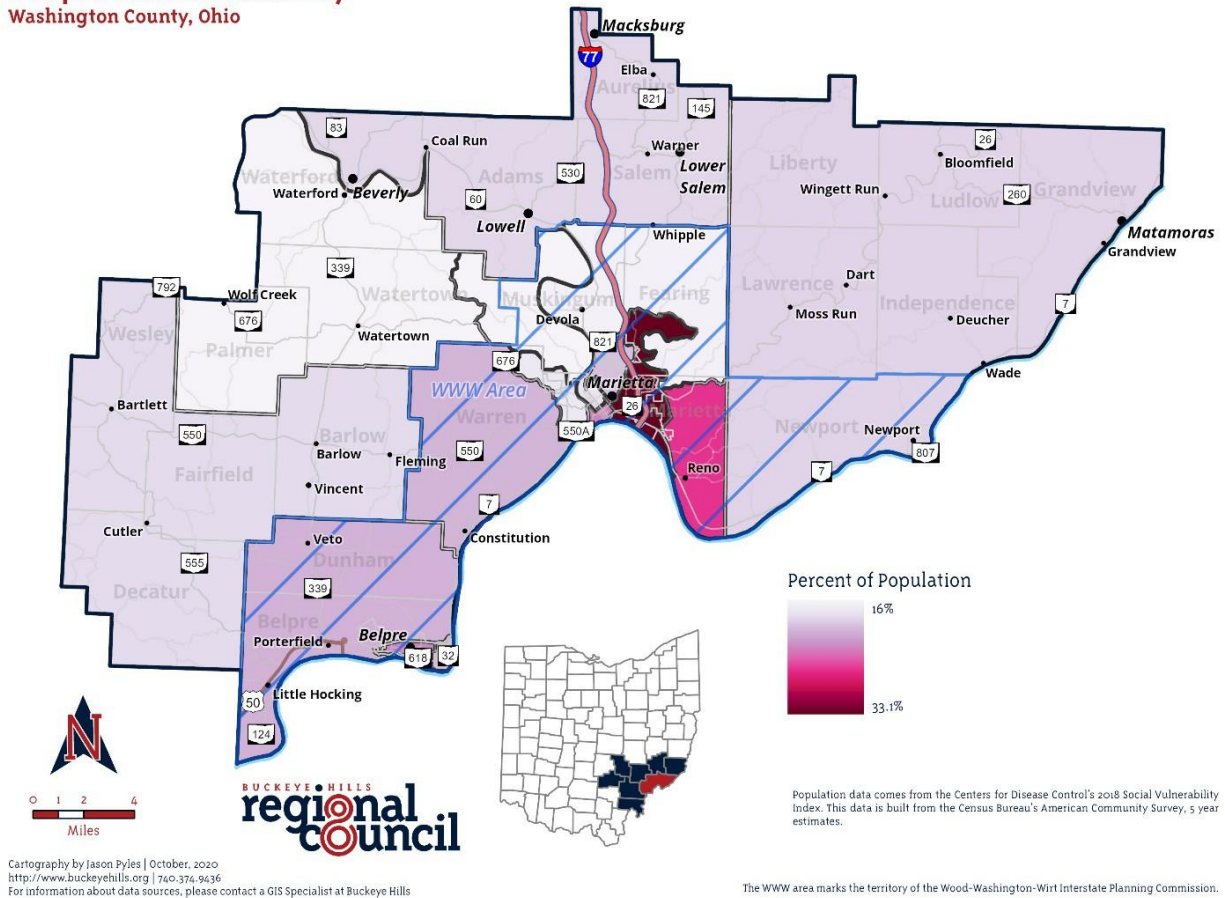
Major Social services agencies in the county include:

- Marietta/Belpre City Health Department
- Washington County Health Department
- Washington County Children Services
- Washington County Court House
- Washington County Department of Job and Family Services
- Washington-Morgan Community Action
- US Social Security Administration
- Buckeye Hills Regional Council

ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

The map below illustrates the areas where the number of individuals with disabilities are concentrated. In Washington County, approximately 20.2% of the population are considered disabled.

People with a Disability Washington County, Ohio



ANALYSIS OF DEMOGRAPHIC DATA

Older adults are most likely to use transportation services when they are unable to drive themselves or choose not to drive. Older adults also tend to be on a limited retirement income and, therefore, transportation services are a more economical option to owning a vehicle. For these reasons, the population of older adults in an area is an indicator of potential transit demand.

People during the post-WWII “baby boom,” era defined by the Census Bureau as persons born from 1946 through 1964 are now reaching the age of 65 and are becoming more likely to use transportation services if they are available.

Further, the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and younger seniors are healthier than in all previously measured time in our history. Quality of life issues and an individual's

ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain independent, the potential need to provide public transit is greatly increased.

As illustrated, elderly populations are rather evenly distributed throughout the county, with the areas north of Marietta and in Belpre having up to a quarter of their populations be seniors. The lowest percentage tracts were still over 10%.

Gauging the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of a person with a disability in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition.

In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual's abilities to perform various life functions. In short, an individual's capabilities, rather than the mere presence of a medical condition, determine transportation disability. The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Washington County is available through the 2018 ACS Five-Year Estimates of individuals with a disability.

As with the population density with seniors, the density for the disabled population is highest, in and around, Marietta and Belpre.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS/FOCUS GROUPS

The Way to Go Committee hosted and facilitated two virtual meetings through Facebook live to discuss the unmet transportation needs and gaps in mobility and transportation. Ten people participated in the meetings. Due to the meetings being virtually through social media we were unable to identify if the individuals were older adults or an individual with disability. More information about what was covered during these meetings is available upon request.

During the meeting, the Way to Go Committee presented highlights of historical coordinated transportation in Washington 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 or that other remaining gaps/needs should be deleted.

ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

Participants discussed more than three 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.

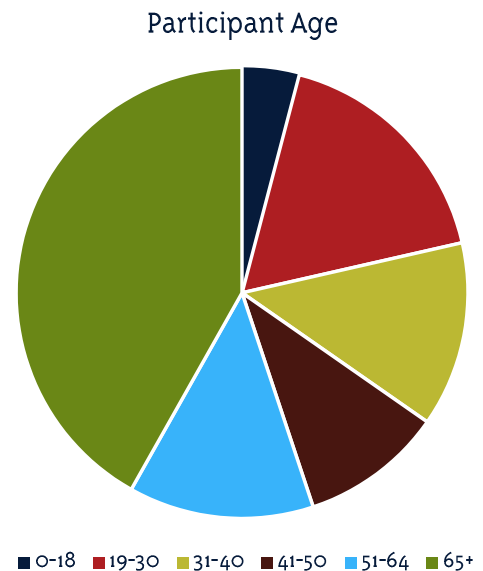
SURVEY

The Way 2 Go Committee designed a survey to better understand the needs of residents in the county. One important aspect of this survey is the need to capture older individuals and/or people with disabilities. There were one hundred responses returned from the general public: 50 of the respondents reported disabilities; 41 considered themselves older adults.

All questions allowed respondents to mark multiple answers or no answer at all in order to capture a more complete response. Because of this some percentages and numbers may not match the total number for respondents. A copy of the survey can be found in the appendix of this document and collective and individual responses can be provided upon request.

Although the survey was targeted toward populations likely to contain older adults, a wide array of ages was captured. A distribution of those ages can be seen in the chart on the right. A plurality of respondents was 65 and older, but a fairly even distribution of responders was between 18 and 64. Very few were under 18. The next largest group after seniors was 19-30. The committee believes that this distribution of age groups gave us a good look at the needs of the senior population while also capturing the needs of many of those younger than 65 years old.

The respondents were also asked how they would identify themselves, given a list of categories. The chart below illustrates that respondents from all the groups identified were captured. More than half of those responding identified as low income. Also, a large group of respondents identified themselves as seniors and/or disabled. This is not a surprising response due to the large numbers of people that stated they were 65 years or older in a previous question.

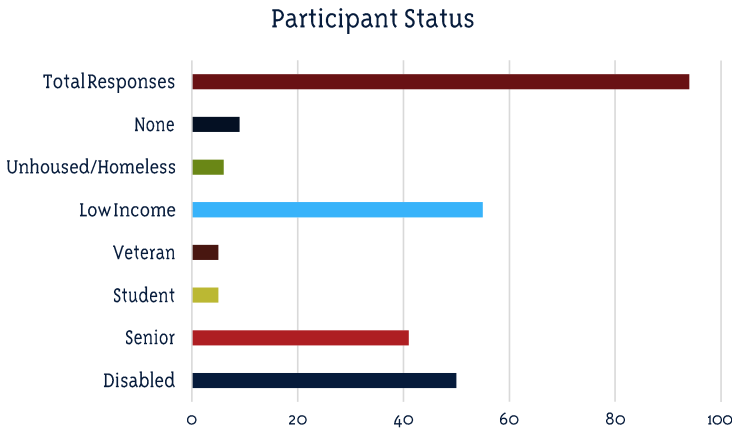


ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

Due to the large number of senior and disabled respondents that completed survey, it was also important to capture if they use assisted devices in their daily activities. About 60% of the respondents stated that they do not use any such device. However, it is important to note that 16% of

respondents use a cane, 12% use a walker and 6% use a wheelchair to ambulate daily. This is important when trying to determine the challenges residents face when trying to get to a public transit stop or the need for a handicap accessible transportation vehicle.

It was important to determine what means of public transportation resident of the county are using. Responses showed that most people were using CABL or the O’Neill Senior Center provided transportation.



The Department of Job and Family Services came in third. Far fewer respondents still said they use any of the other service providers. The survey also attempted to determine why residents do not use existing public transportation. Because of the nature of how the survey was distributed, the highest number of responses stated that they did use public transportation options. The next highest response however, was “Unsure/I don’t know.” This implies that greater outreach could result in greater usage of public transportation options.

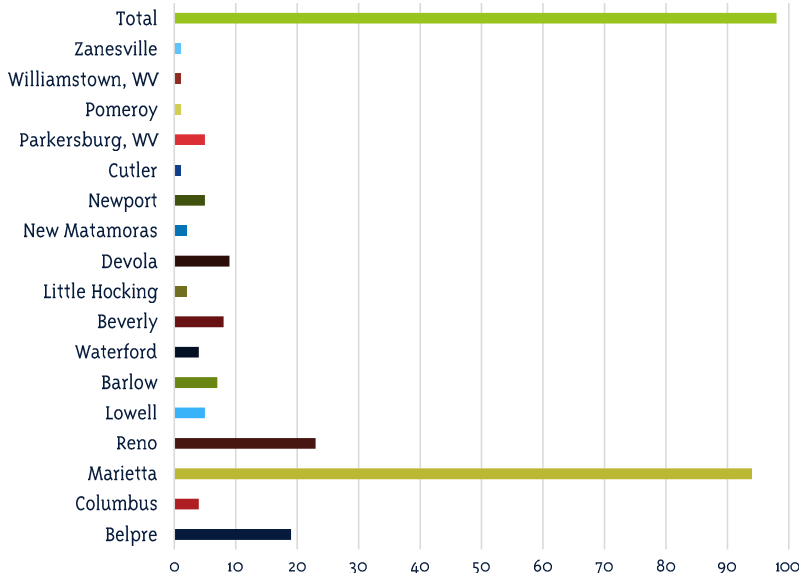
Of those responding, 85% do not use public transportation to get or maintain employment. There was a group of 4% of responders who did not know if they used public transportation for that purpose. Additionally, 26% said they mostly drive themselves for regular activities, and 32% said they mostly rely on family or friends. Nineteen percent, however, relied on public transportation for all their trips.

In an effort to capture both highly desired destinations as well as needed times of day for public transportation access, respondents were able to choose destinations and desired times in conjunction with one another. The results are in a heat chart below. Medical/health care was the top destination type, especially between 9 am and 3 pm. Grocery stores and work were also highly requested. Predictably, between 9 pm and 6 am rides were needed the least, except for transit to and from work.

	Medical/Health Care	Grocery Stores/Shopping	Church	O’Neill Senior Center	Bank	Friends and/or Family	Work	Governmental Office	Other
12am-6am	4	1	2	0	0	0	4	1	1
6am-9am	9	6	3	1	6	1	10	4	0
9am-12pm	32	19	13	7	9	13	13	11	2
12pm-3pm	25	16	1	8	13	7	14	8	0
3pm-6pm	11	15	0	0	8	12	13	7	4
6pm-9pm	2	6	3	0	1	11	12	0	2
9pm-12am	0	2	1	0	0	2	11	1	0

ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

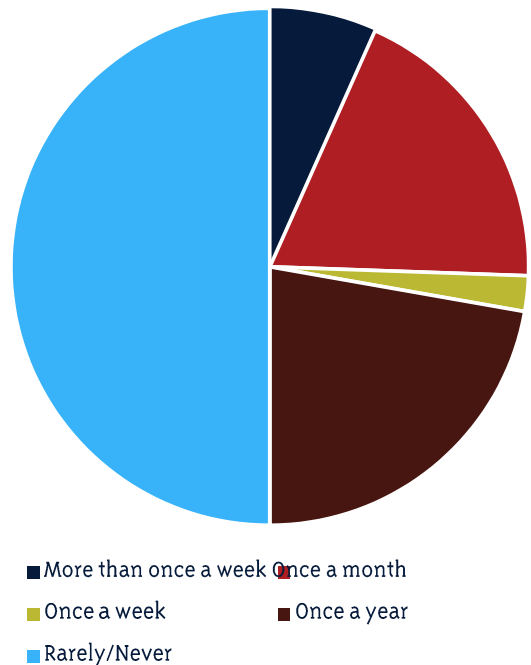
City Destinations



To determine the needs of the community it is important to identify destinations and time of day when public transportation is needed, but we also need to look at the cities people visit. The chart to the left illustrates what cities respondents visit most. This chart shows that 95% of the respondents visit Marietta. However, it is important to note that 20% of respondents listed Belpre and 23% listed Reno. Also, some destinations on this chart are out of the county. Some of the locations given included Columbus, OH, Parkersburg, WV and Williamston, WV.

When talking about transportation needs and barriers, non-emergency medical transportation always seems to be at the top of the list. It is important to understand where these appointments are located, how often one has medical appointments, and if transportation is a barrier to reaching them. The chart to your right indicates that half of individuals that responded to the survey stated that they rarely/never have medical appointments outside of Washington County. This chart also shows that 22% have medical appointments once a year, and 18% once a month out of the county. It is safe to say that according to the respondents of the survey that most of the non-emergency medical appointments needing transportation for are located in the county.

Medical Appts Outside of County



Non-emergency medical appointments are critical to the individuals we serve. When they were asked if they have ever missed a medical appointment, 19% stated that they have missed appointments due to lack of transportation. However, this does not give you clear data on whether the appointment was missed because transportation providers were at full capacity,

ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

or if they missed the appointment due to the lack of knowledge of non-emergency transportation providers.

It is necessary to determine what changes can be made in public transportation to make it more appealing to residents. There were several answers given, however most people stated that they would like more available on-time and drop-off time schedules. While other stated that would like transportation services on Saturdays and Sundays. A small number of individuals stated that they would like more destination's available, expansion of hours of operation, and less advanced time to make reservations.

When respondents were asked what they would be willing to pay per trip to see changes in the public transportation system, 30% of respondents stated that they would be willing to pay \$5.00 a trip. The majority of the individuals that answered this question stated that they would be willing to pay \$1.00 or less per trip to see changes. For changes to be made to the public transportation system that individuals are wanting organizations will need to consider additional funding opportunities to provide the services requested, per the survey results.

One role of the Washington County Mobility Manager is to educate individuals about available transportation options. It is important for this position to be accessible and trusted by the community. When they were recently asked how familiar they are with the role of Mobility Manager, 22% stated that they were familiar with the program. This number is low but it shows that there is the need for outreach, public involvement, and collaborating among transportation providers. It is also important to recognize that the program is only now completing the first year of service in the county.

For the Mobility Manager to be able to connect with individuals and assist them with their transportation resources, it is important to understand where they are currently getting their information. Most individuals stated that they are getting their information from calling transportation providers. Some stated that they are using transportation provider websites, while several people reported "other." A few of those "other" responses included brochure, case manager, Mom, people talking, and phone directory. These alternative sources are important to understand because they would be a good option to consider targeting mobility management marketing.

ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

FINAL INSIGHTS AND ANALYSIS OF DATA: GENERAL PUBLIC SURVEYS

Clients tend to live in rural areas of the County where few affordable transportation options are offered. Many are unaware of the services available to them or how to utilize them. Due to the lack of affordable transportation options to rural areas of the County, it greatly effects individuals' access to jobs, medical appointments and shopping.

Many clients cannot utilize public transportation because the hours of services do not run late enough, early enough, or on the weekends to be used for community or job access. This is especially true for second shift employees. These clients stated that they would be willing to pay more per trip for such improvements to the public transportation.

Respondents require transportation to medical appointments often, at times outside of the County. There are few transportation options located inside Washington County that individuals can afford to provide them with transportation outside of the county. Due to this, many respondents have communicated that they have missed medical appointments as a result of a lack of transportation.

Strategies and Goals:

- Extension of services hours to run earlier and later
- Expansion of service days to include Saturday and Sunday
- Outreach to individuals
- Build upon existing services for out of County medical trips.

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 included the following:

- Public awareness
- Funding for expansion of service
- Lack of capacity of service provision

ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

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.

Prioritized Unmet Mobility Needs		
Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Continuation of Washington County Mobility Management Program	User Surveys Way to Go Committee Stakeholders
2	Extension of Service Hours and Days	User Surveys Way to Go Committee Stakeholders
3	Expansion of In County and Out of County Medical Transportation	User Surveys Way to Go Committee Stakeholders
4	Improving Bus Stops	Way to Go Committee Stakeholders
5	Increased Coordination Between Way to Go Committee Stakeholders to Reduce Costs	Way to Go Committee Stakeholders

GOALS AND STRATEGIES

GOALS AND STRATEGIES

DEVELOPING STRATEGIES TO ADDRESS GAP AND NEEDS

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

Based on information gathered throughout the planning process, the Way to Go Committee 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 or activities are 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 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 for goals 1-5.

Goal #1:

Continuation of Washington County Mobility Manager Program

Currently there is a lack of knowledge about current transportation options and needs, the coordination of services, advocacy for transportation, and education and utilization of services.

Strategy 1.1

The survey results showed an overall lack of knowledge of current transportation services available. The mobility management program will continue to educate the community, help connect individuals to transportation options, advocate for transportation in planning meetings, and encourage the coordination of services in the County.

Timeline for Implementation: Present to completion of goals

Action Steps:

- Increase understanding and awareness of community transportation needs
- Increase awareness of current community transportation options and programs
- Ensure that transportation consideration is included in local and regional planning activities
- Increase resident use of existing transportation services
- Provide assistance to any residents seeking to access community transportation options.

GOALS AND STRATEGIES

Parties Responsible for Leading Implementation: Washington County Mobility Manager

Parties Responsible for Supporting Implementation: Washington County Mobility Manager, Buckeye Hills Regional Council, Way to Go Committee

Resources Needed: Continued funding of the Mobility Management program.

Potential Cost Range: \$110,000.00

Potential Funding Sources: Ohio Department of Transportation, Washington County Department of Job and Family Services, CARES ACT Funding for Mobility Management for 2021

Performance Measures/Targets:

- Quarterly mobility management reports.
- Increased utilization of transportation assets and programming.
- Completion of goals as listed in Washington County Coordinated plan.

Goal #2

Extension of Service Hours and Days

Current public transportation service hours are limited in the mornings, evenings and weekends. Commenters cannot utilize the services due to service times and days. There are few affordable transportation options available in Washington County that can fill the gaps in service times.

Strategy 1.1:

The survey results showed a desire and need for extended service hours and days of fixed-route services and on-demand services to cover early morning hours, later evening hours, and on the weekends, especially Sunday.

Timeline for Implementation: Present to January 2025

Action Steps:

- Identify and document the need for an extension of service hours
- Identify and document the need for extension of service days
- Continued outreach and support for extension of services hours and days
- Identify potential funding opportunities and partnerships

Parties Responsible for Leading Implementation: Washington County, City of Marietta, Washington-Morgan Community Action, Washington County Community Action Bus Line, Way to Go Committee.

Resources Needed: Funding, staff time, contract services, vehicles, building space, publication and printing resources, local cash, technology, capital needs.

GOALS AND STRATEGIES

Potential Cost Range: Dependent of transportation provider needs, types and potential time extensions.

Potential Funding Sources: Contract revenues, ODOT 5310 & 5311 Operations, Ohio Developmental Disabilities, Washington County Board of Developmental Disabilities, and Washington County Job and Family Services.

Performance Measures/Targets:

- Advocate for and pursue funding for additional capacity considerations.
- Applications made to applicable funding sources.
- Attempt to pilot an implementation of extension service hours and days, and analysis the success findings.

Goal #3

Expansion of In-County and Out-of-County Medical Transportation

The survey results show that low-income families and individuals, seniors, and individuals with disabilities are currently missing medical appointments and treatments due to financial restrictions or lack of transportation options.

Strategy 1.1

Conduct outreach to individuals and healthcare workers about transportation options. Collect data and supporting information documenting the need for additional in county and out of county medical transportation services.

Timeline for Implementation: January 2021 to January 2025

Action Steps:

- Document need for in-county medical transportation
- Document need for out-of-county medical transportation
- Identify willing transportation service providers
- Identify potential funding sources
- Create at least one or more pilot project(s) with willing transportation provider(s) to test the feasibility of providing out of county medical trips.
- Seek for ways to expand pilot and implement full-time solutions

Parties Responsible for Leading Implementation: Washington County, Buckeye Hills Regional Council, Way to Go Committee

Parties Responsible for Supporting Implementation: Local transportation provider(s) and funding sources

GOALS AND STRATEGIES

Resources Needed: Funding, staff time, contract services, vehicles, building space, publication and printing, local cash, technology, capital needs

Potential Cost Range: Dependent on project scale.

Potential Funding Sources: Contract revenue, ODOT 5310 & 5311 Operations, Ohio Developmental Disabilities Council, Washington County Board of Developmental Disabilities, Washington County Department of Job and Family Services

Performance Measures/Targets:

- Completion of needs study
- Completion of budget model and analysis of required funding
- Application and awarding of funding
- Completion of expansion of in-county and out-of-county medical transportation services

Goal #4

Improving Bus Stops

The need to enhance passenger awareness and confidence in public transportation assets can only be improved by making changes to public transportation infrastructure in order to enhance the image of the system and improve the experience. The goal is to attract people to use the public transportation service and give them relief to the weather elements by creating optimized and user-friendly infrastructure, including bus stop shelters, a maintenance regime with hotline for reporting faults and damage, more bike parking and more readily available transit/transportation public information.

Strategy 1.1

In order to improve Washington County Bus stops, partners would need to conduct outreach to stakeholders and local officials, Wood-Washington-Wirt Interstate Planning Commission and transportation providers to determine the need for public transportation infrastructure improvements like bus shelters.

Timeline for Implementation: January 2021 to January 2025

Action Steps:

- Document need for public transportation infrastructure
- Continued outreach and support for improving Washington County bus stops
- Coordinate with local governmental offices to explore the feasibility of bus stops in the City of Marietta or Washington County
- Identify potential funding sources

GOALS AND STRATEGIES

Parties Responsible for Leading Implementation: Washington County, Wood-Washington-Wirt Interstate Planning Commission, Marietta City, transportation providers.

Parties Responsible for Supporting Implementation: Local transportation provider and funding sources, City of Marietta.

Resources Needed: Funding, staff time, contract services, bus shelters, publication and printing, local cash, technology, capital needs

Potential Cost Range: Dependent on project scale

Potential Funding Sources: Contract revenue, ODOT 5310 & 5311 Operations, Ohio Developmental Disabilities Council, Washington County Board of Developmental Disabilities, Washington County Department of Job and Family Services

Performance Measures/Targets:

- Completion of needs study
- Completion of budget model and analysis of funding needed
- Application and awarding of funding
- Implement a pilot deployment or demonstration project
- Completion of additional public transportation infrastructure enhancements

Goal #5

Increased Coordination Between Way to Go Committee Stakeholders to Reduce Costs

Overlapping of services and efforts result in gaps throughout the community and within transportation providers.

Strategy 1.1

A coordination of efforts and services would allow more vehicles to travel to more areas of the County and potentially provide rides to more individuals. As several transportation providers require training and safety certifications for their staff, a coordination of services could allow all providers to receive this collectively. It is also possible that a local stakeholder could serve as the provider.

Timeline for Implementation: January 2021 to January 2025

Action Steps:

- Foster partnership with local transportation providers
- Utilize the information in Coordinated Transportation Plan to identify gaps and coordination of possibilities
- Begin a coordination of efforts and services

GOALS AND STRATEGIES

- Pilot driver sharing/training

Parties Responsible for Leading Implementation: Washington County Mobility Manager Program, Way to Go Committee, transportation providers

Parties Responsible for Supporting Implementation: Ohio Department of Transportation, Local transportation providers, Way to Go Committee

Resources Needed: Funding, staff time, local cash, technology, training

Potential Cost Range: Dependent on project scale

Potential Funding Sources: The Washington County Mobility Management Program

Performance Measures/Targets:

- Level of responses and action from transportation provider(s)
- Conducting a coordinated training event
- Conducting coordinated rides
- Completion of budget and funding needed

PLAN ADOPTION

PLAN ADOPTION

The process for Plan Adoption involved months of preparation and several meetings of the committee as well as several public meetings and surveys. The Committee worked diligently to ensure the 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. Though it can be a challenge to get attendance at public input meetings, the survey conducted during the planning process had excellent response rates from the public, including nearly one hundred returned surveys. The surveys included a broad sampling of individuals participating including older adults, individuals with disabilities, and members of the general public. If individuals required assistance with the surveys, it was provided. Representatives from public, private, and non-profit transportation providers were also invited to participate in the process as well, though not all providers elected to participate. The Committee received input from the Washington County Board of Developmental Disabilities and a local school district as well. During the public meetings, The Way to Go Committee also approached individuals to serve on the Committee and was able to gain interest from several individuals. The Way to Go Committee is committed to improving the transportation services to those in Washington County, and will continue to look to permanent Committee members to improve the participation process. Following a review of the draft document and comment period, the Way to Go Committee adopted this plan on November 19, 2020.

On the date of 11/19/2020, the Way to Go Committee approved this Coordinated Transportation Plan. A signature page can be found in Appendix C. On that same day, the Washington County Commissioners passed resolution approving this plan. A copy of this resolution can also be found in Appendix C.

APPENDIX A: List of Planning Committee Participants

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 Julia Hinzman at 740-376-2410, or by email at jhinzman@buckeyehills.org

Agency Representation	
Name	Agency
Julia Hinzman	Washington County Mobility Manager, BHRC
Jamie Huck	Washington County Board of Developmental Disabilities
Dawn Rauch	Washington -Morgan Community Action Program
Jamie Ford	RHDD
Kelly Isaly	Buckeye Hills Regional Council
Alicia Simms	WASCO
Stephen Collins	Washington-Morgan Community Aciton Program
Lisa Turner	O'Neill Senior Center
Carla Westfall	RSVP
Nicole Smith	RHDD
Vincent Post	WWW Interstate Planning Committee
Connie Huntsman	O'Neill Senior Center
Bryan Whittekind	Ewing School
Bobby Fitzgerald	Washington County Veterans Services
Melinda Smith	Washington County Veterans Services
Kelly Temple-Miller	Washington State College of Ohio
Leah Gregory	Marietta Municipal Court Case Manager and Program Director
Jane Skeen	Marietta Memorial Hospital - Strecker Cancer Center
John Rinaldi	Green Cab
Steve Wetz	City of Marietta - Safety Director
Kelly Ortiz	Brightview
Geoff Schenkel	City of Marietta
Amanda Clark	City of Marietta
Barry Backus	Washington Board of Developemntal Disabilities
Erin O'Neil	City Council
Britani merritt	Marietta Community Foundation
Melissa Zoller	Buckeye Hills Regional Council
Christa Myers	Buckeye Hills Regional Council
Bobby White	Morgan County Mobility Manager
Diane Kern	Washington C ounty JFS
Stacy Qesai	Washington County Health Department
Tammy Rodney	O'Neill Senior Center

In addition to the participants listed above, the committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting a planning committee, The Way to Go Committee conducted a wide variety of activities designed to increase the 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:

Julia Hinzman

Washington County Mobility Manager

1-800-331-2644 ext 2410

Jhinzman@buckeyehills.org

APPENDIX B: LIST OF ANNUAL REVIEWS AND PLAN AMENDMENTS

It is required that this plan be reviewed by the planning committee annually, with reviews occurring in the final quarter of the year. 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 yearly reviews, please contact:

Julia Hinzman

Washington County Mobility Manager

1-800-331-2644 ext 2410

jhinzman@buckeyehills.org

ANNUAL REVIEW

On May 14, 2024 the Washington County Coordinated Plan Annual Review meeting was held with members of the committee present. The following changes that did not require an amendment include:

- An update to include the Washington County Veterans Office
- Update to Committee Representation
- Update to Senior Housing
- Update to Shopping Plaza's
- Name Change: Washington State College of Ohio
- Removed Morgan County Transit

In addition, one public meeting was held on May 15, 2024, at the O'Neill Senior Center from 12pm-2pm to review the plan and discuss transportation throughout the county. The Mobility Manager continues to work in the county to address the goals and strategies of the coordinated plan. Several meetings and trainings have been facilitated and attended by the Mobility Manager in an effort to improve community-wide transportation.

Planning committee members have been at work on several projects county-wide in order to improve mobility for elderly, disabled, handicapped, and low-income individuals. Over the last year, several community partners have begun to provide transportation or increased their fleet to deliver additional transportation options to the community.

Working together as a community has allowed for continued efforts to reach the goals in the coordinated plan which improves mobility options overall. Combined efforts have produced positive outcomes benefiting citizens of Washington County.

On, June 7, 2024 the Buckeye Hills Regional Council Executive Board was provided with the updates to the Washington County Coordinated Transportation Plan as listed above.

Appendix C: Definitions

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

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

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

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

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

Planning Committee – (The Washington County Way to Go 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

APPENDIX D MOBILITY SURVEY



15. What changes could be made to your transportation service options that would make them more appealing? (Check all that apply)
- Service starting earlier in the morning
 - More available on-time and drop-off time schedules
 - Service on Saturdays
 - Greater frequency in routes
 - No shared rides with others (i.e. Go directly to my destination without other stops)
 - Less advance time to make reservations requesting a trip (i.e. one-day or one -week advance notice as opposed to one-month advance notice)
 - Other: _____
 - Service ending later at night
 - More destinations made available
 - Service on Sundays
 - Wheelchair accessible vehicles

16. How much more would you be willing to pay per trip to have these changes implemented?
\$ _____

17. Are you familiar with the Washington County Mobility Management program, which helps residents find transportation options to get from place to place, including across county lines?
- Yes
 - No

18. How do you get information about transportation services you need? (check all that apply)
- Smartphone apps/text messages
 - Email
 - Mailers/flyers
 - I ask a friend or family member for help because I am not comfortable using the computer, smartphone apps, or calling by phone
 - Washington County Mobility Management Program (i.e. Mobility Manager)
 - Provider websites
 - Phone call to transportation provider
 - Other: _____

Would you be interested in participating in a more focused survey or a focus group on the topic of personal mobility and accessibility? If so, please provide your contact information or any additional comments/feedback below.

Name: _____

Phone Number: _____

Email Address: _____

Additional Comments/Feedback: _____

PLEASE TELL US ABOUT YOUR TRANSPORTATION NEEDS!

WE NEED YOUR HELP



We would like to hear from you! The intent of this brief survey is to gather information from the community about their transportation needs in Washington County.

The survey is part of the 2020 update process of the Washington County Coordinated Public Transit-Human Services Transportation Plan that coordinates the transportation needs and solutions of Washington County to better serve our community. All information gathered is strictly confidential and will not be distributed to any private or third-parties. We very much appreciate your time in helping us gather this important information!

If you have any questions regarding the survey or simply prefer to leave comments regarding transportation needs by voice rather than using the following survey format, please call or email Brandi Hesson, Washington County Mobility Manager at bhesson@buckeyehills.org or 1-800-331-2644 Ext 2500. You can also fill this survey out on-line at <https://buckeyehills.org/mobility-management>.



1. My age range is (check one box)

- 0-18 41-50
- 19 -30 51-64
- 31-40 65+

2. I consider myself? (check all that apply)

- Low income Veteran
- Disabled Unhoused/Homeless
- Senior Student
- None of the above

3. What is your residence zip code?

4. Is English your primary language?

- Yes
- No: Your primary language is _____

5. Do you have a disability which requires you to use a device to help you get around?

- No
- Walker
- Other: _____
- Cane
- Wheelchair

6. Is public transportation, carpooling, or senior services transportation an option for you? (check all that apply)

- Yes, I use it.
- No, it is not available at the times or days when I need it.
- No, the vehicles are not wheelchair accessible.
- No, I do not qualify for these transportation options.
- No, it is not available where I live.
- No, it does not go where I need to go.
- No, it is unaffordable.
- Unsure/I don't know.

7. If you used a local public transportation agency, please specify the transportation provider (check all that apply)

- Community Action Bus Line (CABL)
- Department of Job and Family Services Medicaid Transportation
- O'Neill Senior Center Provided Transportation
- Other: _____

8. Are you currently using public transportation to get to or maintain employment?

- Yes
- No
- Unsure/I don't know

9. Over the past 12 months, how much did you rely on public transportation (bus, door-to-door, van service)?

- For all my trips
- For most of my trips
- For half of my trips
- For some of my trips
- I primarily drive myself
- I primarily rely on family or friends

10. When do you need transportation most often for each of these general purposes? (select all that apply)

	Medical/Health Care	Grocery Stores/Shopping	Church	O'Neill Senior Center	Bank	Visit friends and/or family	Work	Governmental Office
12 am-6am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6am-9am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9am -12pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12pm-3pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3pm-6pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6pm-9pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 pm – 12am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify) _____

11. What city, cities, or towns do you visit the most? (Check all that apply)

- Marietta Macksburg Belpre Reno
- Beverly Lower Salem Devola Newport
- Little Hocking New Matamoras Lowell Waterford
- Barlow Cutler Bartlett
- Other or out of county destinations: _____

12. About how often do you have medical appointments that are located outside of Washington County?

- More than once a week
- Once a month
- Rarely/Never
- Once a week
- Once a year

13. Have you missed a medical appointment in the last 12 months due to lack of transportation?

- Yes
- No

14. If you are on dialysis, is it difficult to find transportation to treatments?

- I am not on dialysis
- Yes
- No

PLEASE TURN OVER FOR MORE QUESTIONS

APPENDIX E: RESOLUTIONS

On November 19, 2020, the Washington County Coordinated Transit Plan 2020-2024 was approved by the members of the Way to Go Committee below.

Kenny Vigneron, Chairman of the Way to Go Committee

Brandi Hesson, Washington County Mobility Manager

Josh Reebel, WASCO, Inc.

Lisa Valentine, Retired Senior Volunteer Program (RSVP)

Connie Huntsman, O'Neill Center

Lisa Turner, O'Neill Center

Sheri Riggins, National Church Residences Transportation

Dawn Rauch, Washington-Morgan Community Action

Vince Post, Wood-Washington-Wirt Interstate Planning Commission

Nicole Smith, RHDD

Heather Wilson, RHDD

Sam Wallace, Buckeye Hills Regional Council

Jason Pyles, Buckeye Hills Regional Council



**RESOLUTION TO APPROVE THE 2020 WASHINGTON COUNTY
COORDINATED TRANSIT PLAN**

Resolution #2020/12-02

WHEREAS, the Ohio Department of Transportation (ODOT) provides financial assistance for Mobility Management activities as funded by the Specialized Transportation Program (5310) and the Rural Transit Program (5311); and

WHEREAS, Buckeye Hills Regional Council has staffed the Washington County Mobility Manager position on behalf of local partners including the Wood Washington Wirt Interstate Planning Commission, and Washington County Department of Job and Family Services since March 2020; and

WHEREAS, a Coordinated Transit Plan document must be created and updated as required in order to satisfy an ongoing condition of this funding; and

WHEREAS, the 2020 Coordinated Transit Plan has been completed by Buckeye Hills Regional Council in partnership with the Wood Washington Wirt Interstate Planning Commission, the Way-2-Go Advisory Committee of Washington County and other stakeholder parties interested in transportation services; and

WHEREAS, the Coordinated Transit Plan for Washington County has been completed in the manner and time frame prescribed by ODOT; and

WHEREAS, the 2020 Coordinated Transit Plan has been reviewed and approved by the Washington County Commissioners.

NOW, THEREFORE, BE IT RESOLVED, The Buckeye Hills Regional Council Executive Committee hereby approves the submission of the 2020 Coordinated Transit Plan document to the Ohio Department of Transportation.

Passed on this 4th day of December 2020.

A handwritten signature in blue ink that reads "Ron Moore".

Ron Moore, President

A handwritten signature in blue ink that reads "Lenny Eliason".

Lenny Eliason, Vice President

The Board of Commissioners of Washington County, Ohio met in regular session on the 19th day of November, 2020 with the following members present:

Ronald L. Feathers, President
Kevin J. Ritter
David A. White

Mr. Ritter moved the adoption of the following:

RESOLUTION

WHEREAS, the Ohio Department of transportation provides financial assistance for Mobility Management activities as funded by the Specialized Transportation Program (5310) and the Rural Transit Program (5311);

WHEREAS, Buckeye Hills Regional Council has staffed the Washington County Mobility Manager position on behalf of local partners including the Wood Washington Wirt Interstate Planning Commission, and Washington County Department of Job and Family Services since March 2020;

WHEREAS, a Coordinated Transit Plan document must be created and updated as required in order to satisfy and ongoing condition of this funding:

WHEREAS. The 2020 Coordinated Transit Plan has been completed in partnership with the Wood Washington Wirt Interstate Planning Commission, the Way 2 Go Committee of Washington County and other parties interested in transportation services;

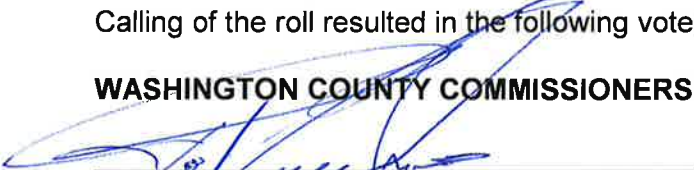
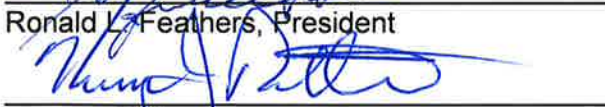

WHEREAS. The Coordinated Transit Plan for Washington County has been completed in the manner and time frame prescribed by ODOT;

NOW, THEREFORE BE IT RESOLVED, the 2020 Coordinated Transit Plan has been reviewed and approved by the Washington County Commissioners; we hereby approve the submission of the 2020 Coordinated Transit Plan document to the Ohio Department of Transportation.

Mr. White seconded the foregoing resolution

Calling of the roll resulted in the following vote:

WASHINGTON COUNTY COMMISSIONERS

 _____ Ronald L. Feathers, President	<u>Aye</u>
 _____ Kevin J. Ritter	<u>Aye</u>
 _____ David A. White	<u>Aye</u>

ADOPTED: 11/19/2020



**RESOLUTION
OF THE
WWW INTERSTATE PLANNING COMMISSION
CONCERNING
ADOPTION OF THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES
TRANSPORTATION PLAN UPDATE FOR WASHINGTON COUNTY, OHIO**

WHEREAS, the WWW Interstate Planning Commission is designated as the Metropolitan Planning Organization by the Governors of the States of West Virginia and Ohio acting through the West Virginia Department of Transportation and the Ohio Department of Transportation and in cooperation with locally elected officials for Wood (Parkersburg-Williamstown-Vienna-North Hills), and Washington (Marietta-Belpre) Counties; and

WHEREAS, federal transit law requires that projects selected for funding under the Enhanced Mobility for Individuals and Individuals with Disabilities (Section 5310) Program be “included in a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed and approved through the process that includes participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and other members of the public” utilizing transportation services.

WHEREAS, these coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low income, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

WHEREAS, a Public Transit-Human Services Transportation Plan Update for Washington County, Ohio was developed by the Buckeye Hills Regional Council in cooperation and coordination with the WWW Interstate Planning Commission, and in collaboration with required stakeholders in the Plan development process.



NOW THEREFORE BE IT RESOLVED

THAT THIS BOARD adopts the Coordinated Public Transit-Human Services Transportation Plan Update for Washington County, Ohio.

So, resolved this 8th day of May 2024.



Josh Shlicher, Chairperson

DATED: 5/8/24

ATTEST: [Handwritten Signature]