The Northeast Ohio Areawide Coordinating Agency (NOACA) is a public organization serving the counties of and municipalities & townships within Cuyahoga, Geauga, Lake, Lorain and Medina (covering an area with 2.1 million people). NOACA is the agency designated or recognized to perform the following functions:

- Serve as the Metropolitan Planning Organization (MPO), with responsibility for comprehensive cooperative and continuous planning for highways, public transit, and bikeways, as defined in the Transportation Equity Act for the 21st Century.
- Perform continuous water quality, transportation-related air quality and other environmental planning functions.
- Administer the area clearinghouse function, which includes providing local government with the opportunity to review a wide variety of local or state applications for federal funds.
- Conduct transportation and environmental planning and related demographic, economic and land use research.
- Serve as an information center for transportation and environmental and related planning.
- At NOACA Governing Board direction, provide transportation and environmental planning assistance to the 172 units of local, general purpose government.

The NOACA Governing Board is composed of 38 local public officials. The Board convenes monthly to provide a forum for members to present, discuss and develop solutions to local and areawide issues and make recommendations regarding implementation strategies. As the area clearinghouse for the region, the Board makes comments and recommendations on applications for state and federal grants, with the purpose of enhancing the region's social, physical, environmental and land use/transportation fabric. NOACA invites you to take part in its planning process. Feel free to participate, to ask questions and to learn more about areawide planning. For more information, call:

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<td>This document contains information on the unmet transportation needs of older adults, individuals with disabilities, and people with low income in Northeast Ohio; an inventory of current transportation providers and services available in the region; goals and strategies to address gaps and overlaps in service; and priorities for addressing unmet needs.</td>
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Coordinated Public Transit-Human Services
Transportation Plan for Northeast Ohio

Federal Fiscal Years 2008-2011

March 2008

Prepared by
NORTHEAST OHIO AREAWIDE COORDINATING AGENCY

Principal Author: Sara Byrnes Maier

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# Table of Contents

Executive Summary .................................................................................................................................. i

The Coordinated Public Transit-Human Services Transportation Plan................................................. ii
  Overview ............................................................................................................................................ ii
  Background ...................................................................................................................................... ii
  Planning Process .............................................................................................................................. ii
  Contents .......................................................................................................................................... ii
  Priorities for the Region .................................................................................................................... ii

1. Introduction .................................................................................................................................. 1
  Overview .......................................................................................................................................... 1
    Coordination ................................................................................................................................. 1
    Planning Process ......................................................................................................................... 1
    Unmet Needs, Gaps & Overlaps ................................................................................................. 2
    Strategies & Priorities .................................................................................................................. 2

2. Study Area & Target Populations .................................................................................................. 15
  The Study Area ............................................................................................................................. 15
  Population ...................................................................................................................................... 15
  Target Population Groups ............................................................................................................ 17
    Older Adults ................................................................................................................................. 17
    Individuals with Disabilities ........................................................................................................ 20
    Individuals with Low Income ....................................................................................................... 22

3. Available Transportation Services & Providers ........................................................................... 25
  Current Transportation Providers .................................................................................................. 25
    Public Providers ........................................................................................................................... 25
    Transit .......................................................................................................................................... 25
    Private Providers ........................................................................................................................ 38
    Intraregional ............................................................................................................................... 38
    Interregional .............................................................................................................................. 39
    Non-profit & Other Providers ...................................................................................................... 41

4. Assessment of Transportation Needs .......................................................................................... 51
  Outreach Activities ......................................................................................................................... 51
  Website .......................................................................................................................................... 51
  Online survey ................................................................................................................................. 51
  Issues Identified ............................................................................................................................. 52
Public Comments ......................................................................................................................... 52
Issues Identified .......................................................................................................................... 53
Possible Improvement Strategies ............................................................................................... 53
Public Meetings .......................................................................................................................... 54
Issues Identified .......................................................................................................................... 54
Stakeholder Survey ..................................................................................................................... 58
Stakeholder Committee .............................................................................................................. 59
Issues Identified .......................................................................................................................... 59
Possible Improvement Strategies ............................................................................................... 59
Focus Groups ............................................................................................................................... 60
Issues Identified .......................................................................................................................... 60
Regional Workshop .................................................................................................................... 65

5. Strategies for the Future ........................................................................................................ 67

Regional Workshop .................................................................................................................... 67
Improve Coordination of Services ............................................................................................. 67
Reduce Costs for Transportation Providers ............................................................................... 68
Reduce Transportation Costs for End Users ............................................................................. 68
Improve Outreach, Education & Travel Training ...................................................................... 69
Improve Evening and Weekend Service ................................................................................... 69
Improve Last-minute Transportation Options .......................................................................... 69
Improve Paratransit Services .................................................................................................... 70
Improve Safety .......................................................................................................................... 71
Improving Out-of-County Trips ................................................................................................. 71

6. Priorities for the Region ....................................................................................................... 73

Ranking ........................................................................................................................................ 73

Tables

Table 1: JARC, New Freedom & Section 5310 Summary Information ....................................... 3
Table 2: FFYs 2006-2009 SAFETEA-LU Funding Authorization ................................................ 4
Table 3: FFYs 2006-2009 SAFETEA-LU JARC & NF Apportionments for Cleveland UZA .......... 8
Table 4: FFYs 2006-2009 SAFETEA-LU JARC & NF Apportionments for Ohio Small and Non-urbanized Areas ................................................................. 8
Table 5: FFYs 2006-2009 SAFETEA-LU Elderly Individuals & Individuals with Disabilities Apportionments for Ohio ................................................................. 8
Table 6: Decennial Census of Population by County, 1970-2000 .............................................. 15
Table 7: Population Density by County ....................................................................................... 16
Table 8: Decennial Population Projections by County, 2000-2030 ............................................ 16
Table 9: Older Adults by County, 2000 & 2030 ......................................................................... 18
Table 10: Individuals with Disabilities by County, 2000 ............................................................. 20
Table 11: Individuals with Low Income by County, 2000 .......................................................... 22
Table 12: Percentage of Households without a Vehicle Available, 2000 ................................. 23
Table 13: Other Private, Non-Profit, and Public Transportation Providers by County-Services Offered .......................................................... 42
Table 14: Other Private, Non-Profit, and Public Transportation Providers by County ............... 46
Table 15: Vehicles Registered to Transport Clients in the NOACA Region ............................... 49
Table 16: Stakeholder Mailed Transportation Survey Responses by County ........................... 59

Figures

Figure 1: Regional Population Composition by Year ................................................................. 17
Maps

Map 1: Cleveland, Akron & Lorain-Elyria Urbanized Areas, 2000 ...............................................................6
Map 2: Cleveland Urbanized Area, 2000.......................................................................................... ..............7
Map 3: Number of Individuals Aged 65 Years or Older by Traffic Analysis Zone, 2000......................19
Map 4: Number of Individuals with Disabilities by Traffic Analysis Zone, 2000.................................21
Map 5: Number of Households in Poverty by Traffic Analysis Zone, 2000............................................24
Map 6: Fixed Route Transit Service, 2006...........................................................................................26
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On August 10, 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act, a Legacy for Users (SAFETEA-LU) was authorized, replacing the previous transportation legislation, the Transportation Equity Act for the 21st Century (TEA-21). SAFETEA-LU authorizes $286.4 billion in guaranteed transportation funding for the five-year period of Federal Fiscal Years (FY) 2005-2009, $52.6 billion of which is for Federal transit programs. Under this act, changes have been made to existing transportation programs and new programs have been developed, such as the New Freedom Program (49 U.S.C. 5317).

As mandated by SAFETEA-LU, beginning with Federal Fiscal Year 2007, any projects that receive funding through the Job Access and Reverse Commute (JARC) (49 U.S.C. 5316), New Freedom, or Elderly Individuals and Individuals with Disabilities (49 U.S.C. 5310) programs must be derived from a Locally Developed, Coordinated Public Transit-Human Services Transportation Plan (“Coordinated Plan”). These grant programs provide valuable transportation services to individuals with low income for work-related trips, ensure that individuals with disabilities receive the transportation that they need, and provide necessary transportation services for elderly individuals.

The Coordinated Public Transit-Human Services Transportation Plan

Overview

The Coordinated Plan is a document that includes information on the existing transportation options and unmet needs of the three target population groups served by the JARC, New Freedom, and Section 5310 programs: people with low income, individuals with disabilities, and older adults. Development of the Coordinated Plan helps ensure that resources are used efficiently and effectively by eliminating gaps and redundancies in transportation services.

Background

In 2006, area transit agencies asked the Governing Board of the Northeast Ohio Areawide Coordinating Agency (NOACA), which consists of thirty-eight principal elected and other officials of general purpose local government, to apply to the Governor of Ohio to be named designated recipient for JARC and New Freedom funds for the Cleveland Urbanized Area. Additionally, it was determined that NOACA would act as the lead agency for developing the Coordinated Plan.

NOACA is the Metropolitan Planning Organization (MPO) representing state, county, city, village, and township officials for the five Northeast Ohio counties of Cuyahoga, Geauga, Lake, Lorain, and Medina. NOACA addresses the transportation, air quality, and water quality needs for the region and, along with its partners, cooperatively develops and implements plans to ensure that travel throughout the region is safe, cost-effective and environmentally sound. Areas within the NOACA planning area but outside of the urbanized area are included in the Coordinated Plan; however, the state acts as the designated recipient and oversees funding for the JARC and New Freedom.
Planning Process

NOACA convened a working group to guide the development of the Coordinated Plan and provide direction on outreach activities. The group carried out the following activities to gather information about unmet transportation issues and needs:

- Coordinated Plan Web Page – launched in April 2007
- Interviews of Transit Agencies – May through June 2007
- Public Meetings – July 2007
- Stakeholder Survey – July through September 2007
- Stakeholder Committee Meetings – August 2007
- Focus Groups – August through September 2007
- Regional Planning Workshop – December 2007

Participation from a wide variety of stakeholders was encouraged and sought throughout the development of the Coordinated Plan. Stakeholders that participated in one or more outreach activity included:

- Health and human service agencies;
- Transit agencies;
- Users of transportation services;
- Private transportation providers (e.g., taxis, transportation brokers);
- Community groups;
- Employers;
- Advocacy groups; and
- Members of the general public.

Contents

The Coordinated Plan contains the following six sections, along with extensive appendices:

- Section 1 provides a summary of the plan and its findings, provides an introduction to JARC, New Freedom, and Section 5310 funding, and describes how the plan was developed.
- Section 2 provides detail on regional demographics and provides quantitative data about the target population groups.
- Section 3 details the existing transportation providers in the region and services offered.
- Section 4 provides an assessment of transportation needs identified through public outreach efforts.
- Section 5 details strategies and goals for addressing nine overarching transportation needs and issues identified most frequently during public outreach.
- Section 6 lists a priority structure based on the overarching issues for assessing transportation coordination projects.

Priorities for the Region

A priority system was developed that assigned each of nine identified recurring transportation needs or overarching themes to a tier structure. This structure, which includes a top tier, second tier, and third tier, provides guidance for allocating resources to projects that address the most pressing needs and that will provide the most benefit to improving the regional transportation system. Results of this prioritization follow:
Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

Top Tier Priorities:
- Improve Coordination of Services
- Reduce Costs for Transportation Providers
- Reduce Costs for End Users

Second Tier Priorities:
- Improve Outreach, Education, and Travel Training
- Improve Weekend and Evening Service
- Improve Last-minute Transportation Options

Third Tier Priorities:
- Improve Paratransit Services
- Improve Safety
- Improve Out-of-County Service

This tier system has been approved by the working group and will be used in conjunction with the competitive selection process for projects seeking JARC, New Freedom, or Section 5310 funding. Projects may address one or more of the themes and may utilize one of the strategies identified at the regional workshop below, a combination of multiple strategies, or may employ strategies not listed in this document so long as the project supports the overall goals of the Coordinated Plan.

Top Tier Priorities:
Improve Coordination of Services
Possible strategies, projects, or activities:
- Quarterly meeting to address issues
- Facilitate inter-county travel. Let everyone know what other people are doing
- Increase the ease of referral and access of services
- Formal assessment of transportation services across the county to see what people are doing and to see where the duplications are and where efficiencies can be made
- Create a development plan with all transit agencies to identify, coordinate, and provide services across county lines for all eligible recipients

Reduce Costs for Transportation Providers
Possible strategies, projects, or activities:
- Strong advocacy to get resources out-of-state
- Increase coordination among providers
- Promote private and public partnerships to better serve all the riders
- Offer and promote travel training programs as a way of reducing reliance on more expensive transportation options
- Create insurance pool for non-profit organizations to be better able to purchase insurance for vehicles in operation at better price
- Bulk purchase of fuel at a discounted rate or without a fuel tax. Non-profit organizations should have that benefit
- Find specialists who do the services and let them be the experts
- The existing public transportation network should be considered in the evaluation of locations sites, especially for those entities that will require the transport of citizens with disabilities
Whenever possible, social service agencies should include a provision and funding for transportation in their program budgets to get clients to and from needed services.

Establish a program to provide fare subsidies to clients of social service agencies that cannot afford transit fares to get to needed services.

**Reduce Costs for End Users**
Possible strategies, projects, or activities:
- Businesses purchase bulk bus passes and tickets through RTA for the users in the community.
- Transportation agencies should work with local businesses to assist with transportation costs for their workers.
- Apply for grants through charity organizations to assist with cost or possibly levies to assist with funding.

**Second Tier Priorities:**

**Improve Outreach, Education, and Travel Training**
Possible strategies, projects, or activities:
- Hold public forums and provide training on fixed routes. Have more provider small group education.
- Get providers together.
- Use the media more to inform the public about the transit system.
- Resources need to be brought together to provide affordable transportation to the people.
- More information needs to be distributed to the agencies. For example, use United Way’s 2-1-1 to get information to the public.

**Improve Weekend and Evening Service**
Possible strategies, projects, or activities:
- Provide transportation to elderly, the disabled, and those with low income.
- More services on short notice need to be available for people, especially for people with a mental disability who don’t know how to plan ahead of time.
- Need more money for resources to pay operators and administration staff who work during non-peak hours.

**Improve Last-minute Transportation Options**
Possible strategies, projects, or activities:
- Multi-vendor/multi-county transportation voucher or pass that would be good for private vendors, public transit systems throughout Northeast Ohio, taxis, and GCRTA.
- Improve communication of transportation options.
- Improved travel training would allow people to better utilize fixed routes and lessen the dependence on Paratransit or other options.
- Improve the accessibility of fixed routes (example: using audio bus stop information for visually impaired people).
- Better education and training of bus drivers (routes, transfers, working with special needs passengers).
- Better communication among vendors/providers.

Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio
Centralized transportation line, such as 5-1-1 line in Cuyahoga County or Northeast Ohio through an agency or vendor to provide transportation information and options to the public. Also, the service would provide dispatch information to the public on how to get from point A to point B.

Third Tier Priorities:

Improve Paratransit Services
Possible strategies, projects, or activities:
- Employ mobility managers in each county to coordinate and organize mobility management services, including tangible resources (vehicles and drivers) and funding
- Travel training for personnel who work with and/or transport seniors and persons with disabilities to improve communication so they will better understand how transit is working for their clients. This will assist in the best way to transport people. It will also help with outreach and education in the community and strengthen partnerships within it
- Ability to make online reservations or reservations beyond two to three weeks into the future
- Reduce the window and travel time for sub-populations with delicate medical conditions, like those on dialysis
- Create and/or improve relationships with and commitment by both public and private specialized transportation providers to strengthen outreach and partnerships in the community
- Sunday service and extended hours on evenings and weekends
- Explore the use of taxis or other forms of transportation for more mobile paratransit populations

Improve Safety
Possible strategies, projects, or activities:
- Bus drivers need to be educated on making the bus safe for all riders. Positioning of the wheelchair is critical for other people who use the buses. It is hard for people, specifically disabled people, to maneuver around wheelchairs on the bus. For example, someone who uses a cane may have a hard time getting around a wheelchair.
- Drivers need to be trained on the proper tie-down method for scooters.
- Make organizations aware that securement training is available and free to drivers
- Drivers should be trained on how to work with visually impaired passengers
- Individual agencies need to collaborate more to help each other
- Environmental barriers need to be removed
- Additional services need to be available for frail elderly people. Elderly people need an escort/assistant to walk them to and from the buses or vehicles
- Create incentives for more people to become volunteers without the fear of liability issues. Provide volunteers with the facts about liability

Improve Out-of-County Service
Possible strategies, projects, or activities:
- Develop a regional transit agency that has no county boundaries
- Establish satellites to serve regions through fixed routes or demand services. Work out the financial aspects with each county
• Find out what agreements are already in place for each county and get state representatives involved. Counties have inter-transportation agreements with each other. For example, people can use transfers when going from an RTA route to Laketran route to Lorain County or Geauga County, etc.
• Partner with Greyhound to save people money on long-distance travel, especially older adults and those with disabilities
• Partner with private transportation companies. Utilize the private sector more effectively. Make it easier for the private sector to get involved in the process
• Create a development plan with all transit agencies to identify, coordinate, and provide services across county lines for all eligible recipients

The competitive selection process for determining JARC and New Freedom awards for the Cleveland Urbanized Area (UZA) will be developed by NOACA and the working group. It will include an associated point value for each project that is in part determined by the priority tier from which the project is derived or that it addresses. Applications for both grant programs will be developed, and a call for projects will be issued after the Coordinated Plan has been adopted. NOACA will convene a Task Force consisting of individuals with sufficient expertise to review, score, and recommend grant projects. To the extent possible, the Task Force shall include members from each of the five counties and the City of Cleveland. Task Force recommendations will be forwarded to the Transportation Advisory Committee and Planning Advisory Committee, and those standing committees will forward recommendations to the Board for approval.

The Governing Board will select recipients of JARC and New Freedom grants for the Cleveland UZA. The Board will work to select recipients consistent with NOACA’s transportation goals and the goals of the Coordinated Plan.
1. Introduction

Overview

This Coordinated Plan includes information on the existing transportation options and unmet needs of the three target population groups: people with low income, individuals with disabilities, and older adults. The following core components are required by SAFETEA-LU to be in the Coordinated Plan:

- An assessment of available transportation services that identifies current providers (Section 3);
- An assessment of transportation needs for target populations (Section 4);
- Strategies and activities to address identified gaps and redundancies in services (Section 5); and
- Prioritization for implementation of strategies and activities based on resources, feasibility, and time (Section 6).

This document contains additional items like demographic data on the target populations and detailed information about the JARC, New Freedom, and Section 5310 programs that have been included to help inform future transportation coordination projects.

Coordination

Coordination can occur in a variety of ways. One federal initiative defines it as “…a process through which representatives of different agencies and client groups work together to achieve any one or all of the following goals: more cost-effective service delivery; increased capacity to serve unmet needs; improved quality of service; and, services which are more easily understood and accessed by riders.” Coordination may be as simple as referring clients to another agency’s transportation services or may be more involved like cost-sharing and procuring resources jointly.

The need to provide better transportation service delivery with finite financial resources has lead many agencies and organizations at all levels to look for ways to coordinate specialized transportation services. As a result, there are a number of initiatives and groups that have formed to promote, educate, and implement methods of maximizing resources by working together. Included in Appendix C are some examples of initiatives and programs already in place to assist with the coordination process at the federal, state, and local levels.

Planning Process

Though its development is required by the Federal Transit Administration (FTA) for communities seeking grant funding, much of the decision making regarding scope and content of the Coordinated Plan has been left to states and local authorities. This gives areas the flexibility to build off of any previous transportation studies and plans that an area may have developed, as well as the ability to determine at which level the plan will be developed: local, county, regional, or statewide. Further, development of the Coordinated Plan helps ensure that resources are used efficiently and effectively by eliminating gaps and redundancies in transportation services.

NOACA employed a public outreach program that sought to gather information from a wide variety of stakeholders, as required by SAFETEA-LU. Throughout the summer and fall of 2007, numerous outreach programs were held to determine the unmet needs along
with gaps and redundancies in service affecting the target population groups. In addition to learning about the Coordinated Plan and commenting on it through the project Web page that was launched on NOACA’s Web site, stakeholders were encouraged to participate by attending public meetings, focus group sessions, stakeholder committee meetings, and a regional workshop. An extensive stakeholder survey was also distributed to identified agencies, municipalities, and transportation providers across the region.

Unmet Needs, Gaps & Overlaps

Information gathered through public outreach activities on unmet needs or transportation issues for older adults, individuals with disabilities, and people with low income across the region were grouped into categories or overarching themes. For example, needs like shortening the Paratransit pick-up window and changing the Paratransit “no-show” policy were grouped under “Improve Paratransit services.” A total of nine of these themes were identified and strategies for addressing them were developed, as discussed below.

Strategies & Priorities

Strategies for improving transportation for the target populations were developed for the most frequently occurring themes for unmet needs and transportation issues listed above and are detailed in Section 5. Those strategies listed are examples of ways to achieve more efficient transportation delivery and serve as possible methods for developing a more coordinated system.

A priority system was developed that assigned each of the nine identified recurring themes to a tier structure. This structure, which includes a top tier, second tier, and third tier, provides guidance for allocating resources to projects that address the most pressing needs and that will provide the most benefit to improving the regional transportation system. Results of this prioritization follow:

Top Tier Priorities:
- Improve Coordination of Services
- Reduce Costs for Transportation Providers
- Reduce Costs for End Users

Second Tier Priorities:
- Improve Outreach, Education, and Travel Training
- Improve Weekend and Evening Service
- Improve Last-minute Transportation Options

Third Tier Priorities:
- Improve Paratransit Services
- Improve Safety
- Improve Out of-County Service

This tier system will be used in conjunction with the competitive selection process for projects seeking JARC, New Freedom, or Section 5310 funding. Projects may address one or more of the themes and may utilize one of the strategies listed in Section 5, a combination of multiple strategies, or may employ strategies not listed in this document so long as the project supports to overall goals of the Coordinated Plan.
The Federal Grant Programs: Sections 5316, 5317 & 5310

The following table provides a summary of each of the three grant programs that are available to the region due to completion of the Coordinated Plan. More detailed funding and background information on the grant programs may be found in Appendix B.

Table 1

<table>
<thead>
<tr>
<th>Program Purpose</th>
<th>JARC (5316)</th>
<th>New Freedom (5317)</th>
<th>Elderly Individuals and Individuals with Disabilities (5310)</th>
</tr>
</thead>
<tbody>
<tr>
<td>To support transportation services to jobs and employment related activities for welfare recipients and eligible low-income individuals. Additionally, the program provides funding to support programs for commuting from urban, rural, or other suburban areas to suburban workplaces (reverse commute).</td>
<td>To provide support for new public transportation services and alternatives beyond those currently required by the Americans with Disabilities Act (ADA). The program seeks to improve the ability of persons with disabilities to participate fully in society and to eliminate barriers to joining the work force.</td>
<td>To improve mobility for older adults and individuals with disabilities. The program is used to fund public transportation capital projects that provide increased options for these two target groups. In the NOACA region, the program is most often used to purchase converted vans and light transit vehicles for use in transporting the elderly and those with disabilities.</td>
<td></td>
</tr>
<tr>
<td>Eligible Applicants</td>
<td>Private non-profit organizations; state and local government authorities; and public and private operators of public transportation services</td>
<td>Private non-profit organizations; state and local government authorities; and public and private operators of public transportation services</td>
<td>Private non-profit organizations; governmental authorities only if non-profit corporations or associations are not available to provide service; and governmental authorities approved by the State to coordinate services for elderly individuals and individuals with disabilities</td>
</tr>
<tr>
<td>Eligible Project Examples</td>
<td>Late-night and weekend transit service; expanding fixed-route public transit; ridesharing and carpooling activities; and guaranteed ride home service</td>
<td>Expansion of paratransit service beyond the 3/4 mile from a fixed route required by the ADA; assisting riders through the door of their destination; supporting new volunteer driver and aide programs; and travel training</td>
<td>Purchase of buses or vans, computer equipment and software, and communications equipment</td>
</tr>
<tr>
<td>Federal/Local Share</td>
<td>Capital and planning costs: 80% federal/20% local</td>
<td>Capital costs: 80% federal/20% local</td>
<td>Capital and planning costs: 80% federal/20% local</td>
</tr>
<tr>
<td></td>
<td>Operating costs: 50% federal/50% local</td>
<td>Operating costs: 50% federal/50% local</td>
<td>Operating costs: 50% federal/50% local</td>
</tr>
<tr>
<td></td>
<td>Administrative costs: 10% of the apportionment at a 100% federal match</td>
<td>Administrative costs: 10% of the apportionment at a 100% federal match</td>
<td>Administrative costs: 10% of the apportionment at a 100% federal match</td>
</tr>
</tbody>
</table>
Funding Overview

SAFETEA-LU authorizes funding for the JARC, New Freedom, and Section 5310 programs through FY 2009. Authorized funding levels for the entire country are represented in Table 2 for FYs 2006-2009. FYs 2006 and 2007 funds have been appropriated by Congress, whereas FYs 2008 and 2009 are still awaiting appropriation. For all three programs, funds are available to recipients during the year of apportionment plus two additional years; therefore, FY 2006 funds are available through September 30, 2008, FY 2007 funds are available through September 30, 2009, and so forth. Any funds that are not obligated at the end the period of availability will be added to the following year’s apportionment and distributed among all areas.

Table 2

<table>
<thead>
<tr>
<th>Program</th>
<th>2006 ($000)</th>
<th>2007 ($000)</th>
<th>2008 ($000)</th>
<th>2009 ($000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5316 - JARC</td>
<td>138,000</td>
<td>144,000</td>
<td>156,000</td>
<td>164,500</td>
</tr>
<tr>
<td>5317 - New Freedom</td>
<td>78,000</td>
<td>81,000</td>
<td>87,500</td>
<td>92,500</td>
</tr>
<tr>
<td>5310 - Elderly &amp; Individuals with Disabilities</td>
<td>112,000</td>
<td>117,000</td>
<td>127,000</td>
<td>133,500</td>
</tr>
</tbody>
</table>

Source: FTA

Large Urbanized, Small Urbanized & Non-urbanized Areas

As authorized by SAFETEA-LU, funding for the JARC and New Freedom programs is broken down into three categories: large urbanized areas, small urbanized areas, and other than urbanized (non-urbanized) areas. Urbanized area designations are determined by the Secretary of Commerce and are based on the most recent decennial census (Census 2000). A large urbanized area contains a population of at least 200,000, a small urbanized area has a population greater than 50,000 but less than 200,000, and a non-urbanized area has a population of fewer than 50,000.

JARC and New Freedom funding is allocated by the following formula:

- 60% to Designated Recipients in large urbanized areas
- 20% to the States for small urbanized areas
- 20% to the States for non-urbanized areas

There are three urbanized areas in Northeast Ohio: Cleveland, Akron, and Lorain-Elyria, the last of which is classified as a small urbanized area. Whereas NOACA’s planning area consists of the entirety of Cuyahoga, Geauga, Lake, Lorain, and Medina counties, urbanized areas often have jagged boundaries that can cross through counties based upon population density determined by the decennial census.

- The Cleveland Urbanized Area is comprised of the majority of Cuyahoga County, most of western and portions of eastern Lake County, the far northeastern portion of Lorain County, the Brunswick area of Medina County, and the far western portion of Geauga County, along with portions of northern Summit and Portage counties, which are outside of the NOACA planning area (see Maps 1 and 2).
- The Akron Urbanized Area occupies most of Summit County and small portions of Portage, Stark, and Wayne counties, along with the Wadsworth area of Medina County. Much of this UZA falls within the planning area of the Akron Metropolitan Area Transportation Study (AMATS), the Metropolitan Planning...
Organization for Summit and Portage counties, as well as Chippewa Township in Wayne County.

- The Lorain-Elyria Urbanized Area is a small urbanized area and the JARC and New Freedom competitive selection process and grant management will be administered by the state. This area covers the central and coastal areas of Lorain County and a small portion of Erie County.
Cleveland, Akron & Lorain-Elyria Urbanized Areas, 2000

Legend
- NOACA Area
- Akron
- Cleveland
- Lorain-Elyria
- Counties

Source: NOACA, Census
Date: 12 April 2007
By: S. Byrnes
Tables 3 and 4 show the apportionments through FY 2009 for JARC and New Freedom funding for the Cleveland Urbanized Area and small urbanized/non-urbanized areas, respectively. Please note that FYs 2008 and 2009 are estimates and have not yet been apportioned by Congress.

**Table 3**

Federal Fiscal Years 2006-2009 SAFETEA-LU JARC & New Freedom Apportionments for Cleveland Urbanized Area (UZA)

<table>
<thead>
<tr>
<th>Program</th>
<th>2006 ($)</th>
<th>2007 ($)</th>
<th>2008 ($)</th>
<th>2009 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5316 - JARC</td>
<td>777,417</td>
<td>819,481</td>
<td>887,697</td>
<td>936,065</td>
</tr>
<tr>
<td>5317 - New Freedom</td>
<td>499,058</td>
<td>516,455</td>
<td>557,899</td>
<td>589,779</td>
</tr>
<tr>
<td>Total Cleveland UZA</td>
<td>1,276,475</td>
<td>1,335,936</td>
<td>1,445,596</td>
<td>1,525,844</td>
</tr>
</tbody>
</table>

Note: FY08 & FY09 Figures are FTA estimates
Source: FTA

**Table 4**

Federal Fiscal Years 2006-2009 SAFETEA-LU JARC & New Freedom Apportionments for Ohio Small Urbanized and Non-Urbanized Areas

<table>
<thead>
<tr>
<th>Program</th>
<th>2006 ($)</th>
<th>2007 ($)</th>
<th>2008 ($)</th>
<th>2009 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5316 - JARC (Small Urbanized Areas)</td>
<td>640,802</td>
<td>675,417</td>
<td>731,702</td>
<td>771,571</td>
</tr>
<tr>
<td>5316 - JARC (Non-Urbanized Areas)</td>
<td>937,886</td>
<td>988,407</td>
<td>TBD*</td>
<td>TBD*</td>
</tr>
<tr>
<td>Total Ohio Small Urbanized and Non-Urbanized Area JARC Apportionments</td>
<td>1,578,688</td>
<td>1,663,824</td>
<td>731,702</td>
<td>771,571</td>
</tr>
<tr>
<td>5317 - New Freedom (Small Urbanized Areas)</td>
<td>408,459</td>
<td>457,729</td>
<td>494,460</td>
<td>522,715</td>
</tr>
<tr>
<td>5317 - New Freedom (Non-Urbanized Areas)</td>
<td>637,213</td>
<td>657,623</td>
<td>TBD*</td>
<td>TBD*</td>
</tr>
<tr>
<td>Total Ohio Small Urbanized and Non-Urbanized Area NF Apportionments</td>
<td>1,045,672</td>
<td>1,115,352</td>
<td>494,460</td>
<td>522,715</td>
</tr>
</tbody>
</table>

Note: FY08 & FY09 Small Urbanized Area Figures are FTA estimates
*Non-Urbanized Area Estimates are not available for FY08 or FY09
Source: FTA

For Section 5310, funds are apportioned to the states to allocate without amounts set aside for urbanized, small urbanized, and rural counties as with the other two programs. Statewide apportionments through FY 2009 are listed in Table 5.

**Table 5**

Federal Fiscal Years 2006-2009 SAFETEA-LU Elderly Individuals & Individuals with Disabilities Apportionments for Ohio

<table>
<thead>
<tr>
<th>Program</th>
<th>2006 ($)</th>
<th>2007 ($)</th>
<th>2008 ($)</th>
<th>2009 ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5310 - Elderly &amp; Individuals with Disabilities</td>
<td>4,251,293</td>
<td>4,447,567</td>
<td>4,840,115</td>
<td>5,095,271</td>
</tr>
</tbody>
</table>

Note: FY08 & FY09 Figures are FTA estimates
Source: FTA
Developing the Coordinated Plan

NOACA as Designated Recipient and Lead Agency

As required by SAFETEA-LU, all urbanized areas with populations greater than 200,000 must have a designated recipient named by the chief executive officer of the state, or the governor for Ohio, to handle the competitive selection process and administrative functions for the JARC and New Freedom programs. Additionally, any area seeking funding from the JARC, New Freedom, and Section 5310 programs from FY 2007 forward must have a Coordinated Plan in place from which projects are derived. Following is a description of how NOACA came to be the designated recipient for the Cleveland Urbanized Area and the lead agency for development of the Coordinated Plan for Northeast Ohio.

What is NOACA?
The Northeast Ohio Areawide Coordinating Agency is the federally designated Metropolitan Planning Organization (MPO) for Cuyahoga, Geauga, Lake, Lorain, and Medina counties in Northeast Ohio. Its chief functions are to perform long- and short-range transportation planning, transportation-related air quality planning, and areawide water quality management planning, as defined by federal and Ohio mandates. The policies and decisions of NOACA are made by its Governing Board, a 38-member board of local elected and appointed officials that oversees and approves the agency’s work program.

NOACA receives funding to support its transportation and environmental planning from the Federal Highway Administration (FHWA), the Ohio Department of Transportation (ODOT), the U.S. Environmental Protection Agency (USEPA), the Ohio Environmental Protection Agency (OEPA), miscellaneous outside organizations, and annual dues paid by local governments throughout the region.

Resolutions of the Board and Area Transit Agencies

After information was gathered about FTA requirements for the JARC, New Freedom, and Section 5310 programs at an ODOT planning conference in August 2006, NOACA’s Transit Council, consisting of representatives from all transit agencies in the region, recommended to the Transportation Advisory Committee (TAC) that NOACA serve as the Designated Recipient for JARC and New Freedom funds and be the lead agency for developing the Coordinated Plan. This recommendation came from NOACA’s experience assisting with the Section 5310 application process in prior years and from evidence presented at the conference indicating that MPOs were particularly suited for the tasks.

In September 2006, NOACA staff presented information to the Transportation Advisory Committee (TAC) regarding the process required for naming a designated recipient for the Cleveland Urbanized Area to access JARC and New Freedom funds and the need to develop a Coordinated Plan for these programs along with the Section 5310 program. In October 2006, the TAC recommended that the Governing Board pass a resolution that NOACA apply to the governor to become the designated recipient and the lead agency for developing the Coordinated Plan, which it did on November 9, 2006. As part of the application package required of prospective designated recipients, resolutions of support from area transit agencies were needed. Such resolutions were collected between
November 2006 and February 2007 from the following entities responsible for the region’s systems:
- Board of County Commissioners of Geauga County, Ohio
- Board of County Commissioners of Lorain County, Ohio
- Board of County Commissioners of Medina County, Ohio
- Board of Trustees of LAKETRAN
- Board of Trustees of the Greater Cleveland Regional Transit Authority
- City of Brunswick, Ohio

The designated recipient package was forwarded to ODOT in March 2007 where it was approved by legal counsel prior to being forwarded to the governor’s office. Following review by the state’s legal counsel, Governor Ted Strickland approved NOACA as designated recipient for JARC and New Freedom funds for the Cleveland Urbanized Area on June 8, 2007.

Please see Appendices E and F for the NOACA Governing Board resolution, resolutions of support from area transit agencies, and the letter of approval from Governor Stickland.

Role of the Designated Recipient
The designated recipient must manage all aspects of JARC and New Freedom grants in the urbanized area and perform a variety of administrative functions. The following list of designated recipient responsibilities is outlined by FTA in its JARC and New Freedom program circulars:
- Conducting an areawide competitive selection process;
- Certifying a fair and equitable distribution of funds resulting from the competitive selection process;
- Certifying that each project selected for funding was derived from the Coordinated Plan;
- Certifying that the Coordinated Plan was developed through a process that included representatives of public, private, and non-profit transportation and human services providers and participation by the public;
- Managing all aspects of grant distribution and oversight for subrecipients receiving funds under JARC and New Freedom; and
- Submitting reports as required by FTA. 2

Reporting Requirements
As noted above, designated recipients for the JARC and New Freedom programs must complete a number of reports to satisfy FTA requirements. Additionally, designated recipients are subject to triennial reviews by FTA’s Office of Oversight, which include an inspection of documentation on file with FTA, a site visit to the designated recipient’s office to assess compliance with accounting and grant management requirements, along with visits to the subrecipient locations. At the conclusion of the review, FTA will discuss its findings with the designated recipient, which will have the opportunity to comment and implement any corrective steps needed prior to the issuance of FTA’s final review report.

To manage grant distribution and oversight, the designated recipient must utilize FTA’s Transportation Electronic Award and Management (TEAM) system and Electronic Clearing House Operation Web (ECHO-Web) system for all monitoring and financial transactions. All reports are uploaded to the TEAM system electronically. Appendix D
contains an overview of the reports that NOACA expects to complete in its role as the designated recipient for the Cleveland Urbanized Area.

**Competitive Selection Process**

As previously described, funding for JARC and New Freedom is split between designated recipients, such as NOACA, that are responsible for large urbanized areas and the state, which oversees the competitive selection process for all remaining areas and for the entire Section 5310 program. As the state and designated recipient competitive selection processes are conducted independently of one another, there is a great deal of flexibility offered to the local area in deciding how to run its selection process.

A designated recipient may choose to conduct competitions annually or up to every three years. Furthermore, the selection criteria used to score and rank applications is developed by the designated recipient so that projects selected are consistent with and derived from the Coordinated Plan. FTA requires the competitive selection process so that funds are distributed fairly and equitably. NOACA’s competitive selection process will be described in the Program Management Plan (PMP) for JARC and New Freedom funds for the Cleveland Urbanized Area.3

All JARC and New Freedom funding for large urbanized areas must be included in an MPO’s Transportation Improvement Program (TIP), a four-year, fiscally-constrained program of Federally-supported transportation projects approved by the MPO, before FTA will approve any projects. The TIP may list specific projects to be funded or list the aggregate available annual funding. Funds are also required to be listed in the Statewide Transportation Improvement Program (STIP), the state’s version of the TIP, before FTA will release funds. Aggregate annual JARC and New Freedom funding levels for the Cleveland Urbanized Area are listed in both Ohio’s STIP and NOACA’s most recent TIP, adopted by the Governing Board in May 2007 for FY 2008-2011.4

**Transit Council Working Group**

The first step in developing the Coordinated Plan was establishing a working group to guide decision-making, planning, and progress. NOACA staff determined that the Transit Council, an established NOACA Advisory Council consisting of representatives from transit agencies in the region that provide advice and recommendations to the Transportation Advisory Committee (TAC) on matters related to public transit, had the requisite level of expertise and understanding to serve as a strong base to the working group. Two additional members, each with professional or personal experience and knowledge of one or more of the target population groups, were asked by NOACA staff to participate in the working group.

Members of the working group were:

- Joseph A. Calabrese, CEO & General Manager, The Greater Cleveland Regional Transit Authority
- Kristina Fenselon, Director, Geauga County Transit
- Raymond Jurkowski, General Manager, LAKETRAN
- Donna P. McNamee, Board of Trustees, LAKETRAN
- Marionette Richardson-Scott, Principal Planner, Cuyahoga County Planning Commission
- Robin Bulan, General Manager, Lorain County Transit5
• Scott Uhas, Director, Medina County Public Transit

The working group met on a monthly basis between May 2007 and February 2008, and also held special work sessions. Initial meetings focused on identifying resources available through members of the group, such as ridership reports, statistics, and stakeholder contacts, along with formulating an approach to public outreach. The role of NOACA in relation to the Coordinated Plan was also defined at these meetings. It was determined that NOACA staff would arrange and administer outreach activities agreed upon by the working group, assemble information gathered from these activities, and present it to the group for review. Staff would also produce GIS mapping; carry out research related to policy, regional characteristics, and demographics; and perform any necessary administrative duties related to development of the plan. Later meetings dealt with crafting the plan.

In addition to work on the Coordinated Plan itself, the working group contributed to PMP, a document outlining the administrative functions and financial procedures required for NOACA to act as designated recipient for the Cleveland Urbanized Area for JARC and New Freedom funds. The PMP also contains the grant application and competitive selection project selection criteria for both programs.

**Outreach Activities**

The working group decided upon a variety of methods and activities to encourage public participation and gather information for the Coordinated Plan. Participation was solicited using a stakeholder contact list compiled from a number of sources including the working group members, NOACA’s database, Cleveland State University’s Neighborhood Link, the United Way, and the Western Reserve Area Agency on Aging. Significant advertisement through newspapers, press releases, notices on public transit, and poster and flyer mailings to targeted health and human services agencies, libraries, and community centers occurred to publicize and promote participation from all members of the community, with a special focus on reaching out to the target populations of older adults, individuals with disabilities, and those with low income.

The following public outreach occurred throughout the development of the Coordinated Plan:

- **Coordinated Plan Web Page** – launched in April 2007
  - Provided summary information on what the Coordinated Plan was and why it was being developed
  - Provided date, time, and location information for outreach activities
  - Provided links to brochures, flyers, and coordination resources
  - Enabled users to email NOACA directly for public comment and also provided NOACA’s address and telephone number for comments
  - Linked users to an online transportation survey available May through October 2007

- **Interviews of Transit Agencies** – May through June 2007
  - Provided detailed operations information
  - Informed provider inventory and needs assessment components

- **Public Meetings** – July 2007
  - Meetings held in each county to introduce the public to the Coordinated Plan
  - Used to gather needs assessment information
Included discussion on strategies and activities to address service gaps

- **Stakeholder Survey** – July through September 2007
  - Mailed to over 500 public, private, and non-profit stakeholders in the region
  - Supplied detailed information on current transportation providers
  - Provided information for needs assessment
  - Provided information for development of strategies and activities to address identified service gaps and redundancies

- **Stakeholder Committee Meetings** – August 2007
  - Forum to bring together health and human service organizations and transportation providers
  - Produced dialogue on user needs
  - Began discussion on how to address unmet needs for the region

- **Focus Groups** – August through September 2007
  - Separate focus groups were held for each target population in every county (fifteen total)
  - Provided detailed information on service delivery and unmet needs
  - Informed strategies and activities to address service gaps
  - Provided user input on prioritization of resources

- **Regional Planning Workshop** – December 2007
  - Forum for stakeholders to discuss and prioritize strategies to address unmet needs identified through outreach activities
  - Resulted in a regional approach to identifying transportation issues of most importance
  - Provided prioritization tiers for project funding

Additional outreach activity detail and findings can be found in Section Four of this document.
2. Study Area & Target Populations

The Study Area

The NOACA region consists of the counties of Cuyahoga, Geauga, Lake, Lorain, and Medina, encompassing an area of 2,005 square miles with a total population of 2.114 million in 2006. Cuyahoga County, which includes the City of Cleveland, accounts for 62.2% of the region’s population. Overall, the region is home to 18.4% of Ohio’s nearly 11.5 million residents.

Northeast Ohio is a mixture of urbanized and non-urbanized areas. Cuyahoga, Lake, and Lorain counties are by definition urban because the county seat is within an urbanized area. Additionally, all three have a relatively large percentage of land devoted to urban uses such as residential, commercial, industrial, and transportation. In Cuyahoga County, these uses account for just over 2/3 of all land area, in Lake County urbanized area is just under 1/3, and in Lorain County, just over 1/4 of all land is urbanized. Geauga and Medina counties are both classified as rural, though both contain some portions of urbanized area. Urbanized land use is just under 11% for Geauga County and approximately 14% in Medina County.

Population

Northeast Ohio has experienced net population loss over the last 30 years. Table 6 shows that the combined population of Cuyahoga, Geauga, Lake, Lorain, and Medina counties decreased from a peak of 2.321 million in 1970 to 2.148 million 2000, a 7.4% loss, compared to growth of 6.6% for the state over the same period. All of this decrease was attributable to losses from Cuyahoga County, which experienced a drop of 19%, or 327,000 residents. Geauga and Medina counties both experienced high levels of growth over the period, increasing population by 44.3% and 82.7%, respectively. Lake and Lorain counties saw an increase of 15.4% and 10.8%, respectively. As this data indicates, the region has experienced out-migration from Cuyahoga County to surrounding counties over the previous 30 years.

Table 6

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<tbody>
<tr>
<td></td>
<td>Population</td>
<td>Change (%)</td>
<td>Population</td>
<td>Change (%)</td>
<td>Population</td>
</tr>
<tr>
<td>Cuyahoga</td>
<td>1,721,300</td>
<td>-12.9%</td>
<td>1,412,140</td>
<td>-5.8%</td>
<td>1,393,978</td>
</tr>
<tr>
<td>Geauga</td>
<td>62,977</td>
<td>18.3%</td>
<td>81,129</td>
<td>8.9%</td>
<td>90,895</td>
</tr>
<tr>
<td>Lake</td>
<td>197,200</td>
<td>7.9%</td>
<td>215,499</td>
<td>1.3%</td>
<td>227,511</td>
</tr>
<tr>
<td>Lorain</td>
<td>256,843</td>
<td>7.0%</td>
<td>271,126</td>
<td>-1.4%</td>
<td>284,664</td>
</tr>
<tr>
<td>Medina</td>
<td>82,717</td>
<td>36.8%</td>
<td>122,354</td>
<td>8.1%</td>
<td>151,095</td>
</tr>
<tr>
<td>Total</td>
<td>2,321,037</td>
<td>-6.3%</td>
<td>2,102,248</td>
<td>-3.3%</td>
<td>2,148,143</td>
</tr>
<tr>
<td>Ohio</td>
<td>10,652,017</td>
<td>1.4%</td>
<td>10,847,115</td>
<td>0.5%</td>
<td>11,353,140</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of the Census

Using the most recent population estimates from 2006, population density data is listed in Table 7 for each county. Cuyahoga County has by far the highest density with over 2,800 residents per square mile, or is about 2.8 times as dense as Lake County, the second...
The above population density averages provide insight into the characteristics of the region. Though residents obviously are not evenly distributed throughout each county, and even the least dense counties have pockets where population is clustered, the average population density helps identify one of the potential challenges to providing transportation services across the region.

Population projections from the Office of Strategic Research in the Ohio Department of Development, shown in Table 8, indicate that the region’s population will remain virtually unchanged through 2030 with minor population redistribution throughout. Cuyahoga County is expected to continue its trend of population loss, shrinking by 8.6% to 1.274 million by 2030, but much of this decrease will be offset by population gains in Geauga and Medina counties. A good deal of these gains is expected to occur in the near-term, with expansion of 8.7% in Geauga County and 15.0% in Medina County between 2000 and 2010. Indeed, the state’s 2006 population estimates indicate that Geauga County has achieved over 60% of its anticipated increase for the period and Medina County has already added over 18,000 residents, more than 80% of its projected increase. Overall, the region is not anticipated to keep pace with Ohio’s modest 8.5% growth through 2030.

Table 7
Population Density by County

<table>
<thead>
<tr>
<th>County</th>
<th>Population (2006)</th>
<th>Land Area (sq. mi.)</th>
<th>Population Density (per sq. mi.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>1,314,241</td>
<td>458.3</td>
<td>2,868</td>
</tr>
<tr>
<td>Geauga</td>
<td>95,676</td>
<td>404.1</td>
<td>237</td>
</tr>
<tr>
<td>Lake</td>
<td>232,892</td>
<td>228.2</td>
<td>1,021</td>
</tr>
<tr>
<td>Lorain</td>
<td>301,993</td>
<td>492.6</td>
<td>613</td>
</tr>
<tr>
<td>Medina</td>
<td>169,353</td>
<td>421.6</td>
<td>402</td>
</tr>
<tr>
<td>Total</td>
<td>2,114,155</td>
<td>2,004.8</td>
<td>1,055</td>
</tr>
</tbody>
</table>

Source: Ohio Department of Development, Office of Strategic Research, July 2003

Table 8
Decennial Population Projections by County, 2000 - 2030

<table>
<thead>
<tr>
<th>County</th>
<th>2000 Population</th>
<th>2010 Population</th>
<th>Change (%)</th>
<th>2020 Population</th>
<th>Change (%)</th>
<th>2030 Population</th>
<th>Change (%)</th>
<th>Total Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>1,393,980</td>
<td>1,332,540</td>
<td>-4.4%</td>
<td>1,301,870</td>
<td>-2.3%</td>
<td>1,274,020</td>
<td>-2.1%</td>
<td>-8.6%</td>
</tr>
<tr>
<td>Geauga</td>
<td>90,900</td>
<td>98,820</td>
<td>8.7%</td>
<td>104,810</td>
<td>6.1%</td>
<td>109,180</td>
<td>4.2%</td>
<td>20.1%</td>
</tr>
<tr>
<td>Lake</td>
<td>227,510</td>
<td>233,890</td>
<td>2.8%</td>
<td>234,520</td>
<td>0.3%</td>
<td>232,340</td>
<td>-0.9%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Lorain</td>
<td>284,660</td>
<td>290,840</td>
<td>2.2%</td>
<td>299,630</td>
<td>3.0%</td>
<td>312,540</td>
<td>4.3%</td>
<td>9.8%</td>
</tr>
<tr>
<td>Medina</td>
<td>151,100</td>
<td>173,760</td>
<td>15.0%</td>
<td>191,850</td>
<td>10.4%</td>
<td>206,770</td>
<td>7.8%</td>
<td>36.8%</td>
</tr>
<tr>
<td>Total</td>
<td>2,148,150</td>
<td>2,129,850</td>
<td>-0.9%</td>
<td>2,132,680</td>
<td>0.1%</td>
<td>2,134,850</td>
<td>0.1%</td>
<td>-0.6%</td>
</tr>
<tr>
<td>Ohio</td>
<td>11,353,140</td>
<td>11,666,850</td>
<td>2.8%</td>
<td>12,005,730</td>
<td>2.9%</td>
<td>12,317,610</td>
<td>2.6%</td>
<td>8.5%</td>
</tr>
</tbody>
</table>

Source: Ohio Department of Development, Office of Strategic Research, July 2003
Note: Figures are based on a sample of the population and differ slightly from totals in Tables 6 & 7
**Target Population Groups**

Strategies and activities proposed to address unmet transportation needs of the target population groups must take into account such variables as population density, number of potential clients, and other demographic information to ensure that the demand exists in a particular area to benefit from such efforts. Potential JARC, New Freedom, and Section 5310 projects will not necessarily be uniform for the region, but will likely need to be tailored to or be specific to each county or area’s unique needs. The following demographic information may serve as a base to assessing such factors.

**Older Adults**

A growing segment of the region’s population is made up of older adults. As defined in guidance issued by FTA, an older adult is one who is, at minimum, 65 years of age. Local areas may determine the appropriate age at which to offer services so long as it is not any older than this minimum. Following a nationwide trend, the percentage of older adults is projected to continue rising as the Baby Boomer generation (those born between 1946 and 1964) ages. The following figure illustrates the age cohorts of the region’s population at the 2000 decennial census as it is projected to appear for each decade through 2030.

**Figure 1**

![Regional Population Composition by Year](image)

**Source:** Ohio Department of Development, Office of Strategic Research (JH), July, 2003
In 2000, those people aged 65 and above made up approximately 14.5% of the region’s population. The percentage dips slightly to 14.1% in 2010 before rising to 17.1% in 2020, and is ultimately projected to reach 20.5% by 2030. Furthermore, those aged 75 years and above will account for 9.1% of the population in 2030 compared to 7.2% in 2000, and will represent an increase of over 41,000 persons while the region is projected to lose approximately 14,000 residents over the same period.

There are differences in the age of the population across counties in the region. As Table 9 indicates, in 2000, Cuyahoga County’s residents aged 65 years and above accounted for 15.6% of the population compared to 10.5% in Medina County. By 2030, however, all counties will continue to age with Geauga and Lake counties projected to have the highest share of residents aged 65 and over with 21.5% and 23.5%, respectively.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>217,160</td>
<td>15.6%</td>
<td>109,840</td>
<td>7.9%</td>
<td>263,380</td>
<td>20.7%</td>
<td>116,720</td>
<td>9.2%</td>
</tr>
<tr>
<td>Geauga</td>
<td>10,880</td>
<td>12.0%</td>
<td>4,990</td>
<td>5.5%</td>
<td>23,430</td>
<td>21.3%</td>
<td>10,600</td>
<td>9.7%</td>
</tr>
<tr>
<td>Lake</td>
<td>32,030</td>
<td>14.1%</td>
<td>15,010</td>
<td>6.6%</td>
<td>54,560</td>
<td>23.5%</td>
<td>25,740</td>
<td>11.1%</td>
</tr>
<tr>
<td>Lorain</td>
<td>35,580</td>
<td>12.5%</td>
<td>16,660</td>
<td>5.9%</td>
<td>58,500</td>
<td>18.7%</td>
<td>25,600</td>
<td>8.2%</td>
</tr>
<tr>
<td>Medina</td>
<td>15,920</td>
<td>10.5%</td>
<td>7,250</td>
<td>4.8%</td>
<td>38,200</td>
<td>18.5%</td>
<td>16,140</td>
<td>7.8%</td>
</tr>
<tr>
<td>Total</td>
<td>311,570</td>
<td>14.5%</td>
<td>153,750</td>
<td>7.2%</td>
<td>438,070</td>
<td>20.5%</td>
<td>194,800</td>
<td>9.1%</td>
</tr>
</tbody>
</table>

Source: Ohio Department of Development, Office of Strategic Research, July 2003

The following map shows the number of older adults aged 65 and above in the region in 2000 by Transportation Analysis Zone (TAZ), a geographic area delineation similar to a census tract. TAZs were used because the regional transportation model that NOACA uses to project travel demand for its long range transportation plan uses this unit of measurement. Darker areas on the map indicate larger numbers of older adults in a particular TAZ. Actual population is used rather than percentage of the population so that this map may serve as a planning tool to determine if a particular area has enough potential clients to benefit from a proposed strategy or activity aimed at meeting the transportation needs of older adults.

The number of older adults in the population is an important indicator of the type of transportation services that may be required in the future, especially if more people are to stay in their own homes for longer periods rather than moving to a group care or assisted living facility. Furthermore, disability status is strongly correlated with age, resulting in other potential barriers to transportation. Services will need to be offered to this segment of the population to meet their daily needs, such as shopping, medical, and social trips, and to keep them involved and integrated into daily life.
Number of Individuals Aged 65 Years or Older by Traffic Analysis Zone, 2000

Legend
- NOACA Area
- Cities
- Rivers

TAZs
Elderly Persons
- 0 - 130
- 131 - 320
- 321 - 565
- 566 - 945
- 946 - 2070

Source: NOACA, Census
Date: 12 April 2007
By: S. Byrnes
Individuals with Disabilities

According to the U.S. Census Bureau, 51.2 million Americans had some degree of disability and 32.5 million had a severe disability in 2002. These figures represented approximately 18.1% and 11.5% of the population, respectively. Information on disability status was gathered by the Census Bureau as part of its Survey of Income and Program Participation (SIPP), which contained questions about one’s ability to perform certain daily activities such as dressing, bathing, and cooking. The SIPP found that, as expected, the percentage of individuals with a disability increases with age. Among 65- to 69-year-olds, 38.4% report a disability and for 25.4%, the disability is severe. Those needing personal assistance to perform one of more daily activities is 8.2% for this age group. For those 80 years and older, these percentages rise to 71.7%, 57.0%, and 30.0%, respectively.7

On a regional basis, the number of individuals reporting a disability for the 2000 Census is shown in Table 10 below. For residents of all ages, the percentage reporting a disability was 18.5%. Cuyahoga County had the most residents with a disability at 19.9% and Geauga County the lowest at 13.6%. For the region’s population aged 65 years and older, the percentage with a disability was 40.8%, just behind Ohio’s average of 41.0%. Again, Cuyahoga County had a slightly higher number of residents with a disability (41.9%) than the surrounding counties.

<table>
<thead>
<tr>
<th>County</th>
<th>Disabled Population</th>
<th>Share of Population (%)</th>
<th>Disabled Population</th>
<th>Share of Age Group (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>253,963</td>
<td>19.9%</td>
<td>86,202</td>
<td>41.9%</td>
</tr>
<tr>
<td>Geauga</td>
<td>11,416</td>
<td>13.6%</td>
<td>3,802</td>
<td>36.8%</td>
</tr>
<tr>
<td>Lake</td>
<td>33,558</td>
<td>15.9%</td>
<td>11,621</td>
<td>38.0%</td>
</tr>
<tr>
<td>Lorain</td>
<td>44,969</td>
<td>17.5%</td>
<td>13,544</td>
<td>39.8%</td>
</tr>
<tr>
<td>Medina</td>
<td>19,487</td>
<td>14.0%</td>
<td>5,451</td>
<td>36.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>363,393</strong></td>
<td><strong>18.5%</strong></td>
<td><strong>120,620</strong></td>
<td><strong>40.8%</strong></td>
</tr>
<tr>
<td>Ohio</td>
<td>1,899,462</td>
<td>18.4%</td>
<td>583,034</td>
<td>41.0%</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of the Census

The map on the following page shows the number of residents in the region reporting a disability in 2000. As with the previous map, it is divided into TAZs. Darker areas on the map indicate larger numbers of people with a disability in a particular TAZ. The map shows all residents aged five years and older with a disability not living in an institutional setting.

With the percentage of older residents projected to increase in the region over the next 20+ years, it can be assumed that the share of the entire population with a disability will likewise increase. If the share of the population aged 65 years and older with a disability remains the same in 2030 as in 2000 (40.8%), based on population projections for the region, the real increase for the number of disabled individuals in this age group between 2000 and 2030 will be approximately 58,000.
Number of Individuals with Disabilities by Traffic Analysis Zone, 2000

Legend
- Cities
- Rivers
- NOACA Area
- TAZs

Disabled Persons
- 0 - 165
- 166 - 380
- 381 - 625
- 626 - 955
- 956 - 1550

Inset

Source: NOACA, Census
Date: 12 April 2007
By: S. Byrnes
Individuals with Low Income

A segment of the population that may experience difficulty obtaining transportation services are those with low income. As defined for the JARC program, a low-income individual is one whose family income is below 150% of the poverty line. The poverty line, updated annually, is constant across the contiguous United States, but varies based on the number of members in a household. Currently, the poverty line for a family of three is approximately $16,000 and is $27,500 for a family of six. Using FTA’s 150% guideline, to qualify as low-income, a family of three would have an income of approximately $24,000 or less and a family of six would earn less than about $41,400. In 2000, approximately 20.9% of the nation’s population was below 150% of the poverty line and 12.4% were below the poverty line.

Poverty data for Northeast Ohio, shown in Table 11, indicates that in 2000, approximately 17.7% of the population was living below 150% of the poverty line and 10.8% were below the poverty line, both better than national rates. The lowest levels of poverty in the region are in Geauga, Lake, and Medina counties, which are all below 10% of residents living below 150% of the poverty line. Cuyahoga and Lorain counties have substantially higher rates of poverty with 21.0% and 15.5%, respectively. Cuyahoga County has poverty rates higher than both state and national averages.

Table 11

<table>
<thead>
<tr>
<th>County</th>
<th>Below 150% of Poverty Line</th>
<th>Below 100% of Poverty Line</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Population</td>
<td>Share of Population (%)</td>
</tr>
<tr>
<td>Cuyahoga</td>
<td>286,451</td>
<td>21.0%</td>
</tr>
<tr>
<td>Geauga</td>
<td>8,856</td>
<td>9.8%</td>
</tr>
<tr>
<td>Lake</td>
<td>21,776</td>
<td>9.7%</td>
</tr>
<tr>
<td>Lorain</td>
<td>42,675</td>
<td>15.5%</td>
</tr>
<tr>
<td>Medina</td>
<td>12,478</td>
<td>8.4%</td>
</tr>
<tr>
<td>Total</td>
<td>372,236</td>
<td>17.7%</td>
</tr>
<tr>
<td>Ohio</td>
<td>1,996,472</td>
<td>18.1%</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of the Census

The map that follows shows the concentrations of people with low income throughout the region based on households below the poverty line by TAZ. As can be seen, Geauga and Medina counties have relatively few areas of concentrated poverty. Lorain County has higher concentrations around Elyria and the City of Lorain. Higher numbers of households in poverty exist along the western portions of Lake County, and in Cuyahoga County, poverty is more diffuse, though there is clustering around the City of Cleveland in inner-ring suburbs, mirroring in large part the higher population densities of these areas.

In some portions of the region, public transportation is not as easily accessed, making access to a vehicle necessary for some to obtain and keep employment. In Northeast Ohio, about 11.0% of all households do not have access to a vehicle, slightly above the national average of 10.3% and well above Ohio’s average of 8.6%. In Cuyahoga County, 13.7% of residents do not have access to a vehicle, probably due in part to the availability of GCRTA service within the county and also a higher poverty rate. The other four
counties in the region, however, are highly vehicle dependent, ranging from only 4.0-6.9% of households without access to a vehicle, as shown in Table 12.

**Table 12**  
**Percentage of Households without a Vehicle Available, 2000**

<table>
<thead>
<tr>
<th>County</th>
<th>Total Households</th>
<th>Households without a Vehicle Available</th>
<th>Share of Households (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>571,457</td>
<td>78,005</td>
<td>13.7%</td>
</tr>
<tr>
<td>Geauga</td>
<td>31,630</td>
<td>2,182</td>
<td>6.9%</td>
</tr>
<tr>
<td>Lake</td>
<td>89,700</td>
<td>4,300</td>
<td>4.8%</td>
</tr>
<tr>
<td>Lorain</td>
<td>105,836</td>
<td>6,967</td>
<td>6.6%</td>
</tr>
<tr>
<td>Medina</td>
<td>54,542</td>
<td>2,189</td>
<td>4.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>853,165</strong></td>
<td><strong>93,643</strong></td>
<td><strong>11.0%</strong></td>
</tr>
<tr>
<td>Ohio</td>
<td>4,445,773</td>
<td>380,179</td>
<td>8.6%</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of the Census

Those with low income oftentimes spend a substantial amount of their pay on transportation services and may be in need of additional support to prevent lack of access to affordable transportation from being a barrier to employment, education, and related activities. According to *United We Ride*, “The poorest 20 percent spend approximately 40 percent of their take home pay on transportation.” Changes to public transit routes, transportation cuts in health and human service programs, unforeseen vehicle repairs, or increases in the cost for gasoline can all have a significant impact on this segment of the population.
3. Available Transportation Services & Providers

Current Transportation Providers

The following listing of current transportation providers was gathered through a variety of means, including interviews with transit agencies, a mailed stakeholder survey, queries of public records, and internet-based research. Available services are divided by provider type: public, private, and non-profit and other providers.

Public Providers

Transit

The NOACA region is served by a total of six public transit agencies, the largest of which is the Greater Cleveland Regional Transit Authority (GCRTA) serving primarily Cuyahoga County. GCRTA and Laketran, Lake County’s system, are the only systems that receive dedicated county tax revenues.

The following map shows the most recent data for all fixed transit routes in the region. Nearly all portions of Cuyahoga County are serviced by GCRTA fixed routes. Lake and Lorain counties also have substantial fixed route coverage in their more populous areas. Medina County has one deviated fixed route in the City of Medina and two small fixed routes in the City of Brunswick. Geauga County operates only demand response service.
Greater Cleveland Regional Transit Authority (GCRTA)

**Service Area:** Cuyahoga County and portions of Lake, Summit, Medina, and Lorain counties, 458 square miles (Cuyahoga County)

**Population Served:** 1,412,140 per 2000 Census

**System Type:** Urban Transit Agency

**Annual Passenger Miles (2006):** 285,941,241

**Number of Passenger Trips (2006):** 980,735

**Services:** Fixed route bus, rail, circulator, and demand response

**Cost of Average Trip by Mode (2006):** $3.74 fixed route and $38.26 demand response

**Fares:**

- **Standard Fares:**
  - Fixed route: $1.50; out-of-county, $2.75
  - Park-N-Ride fixed route, $1.75
  - Trolley/Loop/Circulator, $0.75
  - Rapid, $1.75

- **Discounted Fares:**
  - Fixed route: Elderly/Disabled, $0.60 ($1.25 for all day pass); ADA Certified Paratransit passengers may ride fixed-route bus and rapid service at no cost;
  - Children aged 6-12, $1.25 (all day pass); Students, $1.25; Up to three children under 6 can ride free when accompanied by a fare-paying adult
  - Paratransit: $1.50

**Vehicle Fleet:**

- 731 buses, trolleys and circulators, including 77 Paratransit vehicles and 69 Community Circulators
- 60 heavy-rail cars
- 48 light-rail cars

**Employees:** GCRTA employs 2,665 people

**Annual Expenditures (2006):**

- **Operating:** $227,067,997
- **Capital:** $86,921,519

**Funding Sources (2006):**

- **Operating Funds:** $227,067,997
  - Federal: $25,938,236 (11.4%)
  - State: $150,718,001 (66.4%)
  - Local: $7,883,257 (3.5%)
  - Fare Revenues: $41,003,041 (18.1%)
  - Other Revenues: $1,525,462 (0.7%)

- **Capital Funds:** $86,921,519
  - Federal: $47,532,386 (54.7%)
  - State: $25,992,045 (29.9%)
  - Local: $13,397,088 (15.4%)
  - Other Revenues: $0 (0.0%)
System Summary: GCRTA is the primary public transit provider in Cuyahoga County. It operates 90 fixed bus routes, including twelve Community Circulator routes. Rail service is provided by 60 heavy-rail cars on the Red Line, which has eighteen stations along nineteen miles of one-way track, and 48 light-rail cars on the Blue/Green Line Rapid Transit (including the Waterfront Line), which has 34 stations along eighteen miles of one-way track. Service days and times vary by route. The system uses Trapeze scheduling software to schedule demand response trips.

Approximately 10.2% of all fixed route trips were for Elderly and Disabled (E&D) passengers. E & D passengers also took over 450,000 Paratransit rides in 2006.

Paratransit Services: Curb-to-curb demand response service is available 24 hours a day, seven days a week, but reservations must be made between 8:30 a.m. and 4:00 p.m. The Paratransit pickup window is 20 minutes prior to and 20 minutes after a scheduled trip. Select individuals may be eligible for special door-to-door service. Service is available to any origination and destination in the GCRTA service area as long as the origin and destination are within ¼ of a mile of a fixed route at a time when fixed route service is available. For those that are outside of this ¼ mile boundary, service will be provided to ADA eligible riders within a five-mile radius in Cuyahoga County as space is available.

Out-of-County Service: GCRTA offers limited connections to other transit providers for service to Lake, Lorain, Medina, and Summit counties. For connections to GCRTA from Laketran, MetroRTA, Lorain County Transit, Medina County Public Transit, or Brunswick Transit Alternative, passengers with valid transfers may board one bus or train for free.

- Lake County connections via route #28 connecting with Laketran’s #2 to Willoughby and #39 connecting with Laketran’s #3, #6, or #2 (limited) to Mentor
- Lorain County connections are made from routes #43, #246, or #808 via the Westlake Park-N-Ride location connecting with Lorain County Transit’s #70 to the Lorain County Transit hub in Elyria and also from Lorain Road via #75 to Lorain County Transit’s #11
- Summit County connections to Downtown Akron via route #77F at the Brecksville Veterans Administration Hospital to Akron Metro #101
- Medina County connection via route #451 to Laurel Square connecting with Brunswick Transit Alternative and Medina County Transit by appointment

Laketran
Service Area: Lake County and portions of Cuyahoga County, 295 square miles
Population Served: 227,511 per 2000 Census
System Type: Urban Transit Agency  
Annual Passenger Miles (2006): 11,267,787  
Number of Passenger Trips (2006): 980,735  
Services: Local fixed route, commuter, and demand response  

Fares:
- Standard Fares:
  - Local fixed route, $1.00
  - Commuter Express, $2.50
  - Dial-A-Ride, $4.00 in-county and $8.00 out-of-county
- Discounted Fares:
  - Local fixed route: Elderly/Disabled and children ages 2-12, $0.50; 11-ride adult ticket for $10
  - Commuter Express: 11-ride adult ticket for $25 or monthly pass for $90.00; 10-ride student ticket for $10
  - Dial-A-Ride, with Golden Buckeye or Medicare Card, $1.25 in-county and $2.50 out-of-county; 11-rides coupon booklet for $12.50; Under age 2, free

Vehicle Fleet:
- 17 Local fixed route buses (CNG and diesel)
- 22 Commuter Express buses
- 76 Paratransit vehicles

Employees:
- Administrative/Maintenance: Full-time 24; Part-time 3
- Operations:
  - Non-Drivers: Full-time 15; Part-time 5
  - Drivers: Full-time 77; Part-time 88

Annual Expenditures (2006):
- Operating: $11,165,279
- Capital: $6,281,575

Funding Sources (2006):
- Operating Funds: $11,165,279
  - Federal: $1,127,241 (10.1%)
  - State: $355,442 (3.2%)
  - Local: $7,997,887 (71.6%)
  - Fare Revenues: $1,081,285 (9.7%)
  - Other Revenues: $603,424 (5.4%)
- Capital Funds: $6,281,575
  - Federal: $4,177,279 (66.5%)
  - State: $289,624 (4.6%)
  - Local: $1,814,672 (28.9%)
  - Other Revenues: $0 (0%)

Annual Operating Expenditures (2006):
System Summary: Established in 1974, Laketran is the regional transit authority for Lake County, Ohio, which is geographically the smallest of Ohio's 88 Counties and ranks 11th in population. Lake County continues to be among Ohio's fastest growing (and aging) counties and is comprised of eighteen communities. A few of the older, anchor communities were developed with central business districts and are pedestrian friendly, the remainder of the county is either rural or developed without sidewalks, making fixed route transit a challenge to provide. Laketran’s primary source of funding is a dedicated one-quarter percent (0.25%) sales tax levy which must be renewed by the voters every 10 years.

In 2006, Laketran provided approximately 634,000 fixed route passenger trips and 346,000 demand response trips. Of Laketran’s total demand-response rides provided, 89.6% was directly operated and 1.4 % was sub-contracted through Palmer Express dba Willo Transportation. Laketran operates six local fixed routes to serve Lake County. Service is available on weekdays from 6:00 a.m. to 11:00 p.m. and Saturdays from 8:50 a.m. to 8:50 p.m., based on the route. Laketran also operates five Commuter Express routes going from Lake County to downtown Cleveland and the near Westside. Service is available at Park-n-Ride lots in Madison, Mentor, Wickliffe, Painesville, and Eastlake, as well as from Lakeland Community College and the Shops of Willoughby Hills. Trips depart Lake County between the hours of 5:00 a.m. and 9:00 a.m. with return service from Cleveland between 3:00 p.m. and 7:00 p.m., depending on route. Laketran uses Trapeze scheduling software to route demand response trips.

Approximately 6.7% of all fixed route trips were for Elderly and Disabled (E&D) passengers. E&D passengers also accounted for 72.3% of Dial-A-Ride trips in 2006.

Paratransit Services: Door-to-door demand response service, called Dial-A-Ride, is available on weekdays from 5:00 a.m. to 9:00 p.m. and on Saturdays from 9:00 a.m. to 6:00 p.m. for anyone in Lake County. The Dial-A-Ride pickup window is 15 minutes prior to and 15 minutes after a scheduled trip. Laketran has established set Dial-A-Ride service windows to the major medical facilities in the University Circle area in Cleveland to accommodate medical appointments. There are three morning departure times and five afternoon return trips on weekdays. Trips into Cuyahoga County to major medical centers are also available every weekday.

Current Coordination Efforts: Laketran contracts with the City of Wickliffe to provide intra city Dial-A-Ride services for its senior population. The city operates its own vehicles and Laketran pays a subsidy to help defray the cost of this service. Of all demand response trips reported by Laketran, the City of Wickliffe performed 1.1% under contract.

Respective municipalities pay the E&D fares of residents of North Perry, Perry, Perry Township, Wickliffe, or Willoughby with Golden Buckeye or Medicare

<table>
<thead>
<tr>
<th>Total Operating Expenditures:</th>
<th>$11,165,279</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary, Wages &amp; Benefits:</td>
<td>$8,124,613 (72.8%)</td>
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<tr>
<td>Fuel:</td>
<td>$932,769 (8.4%)</td>
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<td>Materials and Supplies:</td>
<td>$475,458 (4.3%)</td>
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<td>Purchased Transportation:</td>
<td>$85,194 (0.8%)</td>
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<td>Other Operating Expenses:</td>
<td>$1,547,245 (13.9%)</td>
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</table>
Card; thus, in these communities, E&D passengers ride free in-county and for $1.25 out-of-county and municipalities reimburse Laketran for these trips.

Laketran contracts with Breckenridge Village (a.k.a. Senior Independence). Breckenridge operates a small fleet of Dial-a-Ride vehicles and uses them very much like fixed route buses for their residents. For example, they will schedule shopping trips for their residents with fixed departure and return times, providing a more efficient use of resources than each resident scheduling individual Dial-A-Ride trips. Of all demand response trips reported by Laketran, Breckenridge Village performed 7.9% under contract.

Laketran coordinates demand response (Dial-a-Ride) with most human service organizations in Lake County. Laketran has operated with a “there to serve” philosophy since the 1980’s. Laketran assists the local Mental Retardation Board (MRDD) with over 65,000 coordinated transportation trips to two MRDD vocational centers, and also coordinates transportation for approximately 260 daily trips for MRDD clients to and from work at local organizations and businesses.

Laketran also coordinates approximately 12,000 transportation trips with the county Job and Family Services Department to assist J&FS clients with transportation for medical appointments.

Additionally, Laketran has agreements and coordinated transportation efforts with the following fourteen HHS organizations, accounting for some 60,000 annual trips:

- Crossroads
- Kirtland Senior Center
- Lake County Council on Aging
- Lake County Veterans Services
- Lake Hospital System
- Lake Hospital System Volunteer Services
- Living Opportunities
- Madison Senior Center
- Mentor Senior Center
- Neighboring
- New Hope Vocational
- Ohio Vocational Rehabilitation Services (ORSC)
- Painesville Senior Center
- Willoughby Fine Arts Association

Out-of-County Service: Laketran provides regular Commuter Express service into downtown Cleveland every weekday via five routes. Additionally, connections can be made with GCRTA via Laketran route #2 from Willoughby connecting with GCRTA’s #28 or Laketran routes #3 and #6 on weekdays and route #2 on Saturdays from Mentor connecting with GCRTA’s #39. Laketran also connects with GCRTA #39 in Willowick and Laketran Routes 3, 6 and 11. Finally, Laketran route 6 connects with GCRTA #94 in Willoughby Hills. Transfers to and from GCRTA are free.
Lorain County Transit (LCT)

**Service Area:** Lorain County and small portions of Cuyahoga County, 495 square miles

**Population Served:** 193,000 per 2000 Census

**System Type:** Urban Transit Agency

**Annual Passenger Miles (2006):** 5,130,740

**Number of Passenger Trips (2006):** 853,559

**Services:** Fixed route, circulators, demand response

**Cost of Average Trip by Mode (2006):** $4.55 for fixed route and $10.67 for demand response

**Fares:**

- **Standard Fares:**
  - Fixed route, $1.75
  - Airport Express Fare, $6.00
  - Demand response, $5.50

- **Discounted Fares:**
  - Fixed route: Elderly/Disabled, $0.85, book of 10 tickets for $7.65, or monthly pass for $35.00; 10-ride adult ticket for $15.75, or monthly pass for $70.00
  - Demand response: Elderly/Disabled, $2.75; Under age 2, free

**Vehicle Fleet:**

- 1 Heavy duty bus
- 13 LTV
- 16 Medium duty buses
- 14 CVs

**Employees:** 73 employees involved with LCT, including subcontracted employees

- Administrative: 13 Full-time
- Operations: Full-time: 49; Part-time: 6

**Annual Expenditures (2006):**

- Operating: $4,242,633
- Capital: $1,377,832

**Funding Sources (2006):**

- **Operating Funds:**
  - Federal: $2,394,758 (56.4%)
  - State: $225,506 (5.3%)
  - Local: $794,551 (18.7%)
  - Fare Revenues: $739,468 (17.4%)
  - Other Revenues: $88,350 (2.1%)

- **Capital Funds:**
  - Federal: $1,227,477 (89.1%)
  - State: $0 (0%)
  - Local: $150,355 (10.9%)
  - Other Revenues: $0 (0%)

**Annual Operating Expenditures (2006):**
Total Operating Expenditures: $4,242,633

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<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
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<tr>
<td>Salary, Wages &amp; Benefits</td>
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<td>Materials and Supplies</td>
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<td>Purchased Transportation</td>
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<tr>
<td>Other Operating Expenses</td>
<td>$67,024</td>
<td>1.6%</td>
</tr>
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System Summary: LCT’s fixed route service is operated by MV Transportation, Inc., a private contractor, under the supervision of a general manager, administrative staff, and the Lorain County Commissioners. Fourteen fixed routes are operated with variable levels of service depending on route between 5:00 a.m. and 10:30 p.m. weekdays, 8:00 a.m. to 5:30 p.m. on Saturdays, and 8:00 a.m. to 5:00 p.m. on Sundays. LCT also offers smaller circulator service, called Community Connectors, in the Avon/Avon Lake area, Amherst/South Amherst area, and Oberlin by appointment. LCT uses Trapeze scheduling software to route demand response trips.

Approximately 15.7% of all fixed route trips were for Elderly and Disabled (E&D) passengers. E&D passengers also accounted for 62.8% of Dial-A-Ride trips in 2006.

Paratransit Services: Curb-to-curb demand response service, called Dial-A-Ride, is available from 5:00 a.m. to 10:00 p.m. on weekdays, 8:00 a.m. to 4:00 p.m. on Saturdays, and 9:00 a.m. to 4:30 p.m. on Sundays. The Dial-A-Ride pickup window is 15 minutes prior to and 15 minutes after a scheduled trip. Reservations may be made up to two weeks in advance.

Current Coordination Efforts: LCT provides, through a contract, demand response service to the Lorain County Board of MR/DD, five days a week taking clients to work, school, etc. LCT also works with Lorain County Children Services, The Nord Center, and various senior centers throughout the county. These agencies purchase tickets and/or passes from LCT to give to their clients to ride the fixed routes, demand response, or community connector services. The LCT Brokerage Program also purchases fixed route tickets to give to qualified applicants to help them find a job. The Brokerage Program also provides tickets or passes on a temporary basis to help clients get to work or school.

Out-of-County: An express route, #70, connecting with GCRTA routes #43, #246, or #808 at its Westlake Park-n-Ride lot is offered on weekdays with three early morning and three late afternoon circuits made between the LCT transfer point near Midway Mall via the State Route 83 Park-n-Ride lot. One additional connection point with GCRTA is via the #11 at Lorain Road in North Olmsted linking up with GCRTA’s #75. Service from Oberlin via the Elyria Park-n-Ride to Hopkins International Airport in Cuyahoga County is offered several times a day, seven days a week.

Geauga County Transit
Service Area: Geauga County, 414 square miles
Population Served: 90,895 per 2000 Census
System Type: Rural Transit Agency
Annual Passenger Miles in 2006: 375,792
Number of Passenger Trips in 2006: 65,000
Services: Demand response
Cost of Average Trip by Mode in 2006: $18.45

Fares:
Standard Fares:
Base, $4.00; Extra stops, $0.50; Out-of-county, double fare

Discounted Fares:
Elderly/Disabled and ages 6-17, $2.00; Under age 6, free

Vehicle Fleet: 16 LTVs

Employees:
Administrative: Full-time: 3
Operators: Full-time: 9; Part-time: 11

Annual Expenditures (2006):
Operating: $1,195,259
Capital: $168,504

Funding Sources (2006):
Operating Funds: $1,195,259
Federal: $431,826 (36.1%)
State: $269,834 (22.6%)
Local: $81,491 (6.8%)
Fare Revenues: $74,646 (6.2%)
Other Revenues: $337,462 (28.2%)

Capital Funds: $168,504
Federal: $134,803 (80.0%)
State: $16,851 (10.0%)
Local: $16,850 (10.0%)
Other Revenues: $0 (0.0%)

Annual Operating Expenditures (2006):
Total Operating Expenditures: $1,195,259
Salary, Wages & Benefits: $846,618 (70.8%)
Fuel: $105,139 (8.8%)
Materials and Supplies: $80,387 (6.7%)
Purchased Transportation: $0 (0.0%)
Other Operating Expenses: $163,115 (13.6%)

System Summary: GCT operates a purely demand response system throughout Geauga County. Services are provided on weekdays between 6:00 a.m. and 9:00 p.m. Service is available to anyone in Geauga County. GCT uses Trapeze scheduling software to route demand response trips.

Approximately 85.9% of all trips were for Elderly and Disabled passengers in 2006.

Paratransit Services: All GCT service is door-to-door demand response.
Current Coordination Efforts: GCT works with MRDD, the Department on Aging, Job & Family Services, and DDC Clinic

Out-of-County Service: GCT will provide connecting service with GCRTA and Laketrans by arrangement.

Medina County Public Transit (MCPT):

Service Area: All of Medina County as well as demand trips to connect with GCRTA in Strongsville and Akron Metro in Montrose, 422 square miles

Population Served: 151,000 per 2000 Census

System Type: Rural Transit Agency


Number of Passenger Trips (2006): 118,377

Services: Demand response, curb to curb transit service and one deviated fixed route

Cost of Average Trip by Mode (2006): $17.69 demand response

Fares:

Standard Fares:
General Public Fares are $2.00 to board and $.10 per grid
Loop fare is $1.00 each trip or $3.00 for an all day pass

Discounted Fares:
Elderly and Disabled Fares are $1.00 to board and $.05 per grid

Vehicle Fleet: 24 LTVs

Employees:

Administrative: Full-time: 7; Part-time: 2
Operations: Part-time: 40

Annual Expenditures (2006):

Operating: $1,568,180
Capital: $256,970

Funding Sources (2006):

Operating Funds: $1,568,180

Federal: $784,090 (50.0%)
State: $170,180 (10.9%)
Local: $613,910 (39.1%)
Fare Revenues: (included in local funds)
Other Revenues: (included in local funds)

Capital Funds: $256,970

Federal: $205,576 (80.0%)
State: $25,697 (10.0%)
Local: $25,697 (10.0%)
Other Revenues: $0 (0.0%)

Annual Operating Expenditures (2006):
**System Summary:** Medina County Public Transit, (MCPT), is a rural transit system that services all persons within Medina County. MCPT operates curb to curb demand response service Monday through Friday from 6:00 a.m. through 6:00 p.m. MCPT also operates a deviated fixed route Loop that services the City of Medina Monday through Saturday. MCPT relies on assistance from Federal and State governments in addition to the contributed services as well as financial assistance from the Medina County Board of Commissioners. Other portions of Medina County’s local share come from contracts with local agencies, exterior advertising on the revenue vehicles, fares and Elderly and Disabled fare assistance from the State.

MCPT does not offer rides that originate and terminate within the city limits of the City of Brunswick. This is based upon the City of Brunswick residing in the urbanized area that includes Cuyahoga County and an agreement between the GCRTA and Brunswick. This agreement allows for the City of Brunswick to receive pass through monies from the GCRTA to use as the city wishes towards the public transit needs for their community.

**Paratransit Services:** Currently, the fleet of 24 vehicles that MCPT operates is wheelchair accessible and all of our service is curb to curb. MCPT also allows for eligible passengers to be accompanied by a personal care attendant that may ride MCPT at no additional charge. All trips by MCPT are in-county only.

**Current Coordination Efforts:** Currently, MCPT assists ten different agencies with their transportation needs within Medina County. MCPT has agreements with the following agencies:
- Medina County Board of Mental Retardation Developmental Disabilities
- Medina Alternative Paths
- Medina County Office for Older Adults
- Windfall Industries
- Kidney Foundation of Medina County
- Medina County Veterans Services
- Society for Handicapped Citizens
- Medina County Job and Family Services
- Operations Homes
- Medina County Home

The service for all these agencies is the same for the general public: demand response, curb to curb service. Individuals that are represented by these agencies or the agencies themselves can contact MCPT and arrange for transportation to and from agency sponsored events. As with all MCPT service, reservations are taken on a first-come, first-served basis and depend on the availability of service at the time of the reservation.
Out-of-County Service: Currently, the only areas that MCPT services out of Medina County are one transfer point in Strongsville to coordinate with GCRTA and a transfer point in Montrose to coordinate with Akron Metro. MCPT offers no other out-of-county service.

Brunswick Transit Alternative
Service Area: City of Brunswick, small portions of Hinckley Township and the City of Strongsville, 37 square miles
Population Served: 46,638 per 2000 Census
System Type: City system
Annual Passenger Miles (2006): 172,845
Number of Passenger Trips (2006): 25,531
Services: Fixed route
Cost of Average Trip by Mode (2006): $14.58

Fares:
   Standard Fares: $0.50
   Discounted Fares: $0.25 for Elderly/Disabled

Vehicle Fleet: 5 motorbus vehicles

Employees:
   Administrative: Full-time: 1
   Operations: Full-time: 1; Part-time: 8

Annual Expenditures (2006):
   Operating: $372,219
   Capital: $0

Funding Sources (2006):
   Operating Funds: $372,219
      Federal: $0 (0.0%)
      State: $0 (0.0%)
      Local: $362,888 (97.5%)
      Fare Revenues: $9,331 (2.5%)
      Other Revenues: $0 (0.0%)

   Capital Funds: $0
      Federal: $0 (0%)
      State: $0 (0%)
      Local: $0 (0%)
      Other Revenues: $0 (0%)

Annual Operating Expenditures (2006):
   Total Operating Expenditures: $372,219
      Salary, Wages & Benefits: $31,575 (8.5%)
      Fuel: $50,756 (13.6%)
      Materials and Supplies: $13,155 (3.5%)
      Purchased Transportation: $181,561 (48.8%)
System Summary: The Brunswick Transit Alternative (BTA) is a small community circulator service operated through a partnership between the City of Brunswick in Medina County and NOACA. The system consists of a northern and southern loop that circulator buses follow once and hour, thirteen times per weekday between 6:20 a.m. and 6:20 p.m. Saturday service is available hourly between 10:20 a.m. and 4:20 p.m. Passengers may hail the circulator for a ride anywhere along its route.

Paratransit Services: The two fixed routes will deviate off the route up to a mile in either direction for an eligible ADA trip request (curb-to-curb service). Eligible ADA trip requests may be made by calling the ADA coordinator within 24 hours or up to 2 weeks in advance of the trip. To register, riders must contact the ADA coordinator to receive an ADA photo ID card at no charge.

Current Coordination Efforts: BTA completes an annual National Transit Database report which generates additional federal 5307 federal funds for the Cleveland Urbanized Area (UZA), which are held in an administrative reserve account by GCRTA, the designated recipient of these funds. Through a pre-arranged agreement, GCRTA reimburses BTA with in-kind local dollars for operating and capital expenses.

BTA provides specialty service with prior approval, ex. (senior center, nursing home trips)

Out-of-County Service: BTA offers connections to GCRTA’s route #451 via Laurel Square in Brunswick. Connections to Medina County Transit can be made by appointment.

Private Providers

Intraregional
Taxicabs, Shuttles & Limousines:
• A-1 Mr. Limo – Wickliffe
• A Touch of Class Limousine Service, Inc. – Brunswick
• ACE Taxi Service – Cleveland
• Americab, Inc. – Cleveland
• Foxx Transportation – Medina
• Home Instead Senior Care – Solon
• Hopkins Limousine – Cleveland
• North Ridgeville Cab Company – North Ridgeville
• SBS Transit, Inc. – Lorain
• Southwest Cab – North Royalton
• United Cab Co. - Cleveland
• Westlake Cab Service Company – Rocky River
• Willoughby Cab Company – Willoughby
• Yellow Cab – Cleveland

Charter Bus Service:
• BRT Charter Service – Cleveland
Available Transportation Services & Providers

- Cleveland Southeastern Trails – Bedford
- Davis Tours – Canton
- Great Day Tours and Charter Bus Service – Cleveland
- Lakefront Lines – Brook Park
- Lakefront Trailways – Cleveland
- Trolley Tours of Cleveland – Cleveland

Medical/Ambulette Service:
- Carlson Ambulance Transportation – Brunswick
- Donald Martens & Sons – Middleburg Heights
- Med Xpress – Cleveland
- Medical Transportation Associates, LLC – Cleveland
- Mobil Martin EMS – Cleveland
- Provide-A-Ride – Cleveland
- Rural Metro Ambulance – Cleveland
- Tri-County Ambulance, Inc. – Mentor

Interregional
Northeast Ohio is served by a number of inter-regional transportation providers. Ample air, passenger rail, and bus service is available. Summary information on these providers is listed below.

Air
Northeast Ohio is served by two commercial airports, Cleveland Hopkins International Airport (CLE) and Cleveland Burke Lakefront Airport (BKL). Burke Lakefront Airport supplements Hopkins Airport by providing corporate and general aviation service to downtown Cleveland. Hopkins Airport, which serves as the Midwest hub for Continental Airlines, handles more than 320 daily flights and served approximately 11.3 million passengers in 2006. The following airlines operate out of Hopkins Airport:

- Air Canada Jazz
- American Eagle
- Continental & Continental Express
- Delta & Delta Connection
- Midwest Connect
- Northwest & Northwest Airlink
- Southwest Airlines
- United & United Express
- USA3000
- US Airways & US Airways Express

Hopkins airport provides automobile parking for individuals with disabilities at its garages, has a number of automated walkways, ADA accessible elevators, and has wheelchair accessible restrooms in each of its four concourses and in the baggage claim area. For those with mobility issues, electric cart service is available in the concourses, and individual airlines provide wheelchair service upon passenger request.

Additional airline service is available just outside of the NOACA area at the Akron-Canton Airport, which provides 80 daily flights aboard AirTran Airways, Delta Connection, Frontier Airlines, Northwest Airlink, United Express and US Airways.
For individuals with disabilities and mobility impairments, air travel was improved in 1986 with the passage of the Air Carrier Access Act, which set minimum service standards based upon aircraft and airport size. Among other provisions, the act ensures that aircraft with 19 or more seats at airports with 10,000 or more annual enplanements must be equipped with lifts or similar devices to assist passengers with mobility impairments, and aircraft with more than one aisle must have at least one accessible lavatory. Air carriers must assist passengers with a disability with accessing the airplane and with connecting service. Additionally, airlines may not require passengers with mobility impairments to fly with an attendant unless the passenger’s impairment is so extensive that it keeps him or her from being able to evacuate the aircraft. Individual airlines also provide services as requested such as provision of onboard medical oxygen and onboard wheelchairs.

Rail
Amtrak provides passenger rail service for two routes, the Capitol Limited and the Lake Shore Limited, through stations in downtown Cleveland and Elyria. The Capitol Limited runs daily between Chicago and Washington, DC with a total of fourteen stops in-between, including Toledo, Sandusky, Alliance, and Pittsburgh. The Lake Shore Limited also provides daily service between Chicago and New York City, with connecting service to Boston. A total of 24 cities are served by the route. Both stations in the region operate limited hours of operation based on the schedule of the two routes, but restrooms and baggage assistance are available during operational hours.

For passengers with disabilities or who need special accommodations, Amtrak requires that tickets be purchased over the telephone, TDD/TTY, or in person at a ticket counter. This applies to any passenger needing wheelchair space, transfer seats, and accessible sleeper accommodations. Discounts are available to passengers with disabilities with eligible proof, including a physician’s letter or a transit system ID card.

Bus
Fixed route inter-regional bus service is provided by Greyhound and Mega Bus. Charter bus service is offered by a number of companies, including Lakefront Lines and Cleveland Southeast Trails, as listed in the intra-regional section.

Greyhound operates bus terminals in Elyria and downtown Cleveland. The Greyhound fleet consists of about 1,250 buses and the line carried more than 19 million passengers to over 1,700 destinations in the United States in 2006. Bus service to destinations such as Toledo, Erie, Mansfield, Akron, and Pittsburgh, along with service to surrounding states is provided by Greyhound.

Greyhound provides assistance to individuals with disabilities for boarding and de-boarding buses, and can also help with a passenger’s luggage and at transfers. Its bus fleet is lift-equipped and can accommodate mobility aids that do not exceed 600 pounds including the weight of the passenger. The maximum mobility aid dimensions accepted are 30 inches wide and 48 inches in height. Greyhound asks that clients with disabilities needing special accommodations contact the company 48 hours in advance. If a passenger requires a personal care attendant, the bus line may issue a 50% discounted ticket.
Another provider of inter-regional bus service in Northeast Ohio is Mega Bus. This low-price carrier offers direct service from Cleveland to limited destinations in the Midwest. Passengers board outside of Tower City Center in downtown Cleveland. Service to Chicago via Toledo is available. From Chicago, passengers can continue on to Milwaukee and Minneapolis/St. Paul, Normal to St. Louis and Kansas City, Ann Arbor to Detroit, or Indianapolis to Cincinnati and Columbus.

Mega Bus provides assistance boarding and de-boarding the bus for passengers with mobility impairments. For passengers that need to remain in a mobility aid for the duration of their trip, Mega Bus asks that reservations be made via telephone instead of through its Web site.

Non-profit & Other Providers

A variety of non-profit transportation providers exist in Northeast Ohio. In developing the Coordinated Plan, outreach efforts were directed at gathering input and participation from these entities. Many non-profits do not operate transportation directly, but may provide transit passes, offer mileage reimbursements, or otherwise supplement the transportation needs of clients.

The following two tables capture summary information on many of the non-profit transportation providers in the region that have participated in the Coordinated Plan. Tables 13 and 14 list all organizations, private, public, and non-profit, that returned the stakeholder mailed survey and that operate transportation services. Basic organization information, such as location and service area is listed in Table 13. The type of service offered, the level of service, i.e., Curb-to-Curb or Door-to-Door, and hours that services are generally available are listed in Table 14.
<table>
<thead>
<tr>
<th>Organization Name</th>
<th>City</th>
<th>Organization Type</th>
<th>Organization Description</th>
<th>Counties/municipalities Served</th>
<th>Transportation Service Area</th>
<th>Restriction Criteria</th>
<th>Is transportation funding restricted to certain populations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counties/municipalities Served</td>
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<tr>
<td>Cleveland</td>
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<tr>
<td>Cuyahoga County</td>
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<td></td>
</tr>
<tr>
<td>2100 Lakeside, A Lutheran Metropolitan Ministries Agency</td>
<td>Cleveland</td>
<td>Private non-profit</td>
<td>Private Social Service Agency</td>
<td>Cuyahoga County</td>
<td>Greater Cleveland</td>
<td>No personal trips and trips must be authorized by administration</td>
<td>No, all shelter residents are eligible</td>
</tr>
<tr>
<td>Adult Guardianship Services</td>
<td>Cleveland</td>
<td>Private non-profit</td>
<td>Private Social Service Agency</td>
<td>Cuyahoga County only</td>
<td>Individual guardians transport their wards in their own cars to various appointments, mostly in Cuyahoga Co. but sometimes out-of-county</td>
<td>No</td>
<td>No specific budget for transportation, just mileage reimbursement for actual miles driven</td>
</tr>
<tr>
<td>Brooklyn Senior Center</td>
<td>Brooklyn</td>
<td>Public</td>
<td>Senior Center</td>
<td>Cuyahoga County only</td>
<td>From City of Brooklyn to Metro Hospital, Parma Hospital, Kaiser Permanente, and areas in between</td>
<td>Age 55+ or disabled within set boundaries</td>
<td>Age restriction: 55+ is organization policy</td>
</tr>
<tr>
<td>City of Bay Village Department of Community Services</td>
<td>Bay Village</td>
<td>Public</td>
<td>Senior Center</td>
<td>Bay Village</td>
<td>7-mile radius from Bay Village</td>
<td>Resident aged 60+ or disabled</td>
<td>Yes</td>
</tr>
<tr>
<td>City of Berea - Senior Jitney</td>
<td>Berea</td>
<td>Public</td>
<td>Municipal Government</td>
<td>City of Berea in Cuyahoga County</td>
<td>Berea, Brook Park, Middleburg Hts, Olmsted Falls, Olmsted Township, Columbia Township, N. Olmsted, Strongsville</td>
<td>60+ years or disabled adult and resident of member community. Must be able to get on and off bus with minimal assistance.</td>
<td>Funding mandate of Section 5310</td>
</tr>
<tr>
<td>City of Brecksville Human Services Center</td>
<td>Brecksville</td>
<td>Public</td>
<td>Senior Center</td>
<td>Brecksville</td>
<td>Adjacent communities in Summit County and all of Cuyahoga County except Rocky River, Bay Village, and Westlake</td>
<td>Yes, 60+ only, geographically constrained to most of Cuyahoga Co. less Rocky River, Bay, Westlake, and adjacent communities in Summit Co., No social rides</td>
<td>City funds for 60+ and wheelchair residents. No funding mandate</td>
</tr>
<tr>
<td>City of Broadview Heights Aging</td>
<td>Broadview Hts.</td>
<td>Public</td>
<td>Senior Center</td>
<td>Broadview Heights</td>
<td>Cuyahoga County</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>City of Fairview Park</td>
<td>Fairview Park</td>
<td>Private non-profit</td>
<td>Senior Center</td>
<td>Fairview Park</td>
<td>Will travel North to Rocky River; West to North Olmsted, Westlake and Bay Village; East to Fairview Hospital and Kamms Corners area</td>
<td>Geographically to service area, by age (55+) or disabled, and by activity as it needs to be a necessary trip</td>
<td>Yes, 55+ or with disability is mandated by our funders</td>
</tr>
<tr>
<td>City of Independence</td>
<td>Independence</td>
<td>Public</td>
<td>Neighborhood/Community Center</td>
<td>Independence</td>
<td>No designated boundaries</td>
<td>Depends on purpose of trip</td>
<td>No</td>
</tr>
<tr>
<td>City of Lakewood, Department of Human Services, Division of Aging</td>
<td>Lakewood</td>
<td>Public</td>
<td>Senior Center</td>
<td>Cuyahoga County - Lakewood</td>
<td>N/A</td>
<td>Age, disability, Cuyahoga County - Lakewood resident</td>
<td>Funding mandate</td>
</tr>
</tbody>
</table>

Table 13

Other Private, Non-Profit, and Public Transportation Providers by County - Services Offered
<table>
<thead>
<tr>
<th>Organization Name</th>
<th>City</th>
<th>Organization Type</th>
<th>Organization Description</th>
<th>Counties/municipalities Served</th>
<th>Transportation Service Area</th>
<th>Restriction Criteria</th>
<th>Is transportation funding restricted to certain populations</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Solon, Department of Senior Services</td>
<td>Solon</td>
<td>Public</td>
<td>Senior Center</td>
<td>Solon; Provide transportation to cities/villages of Solon, Glenwillow, Chagrin Falls, Bentleyville</td>
<td>Go wherever in reason, but not to the airport, North Geauga or Lake counties, will go as far south as Twinsburg</td>
<td>Restricted by age (60+) and by geographic area</td>
<td>60+ or permanently disabled according to SS guidelines is the policy</td>
</tr>
<tr>
<td>Ehrnfelt Service Center</td>
<td>Strongsville</td>
<td>Public</td>
<td>Senior Center</td>
<td>Strongsville, North Royalton, Middleburg Hts., Berea, Parma, and Brunswick</td>
<td>From Strongsville to W. 117th</td>
<td>Will not go outside service area</td>
<td>Yes, by funding mandate</td>
</tr>
<tr>
<td>Home Instead Senior Care</td>
<td>Solon</td>
<td>Private for-profit</td>
<td>Private Social Service Agency</td>
<td>Mostly eastern suburbs. There are five other HISC locations in NE Ohio, all individually owned</td>
<td>Most of Northeast Ohio</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>Jewish Family Service Association</td>
<td>Beachwood</td>
<td>Private non-profit</td>
<td>Private Social Service Agency</td>
<td>Cuyahoga, Geauga and Lake counties</td>
<td>Cuyahoga and Geauga Counties</td>
<td>No</td>
<td>Yes, according to funding source</td>
</tr>
<tr>
<td>Judson Retirement Community</td>
<td>Cleveland</td>
<td>Private non-profit</td>
<td>Nursing Home/Assisted Living</td>
<td>Eastern Cuyahoga Co.</td>
<td>Downtown to Mayfield &amp; SR-91</td>
<td>Area and time</td>
<td>No</td>
</tr>
<tr>
<td>Lakewood Senior Citizens Inc.</td>
<td>Lakewood</td>
<td>Private non-profit</td>
<td>Senior Center</td>
<td>Cuyahoga Co.</td>
<td>City of Lakewood only</td>
<td>Geographic area (in Lakewood only)</td>
<td>No funding source</td>
</tr>
<tr>
<td>Mandel Jewish Community Center</td>
<td>Beachwood</td>
<td>Private non-profit</td>
<td>Neighborhood/Community Center</td>
<td>Cuyahoga - primarily inner-ring and close-in suburbs in east</td>
<td>Beachwood, S. Euclid, Lyndhurst, University Hts., Cleveland Hts., Mayfield Hts.</td>
<td>Funders restrict</td>
<td>Funding mandate - varies depending on funder</td>
</tr>
<tr>
<td>North Olmsted Commission on Paratransit (NOCOP)</td>
<td>North Olmsted</td>
<td>Other</td>
<td>Municipal Government</td>
<td>Olmsted Falls, Olmsted Twp, North Olmsted, Columbia Twp, Brook Park, Berea, Strongsville, Middleburg Hts.</td>
<td>Western Cuyahoga County</td>
<td>We currently coordinate through the STC</td>
<td>Yes. 60+ primarily. Exceptions are made for adults with disabilities</td>
</tr>
<tr>
<td>Parma Commission on Aging (Parma Senior Center)</td>
<td>Parma</td>
<td>Private non-profit</td>
<td>Senior Center</td>
<td>Parma, Seven Hills and limited Parma Heights</td>
<td>Parma, Seven Hills, limited Parma Heights</td>
<td>Age and location</td>
<td>60+ funding mandate</td>
</tr>
<tr>
<td>Parma Heights Senior Center</td>
<td>Parma Heights</td>
<td>Private non-profit</td>
<td>Senior Center</td>
<td>Parma Heights</td>
<td>All of the City of Parma Heights, Parma Hospital area, Kaiser Hospital and Southwest General Hospital</td>
<td>60+ within the City of Parma Heights (residents however, activities are open to Cuyahoga Co. residents)</td>
<td>Anyone younger than 60 must be disabled - we receive funding assistance from DSAs</td>
</tr>
<tr>
<td>PLAN of Northeast Ohio, Inc.</td>
<td>Cleveland Hts.</td>
<td>Private non-profit</td>
<td>Mental Health Agency</td>
<td>Cuyahoga, Lake, Geauga, Summit counties</td>
<td>Flexible area</td>
<td>Planned group activities</td>
<td>No</td>
</tr>
<tr>
<td>Recovery Resources</td>
<td>Cleveland</td>
<td>Private non-profit</td>
<td>Mental Health Agency</td>
<td>Primarily Cuyahoga County</td>
<td>Cuyahoga County</td>
<td>Geography, cannot transport kids</td>
<td>No</td>
</tr>
<tr>
<td>Tri-City Consortium on Aging</td>
<td>South Euclid</td>
<td>Public</td>
<td>Public Social Service Agency</td>
<td>Highland Hts, Lyndhurst, and South Euclid</td>
<td>Three member cities, east to Hillcrest Hospital, West to Taylor Rd., North to Wilson Mills, South to Chagrin Blvd</td>
<td>Yes - age, area, purpose</td>
<td>Age</td>
</tr>
<tr>
<td>Organization Name</td>
<td>City</td>
<td>Organization Type</td>
<td>Organization Description</td>
<td>Counties/municipalities Served</td>
<td>Transportation Service Area</td>
<td>Restriction Criteria</td>
<td>Is transportation funding restricted to certain populations</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
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</tr>
<tr>
<td>United Cerebral Palsy of Greater Cleveland</td>
<td>Cleveland</td>
<td>Private non-profit</td>
<td>Private Social Service Agency</td>
<td>Cuyahoga Co; Greater Cleveland Brecksville, Brooklyn, Cle. Hts, Cleveland, Euclid, N. Royalton, Parma, Richmond Hts., Shaker Hts., S. Euclid, University Hts., Westlake</td>
<td>The agency provides transportation only for adults. Transportation is provided for trips up to 50 miles</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Village of Brooklyn Heights</td>
<td>Brooklyn Heights</td>
<td>Other</td>
<td>Municipal Government</td>
<td>Village of Brooklyn Hts Do not have established boundaries Out of local area requires mayoral approval</td>
<td>No</td>
<td>Restricted to individuals over age 55. Restriction is organization's policy</td>
<td>No</td>
</tr>
<tr>
<td>Village of North Randall</td>
<td>North Randall</td>
<td>Other</td>
<td>Municipal Government</td>
<td>Village of North Randall Greater Cleveland area No</td>
<td>No</td>
<td>Yes - 3 to 5 yrs old due to funding mandate</td>
<td>No</td>
</tr>
<tr>
<td>Village of Walton Hills</td>
<td>Walton Hills</td>
<td>Public</td>
<td>Senior Center</td>
<td>Village of Walton Hills 12-mile radius but have responded when need to exceed radius No 60+, Veterans, and disabled</td>
<td>No</td>
<td>Transportation is restricted by funding mandate</td>
<td>No</td>
</tr>
<tr>
<td>West Side Community House</td>
<td>Cleveland</td>
<td>Private non-profit</td>
<td>Private Social Service Agency</td>
<td>West Side of the City of Cleveland North: Lake Erie from Cuyahoga River to W. 45th St.; South: Bellaire Rd. from W. 130th St. to Jasper to Clinton Rd. to Denison Ave.; East: Cuyahoga River from Lake Erie to I-90/Train/Clark Ave., W. 65th St. from I-90/Train Ave., Ridge Rd.</td>
<td>Yes. For Senior program, clients must be 60+ or the spouse of a person 60+, live within a defined service area, and be unable to use public transportation</td>
<td>No</td>
<td>Yes - 3 to 5 yrs old due to funding mandate</td>
</tr>
<tr>
<td>Geauga County Department on Aging</td>
<td>Chardon</td>
<td>Public</td>
<td>Public Social Service Agency</td>
<td>Geauga Co.</td>
<td>Geauga Co.</td>
<td>Age [60+], medical appointments only</td>
<td>Yes, 60+</td>
</tr>
<tr>
<td>Lake County</td>
<td></td>
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<td></td>
<td>Lake County - City of Wickliffe Euclid General Hospital (E. 185th) to Hillerest Hospital to Mentor Area - Lake Hospital System Satellite</td>
<td>Age 55+ or disabled City established</td>
<td>Yes - 3 to 5 yrs old due to funding mandate</td>
<td>No</td>
</tr>
<tr>
<td>City of Wickliffe</td>
<td>Wickliffe</td>
<td>Public</td>
<td>Municipal Government</td>
<td>Lake County - City of Wickliffe Own a small 12-passenger van that we use to go out of the county 55+</td>
<td>N/A</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td>Fairport Harbor Senior Center</td>
<td>Fairport Harbor</td>
<td>Private non-profit</td>
<td>Public Social Service Agency</td>
<td>Lake County area and Geauga area</td>
<td>Yes - 3 to 5 yrs old due to funding mandate</td>
<td>Yes - 3 to 5 yrs old due to funding mandate</td>
<td>No</td>
</tr>
<tr>
<td>Lake-Geauga United Head Start, Inc.</td>
<td>Perry</td>
<td>Private non-profit</td>
<td>School/College/University</td>
<td>Lake &amp; Geauga Counties All of Lake Co. and the eastern half of Geauga Co. Geographic area</td>
<td>Geographic limitations for bus transport. Private pay transport is less restrictive</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Senior Independence, Ohio Presbyterian</td>
<td>Willoughby</td>
<td>Private non-profit</td>
<td>Other</td>
<td>Lake, Eastern Cuyahoga Lake and Eastern Cuyahoga Counties</td>
<td>Geographic limitations for bus transport. Private pay transport is less restrictive</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Organization Name</td>
<td>City</td>
<td>Organization Type</td>
<td>Organization Description</td>
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</tr>
<tr>
<td>Lorain County Children's Services</td>
<td>Elyria</td>
<td>Public</td>
<td>Public Social Service Agency</td>
<td>Lorain County</td>
<td>No defined area</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>North Ridgeville Office for Older Adults</td>
<td>North Ridgeville</td>
<td>Other</td>
<td>Senior Center</td>
<td>LaGrange, N. Ridgeville, Columbia Twp., Eaton, Grafton, Carlisle Twp.</td>
<td>City of N. Ridgeville and Twp. of Carlisle, Columbia Twp., Eaton, Grafton, and LaGrange</td>
<td>Must be 60+, live within our service area, and pretty much be self-sufficient</td>
<td>Yes, must be 60+, live within our service area, and pretty much self-sufficient</td>
</tr>
<tr>
<td>St. Mary of the Woods</td>
<td>Avon</td>
<td>Private non-profit</td>
<td>Nursing Home/Assisted Living</td>
<td>Lorain, Lorain County, Cuyahoga County</td>
<td>No boundaries. Primarily within Cleveland Western suburbs</td>
<td>N/A</td>
<td>Policy for admission is 62 years and older</td>
</tr>
<tr>
<td>The Nord Center</td>
<td>Lorain</td>
<td>Private non-profit</td>
<td>Mental Health Agency</td>
<td>Entire Lorain County plus part of Cuyahoga</td>
<td>Five different zones of Lorain County: Cities of Lorain and Elyria; East (Vermilion, Amherst, etc.); West (Avon, Avon Lake, etc.); South (Grafton, Wellington, LaGrange)</td>
<td>Geographic area: all of Lorain County residents and part of Cuyahoga County</td>
<td>No</td>
</tr>
<tr>
<td>Wellington Senior Citizens Association</td>
<td>Wellington</td>
<td>Public</td>
<td>Senior Center</td>
<td>Village of Wellington for Meals on Wheels and transportation; Village + 5 surrounding townships for other svcs</td>
<td>Incorporated Village of Wellington to first crossroads in all four directions</td>
<td>Senior citizen or disabled</td>
<td>Organization policy to serve senior population or disabled</td>
</tr>
<tr>
<td>Medina County</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Faith in Action Medina County Caregivers</td>
<td>Medina</td>
<td>Private non-profit</td>
<td>Public Social Service Agency</td>
<td>Medina County</td>
<td>We service only Medina County residents needing in county riders for errands, and medical appts.</td>
<td>In-county preference given to age 60+, out-of-county only provided to medically fragile clients, and medical appts.</td>
<td>No, just in-county preference to 60+</td>
</tr>
<tr>
<td>Liberty Residence I &amp; II</td>
<td>Wadsworth</td>
<td>Private for-profit</td>
<td>Nursing Home/Assisted Living</td>
<td>Medina, Summit, and Wayne counties</td>
<td>Wadsworth area is free and Cleveland, Akron, Wooster area is $6 per hour</td>
<td>Geographic area</td>
<td>Must be a resident</td>
</tr>
<tr>
<td>Medina County Office for Older Adults</td>
<td>Medina</td>
<td>Other</td>
<td>Public Social Service Agency</td>
<td>All of Medina County</td>
<td>Medina County</td>
<td>Age 60+</td>
<td>60+</td>
</tr>
<tr>
<td>Medina County Public Transit</td>
<td>Medina</td>
<td>Public</td>
<td>Public Transit Agency</td>
<td>Medina with selected service to Strongsville and Fairlawn for connection service</td>
<td>All of Medina County</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Medina Meadows</td>
<td>Medina</td>
<td>Private for-profit</td>
<td>Nursing Home/Assisted Living</td>
<td>Medina, all surrounding counties</td>
<td>Facility bus for activities only</td>
<td>By activity - go out to lunch, park, fair, events in community for seniors</td>
<td>N/A</td>
</tr>
<tr>
<td>Western Reserve Masonic Community</td>
<td>Medina</td>
<td>Private non-profit</td>
<td>Other</td>
<td>Residents come from all over [Medina] county</td>
<td>Currently no radius limitation</td>
<td>No</td>
<td>Only limited to current residency in facility</td>
</tr>
</tbody>
</table>
### Table 14

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Service Type</th>
<th>Level of Service</th>
<th>Hours of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fixed route</td>
<td>Standing reservations</td>
<td>Standing reservations</td>
</tr>
<tr>
<td></td>
<td>Organization-scheduled</td>
<td>Demand responsive</td>
<td>Demand responsive</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>Curbs-to-curb</td>
<td>Curbs-to-curb</td>
</tr>
<tr>
<td></td>
<td>Door-to-Door</td>
<td>Door-through-Door</td>
<td>Door-through-Door</td>
</tr>
<tr>
<td></td>
<td>Drivers can assist with packages</td>
<td>At driver’s sole discretion</td>
<td>At driver’s sole discretion</td>
</tr>
<tr>
<td></td>
<td>Weekday</td>
<td>Saturday</td>
<td>Sunday</td>
</tr>
<tr>
<td>2100 Lakeside, A Lutheran Metropolitan Ministries Agency</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Adult Guardianship Services</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Brooklyn Senior Center</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>City of Bay Village Department of Community Services</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>City of Berea - Senior Jitney</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>City of Brecksville Human Services Center</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>City of Broadview Heights Aging</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>City of Fairview Park</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>City of Independence, Department of Human Services, Division of Aging</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>City of Lakewood, Department of Senior Services</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>City of Lakewood, PLAN of Northeast Ohio, Inc.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>City of Lakewood, United Cerebral Palsy of Greater Cleveland</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>City of North Randall</td>
<td>X</td>
<td>X</td>
<td>X</td>
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Table 15 lists additional vehicles registered in Northeast Ohio to transport clients. Vehicles are listed by type and by the municipality in which they are registered. As the table indicates, there are an additional 476 vehicles, nearly half of which are registered to churches, transporting people in the region. Many of the vehicles listed under transit buses are registered to ambulette services. The listing in Table 15 includes both private and non-profit providers.
### Table 15

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*Source: Ohio Department of Public Safety, October 2007*
Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

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4. Assessment of Transportation Needs

Outreach Activities

NOACA employed a variety of outreach activities to develop an assessment of transportation needs in the region. Following are descriptions of those activities and highlights of information gathered. More detailed information may be found in Appendix G.

All information gathered through the means below on unmet needs and service gaps or overlaps was assessed to find common themes or issues, the most common of which were discussed at the regional workshop and for which strategies and priorities were developed. Please see Sections 5 and 6 for these results.

Website

In April 2007, NOACA developed a Web page that provided summary information about the JARC and New Freedom programs and served as an information portal for the development of the Coordinated Plan. The page has been redesigned since and has expanded into the following four linked pages:

- One detailing the Coordinated Plan (http://www.noaca.org/transitplan.html);
- One dedicated to JARC and New Freedom program information that will also later serve as the site for application information (http://www.noaca.org/jarcnf.html);
- A page for information on the Elderly Individuals and Individuals with Disabilities program (http://www.noaca.org/specialtrans.html); and
- A Public Transit and Human Services Links and Downloads page (http://www.noaca.org/jarcnflinks.html).

Details of public outreach activities were posted to the Coordinated Plan page in addition to direct marketing efforts. Pertinent details, such as meeting locations, times, and directions were posted on this site, along with downloadable flyers and posters. Direct email comment links and program manager contact information were also included on the pages. Please see Appendix G for more information about NOACA’s website.

Online survey

Included as a link on NOACA’s website was an electronic survey regarding perceptions of the current transportation options in the region. Twelve questions were asked with available responses corresponding to a typical Likert Scale of strongly disagree, disagree somewhat, neutral, somewhat agree, strongly agree, and not applicable. Responses were then grouped by disagreement, neutrality, or agreement with the survey questions.

Questions dealt with the current level of service for the general public, service for the target populations, feelings about coordination of transportation services, and financial aspects of coordination. The survey was available between May 1, 2007 and October 12, 2007. In total, 26 surveys were completed with the majority indicating a Cuyahoga County location by zip code. Please see Appendix G for a copy of the online survey and responses.
Current Environment for Coordination
Overall, respondents indicated a positive environment for coordination activities with 96% answering that the general public would approve of such efforts. Additionally, 87% thought that coordination would result in cost savings for the entire transportation network.

Current Transportation Services - General
Opinions regarding the current state of transportation options resulted in a mix of responses. Most felt that the average person would say that public transit in the region is not operating at the correct service level (65%) and that an increase in ridership would be accomplished if more off-peak service was available (65%); however, respondents noted that only 24% of the average public would answer that services were not adequately funded, indicating a disconnect between the need for additional services and the corresponding need for increased funding. Further 77% of survey respondents noted that they felt that there were not adequate options for all riders in the region.

Current Transportation Services - Target Populations
Survey respondents largely responded that people with special transportation needs would likely say that their needs were not being adequately met by the existing transportation options. Respondents indicated that only 20% of individuals with disabilities would probably say that their level of accommodation and service of public transit is generally sufficient. Nearly all respondents (88%) thought that existing transit services could be improved for reverse commuters, and 55% disagreed that work-related trips for the average low-income individual were as convenient as could reasonably be expected. Furthermore, 69% of respondents disagreed that the transportation options available today work as well for those with special transportation needs.

Assets and Opportunities
Though respondents indicated that the average person would approve of coordination and that doing so could save money, 70% indicated that financial issues will be a barrier to coordinating across multiple agencies. Such sentiments were echoed throughout the public outreach period with specific reasons such as differing rules for eligibility for services based on funding mandates being cited. Responses were mixed regarding the availability of information with 37% agreeing that it was easy for clients to obtain and 57% disagreeing.

Issues Identified
- Difficult for users to get information on services available
- Financial issues can be a barrier to agencies working together
- Most feel existing transportation options do not meet the needs of target populations

Public Comments
Public comments were invited through a variety of media, including the project Web site, comment sheets made available at public meetings and focus groups, and through inclusion of contact information on promotional materials such as flyers and posters. In total, seventeen public comments were received through mail, telephone, and e-mail. Some comments were more regional in scope whereas others dealt with specific issues affecting an individual. Comments, likewise, varied in level of detail and some provided
possible solutions for issues that were being raised. Please see Appendix G for additional comment detail.

**Issues Identified**

- Transportation for special needs children to schools out-of-county is lacking. Parents need more assistance and financial support
- Lack of transportation options within counties surrounding Cuyahoga County
- For people outside of Cuyahoga County with a disability there are no connections for persons who cannot use the mainline buses. For these individuals, there is no opportunity to locate employment options in Cuyahoga County
- There are limited options for those on oxygen
- Physical barriers inside apartment buildings
- Using private providers is very expensive
- Cannot get an appointment for Paratransit if needed to see the doctor immediately
- There are no pedestrian pathways on 4-lane state route 175 (Richmond Road) between the intersection of Miles Road and the Bedford Heights/Solon Corporate line. This discourages the approximate 2,700 employees that work on Richmond and Fargo Roads from using public transportation because many of the bus stops on Miles Road are only accessible by competing with semi and one-ton trucks for space on the road
- Right now, anyone needing to cross the 5-county region for business or pleasure can only do it by car in a time-efficient manner
- Transit is lacking in Lorain County
- Evening and weekend service is needed and there should be reduced cab fare 24 hours a day
- Need to support specific bus routes in Lorain County that serve homeless shelters
- Transportation is a major issue for our clients of all ages [in Medina County] - many have no transportation at all and are unable to get to doctors, social service agencies, grocery stores, etc., and must rely on neighbors and friends to get where they need to go
- Wadsworth is in desperate need of a public transportation system both within the Wadsworth and Wadsworth Township limits
- There needs to be inexpensive public transportation for very low income persons

**Possible Improvement Strategies**

- Provide financial assistance to caregivers for transportation
- Better coordinated effort between RTA and its Paratransit service and the bus lines in the surrounding counties
- Funding the installation of pedestrian walkways on Richmond Roads will encourage more people to use public transportation and help the region meet federal clean air standards
- In the short-term, the NOACA region must allocate more capital and operating funds to existing public transportation and the job access programs
- Able-bodied seniors and the disabled who can use public transit will most benefit from route, service and amenity (e.g. Transit Waiting Environment) improvements by existing transit providers
• Making public transit a more viable option thru increased funding and services would help improve mobility for the needy, reduce auto dependency and clean up the air
• Modern, affordable housing for seniors in areas already well-served by transit, and encouraging more employers to locate/relocate in these areas will help tremendously
• One thing the region must seriously consider (once again) is to extend the reach of existing rail transit lines via dual mode railcars
• Consider the needs of those not fortunate enough to have reliable transportation. It is already difficult at best to get back and forth to medical appointments, work, and school
• Suggested Park and Ride Locations at: RT 18 & I-71; RT 303 & I-71; RT. 82 & I-71; 130th St. and I-71 going to downtown Cleveland
• Many individuals in Medina County still think that the Medina County Public Transit is only for older adults or individuals with disabilities. Many people who should know (Social Workers and the like) think that both the Brunswick Transit and the Medina County Public Transit do not have wheelchair accessibility. Both of these issues could be addressed with some funds for publicity
• There should be more passenger rail support
• More cooperation between the entities--everyone can do a better job

Public Meetings

Public meetings were held in each county (three in Cuyahoga County) during the summer of 2007 to introduce the public to the Coordinated Plan and to gather preliminary needs information for the target populations. Below are summary findings by population group and county.

Issues Identified

Cuyahoga County:
Older Adults:
• Nearly all area transit agencies use the Trapeze scheduling software, but there is little coordination
• Cost of insurance and litigation is driving smaller transportation providers out of business, further limiting options
• Lack of coordination between cities
• Lack of coordination between HHS agencies – many of which provide medical-only transportation
• Travel across county lines is difficult, especially due to county tax issues and other funding sources
• “Turfism” because of funding hinders coordination
• Seniors need services to doctors, other medical, events, shopping, and the bank
• Funding limitations cut into services
• Lack of coordination of existing services (due in part to the difficulty in physically gathering all groups/providers together)
• Confusing or lack of communications about transportation options
• Need for safe and dependable service
• Too much burden for providing transportation services falls on the family of a disabled or elderly person
• Better RTA access into Metroparks is needed
Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

- Coordinate senior buses, Paratransit, and RTA
- Time involved between pick-up and drop-off of service is too long [Paratransit]
- Poor weekend/evening service
- Door-to-door service is not enough assistance for everyone, and ¼-mile from a fixed route is insufficient
- Cost is too high for transit riders and transit providers on fixed incomes
- There is a lack of coordination between transit providers
- Need more public involvement
- Need more publicity/marketing of services available
- Look at other models like the FIRST seniors community model to see what works well
- Consistent training [for drivers]
- Need to coordinate services between counties
- Need better security on buses

Individuals with Disabilities:
- GCRTA contracts out some Paratransit service, resulting in inconsistent service delivery
- Transportation to employment is difficult
- There is a comfort factor of being used to paratransit even though one might be able to utilize fixed route service
- Hierarchy for trips needs to be established (example: medical trips have priority over trips to the salon)
- There needs to be legislative change through lobbying
- Confusing rules (Paratransit)
- Mileage limitation [for Paratransit]
- Need subscription service
- Have to schedule services far in advance [Paratransit]
- Definition of who is eligible for special service is confusing (especially ADA designated persons)
- Access to transit can be poor in some areas (need more sidewalks, more bus stops, more bus shelters)
- Wait times for service overall can be excessive and inconvenient
- The ability to set-up subscription service is difficult (standing pick-up and drop-off times)
- Paratransit service is not truly equal to fixed route service (A fixed route may have a 20 minute frequency, but a paratransit rider along this route’s service area may have to wait for hours for a ride)
- Trapeze scheduling software could be improved to correct inefficiencies in routing trips
- Decrease the paratransit waiting window from 40 minutes, especially at night
- Courtesy call for estimated time of arrival for paratransit
- Make transit vehicles more accessible, the example given was that GCRTA circulator busses are easier to get on/off
- ADA certification process and cards need to be more citizen-friendly (not having to go downtown or far out of the way to get the cards)

People with Low Income:
- Inability to provide more work trips
Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

- Need for more service for 2nd and 3rd shift workers
- There is too much of a sense of entitlement to service; there needs to be personal responsibility
- Employment bases moving out of traditional downtown area to places like Streetsboro and Aurora
- Need expanded service for late night commuters and system users
- Cost for service is prohibitive, even for fixed route
- Cost for children to ride is too high. Very low cost bus pass is needed for children
- Overall safety when using transit (accessibility, cleared sidewalks)
- Frequency of service needs to be improved
- Better marketing and education of programs available that subsidize the cost of transit passes
- Better communication with employers; possibly offering incentives
- There needs to be an agreement between private providers and municipalities about common service costs
- Training for employers is needed

Top Needs Identified for Cuyahoga County:
- Need increased frequency of transit service
- Security and overall safety when using transit (accessibility, cleared sidewalks)
- Decrease the 40-minute [Paratransit] wait window
- Time involved between pick-up and drop-off of service is too long
- Trapeze scheduling software could be improved to correct inefficiencies in routing trips

Possible Strategies Identified:
- Coordinate fixed route service with paratransit to address coverage
- Study systems (elsewhere in the nation) that are more successful
- Develop a system for evaluating transit and paratransit drivers
- Reinstate a website form that would record complaints for GCRTA
- Increase fares to cover additional service if that would aid dependability
- Make a courtesy call to users to let them know when pick up will be
- Provide shelters/more protected shelters
- Increase security on buses
- Provide emergency phones
- Convene a neighborhood watch or volunteer security group
- Hire more security forces
- Transportation providers need to make internal commitment to decrease wait times

Geauga County
- No participants

Lorain County

Older Adults:
- Resources are inadequate
- Need more volunteers for transportation services
- Medical transportation is especially inadequate
Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

- Resources need to be coordinated
- Driver training and consistency
- Brokerage system needed/one point of contact

Individuals with Disabilities:
- Scheduling window for paratransit is too narrow (be able to schedule trips further out)
- Resources are inadequate for an increasing disability population
- Need receipts for trips for administrative purposes
- Communication on existing resources needs to be improved
- Vehicle design should be modified

People with Low Income:
- Very dependent on existing transit
- Need to match supply with demand
- Improve mass transit
- Day care issues

Top Needs Identified for Lorain County:
- Medical transportation is especially inadequate
- Low income persons are very dependent on existing transit
- Need more volunteers for transportation services

Medina County
Older Adults:
- Hospital/medical trips
- Shopping trips
- Socialization trips
- Visit friends/family at nursing home or hospital
- Better transfers for frail seniors
- Special trips/circumstances like hospital discharges, weight over standard mobility lifts, and needing special equipment
- Out-of-county medical appointments and services
- Professional services trips
- Social services trips

Individuals with Disabilities:
- Lack of weekend and evening service
- Socialization trips
- Weight issues [for accessing vehicles]
- Curb-to-curb in rural areas is not enough, especially with inclement weather
- Safety
- Emergency/evacuation situations
- “Gray” area of what a driver or service can do for a client versus what regulations actually permit
- Medical trips (increasing need)
- Shopping trips
- Education trips
- Employment trips
People with Low Income:

- Employment that is not 9-to-5, M-F
- Social service agency trips
- Legal aid/court trips
- When coordinating multiple trips/stops in one day
- Access for homeless population (transporting children to school)
- Services for battered women’s shelters (getting to jobs/services)
- Transportation for those being released from jails/prisons and also for halfway homes
- Hospital discharge trips

Top needs Identified for Medina County:

- Hospital/medical trips
- Weekend/evening service
- Special trips/circumstances
- Employment beyond 9-to-5
- Out-of-county medical

Strategies Identified:

- The group identified possible starting points to address the needs as:
- Need for more transportation funding to get additional vehicles, personnel, combat rising fuel costs
- Need for political clout or a voice for the affected populations
- Need for a truly regional transit system to: increase buying power by purchasing fuel as a group; make better transit connections to Akron and Summit counties; and lower administrative costs

Stakeholder Survey

In July 2007, a detailed survey was sent out to organizations and entities identified by NOACA and the working group to be possible stakeholders in coordinated transportation planning. The mailed stakeholder survey resulted in 100 responses from a total mailing of 510, a response rate of 19.6%. It is important to note that the mailing list contained some degree of duplication, such as municipal listings along with municipal senior centers. Further, for a number of agencies or organizations that operate multiple sites or satellites, surveys were sent to all in hopes of receiving at least one survey back for the entire organization.

The organization or agency type of the survey respondents may be broken down thusly: 46 public (46%), 42 private non-profit (42%), ten private for-profit (10%), and two that indicated “other” (2%).

Surveys were sent to organizations throughout the NOACA region. Table 16 illustrates the survey return rates from each of the five counties. A listing of survey respondents, a copy of the survey, and additional response detail may be found in Appendix G.
Table 16

<table>
<thead>
<tr>
<th>County</th>
<th>Surveys Sent</th>
<th>Surveys Returned</th>
<th>Response Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>228</td>
<td>48</td>
<td>21.1%</td>
</tr>
<tr>
<td>Geauga</td>
<td>32</td>
<td>6</td>
<td>18.8%</td>
</tr>
<tr>
<td>Lake</td>
<td>94</td>
<td>20</td>
<td>21.3%</td>
</tr>
<tr>
<td>Lorain</td>
<td>83</td>
<td>13</td>
<td>15.7%</td>
</tr>
<tr>
<td>Medina</td>
<td>73</td>
<td>13</td>
<td>17.8%</td>
</tr>
<tr>
<td>Total</td>
<td>510</td>
<td>100</td>
<td>19.6%</td>
</tr>
</tbody>
</table>

Stakeholder survey findings were used primarily in the transportation provider section (Section 3), specifically in Tables 13 and 14.

Stakeholder Committee

Invitations to join a stakeholder committee were included in the stakeholder survey mailing. Two meetings were held in August 2007 to gather representatives from human services providers, transit agencies, advocacy groups, and other interested entities. The first meeting focused on a discussion of the needs assessment for the target population and included a summary of the issues facing the groups and the regional transportation system in general.

Issues Identified

- Paratransit “no shows” for situations like when a client must wait for the pickup window but must use the restroom
- There is a perception of vulnerability in having Paratransit come to one’s home or as one waits for a bus
- Ability to schedule Paratransit trips further out into the future to accommodate appointments
- Paratransit pick-up window needs to be reduced
- Transportation needed for multiple persons in wheelchairs on one vehicle
- Provide personal vehicles for low income persons for commuting and to offer flexibility
- Treat all with respect – make sure that for the low-income population the perception of the services available is not one that is substandard
- Transportation for people being released from hospital/medical procedures
- Sidewalks lacking in areas
- Need to find ways to connect people outside of service “umbrella” [advocacy groups, health and human service agencies, etc.] to providers and transportation services
- There needs to be family responsibility
- More people are able to use fixed route service but may not want to or their family members or caregivers do not want them to
- Not enough travel training
- Agencies should be able to match needs of clients for specific travel training
- There are funding and access limitations

Possible Improvement Strategies

- Need a regional catalog of service and overall knowledge of these services
• Find ways to make the service transparent to users
• Need to come up with lower cost options for transportation outside of Paratransit
• Increase marketing of available services
• Shift perception of who can take fixed route service [more can use it than are]
• Improve travel training to enable people to use existing services, then deal with those that still need help
• Move away from “entitlement mentality”
• Must realize that there will be some issues that cannot be helped
• For transit providers, eliminate silos of regulations and budgets that complicate issues and result in territorial issues
• There needs to be modification to grant funding to be able to blend services and resources more easily. It needs to be streamlined
• Find ways to match up funding regulations of health and human service agencies with transit
• Must have continuity of funding for projects started
• The message needs to be marketed better and to the correct audience [funding issues]
• Ohio does not have the support that other states like Florida, which has mandated taxes, have for public transportation. There needs to be a forum and a voice for the issue
• Need to get more stakeholders involved in the process
• Offer employers subsidies or incentives to help (must also find ways to reduce associated administrative burden)
• Hospitals, businesses and the private sector need to be involved

Focus Groups
Focus groups were held in each county for each of the target population groups. Comments collected at these sessions are presented below by county.

Issues Identified
Older Adults
Cuyahoga County:
• Needs to be prioritization of trips on paratransit (shopping, dialysis, illness)
• Liability issues need to be looked at if someone is ill and having to wait makes the situation worse
• Taking care of sudden needs
• Rating scale for where people can be placed on trip pickup
• Last minute trips
• Having to call a week in advance to schedule a trip to the hospital
• Medical appointments should be a priority
• Schedule trip further out than a week
• Subscription for certain people with medical needs
• Improving scheduling software
• Travel to other communities
• Need a service to take seniors to the mall for clothes shopping
• Extended weekend and evening service
• Easy access – call a number someone will answer – communication with schedulers. Live voice – no recordings
• Vehicles that accommodate large people in wheelchairs. Currently, wheelchair lifts are 53 inches wide
• Kick people off regular GCRTA bus when they are unruly. They sometimes throw objects on the bus or they bump into people. The unruly behavior can be a safety issue for frail seniors

Geauga County:
• Don’t put so many people on the bus [Paratransit] at one time - It makes the trips long. If only a couple of people are on the bus – the service is not being fully utilized. Someone should look at routes and arrange pickups better so trips are better utilized
• People should be able to schedule transportation further in advance (instead a week in advance)
• Provide all day pass to seniors. Do it specifically for each town in Geauga County
• Geauga Transit needs to arrange routes [Paratransit] better
• There need to be more buses in the evenings and on weekends, especially Wednesday nights
• During the senior runs, all their buses are being used. There should be a special bus for people who are going to and coming from medical appointments

Lake County:
• Adjust the window for pickup for Paratransit
• Extended routes during the week
• Extended hours of operation
• Evening and weekend service
• Driver should show up on time
• Laketran should have personal information on the senior riders (emergency contacts)
• Improve coordination among transit agencies

Lorain County:
• Night and weekend service
• Dial-a-ride service throughout the county
• Bus aides to help seniors and disabled people get on and off the bus
• Monitors assigned to seniors/disabled people
• More routes to rural areas
• Door-to-door services
• New housing developments need to be designed so buses can enter
• Vans to transport seniors
• Have a phone system that is connected to LCT (Lorain County Transit) that provides information to people. Example: A person can pick up the receiver and be immediately connected to LCT and receive updated information on routes and/or where to go to catch a bus

Medina County:
• Would like for a bus to take seniors to K-mart at least once a week to shop
• Consistent and accurate information from the dispatcher
• Seniors would like a Brunswick Shuttle bus
Reduce the scheduling time for a bus to three days
Weekend/night service

Individuals with Disabilities
Cuyahoga County:
- Disabled service agencies and senior service agencies need to coordinate with each other
- Private companies should work out a special rate for disabled people and seniors
- There should be a coordinated communication system. People going from Cuyahoga to Lorain should be able to use paratransit. All counties should use the same kind of scheduling system
- Schedulers should be connected to each other
- Better evening and weekend services
- The transit system should improve safety of getting on and off the buses
- Better training for paratransit drivers as far as getting people on and off the buses and being aware of safety issues
- Reduce the amount of time for scheduling and the waiting window
- Provide a service that will prioritize the importance of someone’s trip. Example: medical appointments and shopping trips
- Emergency transportation should be available for disabled people and seniors, especially if someone is sick and if they need a ride to the hospital on short notice
- There needs to be more accessible vans
- Cab drivers should be made to pick people up in certain areas. Cabs need to be accessible if they want a license to be in the city
- Transportation should be available for last minute events, such as death in family
- Seniors/disabled people should be able to call a number and state their transportation need
- There should be special buses for people who can’t use public transportation because of anxiety problems
- People shouldn’t be penalized if they can’t catch the scheduled bus
- Better trip planner
- Improve the transit system phone service
- One stop trip planner
- Transportation agency needs to get out of the mindset that everything has to be geared towards Downtown Cleveland
- There needs to be better bus connections
- Cleaner buses and working elevators at rapid stations are needed

Geauga County:
- Specialized vehicles to take people to hospitals
- A fixed route
- Extended service hours
- A need for specialized vehicles
- More GMHA buses

Lake County:
- More funding
- Do not want to lose the funding currently available for Lake County.
- More service and more frequency
Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

- Access to sporting events and other recreation
- Make scheduling rides easier
- Shorter window period
- Diversified advertising (TV, radio)
- Coordination with other agencies/organizations in Lake County
- Educating the community, especially physicians and medical staff on how Laketrans operates (bus reservations)
- Extending rail service or coordinating with other transit agencies outside Lake County
- Offering another type of service beyond fixed routes and Dial-A-Ride
- Ability to get communications or updates at the Dial-A-Ride service if a bus is going to be late picking someone up
- Having a circular bus service, even if it is limited
- Building partnerships with agencies

Lorain County:
- The senior center in Avon would like to have a van to transport seniors and disabled people to the hospital, stores, or anywhere people need to go. It would run from 8 to 5 pm. The people who use the service would be informed to make their doctor’s appointments early enough so they can be picked up before 5 pm
- Have transportation services for seniors and disabled people
- People who don’t have cars
- People who can’t afford cars
- Create fixed route service
- Make preparations for the future transportation needs of baby boomers who will soon become seniors
- Transportation for people who live west of Lorain
- Transportation networking system with other counties

Medina County:
- More and/or longer service in the evening and on the weekend are a priority for people who ride the bus
- The Trapeze software would help Medina Transit utilize its buses in an efficient manner
- Coordination of transit agencies
- Regular scheduled routes around Medina County
- Want to give less advanced notice to schedule a ride. Instead of three weeks, make it three days

People with Low Income

Cuyahoga County:
- The volunteers want improvements to paratransit
- The transit service doesn’t pick them up on time - the bus comes too early or too late
- There could be more routes – some clients walk four blocks after getting off a bus or walking to a bus stop
- Weekend and evening services are needed
- Safety issues traveling at night
• Make bus service for medical appointments and drugstore free or reimburse the volunteers for their travel expenses
• To get more seniors to volunteer, transportation agencies should give them free bus tickets as thanks for providing valuable volunteer service to the community

Geauga County:
• More transportation options
• Funding
• Repair vehicles for people with transportation problems
• Geauga County needs to develop transportation contracts with other county transit agencies

Lake County:
• Weekend and evening service
• More bus shelters
• Add more transfer points (currently only at Great Lakes Mall)
• People can’t transfer at Lakeland, Route 306 or Route 20
• Increase the frequency of service on all the fixed routes in Lake County
• A place to put groceries/packages on the bus
• Adding more safety features on the buses (ex: seatbelts)
• Going to job centers

Lorain County:
• Better safety and lighting at transit stops
• Timeliness of service (reducing waiting window)
• Better Dial-A-Ride scheduling
• Reduced fares, though if connections were better some may be willing to may more for the service
• Updated ridership survey for LCT so that cuts/changes to routes are coordinated with stakeholders
• Better communication from LCT
• Schools should have travel training for those on an (Individual Education Plan) IEP
• Better driver training and assistance
• Better roads
• Need dedicated source of funding
• Better fixed route service (more buses on the road)
• More frequent services
• Better connections within the county (Wellington, LaGrange, etc.)
• Better out-of-county connections
• Extended weekend and evening hours for transit
• Travel training
• Bus shelters

Medina County:
• None
Regional Workshop

As the final phase of a planning process to develop the Coordinated Plan, NOACA held a regional workshop in December 2007 to gather input on ways to improve transportation. The workshop brought together over 50 participants from human service agencies, advocacy groups, public transit agencies, municipalities and local government, private transportation providers, health services agencies, and other groups. Participants discussed ways to improve the unmet needs and issues that were identified throughout the public outreach process and developed strategies to deal with these unmet needs, along with a prioritization structure for implementing strategies. Sections 5 and 6 list the strategies and priorities developed as a result of the workshop and input from the working group.

In addition, participants contributed the following comments:

- Educate people on how to get a levy passed
- More information needs to be available on tax-free gas for people with disabilities
- Need to get Ohio representatives to be advocates to get stored fuel for public use
- Advocates need to know what resources exist for them so that they may use them to lobby for more funding
- NOACA should work with other MPOs to see if there are commonalities between unmet needs. They should band together and address the Ohio Representatives with this issue
- Need more resources [funding] to address the needs of the people
- Wheel-chair equipped buses need to be improved
- Work with transit agencies to create system advocacies
Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

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5. Strategies for the Future

Regional Workshop

The regional workshop served as a culmination of all previous public outreach and information gathering for the Coordinated Plan. Comments regarding unmet needs and redundancies in transportation service, along with possible actions or strategies to address these weaknesses, from public meetings, focus groups, stakeholder committee, surveys, and public comments were assessed and common themes and issues were identified. The most frequently occurring needs were grouped into the following nine categories:

- Improve Coordination of Services
- Reduce costs for Transportation Providers
- Reduce Costs for End Users
- Improve Outreach, Education & Travel Training
- Improve Weekend and Evening Service
- Improve Last-minute Transportation Options
- Improve Paratransit Services
- Improve Safety
- Improve Out of-County Service

Workshop participants developed the following strategies and goals for each of the categories listed above.

Proposed projects for funding under JARC, New Freedom, or Section 5310 may utilize one of the strategies listed, a combination of multiple strategies, or may employ strategies not listed in this document so long as the project supports to overall goals of the Coordinated Plan.

Improve Coordination of Services

Affected Target Populations: Older adults, individuals with disabilities, and those with low income
Affected Areas: Urban and rural
Other Issues: n/a
Possible Strategies, Projects, or Activities:
- Quarterly meeting to address issues
- Facilitate inter-county travel. Let everyone know what other people are doing.
- Increase the ease of referral and access of services
- Formal assessment of transportation services across the county to see what people are doing and to see where the duplications are and where efficiencies can be made
- Create a development plan with all transit agencies to identify, coordinate, and provide services across county lines for all eligible recipients

Agencies, Organizations, or Partners to Involve: RTA, all transit providers, health and human service agencies, and the users of these services
Desired Outcome: Increased open dialogue and an increased ease of access of transportation
Reduce Costs for Transportation Providers

**Affected Target Populations:** Older adults, individuals with disabilities, and those with low income  
**Affected Areas:** Urban and rural  
**Other Issues:**  
- There is a lack of funding from the State of Ohio for transportation programs

**Possible Strategies, Projects, or Activities:**  
- Strong advocacy to get resources out-of-state  
- Increase coordination among providers  
- Promote private and public partnerships to better serve all the riders  
- Offer and promote travel training programs as a way of reducing reliance on more expensive transportation options  
- Create insurance pool for non-profit organizations to be better able to purchase insurance for vehicles in operation at better price.  
- Bulk purchase of fuel at a discounted rate or without a fuel tax. Non-profit organizations should have that benefit  
- Find specialists who do the services and let them be the experts  
- The existing public transportation network should be considered in the evaluation of locations sites, especially for those entities that will require the transport of citizens with disabilities  
- Whenever possible, social service agencies should include a provision and funding for transportation in their program budgets to get clients to and from needed services  
- Establish a program to provide fare subsidies to clients of social service agencies that cannot afford transit fares to get to needed services

**Agencies, Organizations, or Partners to Involve:** All stakeholders  
**Desired Outcome:** More money for transportation services through stronger partnerships with multiple organizations. Make better use of existing transportation services

Reduce Transportation Costs for End Users

**Affected Target Populations:** Older adults, individuals with disabilities, and those with low income  
**Affected Areas:** Urban and rural  
**Other Issues:** n/a

**Possible Strategies, Projects, or Activities:**  
- Businesses purchase bulk bus passes and tickets through GCRTA for the users in the community  
- Transportation agencies should work with local businesses to assist with transportation costs for their workers  
- Apply for grants through charity organizations to assist with cost or possibly levies to assist with funding

**Agencies, Organizations, or Partners to Involve:** Elected officials, GCRTA, human services agencies, and private transit organizations  
**Desired Outcome:** Reduction in cost
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Improve Outreach, Education & Travel Training

**Affected Target Populations:** Older adults, individuals with disabilities, and those with low income  
**Affected Areas:** Urban and rural  
**Other Issues:**  
- Funding is going down and routes are being cut  
- People are paying a lot for private transportation  
**Possible Strategies, Projects, or Activities:**  
- Hold public forums and provide training on fixed routes. Have more provider small group education  
- Get providers together  
- Use the media more to inform the public about the transit system  
- Resources need to be brought together to provide affordable transportation to the people  
- More information needs to be distributed to the agencies. For example, use United Way’s 2-1-1 to get information to the public  
**Agencies, Organizations, or Partners to Involve:** Agencies such as United Way, colleges, senior organizations, social organizations  
**Desired Outcome:** The outcome will be better informed users and increased ridership.

Improve Evening and Weekend Service

**Affected Target Populations:** Older adults, individuals with disabilities, and those with low income  
**Affected Areas:** Urban and rural  
**Other Issues:** Sunday service is not available in Medina County  
**Possible Strategies, Projects, or Activities:**  
- Provide transportation to elderly, the disabled, and those with low income  
- More services on short notice need to be available for people, especially for people with a mental disability who don’t know how to plan ahead of time  
- Need more money for resources to pay operators and administration staff who work during non-peak hours  
**Agencies, Organizations, or Partners to Involve:** Any stakeholders  
**Desired Outcome:** Extend night and weekend services

Improve Last-minute Transportation Options

**Affected Target Populations:** Older adults, individuals with disabilities, and those with low income  
**Affected Areas:** Urban and rural  
**Other Issues:** n/a  
**Possible Strategies, Projects, or Activities:**  
- Multi-vendor/multi-county transportation voucher or pass that would be good for private vendors, public transit systems throughout Northeast Ohio, taxis, and RTA  
- Improve communication of transportation options  
- Improved travel training would allow people to better utilize fixed routes and lessen the dependence on Paratransit or other options
• Improve the accessibility of fixed routes (example: using audio bus stop information for visually impaired people)
• Better education and training of bus drivers (routes, transfers, working with special needs passengers)
• Better communication among vendors/providers
• Centralized transportation line, such as 5-1-1 line in Cuyahoga County or Northeast Ohio through an agency or vendor to provide transportation information and options to the public. Also, the service would provide dispatch information to the public on how to get from point A to point B

Agencies, Organizations, or Partners to Involve: RTA, other public transportation agencies throughout Northeast Ohio, senior transportation services, social service agencies and possibly United Way Services

Desired Outcome: The public would be well informed of options available for last minute transportation and that these options are easily accessible and easy to navigate

Improve Paratransit Services

Affected Target Populations: Older adults and individuals with disabilities
Affected Areas: Urban and rural
Other Issues: n/a
Possible Strategies, Projects, or Activities:
• Employ mobility managers in each county to coordinate and organize mobility management services, including tangible resources (vehicles and drivers) and funding
• Travel training for personnel who work with and/or transport seniors and persons with disabilities to improve communication so they will better understand how transit is working for their clients. This will assist in the best way to transport people. It will also help with outreach and education in the community and strengthen partnerships within it
• Ability to make online reservations or reservations beyond two to three weeks into the future
• Reduce the window and travel time for sub-populations with delicate medical conditions, like those on dialysis
• Create and/or improve relationships with and commitment by both public and private specialized transportation providers to strengthen outreach and partnerships in the community
• Sunday service and extended hours on evenings and weekends
• Explore the use of taxis or other forms of transportation for more mobile paratransit populations

Agencies, Organizations, or Partners to Involve: Human service organizations; Centers for Dialysis Care (CDC) centers; Job and Family Services; Workforce Development; and private providers

Desired Outcome: Improve operational efficiencies and safety in delivery of transportation for specialized needs of specific populations, such as those in dialysis. Increase awareness of transportation needs and options in the community and establish best practices for improved funding, partnerships, communication, and outreach to better serve customers in the region
Improve Safety

**Affected Target Populations:** Older adults, individuals with disabilities, and those with low income  
**Affected Areas:** Urban and rural  
**Other Issues:**  
- Crosswalk signals are not always located in a safe area. For example, some signals are on curves or on a mound of grass. Sometimes buttons on signals are too high or the wait time is not long enough  
- ADA policies are not always fully implemented  
**Possible Strategies, Projects, or Activities:**  
- Bus drivers need to be educated on making the bus safe for all riders. Positioning of the wheelchair is critical for other people who use the buses. It is hard for people, specifically disabled people, to maneuver around wheelchairs on the bus. For example, someone who uses a cane may have a hard time getting around a wheelchair  
- Drivers need to be trained on the proper tie-down method for scooters  
- Make organizations aware that securement training is available to drivers  
- Drivers should be trained on how to work with visually impaired passengers  
- Individual agencies need to collaborate more to help each other  
- Environmental barriers need to be removed  
- Additional services need to be available for frail elderly people. Elderly people need an escort/assistant to walk them to and from the buses or vehicles  
- Create incentives for more people to become volunteers without the fear of liability issues. Provide volunteers with the facts about liability  

**Agencies, Organizations, or Partners to Involve:** Any stakeholders  
**Desired Outcome:** Fewer accidents and injuries

Improving Out-of-County Trips

**Affected Target Populations:** Older adults, individuals with disabilities, and those with low income  
**Affected Areas:** Urban and rural  
**Other Issues:** n/a  
**Possible Strategies, Projects, or Activities:**  
- Develop a regional transit agency that has no county boundaries  
- Establish satellites to serve regions through fixed routes or demand services. Work out the financial aspects with each county  
- Find out what agreements are already in place for each county and get state representatives involved. Counties have inter-transportation agreements with each other. For example, people can use transfers when going from an RTA route to Laketran route to Lorain County or Geauga County, etc.  
- Partner with Greyhound to save people money on long-distance travel, especially older adults and those with disabilities  
- Partner with private transportation companies. Utilize the private sector more effectively. Make it easier for the private sector to get involved in the process  
- Create a development plan with all transit agencies to identify, coordinate, and provide services across county lines for all eligible recipients  

**Agencies, Organizations, or Partners to Involve:** Any stakeholders  
**Desired Outcome:** Increased access and mobility options
6. Priorities for the Region

Ranking

Regional workshop participants ranked priorities in terms of implementing and funding projects in three tiers. During the competitive selection process, projects that can be demonstrated to support or improve top tier priorities will be funded over projects on lower tiers. Additionally, all projects that are funded through the JARC, New Freedom, and Section 5310 programs must also support the NOACA Transportation Goals for the region.12

Top Tier Priorities:
- Improve Coordination of Services
- Reduce Costs for Transportation Providers
- Reduce Costs for End Users

Second Tier Priorities:
- Improve Outreach, Education & Travel Training
- Improve Weekend and Evening Service
- Improve Last-minute Transportation Options

Third Tier Priorities:
- Improve Paratransit Services
- Improve Safety
- Improve Out-of-County Service

This above tier system was approved by the working group and will be used in conjunction with the competitive selection process for projects seeking JARC, New Freedom, or Section 5310 funding. Projects may address one or more of the themes and may utilize one of the strategies listed in Section 5, a combination of multiple strategies, or may employ strategies not listed in this document so long as the project supports the overall goals of the Coordinated Plan.

The competitive selection process for determining JARC and New Freedom awards for the Cleveland Urbanized Area (UZA) will be developed by NOACA and the working group. It will include an associated point value for each project that is in part determined by the priority tier from which the project is derived or that it addresses. Applications for both grant programs will be developed, and a call for projects will be issued after the Coordinated Plan has been adopted. NOACA will convene a Task Force consisting of individuals with sufficient expertise to review, score, and recommend grant projects. To the extent possible, the Task Force shall include members from each of the five counties and the City of Cleveland. Task Force recommendations will be forwarded to the Transportation Advisory Committee and Planning Advisory Committee, and those standing committees will forward recommendations to the Board for approval.

The Governing Board will select recipients of JARC and New Freedom grants for the Cleveland UZA. The Board will work to select recipients consistent with NOACA’s transportation goals and the goals of the Coordinated Plan.
Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

2 U.S. Department of Transportation, Federal Transit Administration, Circulars 9045.1 and 9050.1, III: 2.
3 The Program Management Plan (PMP) will be available NOACA’s Web site, www.noaca.org.
4 The Transportation Improvement Plan (TIP) for FYs 2008-2011 may be accessed on NOACA’s Web site at: http://www.noaca.org/08TIP.pdf
5 Additional assistance was provided by Ronald Twining, Lorain County Assistant Administrator and prior to his retirement as General Manager of Lorain County Transit in June 2007, Tom Ferguson.
6 Population density data and land use was gathered from the Ohio Department of Development, Office of Strategic Research “Ohio County Profiles” for Cuyahoga, Geauga, Lake, Lorain, and Medina counties. They may be found at: http://www.odod.state.oh.us/research/files/s0.htm.
12 The NOACA transportation goals may be found at: http://www.noaca.org/connectgoals.html.