DELAWARE AND FRANKLIN COUNTIES COORDINATED PLAN

2018-2021

morpc

Mid-Ohio Regional
Planning Commission

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EXECUTIVE SUMMARY

This plan is the Public Transit-Human Services Transportation Plan for Delaware and Franklin counties (also known as the Coordinated Plan). This is the first time these two counties have been combined into one Coordinated Plan. Franklin County's first plan was initially developed in 2008 and updated in 2012. Delaware County developed a plan in 2008. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five (5) years.

Transportation is a critical component of the communities in Delaware and Franklin counties. Transportation provides access to jobs, education, health care, and 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
   a. Local organizations that serve older adults and people with disabilities
   b. Funding programs and other resources devoted to public transit and human services transportation
2. Identify and prioritize community transportation needs
   a. Increased access to:
      i. Affordable, accessible and efficient transportation
      ii. Transportation options on nights and weekends and for non-medical uses
      iii. Transportation options that cross county lines efficiently, affordably, and often
      iv. On-demand transportation options
      v. Door-to-door rides
   b. Easier ability:
      i. For long-distance caregivers to set up rides
      ii. Non-native English speakers navigating options
   c. More or greater outreach for training on using transportation option
   d. Displacement issues as housing options move out of well-established transit lines
   e. Siloed resources for transportation funding
   f. Inflexible policies

3. Establish a clear plan for achieving shared goals
    a. Service Coordination Strategies
        i. Increased late-night and weekend transportation service
        ii. Expanded transportation options for non-medical trips
        iii. Capital and non-capital improvements to improve services
        iv. Multi-modal transportation options
        v. Sidewalk links and bus stop accessibility improvements
        vi. Increased transportation between counties
    b. Policy Coordination Strategies
        i. Working group for 5310 grant decisions
        ii. One-stop resource for transportation information
        iii. Mobility management activities
        iv. Travel training opportunities
        v. Public awareness of transit
        vi. Housing and medical facility location decisions

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:

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

In order to ensure participation from the above groups, a number of stakeholder involvement activities were performed from informational sessions, focus groups, surveys, and public meetings. A list of the stakeholders and stakeholder involvement activities can be found in Appendix A.

This plan relied on two surveys, one conducted for the Age-Friendly Columbus initiative to represent Franklin County, and one conducted specifically for the Coordinated Plan, representing Delaware County and people with disabilities. Both surveys used the same questions, except the survey for the Coordinated Plan also asked specifically about disability status. Details about these surveys and their findings can be found in Section IV.

I. GEOGRAPHIC AREA

The 2017 Delaware and Franklin Counties Coordinated Plan combines two counties under one plan for the first time. The counties are being combined into one document because they represent the expanded urbanized area for Columbus. The Mid-Ohio Regional Planning Commission (MORPC) served as the lead planning agency, providing direction and staff support to the effort. In 2014, the Governor of Ohio named MORPC as the designated recipient for Central Ohio for FTA Section 5310 Enhanced Mobility of Older Adults & Individuals with Disabilities. In 2016, MORPC agreed to combine the two counties into one Coordinated Plan. Both counties are part of the Columbus Urbanized Area (see Map 1).

Delaware and Franklin counties are contiguous counties in Central Ohio. Franklin County is Ohio's most populous county and home to the state capital. Delaware County is the state's second fastest growing county. As growth continues in both counties, it puts strain on the activities happening to enhance the mobility of the older populations, low-income populations, and people with disabilities. Franklin County is mostly urban. Delaware County's lower third is urban and rapidly developing, while the northern two-thirds remain largely rural.

The Columbus urbanized area has two urban systems: the Central Ohio Transit Authority (COTA) and the Delaware Area Transit Agency (DATABus). The 2010 Census changed the classification of DATABus from a rural transit system (in an urbanized cluster with fewer than 50,000 people) to a small transit system in a large urban area with population over 200,000. This reclassification changes the source of DATABus's federal funding, and it must now share the urban funding designated to the Columbus urbanized area with COTA. Map 2 shows all of the transit lines in Delaware and Franklin counties and includes the GoBus routes, an intrastate bus system that connects rural areas to urban ones using funds from Rural Intercity Bus Program FTA Section 5311(f) funds.

COTA's service area is within the Columbus Metropolitan Statistical Area (MSA), which consists of eight counties in Central Ohio. The counties include Delaware, Fairfield, Franklin, Licking, Madison, Morrow, Pickaway, and Union. The 2015 5-year American Community Survey population estimate for the MSA is 2,021,632. Franklin County is estimated to have 1,264,518 people (per 2016 American Community Survey), making it the MSA's largest county in terms of population. There are 26 incorporated municipalities in Franklin County. Columbus is the largest city in Franklin County.

COTA's service area encompasses Franklin County and parts of Delaware, Union, Licking and Fairfield counties. Residents from the entire Columbus MSA travel to jobs within COTA's service area daily, increasing traffic congestion and demand for alternative forms of transportation to jobs, education and other daily activities. COTA's service and taxing areas have a combined population of 1,225,380, according to COTA.

Delaware and Franklin Counties Coordinated Plan

Urbanized Area
Columbus, Ohio
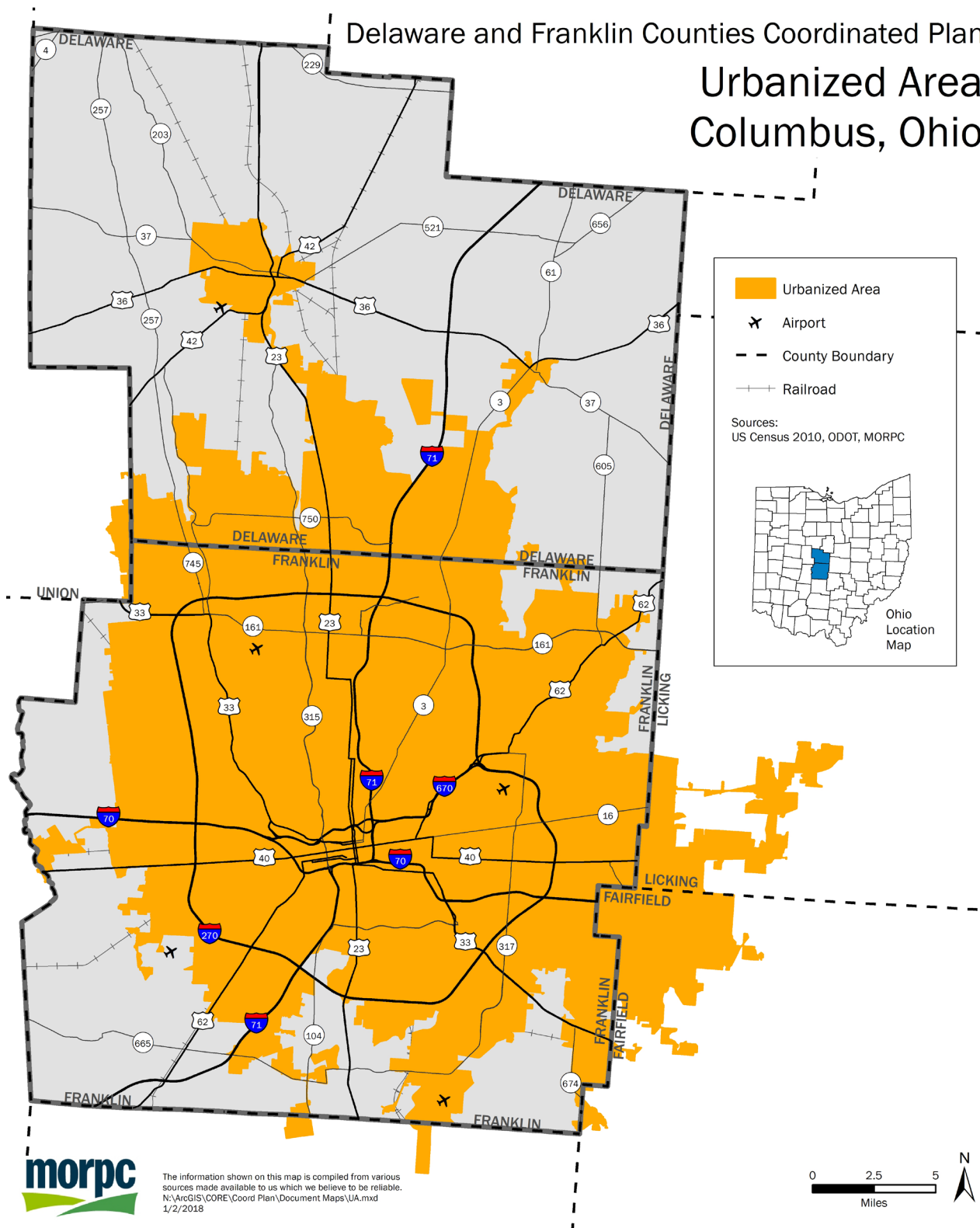
Map 2: Delaware and Franklin County TransIt

Delaware and Franklin Counties Coordinated Plan

Delaware and Franklin County Transit

COTA Route
— Frequent: 15 Min or better
— Standard: 16-60 min
-·- Rush Hour Only
···· Special

DATABus Route
— Blue
— Green
— Green Saturday
— Grey
— Orange
— Pink
— Saturday
— Yellow

GoBus Route
— A- Columbus// Athens// Parkersburg
— D- Columbus // Wooster
— E - Van Wert // Columbus
- - County Boundary
—|— Railroad
✈ Airport

Sources:
COTA,DATABus, GOBus, ODOT, MORPC

Ohio Location Map

DELAWARE

DELAWARE

DELAWARE
FRANKLIN

DELAWARE
FRANKLIN

UNION

FRANKLIN
LICKING

LICKING
FAIRFIELD

FRANKLIN
FAIRFIELD

FRANKLIN

0   2.5   5
Miles

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The information shown on this map is compiled from various
sources made available to us which we believe to be reliable.
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Delaware County is unique in that it is divided basically into three tiers, and its funding for transit is only for one of these thirds. The southern third of the county is very urban and growing rapidly; the central third is primarily suburban; and the northern tier is very rural. Since DATABus is a County Transit Board, it is charged with the responsibility to serve the entire county. However, since DATABus has been designated part of the Columbus, Ohio urbanized area, now considered a (small) transit system in a large urbanized area, it receives federal funding for only the one-third portion of the county that is in the Columbus urbanized area. DATABus is not able to receive rural federal funds from ODOT because it considers Delaware County to be an urban county. Developing and funding services that meet all the needs in the county are the current challenges.

As a result of the 2010 Census, and beginning in 2014, DATABus's designation was changed from a "Rural Transit System" to a "Large Urban Transit System." This change, which precipitated the change from rural to urban federal funding and coupled with no committed source of local funding, prompted a change of services to move from a primarily demand-response system to a primarily fixed-route system. It also prompted the Delaware County Transit Board to conduct a Transit Development Plan (TDP) and Funding Study. The results of the TDP completed in 2016 indicated that with the current funding that is available, services cannot expand significantly beyond what is currently offered. Modifications to fixed routes to improve efficiency were offered in the study as alternatives, but these modifications potentially disrupt the availability of services to some individuals.

In 2014, the Ohio Department of Transportation conducted the Ohio Statewide Transit Needs Study. Included in that were market analyses of different regions of Ohio, including Central Ohio. The following is from that analysis of Franklin and Delaware counties.

According to ODOT's County by County Market Analysis document, Franklin County:

Based on a combined measure of low-income individuals, zero-vehicle households, persons with disabilities, and adults aged 65 and over, the areas that are most reliant on transit within Franklin County are Columbus and East Columbus around Reynoldsburg. The southern half of the county mostly consists of areas with moderate to high transit reliance. In the north, areas around Dublin, Upper Arlington, New Albany, and west of Hilliard have low to very low transit reliance. Pockets of moderate to high transit reliance exist close to Franklin County, including Pataskala and south of Pickerington.

Transit-Supportive Development Patterns

- Franklin County has areas of significantly higher density throughout most of the county, especially in and around the City of Columbus. The southwest of the county is primarily lower density. Of the 1,180,300 people in the county, 98.6% live in higher density areas, and 1.4% are in lower density areas (based on 2010 Census block data).

- Franklin County consists primarily of areas with population and employment densities that, based on national evidence, suggest an ability to support transit service with a frequency of every 60 minutes or less.
- Density is generally very high around the core of Columbus and north along High Street at The Ohio State University. Beyond this, pockets of very high density are scattered around the entire metro area, filled in with areas of somewhat lower density. Overall demand calls for a mix of standard fixed-route services and deviated fixed-route service.
- Primary areas with transit-supportive densities outside of Franklin County are along the county's northern boundary, around Powell and Lewis Center.

Opportunities, Challenges, and Needs

- Though not quite as drastic as in other Ohio counties, Franklin County experienced increases in the number of older adults and low-income individuals, and decreases in the number of youths in the past 12 years. This indicates a growing reliance on transit to meet mobility needs.
- Relatively high densities throughout most of Franklin County provide, in part, the justification for COTA's density of fixed-route coverage. In January 2018 COTA added CMAX, a 15.6-mile bus rapid transit (BRT) route along Cleveland Avenue from downtown Columbus to SR 161, and in May of 2014 added a free downtown circulator service CBUS in Columbus. However, COTA has struggled to provide added service throughout the rest of its service area due to increased suburbanization of both residences and jobs.
- COTA's recent tax increase has positioned the agency to expand service and modernize its fleet.
- The existing service network provides a framework to facilitate access to jobs, including crosstown travel.

According to ODOT's County-by-County Market Analysis document, Delaware County:

Based on a combined measure of low-income individuals, zero-vehicle households, persons with disabilities, and adults aged 65 and over, Delaware County exhibits moderate transit reliance in Delaware, Ashley, and the southeast corner of the county. The remainder of the county shows moderate-low to very low transit reliance. Marysville, located west of Delaware County, indicates high to very high transit reliance. Marengo, to the north of the county, and a few select areas to the south of the county approaching Columbus, also reveal moderate to high reliance on transit.

Transit-Supportive Development Patterns

- Delaware County has higher density areas near the city of Delaware and among the suburban Columbus communities along the southern border of the county. The

northwest and eastern halves of the county are primarily lower density. Of the 178,300 people in the county, 80.7% live in higher density areas and 19.3% are in lower density areas (based on 2010 Census block data).

- Delaware and the southern border of the county have population and employment densities that, based on national evidence, suggest an ability to support transit service with a frequency of every 60 minutes or less.
- The transit-supportive areas indicate a demand for a mix of fixed-route service and deviated fixed-route service. Delaware City and southern Delaware County primarily show densities that support deviated fixed-route service.
- Marysville in Union County and most of the areas immediately south of the county line toward Columbus exhibit transit-supportive densities.

Opportunities, Challenges, and Needs

- The shift from non-urbanized to urbanized status caused service cuts and an increase in fares on demand-response service to fully cover operating costs, depressing ridership outside the City of Delaware.
- Extended operating hours would help residents with access to jobs, but funding is unavailable to expand service.
- Lack of a dedicated local funding source hampers service provision and the availability of a local match for vehicle and other capital purchases.
- Lack of awareness of the general public nature of DATABus service is exacerbated by the use of cutaway-type vehicles, which are perceived as for persons with special needs only.

Map 3 shows the employment densities in Delaware and Franklin counties. The highest density of jobs is in downtown Columbus and at The Ohio State University. There is lower employment density spread around Franklin County. The employment density is low in Delaware County and centered on Delaware City, Sunbury, and the southern urbanized area at the edge of the county. The area around the Polaris shopping center in southern Delaware County is fast developing as well, for both retail and office space. The employment densities show some of the transit-supportive areas that were discussed above from ODOT's County-by-County Market Analysis.

Delaware and Franklin Counties Coordinated Plan
Density of Employment Locations
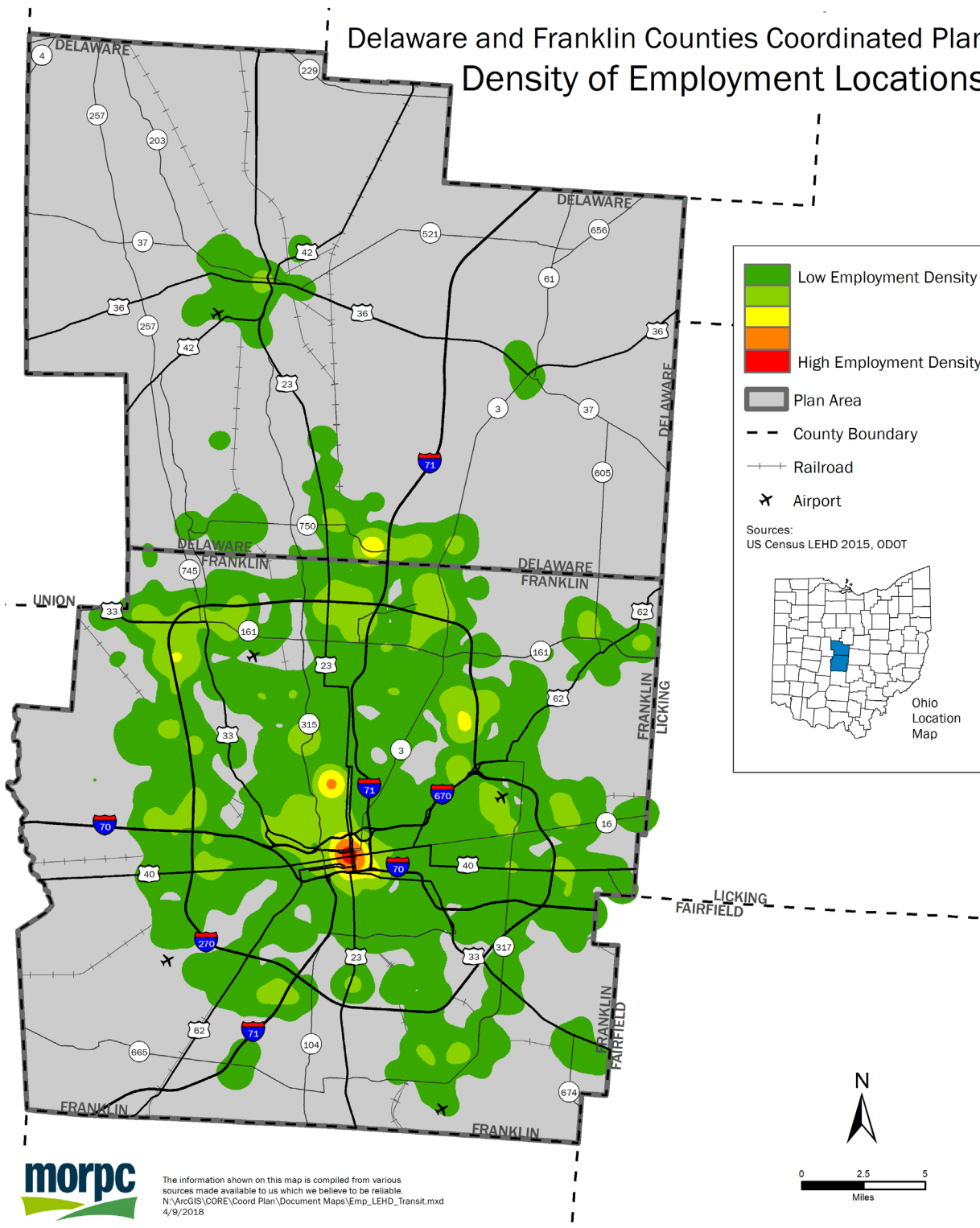
II. POPULATION DEMOGRAPHICS

The 2016 American Community Survey (ACS) provides the most updated comprehensive data for Delaware and Franklin counties and is used throughout this section, unless otherwise indicated.

According to the Census 2016 Population Estimates, Delaware County has a population of 196,884, and Franklin County has a population of 1,264,518, as indicated in Chart 1.

Chart 1: Census 2016 Population Estimates
SOURCE: U.S. CENSUS AMERICAN COMMUNITY SURVEY, 2011-2015 5-YEAR

Census 2016 Population Estimates	
Delaware County	196,884
Franklin County	1,264,518

From 2010-2025, Delaware County will see a 31% growth and Franklin County an 8% growth over those 15 years, as seen in Chart 2, according to the Ohio Development Services Agency.

Chart 2: Total Population Current and Projected for Five Years
SOURCE: U.S. CENSUS AMERICAN COMMUNITY SURVEY, 2011-2015 5-YEAR

Total Population Current and Projected for Five Years					
	2010	2015	2020	2025	% change 2010-2025
Delaware County	174,214	192,990	210,630	227,930	31%
Franklin County	1,163,414	1,198,370	1,237,960	1,237,960	8%

Chart 3 shows the population estimates for the two counties for 2011-2015 by Age Group. Franklin County has a higher population in the age cohorts of 20-34, but Delaware County is leading in the age cohorts 5-19. Delaware is marginally leading most of the older age cohorts starting with age 40.

Chart 3: Total Population by Age Group
SOURCE: U.S. CENSUS AMERICAN COMMUNITY SURVEY, 2011-2015 5-YEAR
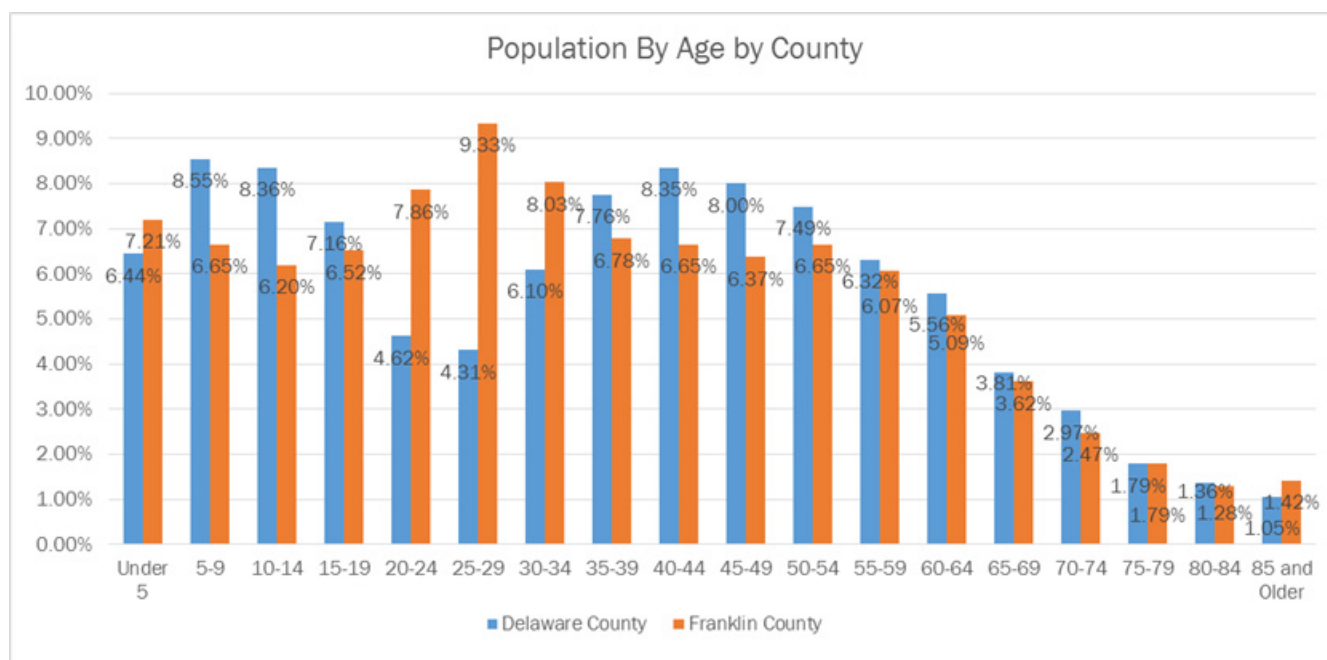
Chart 4 indicates the population makeup of each county by race, according to the 2016 American Community Survey. Franklin County has greater racial diversity than Delaware County. Franklin County is 66% white, 21% Black or African-American, 5% Hispanic or Latino, and 4% Asian. Delaware County is 87% white, 4% Black or African-American, 2% Hispanic or Latino, and 5% Asian. Compared to the entire state of Ohio, which is 82% white, 12% Black or African-American, 3% Hispanic or Latino, and 2% Asian.

SOURCE: U.S. CENSUS AMERICAN COMMUNITY SURVEY, 2011-2015 5-YEAR

Comparison of Population by Race and Ethnicity
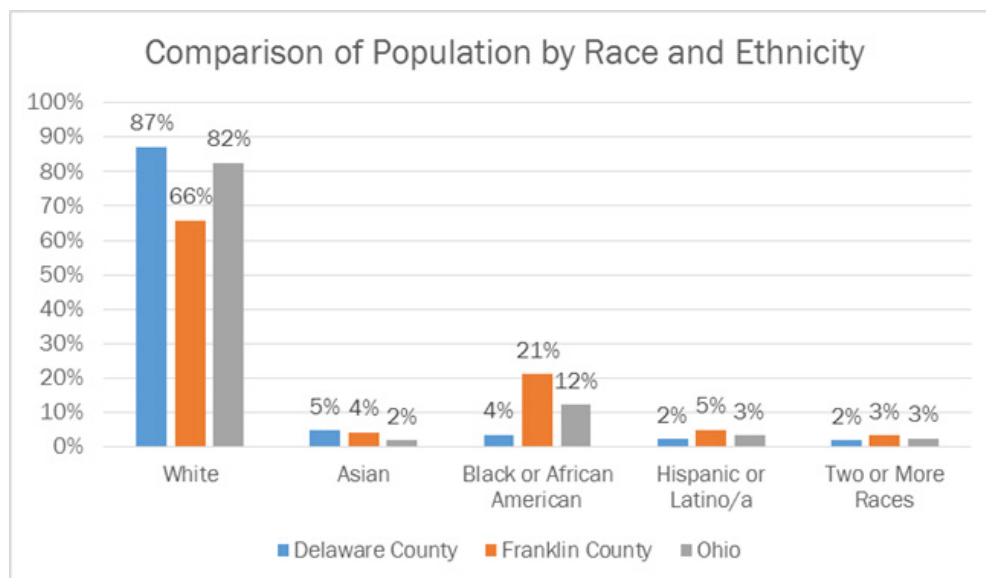
While some older adults may also be persons with disabilities, this population, in general, may have different mobility needs. About 7% of Delaware County's population has some sort of disability status, and about 12% of Franklin County's population has some sort of disability status. See Chart 5.

Chart 5: Number and Percentage of People with Disabilities

SOURCE: U.S. CENSUS AMERICAN COMMUNITY SURVEY, 2011-2015 5-YEAR

Disability Status by Age	Delaware County		Franklin County	
With one or more disabilities	15,091	8%	148,160	12%
Under 18 years	2,080	1%	13,746	1%
18-64 years	6,309	3%	84,357	7%
65 years and older	6,702	3%	50,057	4%
Civilian non-institutionalized population	195,696		1,256,381	

Poverty affects all age cohorts in both counties, and seniors who live in poverty may be more socially isolated than other cohorts. About 5% of Delaware County's population 65 years and older is below poverty, while about 8% of Franklin County's population 65 years and older is below poverty. See Chart 6. Franklin County has a greater percentage of households living in poverty, when compared to Delaware County about 15% to 5% comparatively. See Chart 7.

Chart 6: Percent Poverty Status by Age
SOURCE: U.S. CENSUS AMERICAN COMMUNITY SURVEY, 2011-2015 5-YEAR

Percent Below Poverty	Delaware County	Franklin County
Under 18 years	4.85%	24.42%
18-64 years	5.32%	15.16%
65 years and over	4.80%	9.02%
Total population for whom poverty status is determined	5.12%	16.65%

Chart 7: Households with Income in the Past 12 Months Below Poverty Level
SOURCE: U.S. CENSUS AMERICAN COMMUNITY SURVEY, 2011-2015 5-YEAR
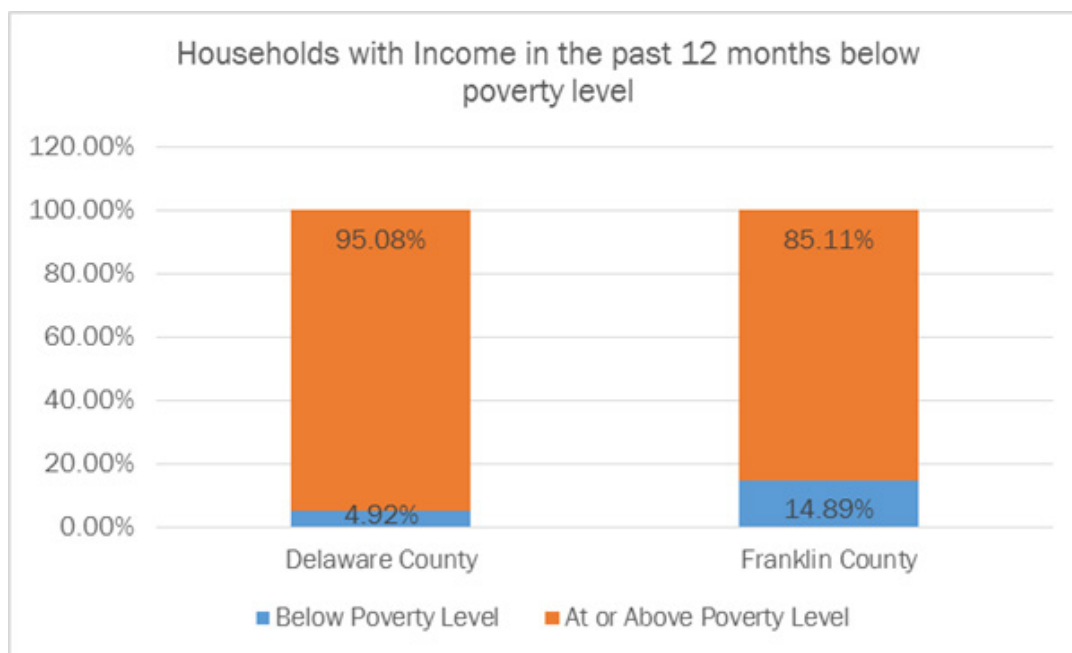
The Central Ohio region is built to be very car-dependent, but not all households can afford to buy and maintain a car. A little less than 3% of Delaware County's occupied housing units have no vehicles available, while about 8% of Franklin County's occupied housing units have no vehicles available. The numbers of vehicles per occupied housing unit can be found in Chart 8.

Chart 8: Number and Percent of Vehicles per Occupied Housing Units
SOURCE: U.S. CENSUS AMERICAN COMMUNITY SURVEY, 2011-2015 5-YEAR

Vehicles Available	Delaware County		Franklin County	
Total Occupied Housing Units	65,648		480,946	
No Vehicles Available	1,888	3%	39,884	8%
1 Vehicle Available	14,840	23%	187,351	39%
2 Vehicles Available	32,830	50%	182,178	38%
3 or More Vehicles Available	16,090	25%	71,533	15%

English proficiency, or lack thereof, can also be a barrier for anyone living in Central Ohio, but it impacts older adults and people with disabilities even harder, as it makes navigating the systems in place to help them even more difficult. In Franklin County, 5% of the population speaks English less than "very well" and in Delaware County, only 2%. See Chart 9. To see where these populations are concentrated, see Map 4.

Chart 9: Percent of Population that Speaks English "Less than Very Well"
SOURCE: U.S. CENSUS AMERICAN COMMUNITY SURVEY, 2011-2015 5-YEAR

Map 4: Limited English Speaking Proficiency

Delaware and Franklin Counties Coordinated Plan
Limited English Speaking Proficiency
2010 Census Block Group

Percent Population with Limited English Speaking Proficiency (18 and older) Per BG

- None
- 0 - 1%
- 1 - 2.5%
- 2.6 - 5.5%
- 5.5 - 40%

- - - County Boundary
- Railroad
- Airport

Source:
US Census, ACS 5 year 2015,
ODOT, COTA, DATABus

Ohio Location Map

The information shown on this map is compiled from various sources made available to us which we believe to be reliable.
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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 Delaware and Franklin counties 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 whom 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 Existing Transportation Services

The following information is based on tabulations from the survey, interview results, and other sources. It will be continuously maintained.

Delaware County

Agency Name: Alpha Group
Transportation Service Type: Provides transportation for medical and non-medical transportation services for individuals with disabilities and older adults
Other Services Provided: community employment, integrated adult day, supportive living, and work training
Contact Information: (740) 368-5810
Hours: office hours 7:30 a.m. – 4 p.m.
Service Area: Delaware County and surrounding counties
Eligibility Requirements: Individuals with disabilities and older adults
Web-site: https://www.alphagroup.net

Agency Name: Concord Counseling Services
Transportation Service Type: Transportation for older adults weekdays 8 a.m. to 4 p.m.; no wheelchairs but can accommodate walkers and canes
Other Services Provided: Senior Link, Peer-to-Peer Consultants, Caregiver Support
Contact Information: (614) 882-9338
Service Area: 43035, 43240, 43082, 43054, 43081 and 43021 ZIP codes
Web-site: https://www.concordcounseling.org/
Cost: Donations accepted

Agency Name: Critical Care Transport

Transportation Service Type: Critical and non-critical transportation; Medicare/Medicaid
Other Services Provided: Emergent and Non-Emergent Transports, Repatriation, Specialized Contracts, Ventilator Transports, Dialysis Transports, Long-Distance Transports, Special Events
Contact Information: (614) 775-0564
Service Area: Anywhere in Ohio and the U.S.
Web-site: http://criticalcaretransport.net/

Agency Name: Delaware Area Transit Agency (DATABus) Demand-Response
Transportation Service Type: Demand-response to anywhere in Delaware County and to medical facilities in Franklin & adjacent counties at an additional charge
Other Services Provided: Fixed-route transit, travel training, door-to-door service
Contact Information: (740) 363-3355
Hours: scheduling 9 a.m. – 4 p.m.
Service Area: Delaware County
Eligibility Requirements: Anyone within the county needing a ride
Web-site: www.ridedata.com
Cost: Cost varies. See Tales 8 and 9 for a breakdown of fares
How to obtain: For call-ahead service or reduced fares for fixed routes call the office for more information (740) 513-2207

Agency Name: Delaware County Veterans Service Commission
Transportation Service Type: Provides transportation to: VA Clinic in Columbus; other VA clinics on case-by-case basis
Other Services Provided: other supportive services of veterans
Contact Information: (740) 833-2012
Hours: office hours 8 a.m. – 4 p.m.
Service Area: Delaware County
Eligibility Requirements: Free to veterans
Web-site: www.delawarecountyvsc.org

Agency Name: Home Instead Senior Care
Transportation Service Type: Doctors' appointments, grocery and general shopping, other errands and events
Contact Information: (740) 363-5720
Service Area: Delaware County/northern Franklin County
Web-site: https://www.homeinstead.com/124/

Agency Name: SourcePoint (formerly the Council for Older Adults of Delaware County)
Transportation Service Type: Doctor and service appointment transportation
Other Services Provided: In-home care services, nutrition program, family caregiver program, enrichment center
Contact Information: (800) 994-2255 or (740) 363-6677

Hours: office hours 8 a.m. – 5 p.m.
Service Area: Delaware County, into northern Franklin County
Eligibility Requirements: Delaware County residents age 55 and up, and their caregivers
Web-site: www.mysourcepoint.org
Cost: Sliding fee scale based on income

Franklin County

Agency Name: American Blue Cab
Transportation Service Type: Handicapped-accessible vehicles upon request
Contact Information: (614) 333-3333
Hours: 24 Hours a Day, 7 Days a Week
Service Area: Greater Columbus area
Eligibility Requirements: Discounts for students and older adults
Web-site: https://www.americanbluecab.com/
Fee: $2/mile

Agency Name: American Cancer Society – Road to Recovery Program
Transportation Service Type: Transportation to cancer treatment-related appointments; no follow-up appointments after treatment has ended; NO WHEELCHAIR TRANSPORTATION
Contact Information: (800) 227-2345
Eligibility Requirements: Patients who are in active treatment & ambulatory and who live in one of the following Central Ohio counties: Fairfield, Fayette, Franklin, or Pickaway
Web-site: www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html
Cost: Free. Call at least 4 days in advance

Agency Name: American Red Cross of Central Ohio
Transportation Service Type: Provides transportation to: medical and other life-enhancing appointments within Franklin County
Other Services Provided: Provides transportation for Central Ohio Area Agency on Aging, Franklin County Senior Options, Columbus Cancer Clinic, MS Society and Moms2B.
Contact Information: (614) 253-6705
Hours: Transportation is provided Monday through Friday, 8:30 a.m. to 4 p.m. Rides are scheduled on a first call, first-served basis, and dependent upon availability.
Service Area: Franklin County
Eligibility Requirements: Income-eligible older adults who live independently within Franklin County and are referred by a Senior Options Program Case Manager
Web-site: www.redcross.org/local/ohio/buckeye/local-programs/community-transport
Cost: The service is free and provided to those who qualify through a third party. Donations are welcomed.
How to Obtain: Client needs to complete a new client registration form prior to scheduling a ride. Please call to have a form mailed to you.

Agency Name: BEAT (Bexley Extended Area Transit)
Transportation Service Type: Provides transportation to: groups of older adults for shopping and entertainment outings. Very limited individual transportation for residents in 43209 zip code; NO WHEELCHAIR TRANSPORTATION
Other Services Provided: Chartered shuttle services
Contact Information: (614) 237-4216
Hours: 8 a.m. – 5 p.m.
Service Area: Columbus metro area
Web-site: www.bexleybeat.net
Cost: Varies

Agency Name: Best Choice Transportation
Transportation Service Type: Privately owned service
Contact Information: (614) 554-2324
Hours: 24 Hours a Day, 7 Days a Week
Service Area: Franklin County
Web-site: http://www.bctransportllc.com/medical-transportation-contact-us

Agency Name: Blendon Township Senior Center
Transportation Service Type: Provides transportation to: Outpatient doctor appointments and treatments; pharmacy, hair appointments, etc. NO WHEELCHAIR TRANSPORTATION
Other Services Provided: Provides service to some non-Township members living in a designated area for a fee. The fee varies according to the destination.
Contact Information: (614) 882-1260
Hours: 8:30 a.m. – 4:30 p.m.
Service Area: Blendon Township
Eligibility Requirements: Blendon Township residents
Web-site: http://www.mail.blendontwp.org/SeniorCenter.html
Cost: No cost for township members
How to obtain: Join the center, 24-hour notice required

Agency Name: Canal Winchester Senior Transportation Program
Transportation Service Type: Provides transportation to: Medical appointments are first priority. Trips for hair/ beauty appointments and other activities within Canal Winchester or nearby
Other Services Provided: Group transportation, daily medical appointments, daily personal appointments, grocery trips
Contact Information: (614) 834-4700
Hours: 9 a.m. – 3 p.m.
Service Area: Transportation is provided curb-to-curb at no cost to the client. When possible, clients should select physicians or therapy services in or near Canal Winchester.
Eligibility Requirements: Permanent residents of Canal Winchester School District age 60+

Web-site: http://www.cwhumanservices.org/SENIOR-TRANS.html
Cost: Free. Must complete and return client information sheet prior to scheduling the first ride. Must schedule a ride 2 business days in advance. Priority scheduling is given to medical appointments.

Agency Name: Caring Hands Transportation of Ohio
Transportation Service Type: Privately owned service; Minimum of 2 business days to schedule
Contact Information: (614) 755-3990
Hours: 8:00 a.m. – 4:00 p.m.
Service Area: Franklin County, some surrounding areas
Web-site: http://www.caringhandsohio.com/
Fee: Call for fee; payment options include private pay, Senior Options, Workers' Compensation

Agency Name: Central Ohio Area Agency on Aging – PASSPORT
Transportation Service Type: Intended for Medicaid patients
Other Services Provided: Senior services available include homemaker, transportation, personal care services, home-delivered meals, emergency response systems, adult day services, and case management.
Contact Information: (614) 645-7250
Hours: 8:00 a.m. – 5:00 p.m.
Service Area: Franklin County and adjacent counties
Eligibility Requirements: A person must be 60 or older, meet financial requirements, and have qualifying functional impairments (health problems, etc.)
Web-site: http://www.coaaa.org/cms/services/need-help-staying-at-home/passport

Agency Name: Clintonville-Beechwold Community Resource Center
Transportation Service Type: Provides transportation to: Medical appointments; call 1 week ahead of appointment. Also group transportation on bus to grocery store.
Other Services Provided: Youth services, family services, kinship care, and food pantry
Contact Information: (614) 267-3050
Hours: 9 a.m. – 5 p.m.
Eligibility Requirements: Residents of zip codes: 43202, 43210, 43214, and 43224
Web-site: http://clintonvillecrc.org/crc/senior-services/
Cost: Free, call to enroll

Agency Name: Columbus Cancer Clinic
Transportation Service Type: Provides transportation to: Cancer-related medical appointments; NO WHEELCHAIR TRANSPORTATION
Other Services Provided: Education, screening examinations, home care support services
Contact Information: (614) 278-3130
Hours: 8 a.m. – 5 p.m.

Eligibility Requirements: Franklin County residents who have active cancer, meet income guidelines and can walk
Web-site: www.lifecarealliance.org/columbuscancerclinic
Cost: Free. Call to determine if you qualify

Agency Name: Columbus Connection
Transportation Service Type: Medical transport any time, any day with trained personnel to hospitals or medical facilities; provides ALS, BLS and MICU ground transportation; medical to primary provider as well
Contact Information: (614) 487-1408, call for fee
Service Area: Franklin and adjacent counties
Web-site: http://www.columbusconnection.com/

Agency Name: Comfort Keepers
Transportation Service Type: Passengers must be over 18
Other Services Provided: Various home care services
Contact Information: (614) 699-6786
Service Area: Most of Central Ohio
Web-site: https://www.comfortkeepers.com/columbus-oh-119
Fee: $18-22

Agency Name: Concord Counseling Services
Transportation Service Type: Transportation for older adults weekdays 8 a.m. to 4 p.m.; no wheelchairs, but can accommodate walkers and canes
Other Services Provided: Senior Link, Peer-to-Peer Consultants, Caregiver Support
Contact Information: (614) 882-9338
Service Area: ZIP codes 43035, 43240, 43082, 43054, 43081, 43021
Web-site: https://www.concordcounseling.org/
Fee: Donations accepted

Agency Name: COTA Mainstream
Transportation Service Type: Traveling within ¾-mile of fixed-route and during fixed-route service hours; any origin or destination location more than ¾ of a mile from a fixed-route bus line or trips made outside of the fixed-route hours of operation in any area are considered to be non-ADA. Non-ADA service is provided upon space availability and is not a required service mandated by the Americans with Disabilities Act.
Other Services Provided: Travel training
Contact Information: (614) 275-5828
Hours: Same hours as COTA fixed-route transit service
Service Area: Franklin County
Eligibility Requirements: Individuals with a disability that prevents them from riding a regular COTA bus (Note: The regular buses do have wheelchair lifts.)
Web-site: https://www.cota.com/mobility-services/

Cost: Varies from $3.50 to $5.00; monthly passes available.
How to obtain: Eligible customers must obtain an ADA photo ID issued by COTA before riding. Must schedule an appointment with the Mobility Coordinator by calling above number. Schedule 24 hours in advance

Agency Name: Critical Care Transport
Transportation Service Type: Critical and noncritical transportation; Medicare and Medicaid are accepted
Other Services Provided: Emergent and Non-Emergent Transports, Repatriation, Specialized Contracts, Ventilator Transports, Dialysis Transports, Long-Distance Transports, Special Event Coverage
Contact Information: (614) 775-0564
Service Area: Anywhere in Ohio and the U.S.
Web-site: http://criticalcaretransport.net/

Agency Name: Franklin County Department of Job and Family Services Transportation
Transportation Service Type: Transportation for medical appointments for disabled adults, disabled children and teens in the LEAP program
Contact Information:(614) 233-2000
Service Area: Franklin County
Fee: Call for fee (Medicaid patients are covered)

Agency Name: Franklin County Senior Options
Transportation Service Type: Provides transportation to: Medical and non-medical appointments
Other Services Provided: Home-delivered meals, homemaker services, personal care, respite care, adult day care, emergency response systems, and minor home repair
Contact Information: (614) 525-6200
Hours: 8 a.m. – 5 p.m.
Service Area: Franklin County
Eligibility Requirements: Franklin County residents age 60 and over who qualify for Senior Options Program
Web-site: www.officeonaging.org/fcso
Cost: Sliding fee scale based on income and assets not counting the home
How to apply: Call to see if qualified to enroll in Senior Options

Agency Name: Friendly Transportation Services
Transportation Service Type: All ages; car or wheelchair transport
Contact Information: (614) 868-1615
Service Area: Franklin County
Fee: Works with PASSPORT, Medicaid, Senior Options and insurance companies; private pay pricing available on request

Agency Name: Grove City Evans Senior Center
Transportation Service Type: Provides transportation to: Senior center and groceries, banks, doctors, etc. in Grove City
Other Services Provided: A range of daily activities and groups, home-delivered meals, housekeeping, and an emergency-response system
Contact Information: (614) 277-1060
Hours: 8 a.m. – 5 p.m.
Service Area: In and around Grove City
Eligibility Requirements: Member of Evans Senior Center; resident of Jackson Township
Web-site: http://www.grovecityohio.gov/parks-and-recreation/parks-facilities/evans-center/
Cost: $2.00 per round trip
How to obtain: Join Senior Center; call for ride 3 days in advance

Agency Name: Groveport Senior Transportation
Transportation Service Type: Provides transportation to: Three health & wellness appointments per week within Franklin County & one personal appointment per week within the City of Groveport
Contact Information: (614) 836-7433
Hours: 7:30 a.m. – 4:00 p.m.
Service Area: City of Groveport
Eligibility Requirements: Resident 60 years and up & individuals with a disability over the age of 18
Web-site: https://www.groveport.org/194/Senior-Transportation
Cost: Free.
How to obtain: Call; a ride must be scheduled at least 2 days in advance, but no more than 3 months prior to the appointment

Agency Name: Hilliard Phyllis A. Ernst Senior Center
Transportation Service Type: Provides transportation to: Grocery twice a month; NO WHEELCHAIR TRANSPORTATION
Other Services Provided: Variety of programs and activities
Contact Information: (614) 876-0747
Hours: 8 a.m. – 4 p.m.
Service Area: Hilliard area
Web-site: www.hilliardohio.gov/play/phyllis-a-ernst-senior-center
Cost: $2.00 to Hilliard residents

Agency Name: Home Instead Senior Care
Transportation Service Type: Doctors' appointments, grocery and general shopping, other errands
Contact Information: (614) 849-0200/(740) 363-5720

Service Area: Delaware County/northern Franklin County
Web-site: https://www.homeinstead.com/132/

Agency Name: Leukemia & Lymphoma Society Central Ohio Chapter
Transportation Service Type: This is not a transportation service. Whenever the Society has funding available, a patient can receive $250 for transportation.
Other Services Provided: Volunteer opportunities, patient support and education programs, professional education, other activities
Contact Information: (614) 476-7194
Service Area: Franklin, Clark, Licking, Allen, and Muskingum counties
Eligibility Requirements: Must have a confirmed blood cancer diagnosis
Web-site: http://www.lls.org/central-ohio
Cost: This is not a transportation service. Whenever the Society has funding available, a patient can receive $250 for transportation.

Agency Name: M.C. Mobility Systems
Transportation Service Type: Provides rental wheelchair-accessible vans
Other Services Provided:
Contact Information: (614) 873-1580 or (800) 834-8301
Hours: 8:30 a.m. – 4:30 p.m.
Service Area: Central Ohio
Web-site: https://www.mcmobilitysystems.com/location/columbus-ohio/

Agency Name: National Multiple Sclerosis Society, Ohio Buckeye Chapter
Transportation Service Type: Provides transportation to doctor visits and support groups
Other Services Provided: Various services and support programs
Contact Information: (800) 344-4876
Hours: 8:30 a.m. – 4:30 p.m.
Eligibility Requirements: Individuals with MS
Web-site: www.nationalmssociety.org/Chapters/OHA
Cost: Free. How to apply: Call for an application

Agency Name: Obetz Community Center, Senior Transportation Program
Transportation Service Type: Provides curb-to-curb transportation to medical & personal errands.
Other Services Provided: Various programs and activities at the community center
Contact Information: (614) 491-4546
Hours: 9:30 a.m. – 2 p.m.
Service Area: 20-mile radius of Obetz
Eligibility Requirements: Obetz Village & Hamilton Township older adults & individuals with a disability
Web-site: www.obetz.oh.us/parks-and-recreation/community-center
Cost: Free.

How to apply: Call; appointments must be made at least 24 hours in advance and scheduled between the hours of 9:30 a.m. and 2:00 p.m.

Agency Name: Open Hands Outreach Ministries (Open Hands Transportation LLC)
Transportation Service Type: Privately owned service
Other Services Provided:
Contact Information: (614) 866-7100
Hours: 9:00 a.m. – 5:00 p.m.
Service Area: Greater Columbus area
Fee: One way $55 + tax; round trip $110 + tax

Agency Name: Senior Independence
Transportation Service Type: Provides services to help older adults be independent
Contact Information: (614) 433-0031
Service Area: Ohio
Fee: Call for fee; $3/mile; $5/mile with a wheelchair

Agency Name: St. Stephen's Community House
Transportation Service Type: Provides transportation to: Medical appointments
Other Services Provided: Childcare, Family Services, Senior Services, Youth Services, Community and Emergency Services, Project AquaStar
Contact Information: (614) 294-6347
Service Area: Columbus area
Eligibility Requirements: Residents of ZIP codes 43004, 43211, 43219, 43224, 43229, and 43231
Web-site: www.saintstephensch.org
Cost: Free

Agency Name: Syntero
Contact Information: (614) 457-7876
Service Area: Upper Arlington and surrounding areas (43212, 43221, 43220, 43026, 43235)
Eligibility Requirements: For clients over 60
Web-site: http://www.syntero.org

Agency Name: Urban Express Charter
Transportation Service Type: Provides wheelchair-accessible vans for medical appointments
Contact Information: (614) 253-7000
Service Area: Greater Columbus area
Web-site: https://www.urbanexpresscharter.com/

Agency Name: Veterans Services Commission
Transportation Service Type: Provides transportation to: VA Medical appointments through

a transportation program by application or through bus tickets or gas cards
Other Services Provided: Various support programs
Contact Information: (614) 525-2500
Hours: 7:30 a.m. – 4:00 p.m.
Service Area: Franklin County
Eligibility Requirements: Veterans
Web-site: https://vets.franklincountyohio.gov/
Cost: Free.
How to apply: Go to the office at 280 E. Broad Street, Columbus and complete an application

Agency Name: Westerville Parks and Recreation
Transportation Service Type: Provides transportation to: Medical appointments are priority. Also to food pantries, grocery stores, other appointments. Wheelchair accessible.
Other Services Provided: Provides transportation to various city programs and activities
Contact Information: (614) 901-6567
Hours: 8:30 a.m. – 4:00 p.m. Monday-Friday
Service Area: Shuttle service to areas within Westerville City corporation limits
Eligibility Requirements: Individuals must be a member of the senior center and ages 55 and up
Web-site: https://parks.westerville.org/parks-home-page
Cost: $25 for 30 rides.
How to obtain: Call (614) 901-6567

Agency Name: Yellow Cab of Columbus
Transportation Service Type: Provides transportation to: Anywhere; some cabs are wheelchair accessible
Contact Information: (614) 444-4444
Service Area: Columbus area
Eligibility Requirements: Anyone
Web-site: www.yellowcabofcolumbus.com
Cost: Varies.

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

Table 1: Organizational Characterisitcs

Agency Name	Directly Operates	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Yes/No)*
LifeCare Alliance	No	Yes (Yellow Cab, American Red Cross, National Church Residences)	Private Non-Profit	30,000+	None	No
Franklin County Board of Developmental Disabilities	Yes**	Yes (Caring Wheels, FM Transportation, GL Transportation, Metro Transportation, Safelift, T&T, Tristar, Urban Express, Yellow Cab)	Government Agency	609,960 (2016)	None	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 who are enrolled in your agency programs (i.e., members of a sheltered workshop, or residents in a nursing home). Answering "No" indicates that your agency is open door. This means the service is open to the public or a segment of the general public defined by age, disability, or low income. For example, if an agency provides general transportation for anyone in the community who is over the age of 60, it is 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 affiliation with your agency.

** January 2019, the Franklin County Board of Developmental Disabilities will privatize its transportation.

The participating organizations provide a wide range of transportation including fixed-route, ADA paratransit, demand-response, and on-demand. Table 2 depicts the transportation service characteristics by agency.

Table 2: Transportation Service Characteristics

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Yes/No)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
COTA	Fixed Route	Varies	No	Ramps on all buses	Yes
DATABus	Fixed route/ADA paratransit/demand-response	Varies	Yes	Lifts or ramps, curb-to-curb, door-to-door	Yes
COTA Mainstream	ADA paratransit/demand-response	Varies	Yes	Curb-to-curb but door-to-door is available on request	Yes
National Church Residences	ADA paratransit/demand-response	Varies	Yes	Door-to-door assistance to clients to get to adult day facilities	Yes
Alpha Group	Demand-response/Fixed route	Varies	Yes	Non-medical transportation services	Yes
Clintonville-Beechwold Community Resources Center	ADA paratransit/demand-response	Varies	No	Small group trips, medical transportation	Yes
Association for Developmentally Disabled	ADA paratransit/demand-response	Varies	No	Medical and non-medical transportation trips	Yes
Canal Winchester Human Services	ADA paratransit/demand-response	Varies	No	Small group trips, medical and non-medical transportation	No
Groveport Senior Transportation	ADA paratransit	Varies	No	Small group trips, medical and non-medical transportation	No
SourcePoint	ADA paratransit	Varies	No	Small group trips, medical transportation	No
Yellow Cab	On-demand	24/7	No	Some wheelchair accessible vehicles, curb-to-curb	No
Lyft	On-demand	24/7	No	Curb-to-curb	No
Uber	On-demand	24/7	No	Curb-to-curb	No

Transportation-related expenses and revenues also differ by organization. Federal funding, grants, and fees and donations are common revenue sources for transportation operators in Delaware and Franklin counties. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table 3: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Yes/No)	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 (2017)
COTA	SeeTable 7	No tips	686	17	Federal funding, local tax levy	$122,035,569
DATABus	See Tables 8/9	No tips	26	6	Federal funding, state funding, advertising revenue, local agency contracts, SourcePoint grant	$2,286,542
COTA Mainstream	See Table 7	No tips	130	8	Federal funding, local tax levy	$9,194,361
National Church Residences	Free to government-funded clients/ passengers Variable private pay fare structure	Yes	46	2	Miscellaneous government funding sources, fee for service, grants and donations	$2,148,288
Alpha Group	Flat Trip Rate plus Loaded Mile	Yes	16	2	Clients, private donations	$864,000
Clintonville-Beechwold Community Resources Center	Free	Yes	7	1	Government fees and grants, United Way, foundations and grants, private donations	$416,342

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

Table 4: Alternative/Active Transportation Options

Transportation Option	Availability	Cost	Service Area
CoGo bike share	Year-round, daily	Day pass $8 with 30-minute unlimited rides, 3-day pass $18, annual membership $75	Around the City of Columbus
Ohio State bike share*	Year-round, daily	Trips under 2 hours are free, then $3/hour up to $24. Membership $75/year if public, $55/year if faculty or staff, $35/year if student	Around Ohio State University's Campus
Easton Bikes	Year-round, daily	Free with membership	Around Easton Town Center

*Includes accessible bikes, including side-by-side tandems, trikes, heavy duty bikes, cargo bikes, and hand-cycle bikes.

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

Table 5: Travel Training Resources

Transportation Resource	Availability	Cost	Usage in 2017	Service Area
COTA Mainstream	Yes	Free	3200 people	Franklin County
DATABus	Yes	Free	3100 total (over the phone and in person or in group setting)	Delaware County

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

Table 6: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Yes/No)?	Name of Dispatching Software	AVL System/ GPS (Yes/No)
COTA	Trapeze FX	Yes	Trapeze OPS	Yes
DATABus	In-house created Access-based system	No	In-house created Access-based system	Yes
COTA Mainstream	Trapeze PASS	No	Trapeze PASS & CAD-AVL	Yes
National Church Residences	CTS Tripmaster Software	Only for drivers	CTS Tripmaster Software	Yes
Alpha Group	Routific-Brittco	No	None	No

Assessment of Community Support for Transit

In November 2016, voters in Franklin County renewed the quarter-cent sales tax for the Central Ohio Transit Authority by a vote of 71 percent to 29 percent. This quarter-cent tax needs to be renewed every ten years and is coupled with a permanent quarter-cent tax. COTA receives approximately $63 million annually from these taxes.

COTA receives funding from a permanent 0.25% sales tax and the 10-year renewable 0.25% sales tax. Current funding levels are required in order to continue the planned annual rate of service expansion from 2017 to 2021. In 2016, the current renewable 0.25% sales tax was renewed another ten years.

No fare in Franklin County (all accessible):

- CBUS: a COTA-funded downtown circulator
- Groveport Rickenbacker Employee Access Transportation (GREAT): funded by Groveport/Obetz and others
- SmartRide in New Albany: funded by New Albany

DATABus does not have an annually committed source of local monetary support for operating or federal match for capital purchases. It is able to swap some of its apportioned federal formula funds with COTA in exchange for local funds to use for operating and local match. It can swap federal funding to compensate for this lack of local funding. This lack of a dedicated local funding source caused the agency to cut back on service in March 2018.

Franklin County Paratransit Service

COTA's demand-response service is COTA Mainstream. COTA Mainstream ADA service area is defined as being within ¾-mile distance of a fixed-route bus line. Hours of operation for both the origin and destination locations are the same as the hours of operation for fixed-route service. Any origin or destination location more than ¾ of a mile from a fixed-route bus line or trip made outside of the fixed-route hours of operation in any area is considered to be non-ADA. Non-ADA service is provided upon space availability and is not a required service mandated by the Americans with Disabilities Act.

People with disabilities can also qualify for a Reduced Fare Key ID card based on confirmed disability status. This status also allows for a free ride for the personal care attendant.

COTA currently utilizes 75 vehicles to operate Mainstream. As the fixed-route system changes from 2017 through 2021 are implemented, COTA anticipates purchasing additional paratransit vehicles to accommodate expected increases in paratransit service. As a result, the Mainstream fleet is projected to expand each year from 2018 through 2021, resulting in a total fleet size of 74 vehicles by 2021. To provide for this expansion, during the 2017-2021 SRTP COTA has budgeted $10.4 million for the purchase of replacement and expansion paratransit vehicles.

COTA also has a unique Assessment Center which helps staff determine eligibility and

includes a focus on functional and observational aptitudes. The assessment process takes about an hour to complete. According to COTA, "The assessment center includes stairs, several ramps with varied slopes, sidewalks, broken sidewalks, grassy areas, gravel area, sand area, bus shelter, simulated traffic light with crosswalk, a scale to weigh applicants in their mobility devices to determine if they meet ADA maximum weight limits and a permanent portion of a bus. Applicants board the bus to determine their ability to use the bus ramp if necessary and pay their fare. While on the bus, applicants watch a video of a COTA bus line and are asked to pull the stop request cord when a previously noted landmark is on the screen."

Delaware County Paratransit Service

DATABus in Delaware County also has paratransit service for older adults and people with disabilities who cannot use the fixed-route buses. DATABus's Paratransit service is available to people who have a physical and/or cognitive disability that prevents them from functionally using DATABus's fixed-route buses for some or all of their rides. You are not required to live in the service area; however, the trip origin and destination must be within DATABus's fixed-route service area.

DATABus will provide Complementary Paratransit service to qualifying older adults and individuals with a disability within ¾-mile of the fixed-route paths that have been established. DATABus will provide next-day service to all qualifying passengers. Paratransit service runs during the same days and hours of the fixed bus route in that area. DATABus reserves the right to establish service points if needed based on safety concerns for the operator and/or rider. Paratransit service is not available when DATABus is closed, such as on major holidays. Qualified paratransit passengers can ride fixed routes at the discounted fare rate.

GoBus

The Ohio Rural Intercity Bus Program (Section 5311(f)) is designed to address the intercity bus transportation needs of the entire state by supporting projects that provide transportation between non-urbanized areas and urbanized areas that result in connections of greater regional, statewide, and national significance. For more information visit the Ohio Department of Transportation's website. For information about the GoBus routes, visit its website. See Graphic 1 for GoBus Routes.

Table 7: COTA Bus and Paratransit FareSystem
SOURCE: COTA

Ride Type	Fare
Standard and Frequent	$2.00
Rush Hour	$2.75
With ADA Card	Free
Transfer	Free upon request, valid for 2 hours
Discount	$1.00 with Senior, Key ID, or children 48" tall and over and under 12 years of age
Children	Free under 48" tall, limit to three with adult family member
Day Pass Standard and Frequent	$4.50, purchased on board
Discount Day Pass	$2.25, purchased in advance, with Senior, Key ID, or children 48" tall and over and under 12 years of age
7-Day Pass Standard and Frequent	$25.00
31-Day Pass Standard and Frequent	$62.00
31-Day Pass Rush Hour	$85.00
31-Day Pass Discount	$31.00 with Senior, Key ID, or children 48" tall and over and under 12 years of age
COTA Mainstream ADA trips	$3.50 per one way
COTA Mainstream non-ADA trips	$5.00 per one way
COTA Mainstream Monthly Pass	$105.00 per month

Table 8: DATABus Fixed-Route Cash Fares
SOURCE: DATABUS

Type of Rider	Fare
Age 0 to 4 with paying adult, limit 2	Free
Age 0 to 18	$ .50
Age 19-64	$1.00
Age 65 and up	$ .50
With Disability or Medicare Card	$ .50
Unlimited Use Fixed-Route Monthly Pass	$30.00
3-Month Summer Fixed Route Youth Pass (Age 18 and under, June 1-August 31)	$25.00

Table 9: DATABus Demand-Response (Paratransit) Cash Fares
SOURCE: DATABUS

Distance	Fare
0 to 5 miles	$11.00 per one way
5+ to 10 miles	$25.00 per one way
10+ to 15 miles	$39.00 per one way
15+ to 20 miles	$53.00 per one way
20+ to 25 miles	$67.00 per one way
Outside of Delaware County	$6.00 per mile for both unloaded and loaded + the above-stated fares per one way
Children 0 to 4 ride free with a fare-paying passenger on demand-response	Limit 2 free children riders
Paratransit service for qualified individuals	$2.00 per one way
All personal care attendants, upon approval	Free, limit 1 per passenger

Graphic 1: GoBus Routes
SOURCE: GOBUS

GoBus Routes

Route A: Columbus // Athens // Parkersburg
Route B: Cincinnati // Athens
Route C: Cleveland // Parkersburg // Athens
Route D: Columbus // Wooster
Route E: Van Wert // Columbus
Connecting service available (e.g. Greyhound)
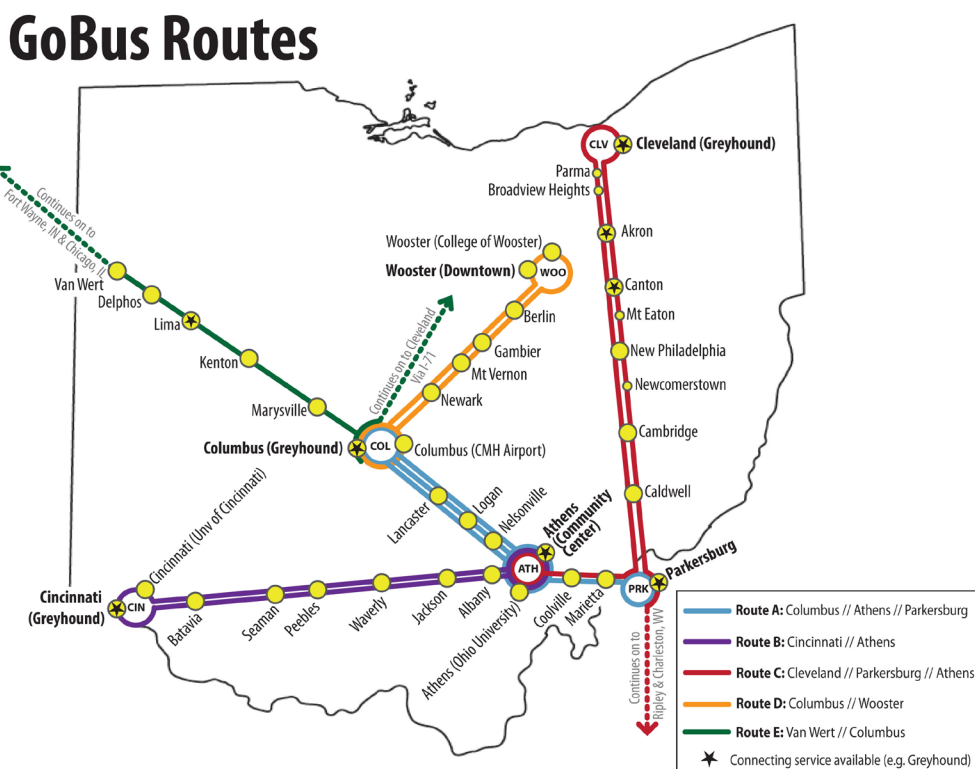
Safety

In March 2013, COTA purchased a mobile emergency operations center (EOC) to enhance the effectiveness of COTA's emergency response for assistance to Franklin County Emergency Responders. The Emergency Management and Homeland Security Agency identified COTA as the Transit Coordinator for Franklin County. COTA personnel are responsible for contacting and assigning other agencies to assist in evacuations while tracking the number and types of vehicles, personnel, and assignments involved. The Mobile EOC is equipped with radios for communication with COTA personnel and other agencies, chalkboards, a meeting room, computers, and other equipment, which will improve communication in and response to emergencies. COTA plans to replace the mobile EOC in 2020.

COTA is the transportation representative of the Ohio Department of Homeland Security's (ODHS's) Border/Transportation Security Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) Advisory Committee. The object of this committee is to review and revise all policies and procedures to protect the borders of Ohio from attacks via waterways, land, or air. The committee participants include but are not limited to the ODHS, Ohio State Highway Patrol, Ohio Department of Natural Resources, TSA, Amtrak, CSX Transportation, Norfolk Southern Railroad, Ohio Central Railroad, Ohio National Guard, Franklin County Sheriff, Columbus Division of Fire Bomb Squad, Columbus Division of Police, and the United States Coast Guard.

DATABus has a Continuity of Operations Plan (COOP) in place that ensures a quick response at all levels in the event of an emergency or threat, to include human, natural, technological, and other emergencies or threats, in order to continue essential internal operations and to provide support to its customers, emergency management and response agencies, and other agencies or services that may be affected by the emergency. It also has an Emergency Preparedness Plan in place to be used in the event of a man-made or natural disaster, an act of terrorism, or any other unanticipated event.

COTA, DATABus, and 5310 grant sub-recipient drivers receive all of the federally required safety training, vehicle inspections and maintenance, such as CPR, First Aid Certification, and Defensive Driver Training. All above have been trained in passenger assistance to provide for persons with disabilities, including physical, mental and developmental disabilities.

In the diverse and expanding marketplace of private transportation providers, safety monitoring should be better developed to ensure that drivers and vehicles are roadworthy, and that clients are being provided with safe, clean and reliable transportation.

Transit Asset Management Plan

Transit Asset Management Plan (TAM) refers to the strategic and systemic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable transportation. The purpose of TAM is to improve asset management practices in order to maintain a State of Good Repair.

State of Good Repair is defined as the condition at which a capital asset is able to operate at a "full level of performance". Assets perform at a designed function and do not pose an unacceptable safety risk to users.

Providers must update their entire TAM Plan at least once every four years. Amendments to TAM Plan may take place at any time during the TAM Plan horizon period, especially if there are significant changes to the asset inventory, condition assessments and investment prioritization.

ODOT, COTA, DATABus and MORPC participate, maintain and are responsible for their own transit asset management plans. MORPC, as the group plan sponsor, collaborates with all participants in determining investment prioritization and other TAM decisions.

Vehicles

All of the transportation providers provide at least some wheelchair-accessible vehicles, while some organizations have an entire fleet of 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.

Table 10: Vehicle Utilization Tables by Agency

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
COTA Mainstream Fleet							
	Chevy	Champion	2016	20 vehicles	8		Franklin County
	Chevy	Champion	2014	12 vehicles	8	Braun lift	Franklin County
	MV-1		2014	12 vehicles			Franklin County
	Chevy	Champion	2013	8 vehicles	8	Braun lift	Franklin County
	Arboc	Hybrid	2012	1 vehicle	8		Franklin County
	Chevy	Champion	2012	17 vehicles	8	Braun lift	Franklin County
	Chevy	Champion	2011	5 vehicles	8	Braun lift	Franklin County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
DATABus							
31	Freightliner	LTN	1999		26+2	2	Delaware County
37	Goshen/Ford	LTN	2008		8+2	2	Delaware County
39	Goshen/Ford	LTN	2009		8+2	2	Delaware County
41	Goshen/Ford	LTN	2010		8+2	2	Delaware County
42	Goshen/Ford	LTV/CDL	2010		16+2	2	Delaware County
43	Goshen/Ford	LTV/CDL	2011		16+2	2	Delaware County
44	Goshen/Ford	LTV/CDL	2011		16+2	2	Delaware County
45	Goshen/Ford	LTV/CDL	2013		16+2	2	Delaware County
46	Goshen/Ford	LTV/CDL	2013		16+2	2	Delaware County
47	Champion/Ford	LTN	2014		8+2	2	Delaware County
48	Champion/Ford	LTN	2014		8+2	2	Delaware County
49	Goshen/Ford	LTV/CDL	2013		16+2	2	Delaware County
51	Champion/Ford	LTV/NO CDL	2016		10+3	3	Delaware County
52	Champion/Ford	LTV/NO CDL	2016		10+3	3	Delaware County
53	Champion/Ford	LTV/NO CDL	2016		10+3	3	Delaware County
54	Champion/Ford	LTV/NO CDL	2016		10+3	3	Delaware County
55	Champion/Ford	LTV	2017		14+2	2	Delaware County
56	Goshen Coach	LTV	2017		14+2	2	Delaware County
57	Goshen Coach	LTV	2017		10+2	2	Delaware County
58	Goshen Coach	LTV	2017		10+2	2	Delaware County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Alpha Group							
	Ford	E-350	2012	A67472			Delaware County
	Ford	E-350	2012	A67473			Delaware County
	Ford	E-350	2012	A67474			Delaware County
	Ford	E-350	2013	B28954			Delaware County
	Ford	E-350	2015	C17067			Delaware County
	Dodge	Braun-Mod	2017	767479			Delaware County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
American Red Cross							
	Ford	E-350	2010	ADA23147	9-2	2	Franklin County
	Ford	Transit Connect	2011	BT047697	4-1	1	Franklin County
	Ford	Transit Connect	2012	CT084516	4-1	1	Franklin County
	Dodge	Grand Caravan	2013	DR617482	6-1	1	Franklin County
	Dodge	Grand Caravan	2013	DR617479	6-1	1	Franklin County
	Dodge	Grand Caravan	2015	FR599453	6-1	1	Franklin County
	Dodge	Grand Caravan	2015	FR634302	6-1	1	Franklin County
	Ford	Transit Connect	2011	BT048305	4-0	0	Franklin County
	Ford	Transit Connect	2011	BT048304	4-0	0	Franklin County
	Dodge	Grand Caravan	2016	GR379534	6-0	0	Franklin County
	Dodge	Grand Caravan	2016	GR379533	6-0	0	Franklin County
	Ford	Transit Connect	2016	G1272208	4-0	0	Franklin County
	Ford	Escape	2016	GUC29986	4-0	0	Franklin County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Arch Express							
	Chevy	Suburban	2010	146314	7	0	Franklin County
	Orion	Bus	2000	500774	35	0	Franklin County
	Blue Bird	Bus	1998	078771	25	0	Franklin County
	Ford	E-350	2009	A07404	9	0	Franklin County
	Lincoln	Town Car Sedan	2008	637002	4	0	Franklin County
	Lincoln	Town Car Sedan	2007	631924	4	0	Franklin County
	Lincoln	Town Car Sedan	2007	636293	4	0	Franklin County
	Dodge	Caravan	2009	526220	7	0	Franklin County
	Ford	Transit Mobility	2017	B43097	9-2	2	Franklin County
	Chevy	Bus	2007	418359	26	0	Franklin County
	Chevy	Bus	2007	419309	44	0	Franklin County
	Chevy	Bus	2007	230650	14-2	2	Franklin County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Canal Winchester Human Service							
	Ford	LTV	2012	A78104			Franklin County
	Ford	LTV	2007	B47669			Franklin County
	Dodge	Grand Caravan	2014	319565			Franklin County
	Dodge	Grand Caravan	2015	614245			Franklin County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Clintonville-Beechwold Community Resources Center							
	Ford	Van	2013	141604	13	0	Franklin County
	Ford	Van	2004	A78827	12	0	Franklin County
	Chevy	Van	2000	174725	12	0	Franklin County
	Ford	Starcraft	2017	C61991	10	2	Franklin County
	Ford	Starcraft	2017	C61992	10	2	Franklin County
	Ford	Starcraft	2017	D61993	10	2	Franklin County
	Ford	Starcraft	2017	C610939	10	2	Franklin County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Food for Good Thought Vocational Support, Inc.							
	Dodge	Caravan	2012	180699			
	Dodge	Braun mod	2015	614259			

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Grove City							
	Ford	E-350	2009	A01302	10-2	2	Grove City area
	Ford	E-350	2009	A01303	14	0	Grove City area
	IC Bus	AC-US International	2013	313206	33	0	Grove City area

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Groveport Senior Transport							
	Ford	E-350	2006	B12558	11-0	0	Groveport area
	Ford	E-350	2012	A67539	4-2	2	Groveport area
	Chevy	E-350	2014	A90345	4-2	2	Groveport area
	MV-1	MV-1	2014	100444	3-1	1	Groveport area

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Heritage Day dba National Church Residences							
	Ford	E-450	2004	B16002	10-2	2	Franklin County
	Ford	E-350	2008	A10661	4-4	4	Franklin County
	Ford	E-350	2008	A10665	8-2	2	Franklin County
	Ford	E-350	2009	A44809	4-4	4	Franklin County
	Ford	E-350	2009	A44093	4-4	4	Franklin County
	Ford	E-350	2010	A11252	12-2	2	Franklin County
	Ford	E-350	2010	A34912	4-4	4	Franklin County
	Ford	E-350	2010	A34911	4-4	4	Franklin County
	Ford	E-350	2011	A29732	12-2	2	Franklin County
	Ford	E-350	2011	A29908	4-4	4	Franklin County
	Ford	E-350	2012	A92991	4-4	4	Franklin County
	Ford	E-350	2012	DA9292	4-4	4	Franklin County
	Ford	E-350	2014	A05537	4-4	4	Franklin County
	Ford	E-350	2013	B36645	12-2	2	Franklin County
	Ford	E-350	2014	B17689	12-2	2	Franklin County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Heritage Day dba National Church Residences							
	Ford	E-350	2014	B17690	12-2	2	Franklin County
	Ford	E-350	2015	A32894	8-2	2	Franklin County
	Ford	E-350	2016	C18803	12-2	2	Franklin County
	Dodge	Ram Pro-M	2016	106947	4-2	2	Franklin County
	Dodge	Ram Pro-M	2016	12850	4-2	2	Franklin County
	Dodge	Caravan	2017	81940	3-0	0	Franklin County
	Dodge	Caravan	2016	320473	3-1	1	Franklin County
	Dodge	Caravan	2016	320457	3-1	1	Franklin County
	Nissan	Altima	2017	143683	3-0	0	Franklin County
	Nissan	Altima	2017	348685	3-0	0	Franklin County
	Nissan	Altima	2017	347273	3-0	0	Franklin County
	Dodge	Caravan AV	2017	828789	3-2	2	Franklin County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
LifeCare Alliance							
	Ford	Goshen	2016	DC2599	6-3	3	Franklin County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Netcare Access							
	Dodge	Grand Caravan	2014	319583	4-1	1	Franklin County
	Dodge	Grand Caravan	2015	623026	4-1	1	Franklin County
	Dodge	Grand Caravan	2015	634236	4-1	1	Franklin County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Senior Independence							
	Ford		2009	319583			Franklin County
	Ford	Goshen	2013	623026			Franklin County

Vehicle #	Make	Model	Year	VIN#	Capacity	Wheelchair Capacity	Service Area
Yellow Cab							
	Dodge	Caravan	2017	718587	4-1	1	Franklin County
	Dodge	Caravan	2017	718136	4-1	1	Franklin County
270	VPG	MV-1	2012	101506		Accessible	Franklin County
271	VPG	MV-1	2012	101484		Accessible	Franklin County
272	VPG	MV-1	2012	101589		Accessible	Franklin County
273	VPG	MV-1	2012	101485		Accessible	Franklin County
274	VPG	MV-1	2012	101585		Accessible	Franklin County
280	VPG	MV-1	2012	100834		Accessible	Franklin County
281	VPG	MV-1	2012	100843		Accessible	Franklin County
282	VPG	MV-1	2012	100838		Accessible	Franklin County
283	VPG	MV-1	2012	100800		Accessible	Franklin County
284	VPG	MV-1	2012	100836		Accessible	Franklin County

Summary of Existing Resources

The resources devoted to public transit and human services transportation in Delaware and Franklin counties are considerable; however, they are divided among a large array of entities and programs. Different programs target different populations with transportation needs. An individual's eligibility for a certain service may be limited by the requirements of the original funding source behind that service. Service operators, mobility managers, transportation information brokers, and even users may benefit from understanding the complicated and often overlapping programs that fund transportation services in Delaware and Franklin counties.

Federal Programs

Federal programs are a significant source of transportation funding. However, these funds are typically administered at state and local levels. The funds often require a state contribution or local match. By grouping the local transportation programs together with others leveraging the same federal, state, or local funding, one can see the full range of programs that may benefit from some level of coordination.

Medicaid

The Medicaid program helps provide medical assistance to those least able to afford those services. While it is a federal program, eligibility and other program administration decisions are left to the states to determine within broad federal guidelines. States must budget their own funding for the program in order to access or match the federal funding.

At the Federal level, Medicaid provides more funding for specialized transportation than any other program. This is more difficult to determine at the local level. Whatever the case may be, it remains a significant source of funding for transportation.

In Ohio, the loss of local sales tax revenue generated from health care services provided by Medicaid Managed Care Organizations will erase more than $38 million in funding for transit annually, beginning in 2019.

Franklin County Department of Job and Family Services and Delaware County Job and Family Services handle transportation programs involving Medicaid funding in each county.

The administrative and reporting requirements can be substantial, requiring advanced authorization and documentation for each trip. Per trip reimbursements are based on strict reimbursement schedules, no matter the cost to the company. The waiting period for these reimbursements can be significant.

Medicare generally does not cover transportation to get routine health care. However, it may cover non-emergency ambulance transportation to and from a health-care provider if there is a health condition that has been diagnosed or is being treated and other forms of transportation could endanger health. There are five managed care providers that provide non-emergency medical transportation: Buckeye Health Plan, CareSource, Molina Health-

care, Paramount Advantage, and United Healthcare.

Medicaid Waivers

Typically, Medicaid-funded transportation can only be used for travel to and from a qualified Medicaid-covered service, such as a doctor's appointment. However, Ohio takes advantage of an exception or "waiver" in the federal Medicaid guidelines. These Medicaid waivers allow Medicaid-eligible individuals with disabilities and chronic conditions to retain control of their lives and remain at home, in their communities rather than be put in a nursing home or other institutionalized setting. These waivers can cover services such as at-home care, adult day programs, and expanded transportation.

Title III of Older Americans Act: Grants for State & Community Programs on Aging

Title III of the Older Americans Act authorizes funding for state and community programs on aging. Section 311, commonly referred to as Title III B, funds supportive services and senior centers.

Transportation is among the supportive services authorized by the act. The Ohio Department of Aging receives federal funds by formula. It passes a portion of these funds to Area Agencies on Aging, along with some state funding to help match the federal funds (Senior Community Services). These area agencies are responsible for the creation of a comprehensive and coordinated system to provide these supportive services that enable older individuals to continue living at home and in their communities. The Central Ohio Area Agency on Aging (COAAA) holds this responsibility for Delaware and Franklin counties, as well as other neighboring counties.

Federal Transit Administration (FTA)

Much of the federal funding for transportation comes from the federal gas tax. These funds flow to individual states and regions based on their attributes, such as population and growth. Each of these attributes has a place in a formula that helps determine the amount available for that area. There are multiple lines of formula funds from the Federal Transit Administration (FTA). For each of these lines of formula funding, the Governor determines the designated recipient. That designated recipient is then responsible for the use or distribution of those funds.

Urbanized Area Formula Program (Section 5307)

COTA and DATABus are designated recipients for the 5307 funds that flow to the Columbus Urbanized Area. These funds are primarily used in planning and capital investment. DATABus is eligible to use a small percentage of these funds for operation costs because it has fewer than 100 buses. Formula funds require a local match. COTA's local funding is comprised of funds from sales tax levy and farebox revenue. DATABus does not have a designated source of local finding. DATABus relies on transportation service contracts, a small amount of 5307 for operating and farebox revenues to meet this requirement.

Transit Capital Investment Grant Program (Section 5309)

Through Section 5309 funding, FTA provides major capital assistance to transit agencies. These grants are discretionary and typically administered by FTA through periodic competitions under a variety of programs. Primary projects include new and expanded rapid rail, commuter rail, light rail, streetcars, bus rapid transit, and ferries, as well as corridor-based bus rapid transit investments that emulate the features of rail. There are four categories of eligible projects under the CIG program: New Starts, Small Starts, Core Capacity, and Programs of Interrelated Projects.

Formula Program for Elderly Persons and Persons with Disabilities (Section 5310)

Mid-Ohio Regional Planning Commission (MORPC) is the designated recipient for the 5310 funds that are apportioned to the Columbus, Ohio urbanized area. Potential subrecipients must apply to MORPC during a cycle of funding and compete with other applicants in the Columbus, Ohio area. The purpose of this line of funding is to assist private non-profits and certain public entities in providing transportation to older adults and individuals with disabilities through capital grants.

Rural Intercity Bus Program (Section 5311(f))

The Ohio Rural Intercity Bus Program (Section 5311(f)) is designed to address the intercity bus transportation needs of the entire state by supporting projects that provide transportation between non-urbanized areas and urbanized areas that result in connections of greater regional, statewide, and national significance. The purpose of the Section 5311(f) funding is to provide supplemental financial support to transit operators and to facilitate the most efficient and effective use of available federal funds in support of intercity bus service in rural areas. Section 5311(f) specifies eligible intercity bus activities to include "planning and marketing for intercity bus transportation, capital grants for intercity bus shelters, joint-use stops and depots, operating grants through purchase-of-service agreements, user side subsidies and demonstration projects, and coordination of rural connections between small public transportation operations and intercity bus carriers." Capital assistance may be provided to purchase vehicles or vehicle-related equipment such as wheelchair lifts for use in intercity service. Charter and tour services are not eligible for assistance under this program.

Vocational Rehabilitation State Grants

The Rehabilitation Services Administration (RSA) within the US Department of Education oversees several programs that seek to enable persons with disabilities (both physical and mental) access to employment and independent living opportunities. These programs fund services such as counseling or job and travel training for eligible individuals. Transportation services enabling individuals' access to these services are an allowable expense. The RSA's Title I formula grant program directly funds the Ohio Rehabilitation Services Commission (RSC). The Ohio RSC uses these funds in a variety of programs, including those listed below.

State Programs

Many of the federal programs, listed in the section above, require significant state financial participation. Consequently, there are few state-only sources of public transit or human services transportation funding.

County Programs

Voters in Franklin County have approved four property tax levies and two sales tax levies that, in whole or part, help fund local transportation options. In some cases, these local funds are a reliable local match for federal programs listed above. In other cases, these local funds fully support county programs.

Seniors Levy

The Franklin County Office on Aging (FCOA) is able to administer several programs with transportation components through a 0.9-mill senior services levy. This set of programs, Senior Options, is also the "one-stop shopping" point for information and access to senior services. Approximately 5,500 older adults receive Senior Options services monthly.

Developmental Disabilities Levy

Both Franklin and Delaware counties have County Boards of Developmental Disabilities. The Franklin County Board of Developmental Disabilities (FCBDD) receives local funding through a 3.5-mill property tax levy. The Delaware County Board of Developmental Disabilities (DCBDD) also receives local funding through a 2.66-mill levy. Local tax levies are the largest single source of revenue for both organizations.

Both FCBDD and DCBDD serve clients in their respective counties with qualifying mental and physical disabilities, occurring naturally or by accident, whose disability manifested before 22 years of age.

Transit Levy

Local funding for COTA comes from a permanent 0.25-percent sales tax levy. This tax is levied in COTA's service area, which includes all of Franklin County and portions of adjacent counties covered by the cities of Columbus, Dublin, Reynoldsburg, and Westerville. In 2016, voters approved to renew a ten-year 0.25-percent sales tax levy, expiring in 2026. This funding will allow COTA to maintain current service levels and meet future needs of the community. COTA's services were listed previously in the Federal funding section.

Delaware County does not have any sort of tax that supports DATABus.

Other Local Jurisdictions' Programs

Cities, villages, and townships typically play an indirect role in public transit or human service transportation. These local governments are responsible for a significant share of the construction, operation, and maintenance of the surface transportation system, including

roadways and sidewalks, which make transit possible and accessible. The exceptions to this indirect role happen through transportation programs associated with senior centers, which may be associated with local parks and recreation budgets.

Senior Centers

Some senior centers provide transportation for their clients. A senior center might provide "calendar group" (or signup list) transportation to shopping or other destinations on a weekly or bi-weekly basis. Several centers offer demand-responsive transportation to medical appointments on an as-available basis. The centers vary on whether services are offered beginning at age 55 or 60 and whether services are offered to disabled persons irrespective of age. Most have between one and five vehicles and provide transportation during standard weekday business hours. Most have downtime on weekdays after 5 p.m. and on the weekends.

Private and Non-Profit Programs

Governments are far from the only entities involved in funding and providing transportation services. Many non-profit and private entities also help fill the transportation needs of individuals throughout the region.

Settlement Houses

Settlement houses are the result of a social movement dating back to the 1880s. The "settlement movement" sought to alleviate the poverty of low-income neighbors to these houses. The houses remain non-profit, community-focused organizations that provide a range of services. In Franklin County, settlement houses are well-dispersed, have established client bases and communication networks, and importantly, they have societal missions that complement the aims of a coordinated transportation system for human services delivery.

All six members of the Columbus Federation of Settlements (CFS) provide some form of community transportation including older adults and people with disabilities. Five settlement houses – Central, Clintonville-Beechwold, Gladden, Neighborhood House, and St. Stephen's – along with Canal Winchester Human Services, provide senior transportation to the grocery store and social outings with funding from the Franklin County senior levy (see previous section, above). The program covers many of the large senior housing developments in the county.

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

Churches

Churches are commonly mentioned as possible participants in a coordinated approach to

human services transportation. Programming of church vehicles is generally not aimed at servicing the public at large but rather at getting parishioners to church or getting church youth to activities. There is currently no known list of churches with vehicles (even for a single denomination).

Day Programs and Live-In Facilities for Older Adults or Persons with Disabilities

In both Delaware and Franklin counties, there are many vehicles associated with day programs or residential facilities, both private and non-profit, for the assistance, employment/ training, development, or treatment of older adults and persons with disabilities. Transportation plays an especially important role for day programs or other services that allow a user to live independently.

Some of these transportation services use volunteer drivers and personal vehicles (PLAN-CO, Goodwill), but others (ADD, Heritage Day) own and operate sizeable fleets. Service models commonly require vehicles to be present and "on-call" for existing client needs, leaving little availability for service coordination.

Illness-Related Transportation Assisstance

A variety of organizations and programs exist solely to assist those suffering from specific illnesses.

Taxicabs, Non-Emergency Medical Transportation, Ambulettes, and Other Transportation Companies

Taxicabs (some with wheelchair accessibility) are a valuable part of the human services transportation fleet in Franklin County. While private, many programs contract with cab companies in order to provide transportation to their clients. Similarly, ambulette companies provide a valuable service that many Medicaid clients rely on. Other transportation companies provide similar services to the users of a variety of programs (PASSPORT, Medicaid, and Developmental Disabilities) and private-pay clients.

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

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

Generally, non-emergency medical transportation is defined as a transportation service provided to individuals who are not in an emergency situation but need more assistance

than a taxi service is able to provide. Oftentimes, these services are specially equipped to transport riders in wheelchairs, stretchers or with other special needs.

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

Transportation Network Companies (TNCs) are any companies operating in Ohio that use a digital network to connect riders with drivers. This includes companies such as Uber and Lyft that provide transportation services at the clients' request on a case-by-case basis. The PUCO will issue a TNC permit to any company that does all of the following: applies for a permit, affirms that it will remain in compliance with state law and PUCO's rules. Drivers do not have to register with the PUCO, but are screened and registered to drive by the TNCs.

Other accessible transportation providers use a software mobility platform to build transportation networks for communities where more seats and vehicles are utilized across organizations and communities to reduce everyone's total cost of transportation. The platform includes the software, vehicles, trained drivers, processes, and compliance needed to provide service.

Foundations

Several local and national foundations have funded transportation programs and projects in Franklin County. These foundations include The Columbus Foundation, Columbus Jewish Federation, United Way of Central Ohio, Osteopathic Heritage Foundation, and the JP Morgan Chase Foundation.

Emerging Technology

Advancements in technology are happening rapidly and it is still unclear how and to what extent they will impact the efforts to improve the mobility of older people and individuals with disabilities.

The City of Columbus received a Smart City Challenge Grant in 2016 from the U.S. Department of Transportation and received $40 million in federal transportation funding and $10 million in private funds to create a demonstration project of how an intelligent transportation system and equitable access to transportation can have positive impacts on every day challenges faced by cities.

The project will look at three areas: enabling technologies, enhanced human services, and

Graphic 2: Smart Columbus Operating System
SOURCE: CITY OF COLUMBUS, SMART COLUMBUS PROJECT
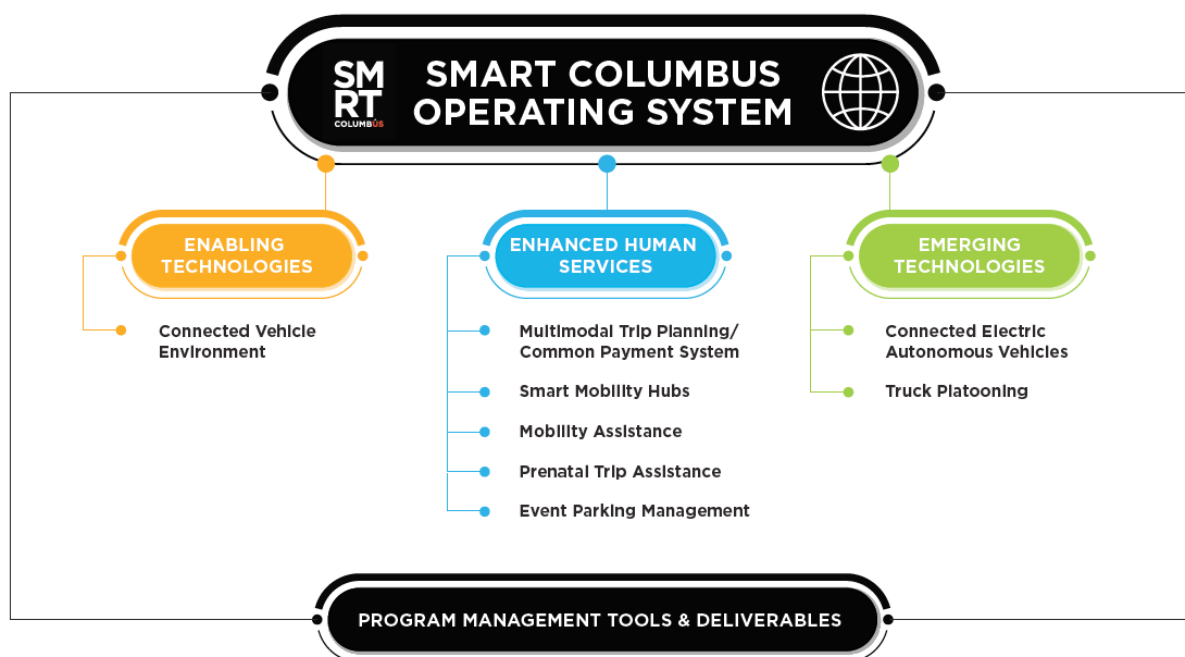
emerging technologies, see Graphic 1. The Enhanced Human Services area has the most potential relevance to older adults and individuals with disabilities, especially with the multimodal trip planning application and common payment system, mobility assistance for people with cognitive disabilities, and smart mobility hubs.

IV. ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

In an effort to better understand the needs of Delaware and Franklin counties, the work group 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 Mid-Ohio Regional Planning Commission 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 the stakeholders and the general public is available upon request.

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

- Assessment of data and demographics
- Survey of providers in Delaware and Franklin counties
- Survey of users in Delaware and Franklin counties
- Focus groups of older populations in Delaware and Franklin counties
- Open houses for discussion of issues in Delaware and Franklin counties
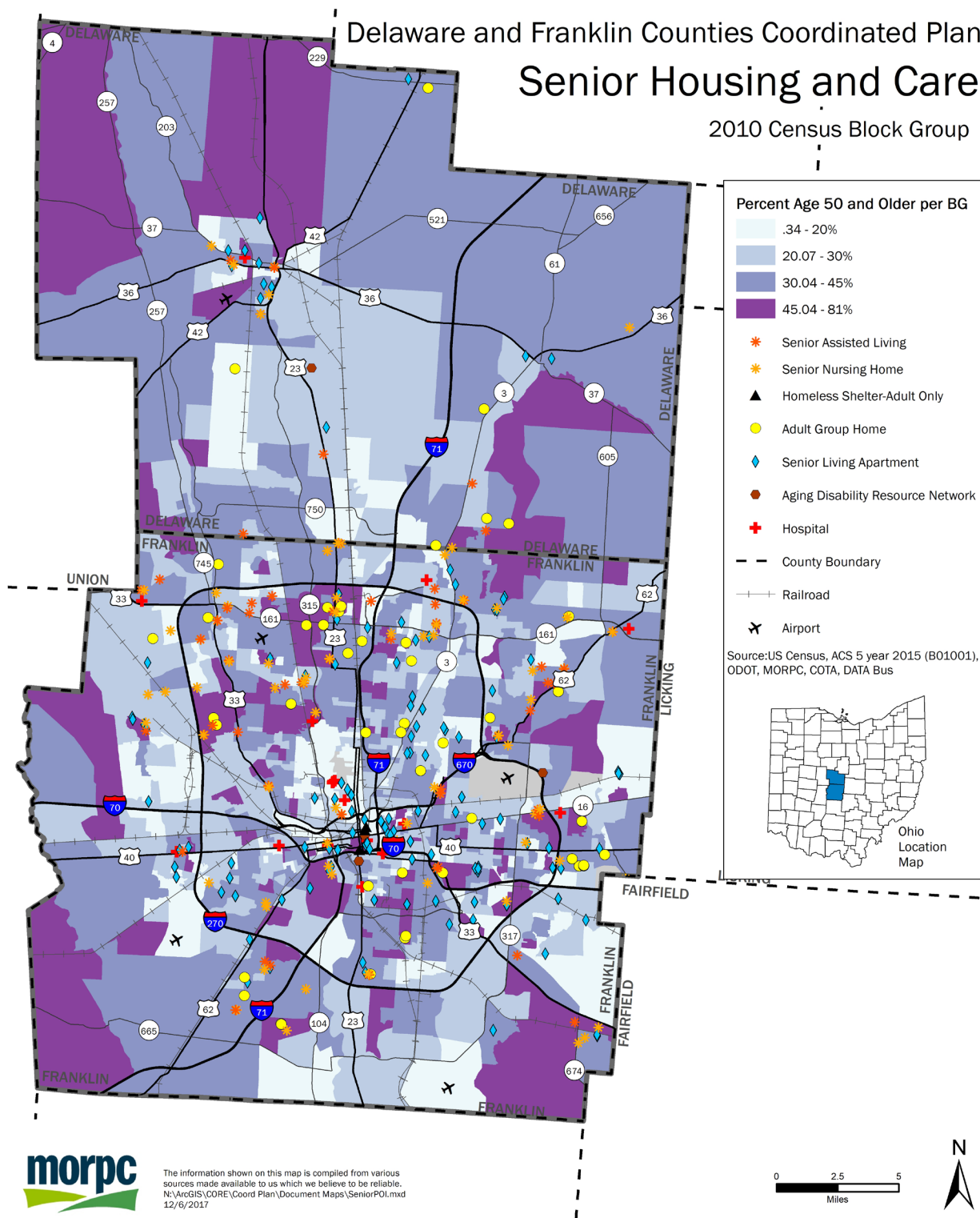- Presentations to stakeholder groups to elicit input in Delaware and Franklin counties

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 are valuable because we need a comparison of where the highest and lowest densities of individuals who are most likely to need transportation live. This information can then be compared to the locations of (1) major trip generators, and (2) available transportation services.

The mobility needs of the senior population in Franklin County vary. For some, driving may still be an option. Others may rely on family and community support to complete errands, reach medical appointments, and do other activities outside the home when driving is no longer a safe option, but independent living remains an option. This may result from income constraints and/or visual, ambulatory, or cognitive difficulties. Map 5 shows the concentrations of older adults living throughout Delaware and Franklin counties and also indicates locations of senior housing and care. In Delaware County, there are concentrations within and near Delaware City. In Franklin County, while there are small concentrations near downtown Columbus, much of the concentrations are scattered around the outerbelt. This creates the potential for difficulties getting to major hospitals and other points of interest.

Delaware and Franklin Counties Coordinated Plan
Senior Housing and Care
2010 Census Block Group

Percent Age 50 and Older per BG
- .34 - 20%
- 20.07 - 30%
- 30.04 - 45%
- 45.04 - 81%

- ✳ Senior Assisted Living
- ✳ Senior Nursing Home
- ▲ Homeless Shelter-Adult Only
- ⬤ Adult Group Home
- ◆ Senior Living Apartment
- ⬤ Aging Disability Resource Network
- ✚ Hospital
- — — County Boundary
- +—+ Railroad
- ✈ Airport

Source:US Census, ACS 5 year 2015 (B01001), ODOT, MORPC, COTA, DATA Bus

Ohio Location Map

morpc

The information shown on this map is compiled from various sources made available to us which we believe to be reliable.
N:\ArcGIS\CORE\Coord Plan\Document Maps\SeniorPOI.mxd
12/6/2017

0   2.5   5
Miles

N

To dive a little deeper into looking at senior needs and how they align with transit availability, Map 6 shows senior housing and care facility locations coupled with transit lines for both counties. While a great number seem to be adjacent to transit lines, there are many outliers in rural areas of both counties that have little connection to other places.

Map 7 indicates the areas where the number of zero-vehicle households is above the counties' averages. The absence of a vehicle in the household is often an indication of the need for transportation services. Much of the concentrations of households with no vehicle are near both urban cores (City of Columbus and City of Delaware), but there are some that are more wide ranging in location. These are not always areas that are well-served by transit.
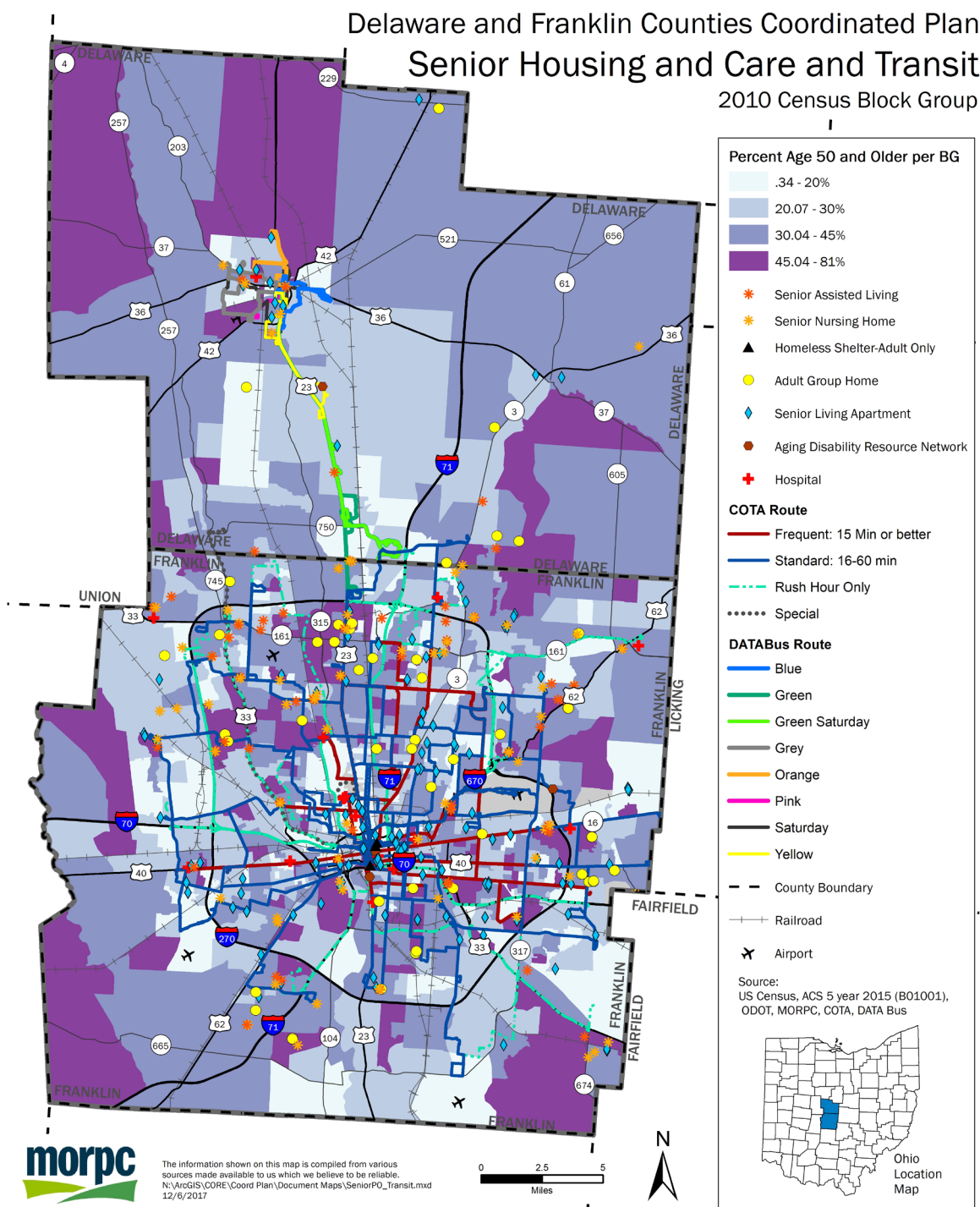
Map 8 illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle.

There is a large range of need for adults with disabilities and some of this population in both counties, with some of those people qualifying for the paratransit services available. There are limits with both services' paratransit systems, but both try to cover people with disabilities who are in need of further assistance. Map 9 indicates where the concentrations of adults with disabilities live in conjunction with transit lines in both counties.

People living below 150 percent of the poverty level may have a hard time with consistent access to reliable private transportation. Map 10 below shows where that population lives throughout the counties and the transit lines. There are disconnects for some of the people living on the outskirts of each county that are not well served by transit.
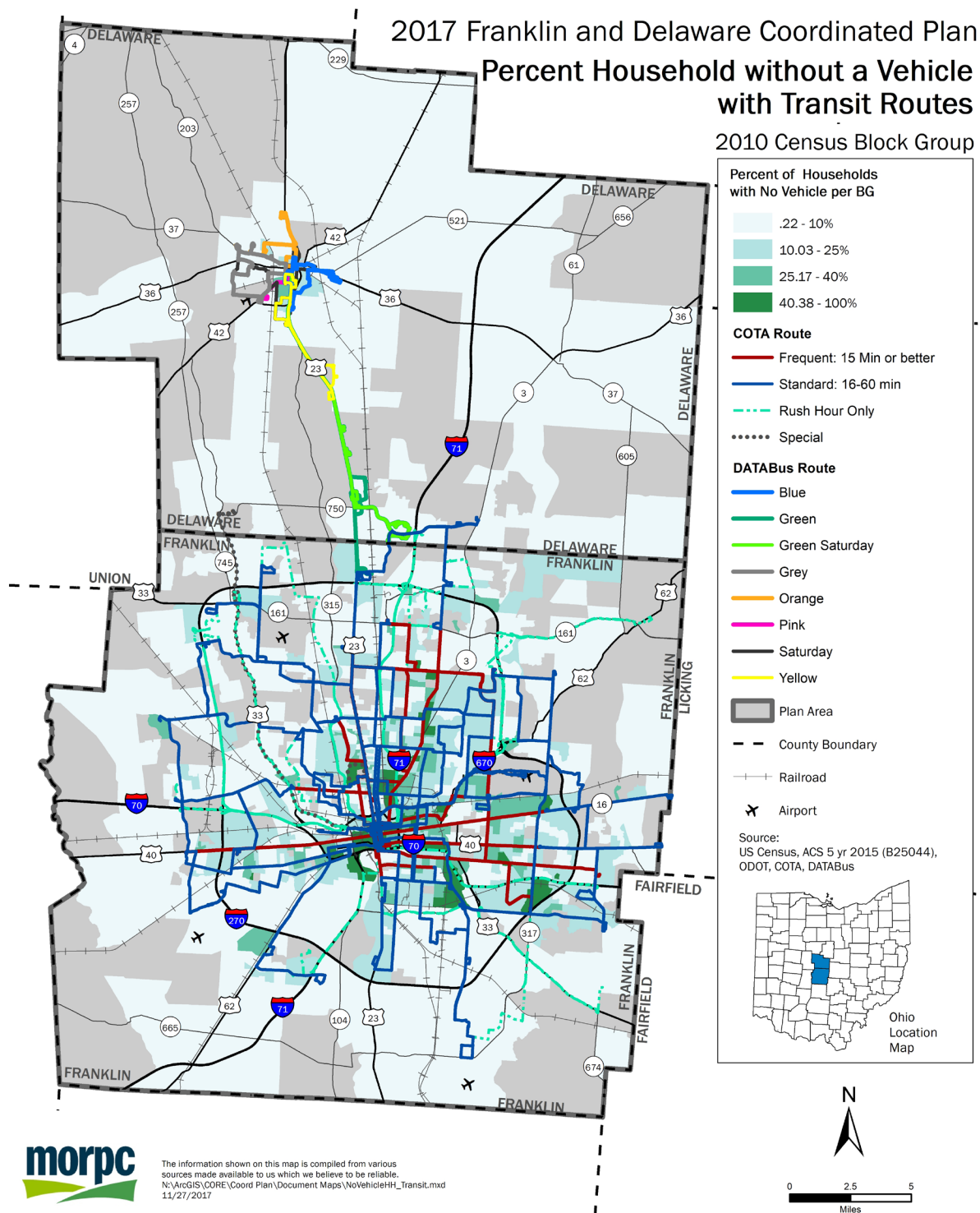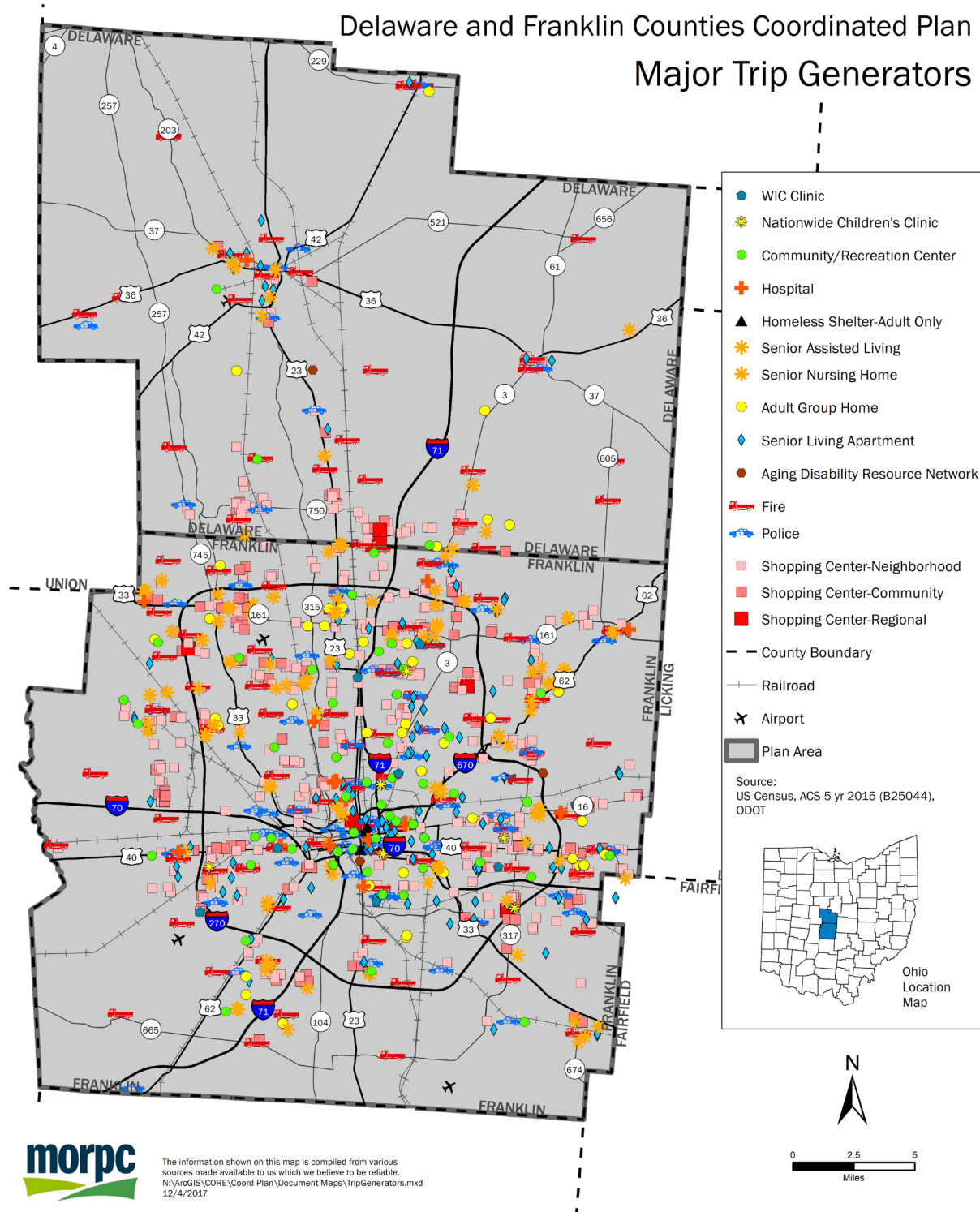
Delaware and Franklin Counties Coordinated Plan
Senior Housing and Care and Transit
2010 Census Block Group

Percent Age 50 and Older per BG
- .34 - 20%
- 20.07 - 30%
- 30.04 - 45%
- 45.04 - 81%

- Senior Assisted Living
- Senior Nursing Home
- Homeless Shelter-Adult Only
- Adult Group Home
- Senior Living Apartment
- Aging Disability Resource Network
- Hospital

COTA Route
- Frequent: 15 Min or better
- Standard: 16-60 min
- Rush Hour Only
- Special

DATABus Route
- Blue
- Green
- Green Saturday
- Grey
- Orange
- Pink
- Saturday
- Yellow

- County Boundary
- Railroad
- Airport

Source:
US Census, ACS 5 year 2015 (B01001),
ODOT, MORPC, COTA, DATA Bus

Ohio Location Map

The information shown on this map is compiled from various sources made available to us which we believe to be reliable.
N:\ArcGIS\CORE\Coord Plan\Document Maps\SeniorPO_Transit.mxd
12/6/2017

0   2.5   5
Miles

N

2017 Franklin and Delaware Coordinated Plan

Percent Household without a Vehicle with Transit Routes

2010 Census Block Group

Percent of Households
with No Vehicle per BG

- .22 - 10%
- 10.03 - 25%
- 25.17 - 40%
- 40.38 - 100%

COTA Route
- Frequent: 15 Min or better
- Standard: 16-60 min
- Rush Hour Only
- Special

DATABus Route
- Blue
- Green
- Green Saturday
- Grey
- Orange
- Pink
- Saturday
- Yellow

- Plan Area
- County Boundary
- Railroad
- Airport

Source:
US Census, ACS 5 yr 2015 (B25044),
ODOT, COTA, DATABus

Ohio
Location
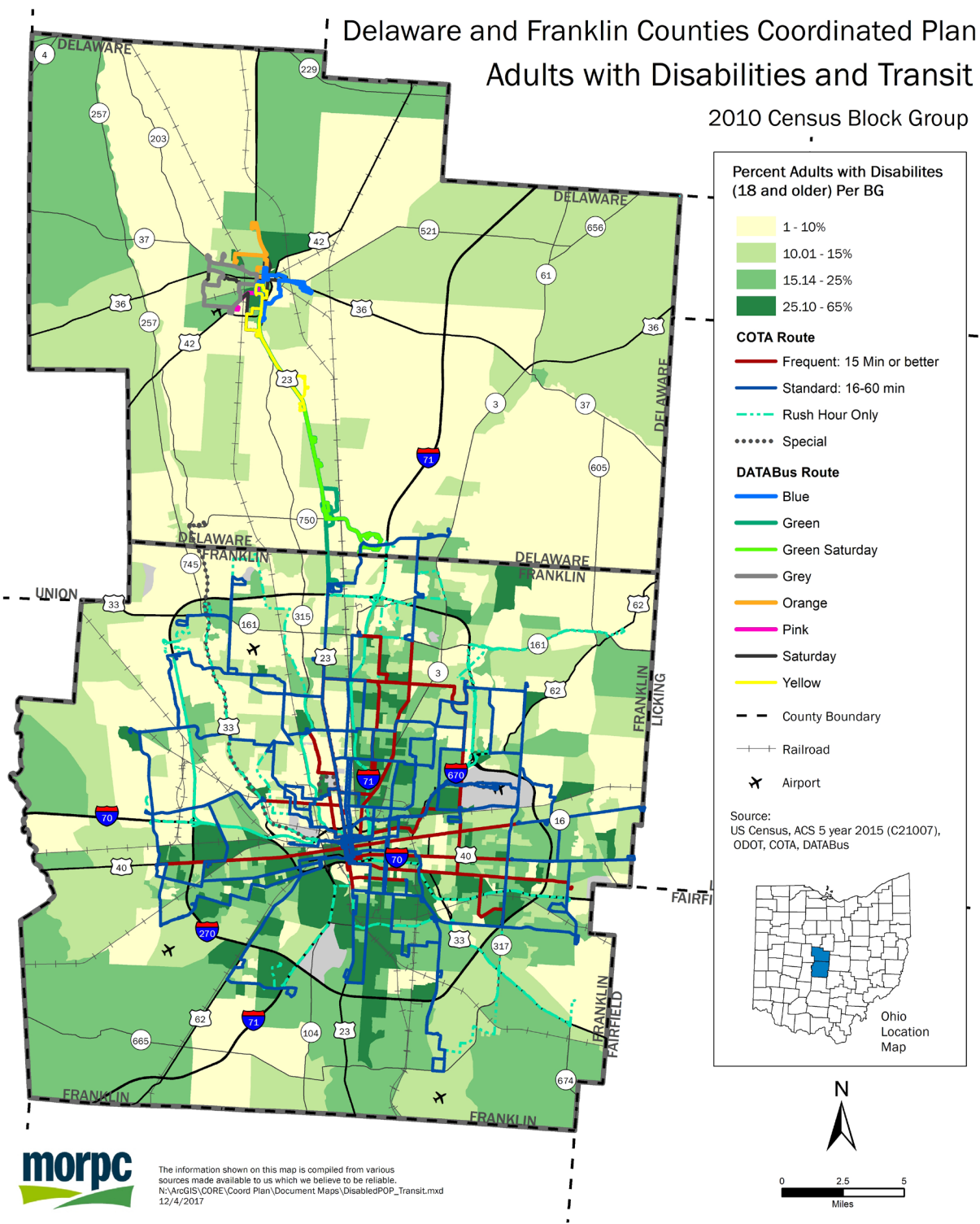Map

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The information shown on this map is compiled from various
sources made available to us which we believe to be reliable.
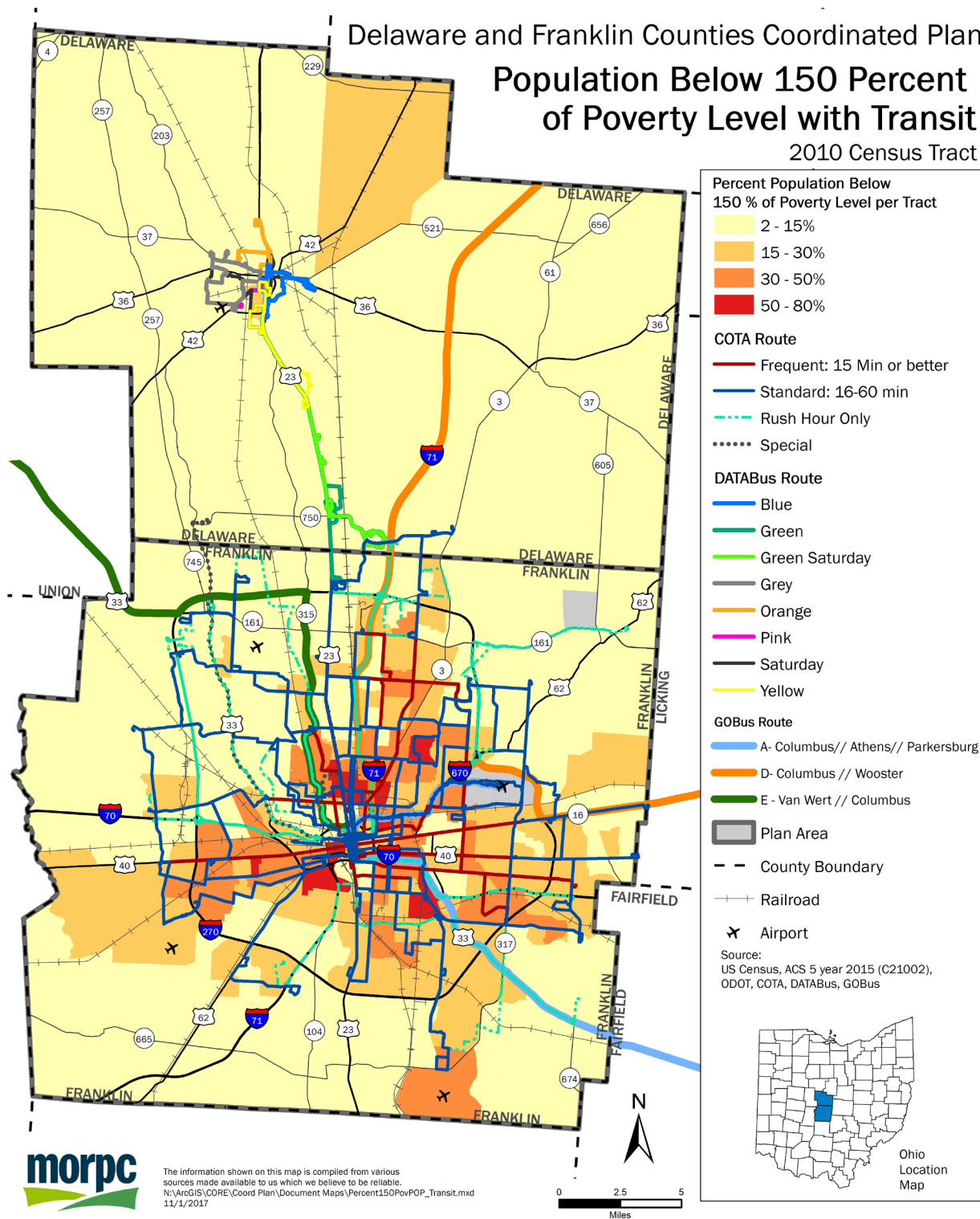N:\ArcGIS\CORE\Coord Plan\Document Maps\NoVehicleHH_Transit.mxd
11/27/2017

Map 8: Map of Major Trip Generators

Delaware and Franklin Counties Coordinated Plan
Major Trip Generators

Legend:
- WIC Clinic
- Nationwide Children's Clinic
- Community/Recreation Center
- Hospital
- Homeless Shelter-Adult Only
- Senior Assisted Living
- Senior Nursing Home
- Adult Group Home
- Senior Living Apartment
- Aging Disability Resource Network
- Fire
- Police
- Shopping Center-Neighborhood
- Shopping Center-Community
- Shopping Center-Regional
- County Boundary
- Railroad
- Airport
- Plan Area

Source:
US Census, ACS 5 yr 2015 (B25044), ODOT

Ohio Location Map

The information shown on this map is compiled from various sources made available to us which we believe to be reliable.
N:\ArcGIS\CORE\Coord Plan\Document Maps\TripGenerators.mxd
12/4/2017

Delaware and Franklin Counties Coordinated Plan
Adults with Disabilities and Transit
2010 Census Block Group

Percent Adults with Disabilites (18 and older) Per BG

- 1 - 10%
- 10.01 - 15%
- 15.14 - 25%
- 25.10 - 65%

COTA Route
- Frequent: 15 Min or better
- Standard: 16-60 min
- Rush Hour Only
- Special

DATABus Route
- Blue
- Green
- Green Saturday
- Grey
- Orange
- Pink
- Saturday
- Yellow
- County Boundary
- Railroad
- Airport

Source:
US Census, ACS 5 year 2015 (C21007),
ODOT, COTA, DATABus

Ohio Location Map

The information shown on this map is compiled from various sources made available to us which we believe to be reliable.
N:\ArcGIS\CORE\Coord Plan\Document Maps\DisabledPOP_Transit.mxd
12/4/2017

0   2.5   5
Miles

Delaware and Franklin Counties Coordinated Plan

Population Below 150 Percent of Poverty Level with Transit
2010 Census Tract

Percent Population Below 150 % of Poverty Level per Tract

- 2 - 15%
- 15 - 30%
- 30 - 50%
- 50 - 80%

COTA Route
- Frequent: 15 Min or better
- Standard: 16-60 min
- Rush Hour Only
- Special

DATABus Route
- Blue
- Green
- Green Saturday
- Grey
- Orange
- Pink
- Saturday
- Yellow

GOBus Route
- A- Columbus// Athens// Parkersburg
- D- Columbus // Wooster
- E - Van Wert // Columbus

- Plan Area
- County Boundary
- Railroad
- ✈ Airport

Source:
US Census, ACS 5 year 2015 (C21002),
ODOT, COTA, DATABus, GOBus

Ohio Location Map

N

0   2.5   5
Miles

morpc

The information shown on this map is compiled from various sources made available to us which we believe to be reliable.
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11/1/2017

Analysis of Demographic Data

According to MORPC's insight2050 Report in 2016, Central Ohio will experience dramatic changes related to demographics, especially related to how the region will age in this timeframe. The Report said:

Nearly 80% of the growth in the last two decades (1990 to 2010) was among 35- to 64-year-olds. Over the next decades, this same group will account for only 31% of growth. Aging baby boomers will make up nearly 45% of growth and those under 35 will account for more than 25%. Households with children will account for less than 20% of growth over the next two decades and the region will be more diverse; racial and ethnic minorities are expected to account for a majority of the region's growth by 2050.

As Central Ohio ages, the growing needs of older adults and people with disabilities needs to be taken into account by decision makers. Aging may change people's mobility and may create circumstances where people need to seek help from agencies and services they have not used before. According to the Central Ohio Older Adult Needs Assessment by the Franklin County Office on Aging and the Central Ohio Area Agency on Aging in 2014, these agencies expect a much higher demand of their services as the region's population ages.

This report also indicated that a barrier may be a lack of awareness of agency services by many older adults and their families, as well as a lack of access to resources, which may be due to geography, transportation constraints, limited caregiving resources, or other similar issues. The report said, "Additional barriers may also develop due to a lack of preparation. Many people do not plan for unforeseen needs until they are facing an immediate, major problem. These individuals often do not seek services for themselves or their loved ones until after there is a crisis situation." This report reflected issues that were identified in public meetings, focus groups, and surveys conducted for this plan. This shows a need for greater awareness about the services and support systems that are in place, and possibly an expansion of these services to meet a growing population.

The Delaware General Health District is conducting an Age-Friendly Assessment of Delaware County starting in 2018.

General Public and Stakeholder Meetings and Focus Groups

MORPC hosted and facilitated 7 local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. More information about what meetings were held and attendance at those meetings is available upon request.

These are the dates and locations of the local meetings and focus groups:

- Presentation to and discussion with the Columbus Advisory Committee on Disability Issues October 27, 2016 (8 participants)
- Focus group of senior companions in conjunction with Age-Friendly Columbus initiative November 16, 2016 (100 participants)
- Focus group of transit providers and riders with the DATABus Transit Advisory Committee November 16, 2016 (~10 participants)
- Focus group of transportation and service providers with the COTA Mobility Advisory Committee July 12, 2017 (14 participants)
- Focus group of transportation and service providers with the DATABus Transit Advisory Committee July 19, 2017 (~12 participants)
- Public meeting at SourcePoint August 16, 2017 (27 participants)
- Public meeting at MORPC August 21, 2017 (12 participants)
- MORPC staff reports to MORPC Committees, Community Advisory Committee (CAC)
- Transportation Advisory Committee (TAC) and Transportation Policy Committee (TPC)

During each meeting, MORPC presented highlights of historical coordinated transportation in the county where the meeting was taking place, either Delaware or Franklin 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/update and identify any gaps that were no longer valid and any new needs/gaps, which the facilitator deleted from/added to 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. The Age-Friendly Columbus Focus Group with Senior Companions on November 16, 2016 was by far the largest and most involved focus group. Highlights from that event are given below.

Highlights from Age-Friendly Columbus Focus Group with Senior Companions

The focus groups were held at the Jewish Community Center in Bexley, with 100 older adults ranging in ages from 59 to 96. Attendees were members of the Senior Companions Program of Catholic Social Services. During this event, nine simultaneous focus groups

were hosted in six languages. These languages include: English, Nepalese (Bhutanese), Khmer (Cambodian), Russian, Mandarin (Chinese), and Somali with interpretation services provided by ASIST Translation Services, Inc. Many different topics were covered, not just transportation, and below are three of the largest issues that came up.

- Public transportation is unreliable
- Language barriers make public transportation and drivers-for-hire difficult to use
- General difficulty in scheduling drivers-for-hire

FOCUS GROUPS FOR THE AGE-FRIENDLY COMMUNITY STUDY

The Kirwan Institute and Ohio State College of Social Work's study, "Meeting the Challenges of an Aging Population with Success," identified the areas within Franklin County that have a dense and vulnerable population of older adults. Based on the study's findings, Age-Friendly Leadership chose four pilot neighborhoods on which to focus initially: Hilltop, Linden, the Near East Side, and Beechwold. Hilltop, Linden, and the Near East Side are several of the neighborhoods of focus for the City of Columbus through Mayor Ginther's Celebrate One initiative, the new Department of Neighborhoods, and Smart Columbus. Beechwold represented a neighborhood densely populated with older adults who are not vulnerable, but who are at risk for vulnerability in the future.

In 2016 staff, Age-Friendly Leadership, volunteers, and Columbus Public Health facilitated community meetings with older adults in the neighborhoods of Beechwold and Linden. Pilot neighborhood-related work continued in Hilltop and Near East Side in 2017. The community meetings allowed for an open discussion around the survey questions related to the Transportation and Open Spaces and Buildings Domains. Furthermore, the meetings included working with the older adult participants to identify strengths, weaknesses, opportunities, and constraints within their neighborhoods with regard to transportation options, safety, and amenities such as benches and parks. Information gathered at these initial Pilot Neighborhood meetings was used to identify routes for respective walk audits led by Columbus Public Health. Highlights regarding each of these two community meetings are outlined below.

Beechwold:

- They would be more apt to walk if new sidewalks were added and current sidewalks were improved.
- The interaction between driving speeds and street parking is a concern. They found the streets unsafe for motorists and pedestrians alike when cars were being parked amid fast-moving traffic.

Linden: (The conversation focused on personal safety and transportation)

- Most participants reported regularly taking transportation provided by St. Stephen's as

their option for getting to and from the community center.

- Bus stops with seating and shelter from inclement weather are important to the group if they are going to use public transit. They referenced the recent removal of a particular bus shelter near St. Stephen's Community House as a concern.
- Participants commented extensively on safety concerns that are barriers to their leaving their homes: abandoned and boarded-up houses, poorly maintained sidewalks, and crime incidents related to poorly maintained properties and loitering individuals.

Mobility: The majority of older adults in Columbus drive themselves as their main mode of transportation. As their preferences and abilities change, Columbus and regional transportation partners can collaborate to ensure that people have other options of getting around. At a neighborhood level, connected and complete sidewalks are essential to encouraging and enabling residents – no matter their age – to walk and use public transportation.

Concerns Identified by Columbus' Older Adults:

- Older residents are concerned about the fast-paced growth of the city and the potential negative effects it could have on affordable and accessible housing.
- Resources and safety-related disparities exist across neighborhoods.
- Mobility challenges and reliance on personal vehicles need to be addressed.
- There is a perception of ageism and negative stereotypes of older adults in the community.
- There is a lack of preparation for individuals' changing needs and preferences over time.

Surveys

The following survey summary includes the information gained from the following surveys that were performed. For Franklin County, the Age-Friendly Columbus Survey (AFCS) was used to represent the county. The same questions, plus a question about disability status, were used to survey disabled and elderly populations in Delaware County and disabled people in Franklin County. That survey will be referred to as the Coordinated Plan Transportation Survey (CPTS).

For the Age-Friendly Columbus Survey, MORPC and AARP Ohio engaged the Center for Community Solutions (CCS) to collect feedback and information from Columbus residents over the age of 50 via surveys. Through a comprehensive representative survey and a shorter convenience sample survey, older adults were asked about the eight age-friendly domains. Survey results reflect the impressions of older adult residents about amenities, services, barriers, and challenges within their neighborhoods.

For the Coordinated Plan Transportation Survey, MORPC leveraged the work done to create the AFCS and expanded the reach of the survey to include Delaware County and people with disabilities, through the help of stakeholders and agencies that work with older adults and people with disabilities. 203 respondents completed this survey, which was done online or by anonymous paper copies that were input at a later time.

Per the AFCS, most Columbus older adults drive, with 82 percent driving themselves to appointments, errands, events, or community locations. Income is more of a deciding factor on their mode of transportation than age. The highest income older adults were twice as likely to drive themselves as residents with the lowest incomes. Fewer people drove themselves per the CPTS at 52 percent. About 14 percent either relied on both friends and family or relied on public transit to get around.

As Columbus adults age, reliance on family and friends for transportation increases, and use of public transportation decreases. An unfamiliarity with alternative transportation options such as public transportation may be a disadvantage to an older adult whose mobility and ability to drive change either over time or unexpectedly.

The AFCS found that most older adults living in Columbus do not face transportation barriers when navigating the community. Over 75 percent of those surveyed reported they have no problem getting around. However, when those who do not drive are examined separately, far fewer reported having no problems getting around. Of this group of non-drivers, many have difficulty with walking (37 percent) and do not feel safe walking (34 percent). Looking at the CPTS data, of the people who do not drive themselves, 25 percent have no problems getting around, 12 percent do not feel safe walking, and 31 percent have difficulties with walking.

According to the AFCS, income is more of a deciding factor on usual mode of transportation than age. Among those with incomes $60,000 and over, 98 percent reported driving themselves; 88 percent of those with incomes between $25,000 and $59,999 drive them-

selves. A much lower share (49 percent) of those whose income is below $24,999 report driving themselves. According to the CPTS, 90 percent of those with incomes $60,000 and over drive themselves; 67 percent of those with incomes between $25,000 and $59,000 drive themselves. Only 25 percent of people whose income is below $24,999 report driving themselves in the CPTS survey. See Chart 10 for a visual representation of this information between the two surveys.

Chart 10: Individuals who drive themselves by income
SOURCE: AGE-FRIENDLY COMMUNITY SURVEY AND COORDINATED PLAN TRANSPORTATION SURVEY
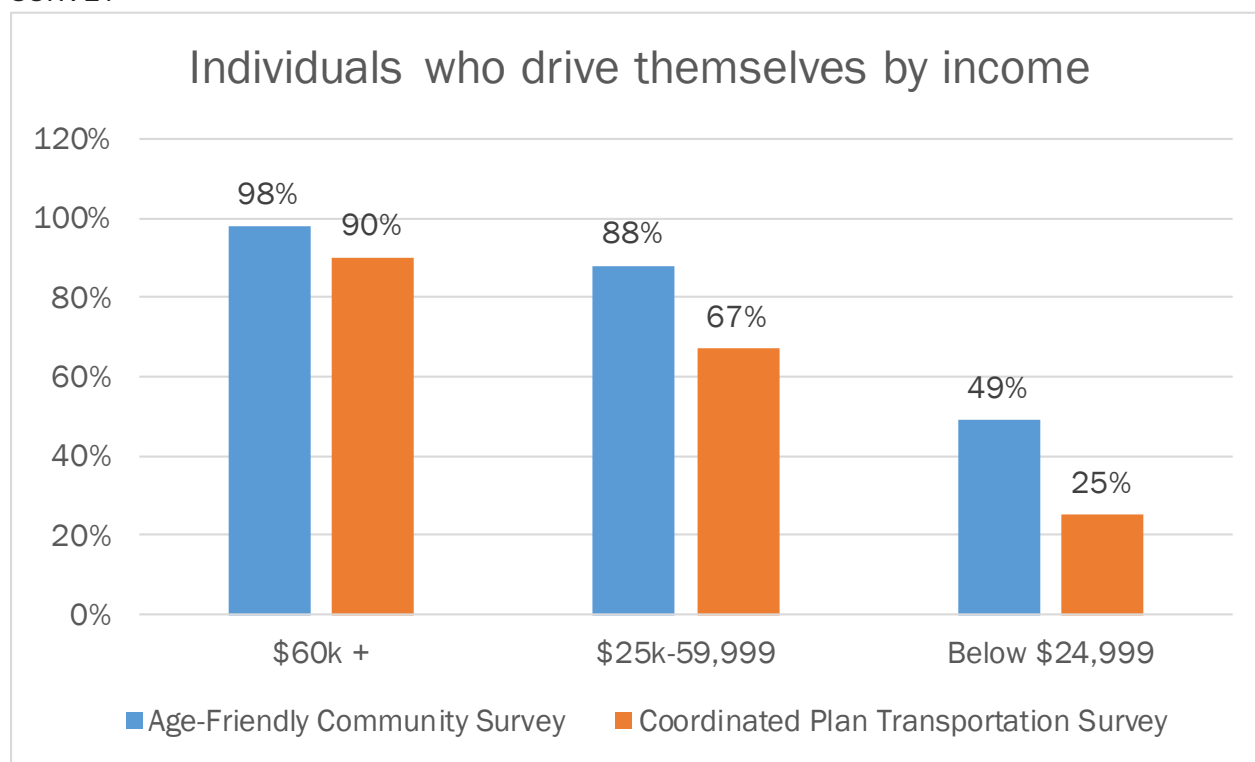
Of the AFCS survey respondents, the highest income older adults were twice as likely to drive themselves as residents with the lowest incomes. Thirty-six percent of low-income older adults in Columbus rely on friends and family for transportation in the AFCS survey, with 19 percent for the CPTS. Only 1 to 2 percent of those with middle and high incomes are using public transportation in the AFCS survey, where zero percent of respondents of the CPTS survey in those income brackets take transit. Of the respondents to the CPTS survey, 26 percent of those with the lowest incomes rely on public transit. An unfamiliarity with alternative transportation options such as public transportation may be a disadvantage to an older adult whose mobility and ability to drive changes either over time or unexpectedly.

Looking at the AFCS data across the three age groups, driving one's self is the most common method of transportation. As Columbus adults age, reliance on family and friends for transportation increases. Of the residents between the ages of 50 and 59, 12 percent rely on family and friends; this number increases to 17 percent for the 60-74 age group, and to 23 percent for those 75 and older. An unexpected trend among Columbus older adults is decreased use of public transportation with age. Thirteen percent of the youngest age group uses COTA, decreasing to 5 percent in the 60-74 age group. Of the 61 respondents age 75 and older, none reported using either COTA bus or COTA Mainstream as their usual mode of transportation. See Chart 11.

Chart 11: Older age cohorts and reliance on outside transportation
SOURCE: AGE-FRIENDLY COMMUNITY SURVEY

Older age cohorts and reliance on outside transportation
Age-Friendly Community Survey

- Rely on friends and family for transportation
- Use COTA
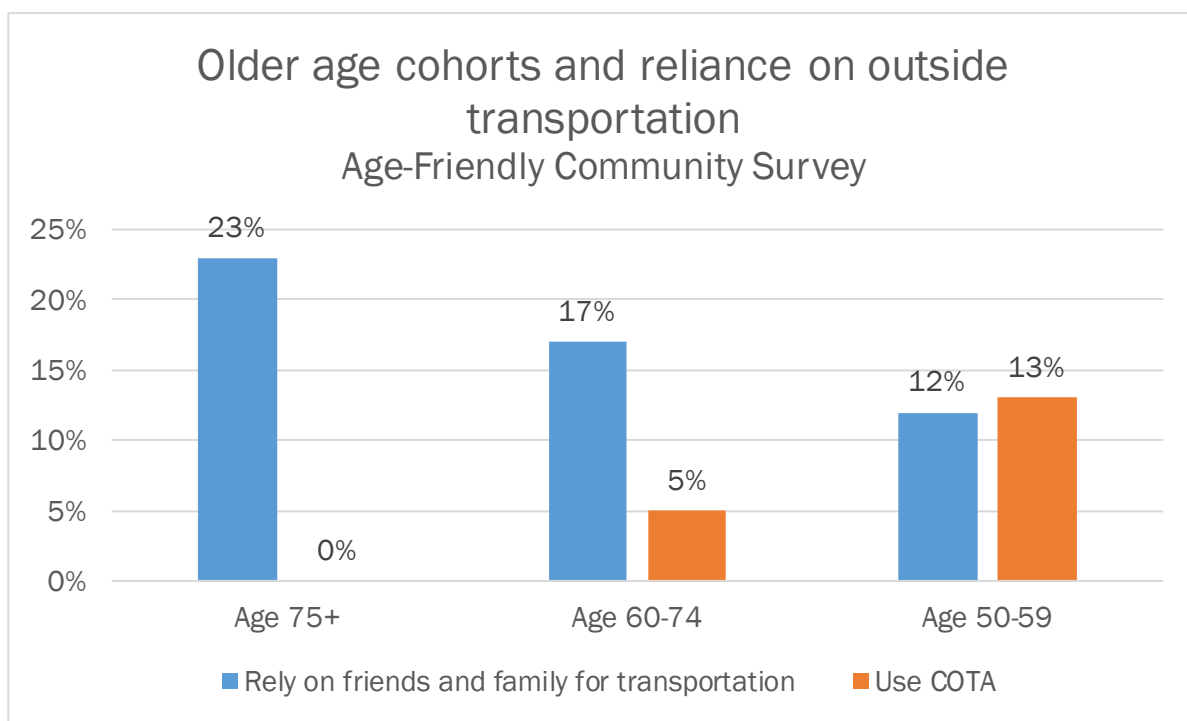
Most older adults living in Columbus do not face transportation barriers when navigating the community. Over 75 percent of those surveyed reported they have no problem getting around. Given that over 80 percent of all older adults are driving themselves, it is not altogether surprising that transportation barriers are low. The most common transportation barriers are related to walking. Seventeen percent reported difficulty with walking, and 12 percent indicated they do not feel safe walking.

Not driving is a barrier for 11 percent of Columbus older adults, and 6 percent report not being able to afford a car or the maintenance it requires, per the AFCS. With the CPTS, 20 percent do not drive and 11 percent report not being able to afford a car or the maintenance it requires. Four percent of those surveyed indicated they do not have anyone to take them where they need to go in the AFCS, where almost eleven percent say this in the CPTS survey. For those who do drive themselves, the data suggest parking is not a major barrier to transportation. See Chart 12 for more details.

Chart 12: Barriers to personal transportation

SOURCE: AGE-FRIENDLY COMMUNITY SURVEY AND COORDINATED PLAN TRANSPORTATION SURVEY
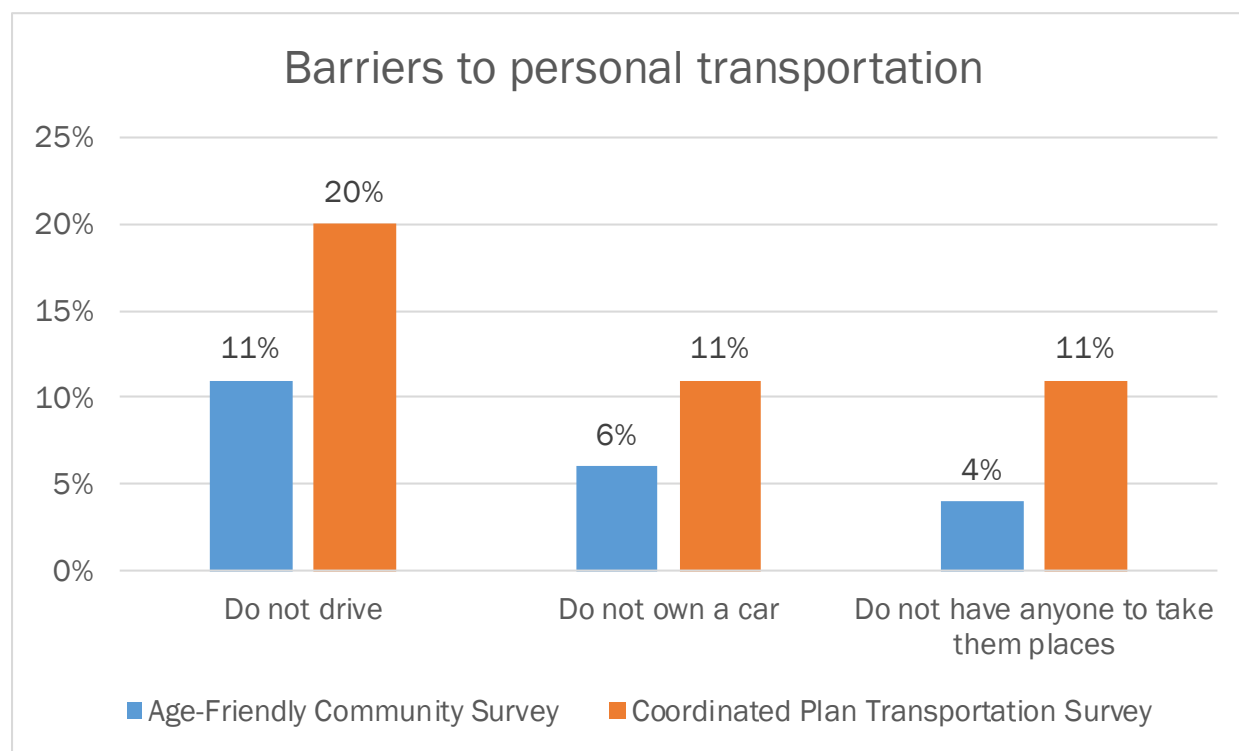
In Columbus, per the AFCS, barriers related to public transportation occur at relatively low frequencies in the overall survey population, with less than 3 percent finding COTA difficult to use, 2 percent reporting that COTA does not take them where they want to go, 1.5 percent cannot afford COTA, and 1.2 percent report general difficulties using COTA Mainstream. Since so few older Columbus residents say they rely on public transportation, it is not surprising that these numbers are so low. See Chart 13 below. The reporting of barriers increases when drivers are compared with those who do not drive themselves.

Barriers to public transportation
Age-Friendly Community Survey
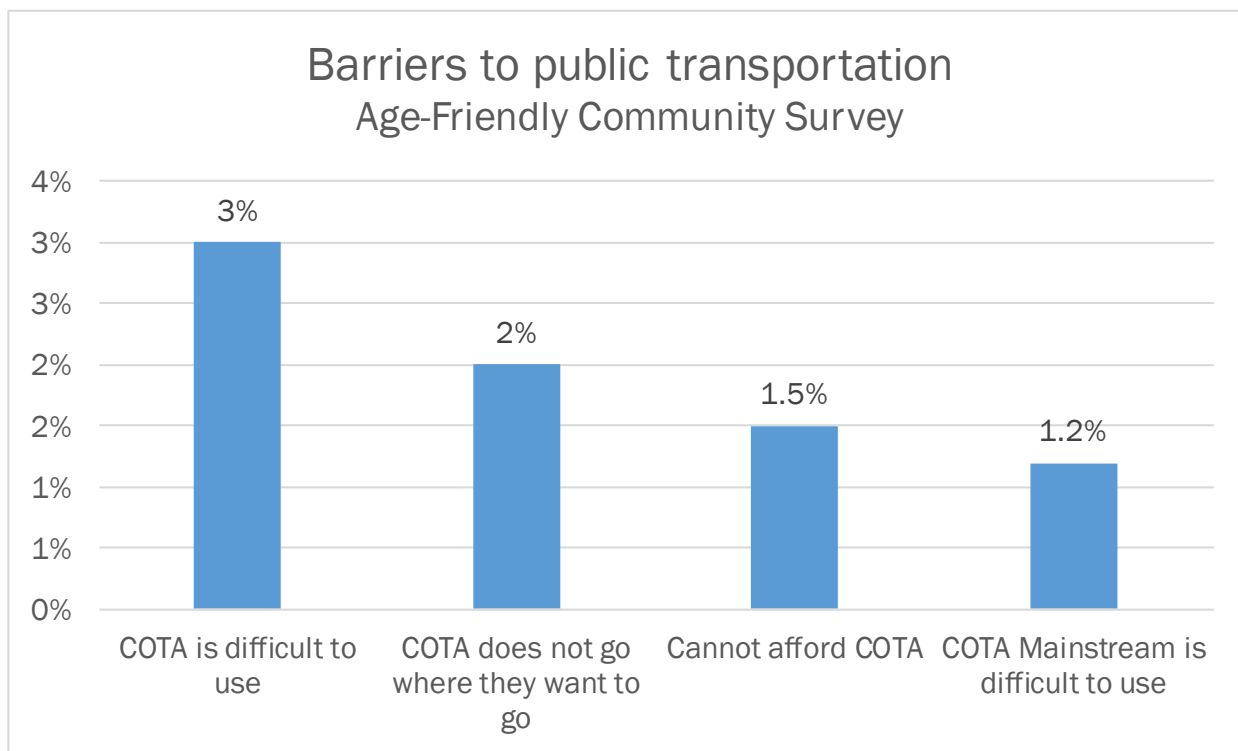
Most older adults living in Central Ohio do not face transportation barriers when navigating the community, but there are some differences between the two surveys. Over 75 percent of those surveyed in the AFCS reported they have no problem getting around, compared to 60 percent in the CPTS. However, when those who do not drive are examined separately, far fewer reported having no problems getting around. Of this group of non-drivers, many have difficulty with walking (37 percent in AFCS and 31 percent in CPTS) and do not feel safe walking (34 percent in AFCS and almost 12 percent in CPTS).

Many older adults within the community are not using public transportation within Columbus or Delaware per the AFCS and CPTS. This may be due in part to lack of reliable and convenient access within their neighborhoods. It may also represent a generational gap of unease using public transportation if they have never done so before. When asked if they had access to reliable public transportation within their neighborhoods, 30 percent of older adults in Columbus were not sure or said they did not per the AFCS, and for Delaware County, it was almost 61% per the CPTS. Similarly, 40 percent of the AFCS said they did not or were not sure if they had convenient access to public transportation in their neighborhood, and 73 percent in Delaware County per the CPTS. Just over half of older adults in Columbus per the AFCS report they do not have bike lanes within their neighborhoods, where almost 70 percent say the same in Delaware County per the CPTS. The majority of older adults

are not sure if they have access to specialized transportation services for older adults and adults with disabilities in both Columbus and Delaware County per both surveys. With many older adults driving themselves, they probably have not sought out information about this type of transportation. But they may need these services in the future and will not know how to utilize them. Increased access to information about specialized transportation would provide crucial knowledge for older adults if driving oneself becomes unsafe.

Challenges to Coordinated Transportation

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

- Not enough access to:
  - Affordable, accessible, efficient transportation
  - Transportation options on nights and weekends and for non-medical uses
  - Transportation options that cross county lines efficiently, affordably, and often
  - On-demand transportation options
  - Door-to-door rides
- Difficulty for:
  - Long-distance caregivers to set up rides
  - Non-native English speakers navigating options
- Still need for greater outreach for training on using transportation options
- Displacement issues as housing options move out of well-established transit lines
- Siloed resources for transportation funding
- Inflexible policies for funding transportation

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.

Table 11: Prioritized Unmet Needs

Rank	Unmet Need Description
1	Not enough access to affordable and efficient transportation
2	Not enough access to transportation options on nights and weekends
3	Not enough access to transportation options for non-medical uses
4	Not enough access to transportation options that cross county lines efficiently, affordably, and often
5	Not enough access to on-demand transportation options
6	Not enough access to door-to-door rides
7	Difficulty for long-distance caregivers to set up rides
8	Siloed resources for transportation funding
9	Inflexible policies for funding transportation
10	Still need for greater outreach for training on using transportation options
11	Displacement issues as housing options move out of well-established transit lines
12	Difficulty for non-native English speakers navigating options

V. GOALS AND STRATEGIES

Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, MORPC 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 12 of the identified primary gaps and needs.

There are three main goals and several supporting strategies for each goal that came out of the stakeholder involvement:

Goal 1: Expanded service for older people and people with disabilities
    Strategy 1.1: Continued 5310 funding for transit operating costs, vehicle and other capital purchases for private non-profit organizations, state and local governments, and operators of public transportation services that meet the needs of seniors and individuals with disabilities

    Strategy 1.2: Increased late night and weekend accessible transportation service

    Strategy 1.3: Expanded transportation options for non-medical trips

    Strategy 1.4: Increased transportation between counties

    Strategy 1.5: Increased multi-modal transportation options

    Strategy 1.6: Improved sidewalk links and bus stop accessibility improvements

Goal 2: Flexible and open policies to improve accessibility to transit
    Strategy 2.1: Creation of a working group for 5310 grant decisions

    Strategy 2.2: Greater coordination on transportation facilities and transportation integration when making housing and medical facility location decisions

Goal 3: Increased awareness of programs and services
    Strategy 3.1: Creation of a multi-county one-stop resource for transportation information and enhancement of current mobility management programs

Strategy 3.2: Increased travel training opportunities

Strategy 3.3: Increased public awareness of transit and transportation programs geared to older people and people with disabilities

Goal #1: Expanded service for older people and people with disabilities

Needs being addressed:

- Not enough access to affordable and efficient transportation
- Not enough access to transportation options on nights and weekends
- Not enough access to transportation options for non-medical uses
- Not enough access to transportation options that cross county lines efficiently, affordably, and often
- Not enough access to on-demand transportation options
- Not enough access to door-to-door rides

Strategy 1.1: Continued 5310 funding for transit operating costs, vehicle and other capital purchases for private non-profit organizations, state and local governments, and operators of public transportation services that meet the needs of seniors and individuals with disabilities

Timeline for Implementation: Ongoing
Action Steps:

- Continue to administer funding cycles of 5310 program per apportionments from the Federal Transit Administration
- Maintain Coordinated Plan and Program Management Plan as outlined by the Federal Transit Administration
- Continue monitoring expenditures and needs
- Document eligible 5310 projects in the Metropolitan Transportation Plan

Parties Responsible for Leading Implementation: MORPC

Parties Responsible for Supporting Implementation: FTA, ODOT

Potential Cost Range: $3-5 million per federal fiscal year

Potential Funding Sources: Section 5310 and local match

Strategy 1.2: Increased late night and weekend accessible transportation service

Timeline for Implementation: 2-4 years
Action Steps:

- Examine next steps for expanding accessible transportation service for late night and weekend
- Increased federal, state and local financial support for public transportation in Delaware and Franklin counties to expand transportation services that include late night and weekend accessible transportation options
- Increased COTA and DATABus fixed-route and paratransit services that include late night and weekend accessible transportation options
- Support organizations that currently support older adults and people with disabilities to be able to expand the types of transportation services they buy for their clients

Parties Responsible for Leading Implementation: DATABus, COTA

Parties Responsible for Supporting Implementation: MORPC, ODOT, Delaware and Franklin County Commissioners, Columbus Partnership and other public/private initiatives

Resources Needed: Increase operating funding for public transportation throughout Delaware and Franklin counties

Potential Cost Range: $5-10 million a year, depending on service expansion and available capital funding resources

Potential Funding Sources: To be determined (being studied)

Performance Measures/Targets: Expanded accessible service in Delaware and Franklin counties with performance measures looking at operating costs, trips provided, trip type, geography and more

Strategy 1.3: Expanded transportation options for non-medical trips

Timeline for Implementation: 2-4 years
Action Steps:

- Creation of on-demand paratransit services
- Creation/expansion of on-demand accessible services
- Expansion of mobility as a service (MaaS) in the region

Parties Responsible for Leading Implementation: COTA, DATABus, possibly outside private or non-profit agencies will lead this to fill gaps outside of where traditional public transportation serves.

Parties Responsible for Supporting Implementation: MORPC, COTA Mobility Advisory Board, DATABus Transit Advisory Committee

Resources Needed: Market under development

Potential Cost Range: To be determined (dependent on services created/expanded and the growing market for these types of services)

Potential Funding Sources: Federal, state, local, private enterprise

Performance Measures/Targets: Pilot programs underway with measuring operating costs, trips provided and trip type

Strategy 1.4: Increased transportation between counties

Timeline for Implementation: Ongoing
Action Steps:

- Enhance current connections (like improving bus stop locations for crossover points and scheduling)
- Continue current coordination efforts among transit providers
- Explore ways to find innovative solutions to policy, regulatory and geographic constraints

Parties Responsible for Leading Implementation: MORPC, COTA, DATABus

Parties Responsible for Supporting Implementation: Federal, state and local agencies

Resources Needed: Permissive and flexible policies and shared services

Potential Cost Range: Unknown

Potential Funding Sources: Unknown

Performance Measures/Targets: To be determined

Strategy 1.5: Increased multi-modal transportation options

Timeline for Implementation: Ongoing
Action Steps:

- Increase access to safe and reliable multi-modal transportation options
- Enhance tools that help connect people to transportation options in the region
- Increase education about multi-modal transportation options and tools available
- Increase connectivity between modes

- Support first-/last-mile connections and service

Parties Responsible for Leading Implementation: COTA, DATABus, MORPC

Parties Responsible for Supporting Implementation: ODOT and FTA

Resources Needed: Federal, state, local funding and private enterprise opportunities

Potential Cost Range: To be determined

Potential Funding Sources: Federal, state, local funding and private enterprise opportunities

Performance Measures/Targets: Usage, trip logging, passive monitoring

Strategy 1.6: Improved sidewalk links and bus stop accessibility improvements

Timeline for Implementation: Ongoing
Action Steps:

- Build more sidewalk links to new and existing bus stops
- Collectively work across agency/jurisdictional lines to create new connections and to find funding sources
- Adoption of and compliance with Complete Streets policies

Parties Responsible for Leading Implementation: City of Columbus, City of Delaware, Franklin County Engineer, Delaware County Engineer

Parties Responsible for Supporting Implementation: MORPC

Resources Needed: Collaboration and creativity

Potential Cost Range: Dependent on individual projects, $1-2 million a year on projects

Potential Funding Sources: Ohio Public Works Commission, ODOT, City/County infrastructure funding, Federal and Regional funds

Performance Measures/Targets: Counts of infrastructure built and Complete Streets policies adopted

Goal #2: Flexible and open policies to improve accessibility to transit

Needs being addressed:

- Inflexible policies for funding transportation

Strategy 2.1: Creation of a working group for 5310 planning and grant decisions

Timeline for Implementation: One year
Action Steps:

- Bring together stakeholder and leadership groups related to enhanced mobility of seniors and people with disabilities
- Include consumers, medical, housing, private, public and nonprofit transportation providers
- Monitor ODOT's Draft Ohio Human Service and Pubic Transportation Coordination Regions
- Track best practices
- Make final funding recommendations for the 5310 program
- Examine how transportation providers are accredited and by whom and if there are ways to ensure a consistent level of driver safety
- Document managed care providers and their transportation services

Parties Responsible for Leading Implementation: MORPC

Parties Responsible for Supporting Implementation: COTA Mobility Advisory Board, DATABus Transit Advisory Committee, and ODOT

Resources Needed: Planners, working group involvement and federal and state guidance

Potential Cost Range: Cost of doing 5310 administration

Potential Funding Sources: Section 5310 administrative share and other metropolitan planning funds

Performance Measures/Targets:

- Creation of an inclusive stakeholder/advisory group
- Mission statement, routine meetings, research, and outreach
- Move valuable transportation inventory and service directory
- Grant prioritization and decision making

Strategy 2.2: Greater coordination on transportation facilities and transportation integration when making housing and medical facility location decisions

Timeline for Implementation: Ongoing
Action Steps:

- Talk about transportation needs more with planners and economic development

professionals at the municipal level in both counties

- Use working group outreach to work with the medical community, human and social service agencies
- Develop communication materials and tools with the newly created working group
- Utilize COTA's bus stop design guidelines in discussions
- Develop talking points, white papers or other planning documentation to explain the need for better integration of transportation facilities with land use development

Parties Responsible for Leading Implementation: MORPC

Parties Responsible for Supporting Implementation: COTA Mobility Advisory Board, DATABus Transit Advisory Committee, local governments' planning, infrastructure, and economic development professionals

Resources Needed: Planners, working group involvement and federal and state guidance

Potential Cost Range: Cost of doing 5310 administration

Potential Funding Sources: Section 5310 administrative share and other metropolitan planning funds

Goal #3: Increased awareness of programs and services

Needs being addressed:

- Still need for greater outreach for training on using transportation options
- Difficulty for non-native English speakers navigating options
- Difficulty for long-distance caregivers to set up rides

Strategy 3.1: Creation of a multi-county one-stop resource for transportation information and enhance current mobility management programs

Timeline for Implementation: three to four years
Action Steps:

- Collaborate with users and providers to identify programs that exist to create a one-stop resource
- Continue to support current mobility management programs
- Look for new potential resources or ways to combine and enhance existing services

Parties Responsible for Leading Implementation: To be determined (dependent on services created/expanded and the growing market for these types of services)

Parties Responsible for Supporting Implementation: MORPC, COTA, DATABus and the newly formed working group

Resources Needed: possible integration with Gohio's Mobility Hub and/or coordination with existing resources

Potential Cost Range: unknown

Potential Funding Sources: Grants and other sources

Performance Measures/Targets: Creation of a one-stop resource

Strategy 3.2: Increased travel training opportunities

Timeline for Implementation: Ongoing
Action Steps:

- Document need of expanded or better coordinated travel training
- Cross-agency collaboration to create more travel training opportunities for older adults and people with disabilities
- Inventory travel training programs, which should include languages served
- Incorporate travel training into working group outreach

Parties Responsible for Leading Implementation: COTA, DATABus, Age-Friendly Columbus Initiative

Parties Responsible for Supporting Implementation: MORPC, COTA Mobility Advisory Board, DATABus Transit Advisory Committee

Resources Needed: staff time from different agencies

Potential Cost Range: unknown

Potential Funding Sources: current program budgets, possibly 5310 funding

Performance Measures/Targets: creation of inventory, increased collaboration

Strategy 3.3: Increased public awareness of transit and transportation programs geared to older people and people with disabilities

Timeline for Implementation: Ongoing
Action Steps:

- Continued and increased public awareness campaigns related to the current transit and transportation programs geared to older people and people with disabilities

- Increased presence and participation at conferences and other learning opportunities across different fields that support older adults and people with disabilities (i.e., planning professionals, medical workers, case workers, etc.)

Parties Responsible for Leading Implementation: COTA, DATABus, Age-Friendly Columbus Initiative, and newly formed working group

Parties Responsible for Supporting Implementation: MORPC, COTA Mobility Advisory Board, DATABus Transit Advisory Committee

Resources Needed: Staff time

Potential Cost Range: unknown

Potential Funding Sources: Current program budgets, other funding sources

VI. Plan Adoption

The Coordinated Plan is required to be updated every four years so the counties represented in the plan can continue to have access to Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities funding. With the creation of a work group to help oversee the distribution of those funds, the Mid-Ohio Regional Planning Commission will make this planning process more continuous. This will also ensure that the strategies that are outlined in this document will be implemented.

MORPC adopted the Delaware and Franklin Counties Coordinated Plan on April 12, 2018.

The Delaware and Franklin Counties Coordinated Plan was developed through a coordinated and comprehensive planning process, which included ongoing public and stakeholder outreach. Going forward, it will include active performance monitoring and reporting.

As part of the continuous planning cycle, the Delaware and Franklin Counties Coordinated Plan will be updated again in 2021.

MORPC and this Coordinated Plan will work with and acknowledge other Coordinated Plans related to the MORPC region. The Counties in the Central Ohio Rural Planning Organization (CORPO) will also be considered as they evolve from a rural planning organization (RPO) to a Rural Transportation Planning Organization. The CORPO Counties include Fairfield, Knox, Madison, Marion, Morrow, Pickaway, and Union as shown in Map 11.

 ODOT is one of 14 statewide agencies that are involved in a statewide policy alignment strategy called Mobility Transformation. These agencies are working to align policies that will make transportation coordination possible. As part of this effort, ODOT recently identified Human Service Transportation Coordination Regions for the entire state. The Counties in Region 6 will also be considered as shown in Map 12.

MORPC will also work with Licking County Transit Board and Licking County Area Transportation Study (LCATS) to ensure connectivity and coordination between adjacent counties. In total LCATS, MORPC, the CORPO and ODOT's Coordination Region 6 will be area of focus as future coordination evolves in the state and the MORPC related region.

Delaware and Franklin Counties Coordinated Plan
Central Ohio Rural Planning Organization
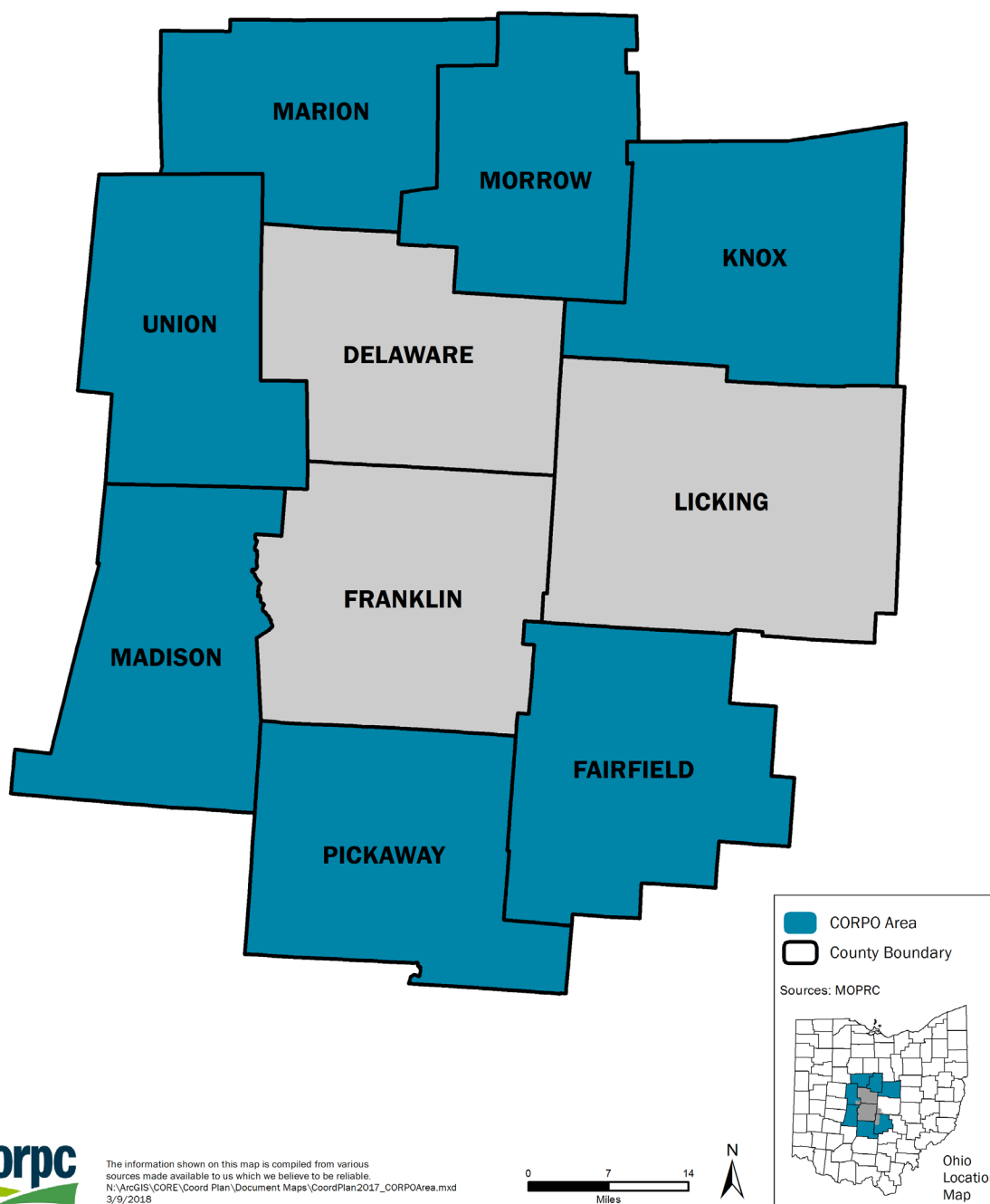
Final ODOT Human Services Transportation Coordination Regions

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.

Name	Agency
Amy Hockman	COTA Mobility
Denny Schooley	DATABus
Ginny Berry	DATABus
Tonya Layman	DATABus
Amelia Tucciarone	SourcePoint
Katie White	Age-Friendly Columbus
Tricia Kovacs	Columbus Advisory Committee on Disability Issues
Harry Metzger	DATABus Transit Advisory Committee
Carol Rice	MOBILE

MORPC staff: Mary Ann Frantz, Claire Jennings, Annie McCabe, and Liz Whelan.

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 Mid-Ohio Regional Planning 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.

List of stakeholder involvement sessions:

- Presentation to the DATABus Transit Advisory Committee October 19, 2016
- Presentation to the Columbus Advisory Committee on Disability Issues October 27, 2016
- Focus group of senior companions in conjunction with Age-Friendly Columbus initiative November 16, 2016
- Focus group of transit providers and riders with the DATABus Transit Advisory Committee November 16, 2016
- Tabled at SourcePoint to talk to Older adults and encourage people to fill out survey February 21, 2017
- Focus group of transportation and service providers with the COTA Mobility Advisory Committee July 12, 2017
- Focus group of transportation and service providers with the DATABus Transit Advisory Committee July 19, 2017
- Public meeting at SourcePoint August 16, 2017
- Public meeting at MORPC August 21, 2017

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:

Claire Jennings, Mid-Ohio Regional Planning Commission, 614-233-4150, cjennings@ morpc.org.

Annual Review

The annual reviews of the Delaware and Franklin Counties Coordinated Plan will take place during the Section 5310 Program Funding Cycle, as administered by the Mid-Ohio Regional Planning Commission (MORPC). It is the goal of MORPC staff to have the announcement of the Section 5310 Program sub-recipients aligned with the updates to the Transportation Improvement Program.

Amendment

If the plan gets amended between annual reviews, those amendments will be included here.

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.

Age-Friendly Columbus Survey (AFCS) – MORPC and AARP Ohio engaged the Center for Community Solutions to collect feedback and information from Columbus residents over the age of 50 via surveys. Through a comprehensive representative survey and a shorter convenience sample survey, older adults were asked about the eight age-friendly Domains. Survey results reflect the impressions of older adult residents about amenities, services, barriers, and challenges within their neighborhoods.

Coordinated Plan Transportation Survey (CPTS) – MORPC leveraged the work done to create the AFCS and expanded the reach of the survey to include Delaware County and people with disabilities, through the help of stakeholders and agencies that work with older adults and people with disabilities.

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. For this document, the lead agency is the Mid-Ohio Regional Planning Commission.

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 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.

Section 5309 Program – Transit Capital Investment Grant Program (Section 5309) provides major capital assistance to transit agencies. These grants are discretionary and typically administered by FTA through periodic competitions under a variety of programs. Primary projects include new and expanded rapid rail, commuter rail, light rail, streetcars, bus rapid transit, and ferries, as well as corridor-based bus rapid transit investments that emulate the features of rail. There are four categories of eligible projects under the CIG program: New Starts, Small Starts, Core Capacity, and Programs of Interrelated Projects.

Section 5310 Program – Enhanced Mobility of Older Adults & Individuals with Disabilities (49 U.S.C. 5310) provides Federal formula funding for the purpose of assisting private non-profit 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 older adults and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

Section 5311(f) Program – The Intercity Bus Program is designed to address the intercity bus transportation needs of the entire state by supporting projects that provide transportation between non-urbanized areas and urbanized areas that result in connections of greater regional, statewide, and national significance. The purpose of the Section 5311(f) funding is to provide supplemental financial support to transit operators and to facilitate the most efficient and effective use of available federal funds in support of intercity bus service in rural areas. Section 5311(f) specifies eligible intercity bus activities to include "planning and marketing for intercity bus transportation, capital grants for intercity bus shelters, joint-use stops and depots, operating grants through purchase-of-service agreements, user-side subsidies and demonstration projects, and coordination of rural connections between small public transportation operations and intercity bus carriers." Capital assistance may be provided to purchase vehicles or vehicle-related equipment such as wheelchair lifts for use in intercity service. Charter and tour services are not eligible for assistance under this program.

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

Transportation Network Providers – According to the Ohio Public Utilities Commission, a transportation network company is any company operating in Ohio that uses a digital network to connect riders with drivers who provide transportation services. This includes companies such as Lyft and Uber.

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