MOBILIZE
ACCESSIBILITY for INDEPENDENCE

NOACA’s Coordinated Public Transit-Human Service Transportation Plan for Northeast Ohio

2019-2022
The Northeast Ohio Areawide Coordinating Agency (NOACA) is a public organization serving the counties of and municipalities and 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 current transportation law.
- 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.
- As directed by the Board, provide transportation and environmental planning assistance to the 172 units of local, general purpose government.

NOACA’s Board of Directors is composed of 45 local public officials. The Board convenes quarterly 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 (216) 241-2414 or log on at www.noaca.org
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-Jonathan Giblin, Associate Director of Compliance
Abstracts

This document contains information on the unmet transportation needs of seniors and individuals with disabilities in Northeast Ohio. An inventory of current specialized transportation providers and services available in the region; Goals for the Future and Strategies for Implementation to address mobility needs.

11) Supplementary Notes

Federal funding for this project was provided by the Federal Highway Administration and administered by the Ohio Department of Transportation.

12) Abstracts

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13) Key Words & Document Analysis

A. Descriptors-Seniors, Individuals with Disabilities; Human Service Transportation; Coordinated Plan; Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310); Mobility

B. Identifiers/Open Ended Terms
Mobilize: Accessibility for Independence

NOACA’s Coordinated Public Transit-Human Service Transportation Plan for Northeast Ohio

June 14, 2019

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Executive Summary
i. Executive Summary

Mobility is a critical piece of an individual’s quality of life and general health. The ability to access jobs; healthcare; education; nutrition; and social, cultural, and religious activities is universally important; and those with barriers to these connections can experience isolation, economic hardships, and loss of independence. In the United States, seniors and individuals with disabilities are especially vulnerable to mobility issues as many cannot, or do not, operate vehicles.

The Northeast Ohio Areawide Coordinating Agency’s (NOACA’s) Mobilize: Accessibility for Independence focuses on the transportation needs of seniors and individuals with disabilities and barriers surrounding their personal mobility. As the federally-mandated Coordinated Public Transit-Human Services Transportation Plan, Mobilize assesses needs and available resources, setting forth a plan to coordinate transportation services and improve mobility for seniors and individuals with disabilities in northeast Ohio.

Study Area & Target Populations

The NOACA region consists of the counties of Cuyahoga, Geauga, Lake, Lorain, and Medina, and encompasses an area of 2,005 square miles with a total population of 2.08 million in the 2010 census.

Seniors, identified in this plan as individuals 65 and older, make up roughly 15% of the total regional population. Following the national trend of an aging Baby Boomer generation and longer life expectancies, Northeast Ohio is expected to see a 40% population increase in the senior age cohort by 2040. The number of individuals with disabilities in the region is estimated at 14% of the total population. When considering both age cohorts and disability, 35% of seniors also identify as having a disability. These increasing population projections suggest that the demand for mobility options and transportation services will grow in the coming decades.

Available Transportation Services

To understand the current state of mobility in Northeast Ohio, NOACA analyzed transportation options and specialized services available in the region. These services include: public transit agencies, human service transportation providers, non-emergency medical transportation, air, rail, bus, taxicab, shuttle, limousine, charter bus, and transportation network companies (TNCs). ADA-accessibility, cost, safety, service area and service hours were taken into consideration for each transportation service type. To build a database of human service transportation providers, NOACA also surveyed nonprofits, for-profit companies, and government and social service agencies that serve targeted populations and individuals with specialized accessibility needs.

Assessment of Transportation Needs

The Coordinated Planning process requires public engagement and input from seniors and individuals with disabilities. NOACA facilitated public meetings in each of the five counties in the region and sought feedback at community events and stakeholder/advisory meetings. Additionally, a Rider/Client Survey and Provider/Stakeholder Survey were developed and distributed to gather both statistical and anecdotal feedback about regional transportation needs.

Overall, riders and clients consistently pointed to the inability to cross county lines or other political boundaries as a barrier to their personal mobility. Other concerns focused on limited service areas and schedules, unsafe pedestrian paths and waiting areas, lack of communication, and
reliability/timeliness of service specifically pertaining to employment opportunities.

Providers and stakeholders shared that increasing demand for service, difficulty hiring and retaining drivers, and limited funding were the limiting factors in providing transportation services for their clients. Providers noted that the most common reason they could not provide service to a prospective client was due to the destination being outside their service area.

Goals for the Future and Strategies for Implementation

*Mobilize’s* Goals for the Future and Strategies for Implementation reflect the engagement of transportation providers, clients, and the public, and were created to address identified current and future needs.

The four goals are intentions for addressing the mobility of seniors and individuals with disabilities in northeast Ohio, while each strategy furthers the overarching goals of the Coordinated Plan. The strategies include “Potential Actions” that serve as launching points for implementation. Strategies are prioritized by anticipated funding, available resources, and timeframe of implementation.

**Goals for the Future**

1) Improve and expand transportation options for seniors and individuals with disabilities
2) Improve accessibility, affordability, and quality of transportation services for seniors and individuals with disabilities
3) Improve coordination of transportation services and resources
4) Increase awareness of transportation issues and resources

**Strategies for Implementation**

1) Provide platform for identifying transportation resources and service
2) Develop and implement educational programs and training opportunities for seniors, individuals with disabilities, advocates, stakeholders, and drivers
3) Explore accessibility and relationships with transportation network companies
4) Mitigate environmental barriers
5) Use technologies to improve communication between riders, drivers, and transportation providers
6) Improve/increase night, weekend, and last-minute transportation options
7) Improve access to underserved and unserved areas
8) Improve cross-county transportation options and efficiencies
9) Improve frequency and timeliness of service
Employing the Coordinated Plan

Following adoption, *Mobilize: Accessibility for Independence* will be the Coordinated Plan of record for the NOACA region. NOACA will use *Mobilize* as an action plan, integrating the goals and strategies into the organization’s work plan.

The Coordinated Plan also acts as an evaluation tool to prioritize project funding for the Federal Transit Administration’s Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) program. Section 5310 scoring criteria and prioritization for funding is guided by current and future regional needs identified in the coordinated planning process. Recognizing the need for safe, reliable vehicles in the provision of service, NOACA will prioritize accessible vehicle replacements and direct at least 60% of Section 5310 funds to public transit agencies and up to 40% of funds to municipalities, nonprofits, and for-profits providing specialized transportation services.

The Northeast Ohio Mobility Coalition (Mobility Coalition) will also use the plan as a guide to prioritize projects and to continue to convene and engage transportation providers, stakeholders, and advocates. As part of its efforts, the Mobility Coalition will share key information from the Coordinated Plan with the targeted populations and the greater public.
1 Introduction
1. Introduction

Overview

The Coordinated Public Transit-Human Service Transportation Plan for Northeast Ohio Update (Coordinated Plan) is the federally-mandated coordinated transportation plan for Cuyahoga, Geauga, Lake, Lorain and Medina counties. This document serves as the required four-year update, and builds upon the Northeast Ohio Areawide Coordinating Agency’s 2015 Coordinated Plan. The Coordinated Plan focuses on the transportation needs of seniors and individuals with disabilities and barriers surrounding their personal mobility.

All projects selected for funding under the Enhanced Mobility of Seniors and Individuals with Disabilities (49 U.S.C. Section 5310) are required to be included in a coordinated public transit-human service transportation plan. The federal circular for the Section 5310 program allows for flexibility in the planning process for the coordinated plan but requires, at minimum, the following elements:

1) An assessment of available services that identifies current transportation providers (public, private, non-profit);

2) An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners, on more sophisticated data collection efforts, and gaps in service;

3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and

4) Priorities for implementation based on resources, times, and feasibility for implementing specific strategies and/or activities identified.1

Specialized Transportation and Coordination

Specialized transportation focuses on the unique needs of target populations. These populations may include seniors, individuals with disabilities, patients with specific medical needs, and people with low incomes. Providers of specialized transportation serve the unmet needs of target populations by offering accessible vehicles, on-demand service, and person-centered customer service.

According to a report on regional human service transportation, in the United States there are an estimated 44,000 levels of government, as well as non-profit organizations and private companies, that provide or procure transportation. The sheer number of providers, and the varying rules and regulations under which each entity operates, can create “service duplications in some areas and gaps in others, underutilization of resources, inconsistent safety standards and customer inconvenience.”2 Coupled with limited funding streams to operate service and to purchase and maintain vehicles, agencies working in “transportation silos” suffer as do those they serve. Human service transportation coordination efforts can alleviate these issues and create a more cohesive network of providers who are able to provide better and safer transportation access and resource savings through efficiencies.

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Federal Grant Programs

Enhanced Mobility of Seniors and Individuals with Disabilities-Section 5310

The Enhanced Mobility of Seniors and Individuals with Disabilities (49 U.S.C. Section 5310) is a federally-funded program administered through the Federal Transit Administration (FTA), within the U.S. Department of Transportation.

The formulaic grant helps private non-profit, government authorities, and public or private operators of transportation services provide services that go beyond the Americans with Disabilities Act (ADA) complementary paratransit services so they can meet the transportation needs of elderly individuals and individuals with disabilities. Funds are distributed to support vehicle purchases, mobility management activities, technology upgrades, infrastructure improvements, and operating costs.

The funding program was first established in 1975 as a discretionary capital assistance program to be used “in cases where public transit services are unavailable, insufficient or inappropriate.”³ Prior to 2012, all funding for the State of Ohio was directed to the Ohio Department of Transportation which managed the program and selected applicants and projects to be awarded funding. Under new provisions established by the Moving Ahead for Progress in the 21st Century Act (MAP-21), 5310 funding now goes directly to the various metropolitan areas, allowing funding decisions to be made at the local level.

Additionally, MAP-21 legislation repealed the New Freedom Program (Section 5317), intended specifically for individuals with disabilities, and merged it with Section 5310. All projects funded under the New Freedom program are now eligible to be funded by Section 5310.

Funding Overview

Section 5310 Funds are apportioned based on each state’s share of the population of seniors and individuals with disabilities. Formula funds are apportioned to direct recipients; for rural and small urban areas, this is the state Department of Transportation; while in large urban areas, a designated recipient is chosen by the governor. Direct recipients have flexibility in how they select subrecipient projects for funding, but their decision process must be clearly noted in a state/program management plan. The selection process may be formula-based, competitive or discretionary, and subrecipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation.

Additional funding was authorized in 2015 by the Fixing America’s Service Transportation (FAST) Act as discretionary pilot program for innovative coordinated access and mobility. These funds are open to Section 5310 recipients and help fund innovative projects to improve coordination between transportation providers and to implement new technologies. See Table 1 for program funding amounts.

Table 1: Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)
Total Program Funding by Fiscal Year (in millions)

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<td>5310 Grant Formula</td>
<td>$258.3</td>
<td>$262.95</td>
<td>$268.21</td>
<td>$273.84</td>
<td>$279.65</td>
<td>$285.58</td>
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<td>Discretionary Pilot Program</td>
<td>$0</td>
<td>$2</td>
<td>$3</td>
<td>$3.25</td>
<td>$3.5</td>
<td>$3.5</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$258.3</td>
<td>$264.95</td>
<td>$271.21</td>
<td>$277.09</td>
<td>$283.15</td>
<td>$289.08</td>
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Source: Federal Transit Administration

Large Urbanized, Small Urbanized and Nonurbanized Areas

Section 5310 funds are allocated to urban areas which are determined by the Secretary of Commerce and based on the most recent census data. Large urbanized areas have populations of 200,000 or more, small urbanized areas have populations greater than 50,000 but less than 200,000, and nonurban/rural are designated as areas with populations less than 50,000.

Funding is allocated based upon this formula: 60% to designated recipients in urban areas, 20% to State Departments of Transportation for small urban areas, and 20% to State Departments of Transportation for nonurban/rural areas. A map of large and small urban areas in Northeast Ohio found on page 7.

History of Coordinated Planning

The federal circular for the Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program outlines the importance of coordinated public transit-human services planning. These requirements were first implemented under the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) federal transit law, and amended by MAP-21 and FAST Act legislation. All projects funded through Section 5310 must be “included in a locally developed coordinated public transit-human services transportation plan.” Additionally, the law dictates that the plan must be “developed and approved through a process that includes participation by seniors; individuals with disabilities; and representatives of public, private, and nonprofit transportation.”

What is NOACA?

As the federally-designated metropolitan planning organization for the five-county region of Greater Cleveland, the Northeast Ohio Areawide Coordinating Agency (NOACA) is responsible for performing transportation and environmental planning for Cuyahoga, Geauga, Lake, Lorain, and Medina counties. This planning includes:

- Recommending proposed highway, bikeway and transit projects for federal funding.
• Working with the Ohio Department of Transportation, project sponsors and other organizations to help address Northeast Ohio’s transportation, air quality, and water quality needs.

• Conducting metropolitan planning for vehicles, freight, transit, bicycle, pedestrian, etc., while considering the transportation system’s impact on the environment and land use.

• Preparing the region’s long-range transportation plan and short range transportation improvement program, which is the capital budget for federally funded transportation projects.

• Conducting studies that address congestion, improve safety, and strengthen community livability.

• Acting a designated recipient of FTA Section 5310 program funds and developing the Coordinated Transportation Plan for the five-county region

As required in MAP-21 legislation, all urbanized areas (UZAs) with populations greater than 200,000 must have a designated recipient named by the chief executive officer of the state to handle the competitive selection process and administrative functions for the 5310 program. With support of NOACA's Transit Council, which consist of representatives from all transit agencies in the region, NOACA staff requested to serve as the designated recipient for Section 5310 funds in the Cleveland UZA. NOACA's Board of Directors passed resolution 2014-010 in January 2014 agreeing to these responsibilities, and NOACA was named designated recipient by Governor John Kasich for the Enhanced Mobility of Seniors and Individuals with Disabilities funds for the Cleveland UZA on October 9, 2014.4

As designated recipient, NOACA manages all aspects of the Enhanced Mobility of Seniors and Individuals with Disabilities and perform all administrative functions pertaining to the grant. The following list of designated recipient responsibilities is outlined by the FTA in its Enhanced Mobility of Seniors and Individuals with Disabilities program circular.

• Selecting projects, and may, but is not required to, include a competitive selection process. If the designated recipient decides to hold a competitive selection, it may conduct the competitive selection itself or establish alternative arrangements to administer and conduct the competitive selection.

• Developing the program of projects (POP). Developing project selection processes, including deciding whether to conduct an area wide competitive selection process and, if so, conducting the competition.

• Certifying that all projects are included in a locally developed, coordinated public transit-human service transportation plan (coordinated plan) developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public.

• Overseeing the implementation of projects as developed and prioritized in the coordinated plan, including, where not specified in the coordinated plan, selecting entities to carry out projects consistent with procedures approved in the coordinated plan and/or documented in

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4 Ohio Governor Designation Letter for Ohio Section 5310 Program located in Appendix F
Map 1: Northeast Ohio Urbanized Areas
Map 2: NOACA Service Area
the designated recipient’s state or program management plan\(^5\).

- Certifying a fair and equitable distribution of funds to sub recipients;
- Managing all aspects of grant distribution and oversight for sub recipients receiving funds under this program; and
- Submitting reports as required by FTA.\(^6\)

**Eligible Recipients**

There are two types of 5310 projects: traditional and non-traditional/other. Eligible recipients (as identified in FTA Circular 9070.1G) for each type are as follows:

### A. Traditional 5310 Projects (at least 55% of total 5310 funding)

1. Private non-profit organizations
2. A state or local government authority that:
   a. Is approved by the state to coordinate services for seniors and the disabled
   b. Certifies that there are no non-profit organizations in the area to provide these services

### B. Non-traditional 5310 Projects (up to 45% of total 5310 funding)

1. A state or local government authority unlike those described above
2. Private non-profit organizations
3. Private for-profit organizations, which must certify that all funds are used in the provision of shared ride services

**NOACA’s Section 5310 Program of Projects Development, Project Selection, and Approval Process**

NOACA conducts the Enhanced Mobility of Seniors and Individuals with Disabilities selection process for the Cleveland UZA in compliance with federal guidance. As indicated in NOACA’s Program of Projects, a fair selection process is conducted and could, but is not required to, include a competitive selection process. When conducting a competitive selection process, NOACAs Section 5310 Program Management Plan found in Appendix G.

\(^5\) NOACA Section 5310 Program Management Plan found in Appendix G

\(^6\) U.S. Federal Transit Administration. *Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions*. 
ACA bases its project selection upon evaluation criteria (shown below). Specific scoring allocation per criteria will depend on the regional need at that time and is informed by the Coordinated Plan.

To ensure fair consideration, NOACA publicizes the availability of funding through a variety of outlets including:

- Email notification to the stakeholder list developed during the coordinated planning process and other stakeholder lists;
- NOACA’s web site, which will also include the program information, grant applications, and instruction and overview document with detailed scoring criteria information and the process by which applications are selected; and
- An application webinar or workshop that explains the purpose of the Enhanced Mobility of Seniors and Individuals with Disabilities program, eligible use of funds, eligible subrecipients, and the scoring and grant award process.

NOACA staff reviews, scores, and recommends Enhanced Mobility of Seniors and Individuals with Disabilities (5310) projects and conveys them through NOACA’s committee structure and then to the Board of Directors. The Board of Directors makes the final determination on recipients of the 5310 grants for the Cleveland UZA prior to projects being advanced in the Program of Projects (POP) submission to FTA. The Board selects projects that are consistent with NOACA’s transportation goals and the goals of the Coordinated Plan. All NOACA Board of Directors and Committee meetings are open to the public, are publicized through NOACA’s website (www.noaca.org) and meeting notices, and are conducted in accordance with the State of Ohio’s Open Meetings Act.

<table>
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<tr>
<th>Project Evaluation Criteria</th>
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<tr>
<td><strong>Demonstration of Need</strong></td>
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<td>Area Currently Served by <em>Inadequate</em> Public Transit or NOT Served by Public Transit</td>
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<tr>
<td>Project Alignment with Goals from the Coordinated Plan</td>
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<td><strong>Agency Effectiveness</strong></td>
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<td>Agency’s Management Capacity</td>
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<td>Prior Project Effectiveness</td>
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<tr>
<td><strong>Coordination + Outreach</strong></td>
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<tr>
<td>Detailed Coordination Efforts</td>
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<tr>
<td>Letters of Support from Coordinating Agencies</td>
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<tr>
<td>Public Outreach Efforts</td>
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<tr>
<td><strong>Vehicles + Equipment + Improvements</strong></td>
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<tr>
<td>Vehicle Use</td>
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<tr>
<td>Use Communication Equipment, Computer Hardware/Software, Mobility Management, or Accessibility Improvements</td>
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2 Study Area & Target Populations
2. Study Area and Target Populations

Study Area

The NOACA region consists of the counties of Cuyahoga, Geauga, Lake, Lorain, and Medina, and encompasses an area of 2,005 square miles with a total population of 2.08 million in the 2010 census. Cuyahoga County, which includes the City of Cleveland, accounts for 61.6% of the region’s population. The region is home to 17.8% of Ohio’s nearly 11.6 million residents.

Northeast Ohio includes large urban, small urban and rural areas. Cuyahoga, Lake and Medina counties are designated urban counties and largely make up the Cleveland Urbanized Area (UZA). The eastern portion of Lorain County is also part of the Cleveland UZA, with the remainder of the county consisting of the Lorain–Elyria Small Urban Area and rural designations. The Ohio Department of Transportation defines Cuyahoga, Lake, Lorain and Medina counties as urban as the county seat is within an urbanized area. Geauga County is classified as rural, though it contains some urbanized areas.

Population

Northeast Ohio has experienced net population loss over the last 40 years. The combined population of Cuyahoga, Geauga, Lake, Lorain, and Medina counties decreased from a peak population of 2.321 million in 1970 to 2.077 million in 2010. This loss constitutes 11.7% of the region’s population, and is largely attributed to an out-migration of Cuyahoga County residents to the surrounding counties and beyond.

Loss and Growth

Cuyahoga County has lost approximately 35% of its residents over the last 40 years, accounting for more than 441,000 residents. Geauga and Medina counties both experienced high levels of growth over that same period, increasing population by 32.6% and 52%, respectively. When compared to Medina and Geauga counties, Lake and Lorain counties both had moderate growth rates of 14.3% and 14.8%, respectively.

Density

Using the most recent census population data from 2010, population density data is listed in Table 2 for each county. Cuyahoga is the most densely populated county in the region with 2,793 residents per square mile. Lake County is second most dense with 1,008 people per square mile, followed by Lorain at 612, Medina at 409, and Geauga County at 231 people per square mile. Regionally there are 1,036 residents per square mile.

The projected density analysis utilizes population projections from the Office of Strategic Research in the Ohio Development Services Agency.
### Decennial Census of Population by County, 1970 - 2010

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<tbody>
<tr>
<td>Cuyahoga</td>
<td>1,721,300</td>
<td>1,498,400</td>
<td>1,412,140</td>
<td>1,393,978</td>
<td>1,280,122</td>
<td>-34.5%</td>
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<tr>
<td>Geauga</td>
<td>62,977</td>
<td>74,474</td>
<td>81,129</td>
<td>90,895</td>
<td>93,389</td>
<td>32.6%</td>
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<tr>
<td>Lake</td>
<td>197,200</td>
<td>212,801</td>
<td>215,499</td>
<td>227,511</td>
<td>230,041</td>
<td>14.3%</td>
</tr>
<tr>
<td>Lorain</td>
<td>256,843</td>
<td>274,909</td>
<td>271,126</td>
<td>284,664</td>
<td>301,356</td>
<td>14.8%</td>
</tr>
<tr>
<td>Medina</td>
<td>82,717</td>
<td>113,150</td>
<td>122,354</td>
<td>151,095</td>
<td>172,332</td>
<td>52.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,321,037</strong></td>
<td><strong>2,173,734</strong></td>
<td><strong>2,102,248</strong></td>
<td><strong>2,148,143</strong></td>
<td><strong>2,077,240</strong></td>
<td><strong>-11.7%</strong></td>
</tr>
<tr>
<td>Ohio</td>
<td>10,652,017</td>
<td>10,797,630</td>
<td>10,847,115</td>
<td>11,353,140</td>
<td>11,666,850</td>
<td>8.7%</td>
</tr>
</tbody>
</table>

*Source: U.S. Bureau of the Census (2010)*

### Population Density by County

<table>
<thead>
<tr>
<th>County</th>
<th>Land Area (sq. mi.)</th>
<th>2010 Population</th>
<th>Population Density (per sq. mi.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>458.3</td>
<td>1,280,122</td>
<td>2,793</td>
</tr>
<tr>
<td>Geauga</td>
<td>404.1</td>
<td>93,389</td>
<td>231</td>
</tr>
<tr>
<td>Lake</td>
<td>228.2</td>
<td>230,041</td>
<td>1,008</td>
</tr>
<tr>
<td>Lorain</td>
<td>492.6</td>
<td>301,356</td>
<td>612</td>
</tr>
<tr>
<td>Medina</td>
<td>421.6</td>
<td>172,332</td>
<td>409</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,004.8</strong></td>
<td><strong>2,077,240</strong></td>
<td><strong>1,036</strong></td>
</tr>
</tbody>
</table>

*Source: U.S. Bureau of the Census (2010)*

Table 3: Population Density by County (2010)
American Community Survey Data Profiles

The American Community Survey (ACS) data profiles provide additional information about the population of the United States and includes social, economic, housing, and demographic characteristic datasets. Datasets for English language proficiency, income, and race were analyzed to better understand the diversity across the population of NOACA’s five counties. The most recently completed American Community Survey is the 2013-2017 five-year estimate.

In the region, approximately 9% of households speak a language other than English at home, and 3% identify speaking English less than “very well.” Over 12% of Geauga County’s total population speaks a language other than English at home, followed by 11.5% in Cuyahoga County, 7.7% in Lorain County, 7.2% in Lake County, and 4.8% in Medina County. Cuyahoga County has the greatest percentage (4.2%) of its population who speak English less than “very well,” followed by Geauga County at 3.8%, Lake and Lorain Counties both at 2.6%, and Medina County at 1.2%.

<table>
<thead>
<tr>
<th>English Proficiency by County (2017 Estimate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>County</td>
</tr>
<tr>
<td>Cuyahoga</td>
</tr>
<tr>
<td>Geauga</td>
</tr>
<tr>
<td>Lake</td>
</tr>
<tr>
<td>Lorain</td>
</tr>
<tr>
<td>Medina</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

*Source: American Community Survey (2017-5 year Estimate)*

Table 4: English Proficiency by County (2013-2017)

Concerning economic characteristics, one ACS measure is the percent population of individuals and families who live below the poverty level. Cuyahoga County has the largest percentage in both categories with 18.3% of individuals and 14% of families living below the poverty level. Medina County has the lowest percentages of the five counties, with 6.2% of individuals and 4% of families reported living under the poverty level (see Table 5).

<table>
<thead>
<tr>
<th>Low Income by County (2017 Estimate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>County</td>
</tr>
<tr>
<td>Cuyahoga</td>
</tr>
<tr>
<td>Geauga</td>
</tr>
<tr>
<td>Lake</td>
</tr>
<tr>
<td>Lorain</td>
</tr>
<tr>
<td>Medina</td>
</tr>
</tbody>
</table>

*Source: American Community Survey (2017-5 year Estimate)*

Table 5: Percentage of Individuals and Families with Low Incomes by County
Looking at racial makeup of the population in the five NOACA counties, 73% of the total population (1,522,054 people) identify as “White alone” with 20% (410,657 people) identifying as “Black or African American.” Three percent (52,205 people) of the total regional population identify as “two or more races,” and 2% (44,364 people) list their race as “Asian alone.” Lastly, individuals identifying as “Other race alone,” “American Indian and Alaska Native alone,” and “Native Hawaiian and Other Pacific Islander alone,” make up 1% (24,109 people), 0.2% (4,495 people) and less than 0.01% (430 people) respectively.

<table>
<thead>
<tr>
<th>Race by County (2017 Estimate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>County</td>
</tr>
<tr>
<td>--------------------</td>
</tr>
<tr>
<td>Geauga</td>
</tr>
<tr>
<td>Lake</td>
</tr>
<tr>
<td>Lorain</td>
</tr>
<tr>
<td>Medina</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

Source: American Community Survey (2017-5 year Estimate)

Table 6: Race by County

Population Projections

Population projections from the Office of Strategic Research in the Ohio Development Services Agency were released in April 2018 and are shown in Table 7. The projections are in five-year increments and categorized by age and sex.

Cuyahoga is projected to lose the most population over the next 30 years with a loss of 13.2% (169,272 people) from 2010-2050. Lake County is also projected to lose population but with a small change of only -1.14% (2,631 people). Medina, Lorain, and Geauga counties, however, are all projected to gain population from 2010-2050, with 12.19% (21,008 people), 8.6% (25,904 people), and 1.16% (1,081 people) respectively. In aggregate, the five-county region is estimated to see a net loss of 5.97% (123,910 people) from the 2010 census counts.

In correlation to population projections, the population density of Cuyahoga County will fall most sharply. Lake County’s population density will fall a very small amount while Geauga, Lorain and Medina counties will all see population density gains. These projections mirror the trend of outward migration of residents from older urban areas to new developments in surrounding communities or counties.
### Decennial Population Projections by County, 2020 - 2050

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>1,280,122</td>
<td>1,209,550</td>
<td>-5.5%</td>
<td>1,154,210</td>
<td>-4.6%</td>
<td>1,113,950</td>
<td>-3.5%</td>
<td>1,110,850</td>
<td>-0.3%</td>
<td>-13.2%</td>
</tr>
<tr>
<td>Geauga</td>
<td>93,389</td>
<td>93,510</td>
<td>0.1%</td>
<td>94,930</td>
<td>1.5%</td>
<td>94,710</td>
<td>-0.2%</td>
<td>94,470</td>
<td>-0.3%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Lake</td>
<td>230,041</td>
<td>228,600</td>
<td>-0.6%</td>
<td>228,380</td>
<td>-0.1%</td>
<td>228,060</td>
<td>-0.1%</td>
<td>227,410</td>
<td>-0.3%</td>
<td>-1.1%</td>
</tr>
<tr>
<td>Lorain</td>
<td>301,356</td>
<td>310,230</td>
<td>2.9%</td>
<td>320,430</td>
<td>3.3%</td>
<td>328,190</td>
<td>2.4%</td>
<td>327,260</td>
<td>-0.3%</td>
<td>8.6%</td>
</tr>
<tr>
<td>Medina</td>
<td>172,332</td>
<td>184,670</td>
<td>7.2%</td>
<td>194,510</td>
<td>5.3%</td>
<td>199,860</td>
<td>2.8%</td>
<td>193,340</td>
<td>-3.3%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Total</td>
<td>2,077,240</td>
<td>2,026,560</td>
<td>-2.4%</td>
<td>1,992,480</td>
<td>-1.7%</td>
<td>1,964,800</td>
<td>-1.4%</td>
<td>1,953,330</td>
<td>-0.6%</td>
<td>-6.0%</td>
</tr>
<tr>
<td>Ohio</td>
<td>11,536,504</td>
<td>11,574,870</td>
<td>0.3%</td>
<td>11,615,100</td>
<td>0.3%</td>
<td>11,676,010</td>
<td>0.5%</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>


Table 7: Population Projections by County (2020-2050)

---

### Population Density Projections by County

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>458.3</td>
<td>1,209,550</td>
<td>2,639</td>
<td>1,154,210</td>
<td>2,519</td>
<td>1,113,950</td>
<td>2,431</td>
<td>1,110,850</td>
<td>2,424</td>
</tr>
<tr>
<td>Geauga</td>
<td>404.1</td>
<td>93,510</td>
<td>331</td>
<td>94,930</td>
<td>235</td>
<td>94,710</td>
<td>234</td>
<td>94,470</td>
<td>234</td>
</tr>
<tr>
<td>Lake</td>
<td>228.2</td>
<td>228,600</td>
<td>1,002</td>
<td>228,380</td>
<td>1,001</td>
<td>228,060</td>
<td>999</td>
<td>227,410</td>
<td>997</td>
</tr>
<tr>
<td>Lorain</td>
<td>492.6</td>
<td>310,230</td>
<td>630</td>
<td>320,430</td>
<td>660</td>
<td>328,190</td>
<td>666</td>
<td>327,260</td>
<td>664</td>
</tr>
<tr>
<td>Medina</td>
<td>421.6</td>
<td>184,670</td>
<td>438</td>
<td>194,510</td>
<td>461</td>
<td>199,860</td>
<td>474</td>
<td>193,340</td>
<td>459</td>
</tr>
<tr>
<td>Total</td>
<td>2,004.80</td>
<td>2,026,560</td>
<td>1,011</td>
<td>1,992,460</td>
<td>994</td>
<td>1,964,800</td>
<td>980</td>
<td>1,953,330</td>
<td>974</td>
</tr>
</tbody>
</table>

*Source: Ohio Development Services Agency*

Table 8: Population Density Projections by County (2020-2050)
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, increase or decrease in potential clients, and other demographic information to ensure that the demand exists in a particular area to benefit from such efforts. Potential Section 5310 projects will not necessarily be uniform for the region, but will likely need to be tailored or specific to each county or area’s unique needs and demands for transportation service.

Seniors/ Older Adults

National Population Trends

A rapidly-growing portion of the U.S. population consists of seniors or older adults who, for this plan, are considered individuals 65 and older. According to the US Census Bureau, older adults will outnumber children by 2035 due in part to the size of the Baby Boomer generation and longer life expectancies. By 2030 all Baby Boomers (individuals born in the years 1946-1964) will be older than 65, making one in five Americans retirement age.¹

The National Council on Aging (NCOA) reports that as the population ages, more individuals are continuing to work past the traditional retirement age, whether for financial necessity and/or to remain invested in their careers and communities. In 2015 there were more than 33 million Americans over the age of 55 still working full time, with another 1.3 million looking for work. Workers age 65 and older now outnumber teenage workers by nearly 4 million. NCOA estimates that by 2019, a quarter of the work force will consist of individuals older than 55.²

Economically, more than 25 million Americans over 60 years old are living at or below 250% of the federal poverty level, directly impacting the number of older adults who continue to work. Rising costs of housing, healthcare, and pharmaceuticals, as well as basic necessities such as food and transportation, negatively affect those who already have limited monthly incomes. ³

Overall these projections indicate that for the next 20 to 30 years, resources for older adults will be in high demand. Employment assistance, healthcare services, accessible and affordable housing, and safe transportation are (and will continue to be) vital to the quality of life for this population.

NOACA Region

Within the NOACA region, population growth of individuals over 65 mirrors that of national trends. According to the American Community Survey’s 2017 population estimates and the Ohio Development Services Agency projections, each of the five counties will see an increase in the number of residents over 65 years of age. Though the region is expected to lose overall population, people in 65 and over age cohorts will increase each decade to a higher percentage of that overall population (see Table 9).

Cuyahoga County is projected to have the most residents older than 65 in the region, with an estimated 245,460 people (22%), with Lorain County second at 64,280 people (20%). Medina County will see the largest percent increase of its population age 65 and older, rising from 15.6% to 23%. In Geauga and Lake counties, each with approximately 18% of its total 2017 population over age 65, that age group is projected to grow to 23% and 22% respectively.

Individuals with Disabilities

According to the U.S. Census Bureau’s most recent population report on individuals with disabilities, 85 million people, or 27% of total population, are living with a disability. Nearly 55 million are reported to have a severe disability, and older adults are five times more likely to have a disability than younger age cohorts. Of all adults over 75 years of age, more than half reported having a severe disability. Specific measures of disability include limitations in seeing, hearing and speaking; functional limitations; the need for assistance with daily functional activities; and limitations in cognitive, mental, and emotional functioning. The U.S. Census Bureau ceased counting individuals with disabilities under the decennial census after 1990. Demographic information concerning disabilities is now collected and estimated annually via the American Community Survey (ACS).

NOACA Region

Regionally, the number of individuals with disabilities estimated from the 2017 American Community Survey (five-year estimate) is shown in Table 10. For residents of all ages in the region, the percentage of the population with a disability in 2017 was 14%. When viewing disability by age cohort in the five-county region, 12% of adults 18-64 are identified as having a disability. This percentage nearly triples when considering the 65-plus age cohort with 35% identified as having a disability. By county, Cuyahoga and Lorain have the largest percentage of individuals with disabilities, both by general population and each age cohort.

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 the 2017 ACS estimate (35%), the NOACA region could expect to see a real increase of 38,484 individuals with disabilities based on age cohort population projections.

---

4 This information was gathered from the Social Security Administration’s supplement to the 2014 Survey of Income and Program Participation (SIPP), based upon the physical and mental criteria referenced in APPENDIX J.
Figure 1: National population pyramid

Figure 2: National population projections

Source: United States Census Bureau
# Table 9: Senior Population and Projections by County (2010-2040)

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>198,541</td>
<td>16%</td>
<td>227,420</td>
<td>19%</td>
<td>261,510</td>
<td>23%</td>
<td>261,510</td>
<td>23%</td>
</tr>
<tr>
<td>Geauga</td>
<td>14,474</td>
<td>15%</td>
<td>19,470</td>
<td>21%</td>
<td>24,160</td>
<td>25%</td>
<td>24,160</td>
<td>26%</td>
</tr>
<tr>
<td>Lake</td>
<td>36,955</td>
<td>16%</td>
<td>44,930</td>
<td>20%</td>
<td>53,060</td>
<td>23%</td>
<td>53,060</td>
<td>23%</td>
</tr>
<tr>
<td>Lorain</td>
<td>43,131</td>
<td>14%</td>
<td>55,450</td>
<td>18%</td>
<td>66,070</td>
<td>21%</td>
<td>66,070</td>
<td>20%</td>
</tr>
<tr>
<td>Medina</td>
<td>22,601</td>
<td>13%</td>
<td>32,610</td>
<td>18%</td>
<td>42,750</td>
<td>22%</td>
<td>42,750</td>
<td>21%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>315,712</strong></td>
<td><strong>15%</strong></td>
<td><strong>379,880</strong></td>
<td><strong>19%</strong></td>
<td><strong>447,550</strong></td>
<td><strong>22%</strong></td>
<td><strong>447,550</strong></td>
<td><strong>23%</strong></td>
</tr>
</tbody>
</table>

*Source: U.S. Bureau of the Census (2010), Ohio Development Services Agency*

# Table 10: Individuals with Disabilities by Age Cohort and County (2017 Estimate) *

<table>
<thead>
<tr>
<th>County</th>
<th>Total Population Estimate</th>
<th>All Individuals with Disabilities</th>
<th>Percentage of Total Population</th>
<th>18-64 Age Cohort Population</th>
<th>Individuals with Disabilities (18-64)</th>
<th>Percentage Age Cohort Population</th>
<th>65+ Age Cohort Population</th>
<th>Seniors with Disabilities (65+)</th>
<th>Percentage Age Cohort Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga</td>
<td>1,242,429</td>
<td>186,032</td>
<td>15.0%</td>
<td>770,286</td>
<td>96,915</td>
<td>12.6%</td>
<td>204,975</td>
<td>73,450</td>
<td>35.8%</td>
</tr>
<tr>
<td>Geauga</td>
<td>93,218</td>
<td>9,826</td>
<td>10.3%</td>
<td>54,065</td>
<td>4,324</td>
<td>8.0%</td>
<td>16,836</td>
<td>4,479</td>
<td>26.6%</td>
</tr>
<tr>
<td>Lake</td>
<td>227,600</td>
<td>26,173</td>
<td>12.3%</td>
<td>136,433</td>
<td>13,370</td>
<td>9.6%</td>
<td>41,094</td>
<td>13,469</td>
<td>32.8%</td>
</tr>
<tr>
<td>Lorain</td>
<td>298,973</td>
<td>45,489</td>
<td>15.3%</td>
<td>180,247</td>
<td>23,165</td>
<td>12.9%</td>
<td>45,363</td>
<td>17,860</td>
<td>38.5%</td>
</tr>
<tr>
<td>Medina</td>
<td>175,201</td>
<td>18,834</td>
<td>10.7%</td>
<td>106,425</td>
<td>8,849</td>
<td>8.3%</td>
<td>27,772</td>
<td>8,880</td>
<td>32.0%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>2,637,427</strong></td>
<td><strong>289,974</strong></td>
<td><strong>14.2%</strong></td>
<td><strong>1,249,866</strong></td>
<td><strong>146,623</strong></td>
<td><strong>11.7%</strong></td>
<td><strong>337,040</strong></td>
<td><strong>118,158</strong></td>
<td><strong>35.1%</strong></td>
</tr>
</tbody>
</table>

*Sources: American Community Survey (2017-5 year Estimate)*

*Total civilian non-institutionalized*
Available Transportation Services
3. Available Transportation Services and Providers

Providing an effective analysis of transportation and mobility needs of target populations requires taking stock of existing services and providers in the region. NOACA reached out to transportation providers via an online provider/stakeholder survey, and also referenced and updated the providers listed in the 2015 Coordinated Plan. The following includes information about the current state of transportation options in Northeast Ohio, and the varying levels of transportation service and accessibility offered.

The Federal Transit Administration (FTA) defines the following levels of transportation service:

- **Fixed Route**: Transit where “a vehicle is operated along a prescribed route according to a fixed schedule.”

- **Demand Responsive**: Transit that “is not a fixed route system,” absence of published schedules and/or rider must request service. The following are the various types of Demand Responsive service include:
  - **Route deviation**: service operates along established fixed routes with deviation for pick up and drop off as requested by rider
  - **Dial-a-Ride**: operated during defined hours, riders request pick-up then routes and schedules and developed
  - **Taxi Subsidy**: agency contracts with a taxi company to provide service
  - **Van pool**: voluntary commuter ridesharing

- **Public Transit ADA Complementary Paratransit**: Demand responsive service specifically required by the Americans with Disabilities Act (ADA) of 1990, for riders who cannot utilize fixed public transit routes. The ADA states that persons are afforded the right to use public transit and requires equivalent, corresponding service for individuals who cannot independently ride. ADA complementary service must be provided within ¾ mile of fixed routes, and operate during the same times as general fixed route services. Additionally, the cost may not exceed twice the amount of regular fares. Most paratransit users must apply for eligibility with their local transit agency and show documentation that they are in need of these specialized services.
Figure 3: Service Hierarchy

Source: Ohio Statewide Transit Needs Study
Public Transit

Within the NOACA five-county region are five public transit operators: Geauga County Transit, Greater Cleveland Regional Transit Authority (GCRTA/RTA), Laketran, Lorain County Transit, and Medina County Public Transit. Brunswick Transit Alternative was a public transportation provider in the City of Brunswick in northern Medina County until January 2017 when it merged with Medina County Public Transit. National Transit Database profiles for each transit system can be found in Appendix H.

Community Support for Public Transit

Public transit systems in northeast Ohio are funded by various revenue sources, including local dollars\(^1\). GCRTA is supported by a 1% county tax to fund operating expenses, while Laketran receives dollars from a 0.25% county sales tax. Geauga County Transit, Lorain County Transit and Medina County Public Transit are not supported by county taxes. Detailed financial data is available in the National Transit Database profiles for each agency in Appendix Section I.

NOACA's 2017 Long Range Transportation Plan (LRTP) addressed the need for transit, and gathered public input through outreach activities. The following transit priority areas were identified:

- More funding should be allocated to transit.
- Technology should be incorporated into transit services.
- Improved signage and transit amenities (e.g., bus shelters) are needed.
- Add more or new commuter bus routes to downtown for work.
- Buses, trains, and stations need to be safer.
- Restore recently cut bus and rapid transit services.
- Improve GPS tracking on buses and trains.
- Provide more frequent service on existing transit corridors.
- Invest in making the transit system more user-friendly.
- Encourage new employment centers to locate near existing transit corridors.
- Enhance transit system coordination between counties.

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\(^1\) Detailed funding sources for each agency can be found in the National Transit Database profiles in Appendix H.
Figure 4: Public Transit Agency Profiles

**Geauga County Transit**

**Transit Modes**
- Demand Response

**One-Way Fares**
- In County Trips: $6.00
- Senior & Disabled: $3.00
- Out of County Trips: $12.00
- Out of County Trips - Senior & Disabled: $6.00
- Children 6-17: $3.00
- Children 5 & under: Free

**Greater Cleveland Regional Transit Authority**

**Transit Modes**
- Bus, Bus Rapid Transit (BRT), Paratransit, Light Rail, Heavy Rail, Van Pool

**Fixed Routes**
- 55

**One-Way Fares**
- Bus/Rapid/BRT: $2.50
- Senior & Disabled Bus/Rapid/BRT: $1.25
- Park-N-Ride: $2.75
- Student: $1.75
- Out of County Connections: $3.75
- Paratransit: $2.75

**Agency Connections**
- Cleveland Hopkins International Airport, Laketran, Akron Metro, Medina County Public Transit, Portage Area RTA, Stark Area RTA

**Laketran**

**Transit Modes**
- Fixed Route, Dial-A-Ride

**Fixed Routes**
- 10
- 6 Local Routes
- 4 Park and Rides

**One-Way Fares**
- Bus Local Routes: $1.75
- Senior, Disabled, Child Local: $0.75
- Park-N-Ride: $2.75
- Park-N-Ride Student: $1.50
- Dial-A-Ride: $10.00
- Senior, Disabled, Child Dial-A-Ride: $2.75

**Agency Connections**
- Greater Cleveland Regional Transit Authority
Figure 4: Public Transit Agency Profiles

**Lorain County Transit**

**Transit Modes**
- Fixed Route, Dial-A-Ride

**Fixed Routes**
- 5 One-Way Fares
  - Bus Fixed Routes: $2.00
  - Bus Fixed Routes, Senior, Disabled, Student, Child: $1.00
  - Dial-A-Ride: $9.00
  - Dial-A-Ride, Senior, Disabled, Student, Child: $4.50

**Agency Connections**
- Oberlin Connector Service

**Medina County Public Transit**

**Transit Modes**
- Fixed Route, Paratransit, On-Demand

**Fixed Routes**
- 8 One-Way Fares
  - Bus Fixed Routes: $1.50
  - Bus Fixed Routes, Senior & Disabled: $0.75
  - Dial-A-Ride: $9.00
  - Senior & Disabled: $4.50

**Agency Connections**
- Greater Cleveland Regional Transit Authority
Transit Asset Management

The FTA defines Transit Asset Management (TAM) as “the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles to provide safe, cost-effective, and reliable public transportation. TAM uses transit asset condition to guide how to manage capital assets and prioritize funding to improve or maintain a state of good repair.”² In 2015, the U.S. Department of Transportation reported that “an estimated 40 percent of buses and 23 percent of rail transit assets were listed in marginal or poor condition, with a backlog of $90 billion in deferred maintenance and replacement.”³

The Moving Ahead for Progress in the 21st Century (MAP-21) Act established rules for TAM compliance. Public transit and other agencies that operate FTA-funded assets to provide public transportation create a TAM plan to evaluate the condition of assets against state of good repair targets, to gauge the safety risk of using assets that are not in a state of good repair, and to prioritize maintenance and replacement of those assets.

In 2018, NOACA sponsored a consultant-led, regional TAM plan process, that focused on assessing of current fleets and creating of performance measures. The first step in implementing the TAM plan was setting regional transit performance targets for each type of transit agency. Federal Transit Administration TAM targets and State of Good Repair levels for transit agencies in the NOACA region are found in Appendix Section J. In 2019, NOACA will begin collecting data on federally-funded capital transit assets in Northeast Ohio, including vehicle fleet inventories. When completed, this information will be added to the Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio.

NOACA Long-Range Transportation Plan Transit Performance Measures

In addition to TAM compliance, NOACA set forth performance measures in the 2017 LRTP to help prioritize projects and identify investment that provides the highest level of benefit. Performance measure considerations include:

- **Accessibility & Mobility**: 100% mobility and access to opportunities and activities on various modes are available for all area residents, visitors, and organizations. The strategic measures are job access, equity, transportation affordability; network completeness; distribution of the population to alternative transportation; and distribution of jobs to alternative transportation.

- **Economic Vitality**: A growing, competitive 21st century economy. The strategic measures are transit proximity and commute mode share.

- **System Condition**: The transportation system is preserved and maintained in a good condition. The strategic measure is the transit system state of good repair.

- **System Performance**: The transportation system achieves reliable and efficient performance at 100%. The strategic measures are transit service effectiveness and transit cost efficiency.

---


Safety

Transportation safety pertaining to transit service is included in TAM implementation and can help in:

- Reducing potential injuries or fatalities due to poor conditions, maintenance issues, or unexpected breakdowns
- Preventing, mitigating, responding, and recovering from emergency or adverse events
- Being prepared to take advantage of new technology and innovations

Human Service Transportation (HST)

The National Aging and Disabilities Transportation Center defines Human Service Transportation (HST) as “transportation services provided by or on behalf of a human service agency to supplement available transportation to meet the needs of a particular population, including seniors and individuals with disabilities.” HST providers offer transportation-disadvantaged populations access to needed services and connect people with their communities.

Non-emergency Medical Transportation (NEMT)

Non-emergency Medical Transportation (NEMT), a Medicaid-provided benefit that transports clients to and from medical appointments, is a specific type of HST. NEMT service and regulations vary by state, with some allowing for waiver programs that provide non-medical trips. In Ohio, each county’s Department of Job and Family Services agency is the administrator of NEMT services. The Ohio Department of Medicaid intends to begin coordinating its NEMT services in 2019, by creating a brokerage system to connect Medicaid beneficiaries with appropriate transportation providers. Private companies, and public and non-profit agencies, may provide transportation services under a Medicaid contract.

If a client is medically fragile and/or requires special care or equipment during their ride, non-emergency ambulette services can also be utilized. A list of ambulette providers is found in Appendix H.

Providers

A list of current Human Service Transportation Providers can be found on the following pages.

---

### Table 11: Human Service Transportation Providers

<table>
<thead>
<tr>
<th>Human Service Transportation Providers</th>
<th>Location</th>
<th>Organization Type</th>
<th>Transportation Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amherst Office on Aging</td>
<td>Amherst</td>
<td>government agency: social services</td>
<td>agency-owned or leased vehicles</td>
</tr>
<tr>
<td>Beachwood City Senior Transportation</td>
<td>Beachwood</td>
<td>government agency: private transit</td>
<td>agency-owned or leased vehicles</td>
</tr>
<tr>
<td>Board of Lake County Commissioners</td>
<td>Painesville</td>
<td>government agency: county government, funder</td>
<td>public transit</td>
</tr>
<tr>
<td>BRI on Aging</td>
<td>Cleveland</td>
<td>private nonprofit: social services</td>
<td>private transportation</td>
</tr>
<tr>
<td>Care Alliance Health Center</td>
<td>Cleveland</td>
<td>public nonprofit: medical center</td>
<td>agency-owned or leased vehicles</td>
</tr>
<tr>
<td>Catholic Charities Hispanic Senior Center</td>
<td>Cleveland</td>
<td>public nonprofit: senior center</td>
<td>transportation network companies (Uber, Lyft)</td>
</tr>
<tr>
<td>City of Beachwood</td>
<td>Beachwood</td>
<td>government agency: municipal government</td>
<td>agency-owned or leased vehicles</td>
</tr>
<tr>
<td>City of Bedford Heights</td>
<td>Bedford Heights</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
</tr>
<tr>
<td>City of Berea</td>
<td>Berea</td>
<td>government agency: municipal government</td>
<td>agency-owned or leased vehicles</td>
</tr>
</tbody>
</table>
### Table 11: Human Service Transportation Providers

<table>
<thead>
<tr>
<th>Transportation Provider/Organization</th>
<th>Location</th>
<th>Organization Type</th>
<th>Operate transportation using</th>
<th>Contract/Coordinate with</th>
<th>Provide</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Garfield Heights</td>
<td>Garfield Heights</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Solon - Senior Services</td>
<td>Solon</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td>nonprofits</td>
<td></td>
</tr>
<tr>
<td>Contract Transportation Services</td>
<td>Cleveland</td>
<td>for-profit company: private transit</td>
<td>agency-owned or leased vehicles</td>
<td>private transportation, nonprofits</td>
<td></td>
</tr>
<tr>
<td>Cuyahoga County Board of Development Disabilities</td>
<td>Cleveland</td>
<td>government agency: Board of Developmental Disabilities</td>
<td>public transit, private transportation, nonprofits</td>
<td></td>
<td>mileage reimbursement</td>
</tr>
<tr>
<td>Cuyahoga County Division of Senior and Adult Services</td>
<td>Cleveland</td>
<td>government agency: county government</td>
<td>private transportation, nonprofits</td>
<td></td>
<td>mileage reimbursement</td>
</tr>
<tr>
<td>Cuyahoga County Health and Human Services</td>
<td>Cleveland</td>
<td>government agency: social services</td>
<td>private transportation, transportation network companies (Uber/Lyft)</td>
<td></td>
<td>pre-paid transit tickets/tokens, gas cards</td>
</tr>
<tr>
<td>Donna Smallwood Activities Center and Parma Office on Aging</td>
<td>Parma</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>East End Neighborhood House, Inc.</td>
<td>Cleveland</td>
<td>public nonprofit: neighborhood/community center</td>
<td>agency-owned or leased vehicles</td>
<td>transportation network companies (Uber, Lyft)</td>
<td>pre-paid transit tickets/tokens, gas cards</td>
</tr>
<tr>
<td>Ecumenical Shelter Network of Lake County, Inc.</td>
<td>Painesville</td>
<td>private nonprofit: homeless shelter</td>
<td></td>
<td>public transit</td>
<td></td>
</tr>
<tr>
<td>Eliza Bryant Village</td>
<td>Cleveland</td>
<td>for-profit company: senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Table 11: Human Service Transportation Providers

<table>
<thead>
<tr>
<th>Human Service Transportation Providers</th>
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<th>Operate transportation using</th>
<th>Contract/Coordinate with</th>
<th>Provide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eliza Jennings</td>
<td>Olmsted Township</td>
<td>private nonprofit: aging services organization</td>
<td>agency-owned or leased vehicles</td>
<td></td>
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<tr>
<td>Fairview Park Senior Life Office</td>
<td>Fairview Park</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td>pre-paid transit tickets/tokens, gas cards</td>
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<tr>
<td>Garfield Heights Senior Center</td>
<td>Garfield Heights</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
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</tr>
<tr>
<td>Geauga County Board Developmental Disabilities</td>
<td>Chesterland</td>
<td>government agency: Board of Developmental Disabilities</td>
<td>private transportation</td>
<td></td>
<td>mileage reimbursement</td>
</tr>
<tr>
<td>Geauga County ESC</td>
<td>Chardon</td>
<td>public nonprofit: school</td>
<td>Utilize School Transportation</td>
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<tr>
<td>Hospice of the Western Reserve</td>
<td>Cleveland</td>
<td>private nonprofit: hospice</td>
<td>Utilize Ambulance Services</td>
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<td></td>
</tr>
<tr>
<td>Koinonia Homes, Inc</td>
<td>Independence</td>
<td>private nonprofit: adult day care</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
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<tr>
<td>Lake County ADAMHS Board</td>
<td>Painesville</td>
<td>government agency: Alcohol, Drug Addiction, and Mental Health Services Board</td>
<td>public transit</td>
<td></td>
<td></td>
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<tr>
<td>Lakewood Division of Aging</td>
<td>Lakewood</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td>nonprofits</td>
</tr>
<tr>
<td>Lorain County Office on Aging</td>
<td>Elyria</td>
<td>private nonprofit: social services</td>
<td>volunteer owned or leased vehicles</td>
<td></td>
<td>pre-paid transit tickets/tokens, gas cards</td>
</tr>
<tr>
<td>Lorain County Veterans Services</td>
<td>Elyria</td>
<td>government agency: advocacy group</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td>private transportation</td>
</tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Lutheran Metropolitan Ministry</td>
<td>Cleveland</td>
<td>private nonprofit: social services</td>
<td>agency-owned or leased vehicles</td>
<td>nonprofits</td>
<td>pre-paid transit tickets/tokens, gas cards</td>
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<tr>
<td>Madison Senior Center</td>
<td>Madison</td>
<td>public nonprofit: senior center</td>
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<td>public transit</td>
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<tr>
<td>Montefiore Home</td>
<td>Beachwood</td>
<td>private nonprofit: nursing home/assisted living</td>
<td>agency-owned or leased vehicles</td>
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<tr>
<td>North Olmsted Senior Center</td>
<td>North Olmsted</td>
<td>public nonprofit: senior center</td>
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<td></td>
<td>nonprofits</td>
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<tr>
<td>Ohio Living Breckenridge Village</td>
<td>Willoughby</td>
<td>private nonprofit: independent living, skilled nursing, assisted living facility</td>
<td>agency-owned or leased vehicles</td>
<td>public transit</td>
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<tr>
<td>Parma Heights Senior Center</td>
<td>Parma Heights</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
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</tr>
<tr>
<td>Project Hope</td>
<td>Painesville</td>
<td>public nonprofit: emergency homeless shelter</td>
<td></td>
<td>public transit, private transportation</td>
<td>pre-paid transit tickets/tokens, gas cards</td>
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<tr>
<td>Rose Centers for Aging Well</td>
<td>Cleveland</td>
<td>public nonprofit: senior center</td>
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<td>public transit</td>
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<tr>
<td>Senior Citizen Resources</td>
<td>Cleveland</td>
<td>private nonprofit: senior center</td>
<td>agency-owned or leased vehicles</td>
<td>public transit, private transportation</td>
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<tr>
<td>Senior Transportation Connection</td>
<td>Cleveland</td>
<td>private nonprofit: private transit</td>
<td>agency-owned or leased vehicles</td>
<td>public transit, private transportation</td>
<td></td>
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<tr>
<td>Society for Handicapped Citizens (SHC/The Arc)</td>
<td>Seville</td>
<td>private nonprofit: social services</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
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<th>Provide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southwest General</td>
<td>Middleburg Heights</td>
<td>public nonprofit: hospital</td>
<td>agency-owned or leased vehicles</td>
<td>nonprofits</td>
<td></td>
</tr>
<tr>
<td>St. James Episcopal Church</td>
<td>Painesville</td>
<td>religious nonprofit: neighborhood/community center</td>
<td>volunteer owned or leased vehicles</td>
<td>public transit</td>
<td></td>
</tr>
<tr>
<td>The City of Solon - Senior Services Department</td>
<td>Solon</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td>nonprofits</td>
<td></td>
</tr>
<tr>
<td>The Village of Brooklyn Heights</td>
<td>Brooklyn Heights</td>
<td>government agency: municipal government</td>
<td>agency-owned or leased vehicles</td>
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<td>mileage reimbursement</td>
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<tr>
<td>Tobi Transportation</td>
<td>East Cleveland</td>
<td>private nonprofit: public transit</td>
<td>agency-owned or leased vehicles</td>
<td>nonprofits</td>
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</tr>
<tr>
<td>Transport Assistance Inc.</td>
<td>Cleveland</td>
<td>private nonprofit: private transit</td>
<td>agency-owned or leased vehicles</td>
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<td></td>
</tr>
<tr>
<td>Welcome House Inc.</td>
<td>Westlake</td>
<td>private nonprofit: housing agency</td>
<td>agency-owned or leased vehicles</td>
<td>private transportation</td>
<td></td>
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<tr>
<td>West Side Community House</td>
<td>Cleveland</td>
<td>private nonprofit: social services</td>
<td>agency-owned or leased vehicles</td>
<td>private transportation</td>
<td></td>
</tr>
<tr>
<td>Western Reserve Area Agency on Aging</td>
<td>Cleveland</td>
<td>public nonprofit: social service</td>
<td>agency-owned or leased vehicles</td>
<td>public transit, nonprofits</td>
<td></td>
</tr>
<tr>
<td>Westlake Senior &amp; Community Service Department</td>
<td>Westlake</td>
<td>government agency: municipal senior center, social services</td>
<td>agency-owned or leased vehicles</td>
<td>public transit, private transportation, nonprofits, transportation network companies (Uber/Lyft)</td>
<td>milege reimbursement</td>
</tr>
<tr>
<td>Youth Opportunities Unlimited</td>
<td>North Ridgeville</td>
<td>public nonprofit: workforce development</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Other Transportation Options

Other types of private transportation can offer direct options beyond personal and public transportation. Many of these providers can also provide long-distance transportation options and may operate outside normal transit hours, giving riders the freedom for more spontaneous travel.

The information below includes air, bus, rail, taxicab, shuttle, limousine, and charter bus and pertinent accessibility information for each provider.

Air

The NOACA region is served by one international airport, Cleveland Hopkins International Airport (Cleveland Hopkins or CLE), which is owned and operated by the City of Cleveland. Cleveland Hopkins is Ohio’s busiest airport, serving 9.6 million passengers in 2018. Airlines that fly in and out of Cleveland Hopkins include: Air Canada, Allegiant, American Airlines, Delta Airlines, Frontier Airlines, Jet Blue, Southwest Airlines, Spirit, and United Airlines.

Cleveland Hopkins provides wheelchair assistance from curbside through the airport. The airport’s on-demand taxi fleet is also equipped with ADA-accessible vehicles. Greater Cleveland Regional Transit Authority offers access via Bus Route 22 (fixed route) and through its Red Line rail line. The Red Line began offering trips from downtown Cleveland to the airport in 1968, and was the first rapid transit service to an international airport in North America.

The region is also home to six smaller airports: Burke Lakefront (BKL), Cuyahoga County Airport (CGF), Geauga County Airport Authority (7G8), Lorain County Regional Airport (LPR), Lost Nation Airport (LNN), and Medina Municipal Airport (1G5). These airports provide service for corporate and business flights, charter flights, aircraft and hangar rental, flight instruction, and aviation maintenance, and they may also function as General Aviation Reliever Airports to Cleveland Hopkins.

Bus

Fixed route inter-regional bus service is provided by Greyhound, Mega Bus, and GoBus.

**Greyhound** is the largest intercity bus provider in North America, operating its Greyhound Express Service across Ohio. In the NOACA region, Greyhound has stops in Broadview Heights, Cleveland, Elyria, and Parma. Greyhound offers priority seating to seniors and individuals with disabilities, and offers assistance getting on and off the bus. Buses are equipped with lifts and can accommodate two wheelchairs/mobility aids. Greyhound also accommodates service animals and offers ticketing assistance to those unable to book electronically.

**Megabus** is a low-cost bus line offering service between North American cities and university campuses. In Cleveland, Megabus stops at the Stephanie Tubbs Jones Transit Center which is accessible by the free E Line Trolley operated by GCRTA. Megabus buses are ADA-accessible and accommodate customers with mobility difficulties, sight impairments, and individuals with mobility devices and service animals. Riders should request accessibility services when buying tickets as each bus can accommodate only two mobility devices.

**GoBus** is an Ohio-based bus system run by Hocking Athens Perry Community Action’s Transportation Division. Bus routes are located to connect rural residents with urban centers throughout the state. GoBus is funded by the FTA’s Rural Intercity Bus Program (Section 5311(f)).
fixed routes connect the cities of Athens, Cleveland, Columbus, Marietta, Parkersburg, Van Wert, and Wooster, as well as smaller communities along the routes. All buses are wheelchair accessible and GoBus notes that drivers are trained to assist passengers with boarding and de-boarding, wheeled mobility devices, oxygen, respirators and medicine, personal care assistants, and service animals.

**Rail**

Amtrak is the national provider of medium- and long-distance train travel in the United States. Amtrak offers service in 46 states, Washington, D.C., and three Canadian provinces. In the NOACA region, Amtrak operates the Lake Shore Limited line from New York/Boston through Chicago, stopping at stations in Cleveland and Elyria.

Amtrak offers accommodations for individuals with mobility constraints, offering special reservations for mobility device space or stowage, and sleeper car rooms. Reservations can be made for these services by phone, online, text telephone (TTY), or at stations. Special discount rates are also available to passengers with disabilities and one travel companion. Most stations are ADA accessible, and Amtrak offers special assistance at stations staffed by employees.

Amtrak’s Cleveland station is staffed by employees and has accessible restrooms, waiting areas, platforms, and wheelchair lifts. Elyria’s station has an accessible platform and a small, sheltered waiting area, but is not-staffed and does not have restrooms.

**Taxicab, Shuttle, Limousine, Charter Bus, Transportation Network Companies**

Other private/for-hire transportation services available in Northeast Ohio include traditional taxi-cab companies, shuttle and limousine services, and bus charters. Additionally, transportation network companies (TNCs) have become a popular, on-demand option in the region.

The Public Utilities Commission of Ohio (PUCO) considers TNCs to be “any company operating in Ohio that uses a digital network to connect riders with drivers who provide transportation services. This includes companies such as Lyft and Uber.” Since 2012, TNCs have expanded service rapidly and had not followed, or been required to follow, regulations that govern traditional private, for-hire service like taxicabs. Texas A&M Transportation Institute reports that as of June 2017, 48 states and the District of Columbia have implemented some type of regulation for TNCs. By Ohio law, TNCs are required to apply for a permit through PUCO to “help ensure safe and reliable service to all Ohio consumers who use these TNCs.”

A list of taxicab, shuttle, limousine, charter bus, and TNC providers, is available in Appendix Section H.

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4
Assessment of Transportation Needs
4. Assessment of Transportation Needs

Specialized Transportation Needs: National Trends

The anticipated need for specialized transportation is based on population projections in the United States. National trends that also impact future needs include implementation of new technologies, land use patterns and changing quality of life factors.

Aging and Driving

As discussed in Chapter 2: Study Area and Target Populations, specialized transportation needs are expected to grow as greater percentages of the U.S. population move into older age cohorts. In the report “An Aging Nation: The Older Population in the United States,” published by the US Census Bureau, the number of adults 65 and over is expected to double from 2012 to 2050 (43.1 million to 83.7 million). This projected increase is due to the aging Baby Boomer generation and longer life expectancies.

While some older adults may choose, and safely be able, to continue driving personal vehicles, many find themselves unable to or impaired. The National Highway Traffic Safety Administration (NHTSA) reports that 6,784 people over the age of 65 were killed in crashes in 2017, making up 18% of all traffic fatalities. Physical limitations, frailty, cognitive decline and various medical conditions can make driving unsafe. NHTSA advises that “if you’ve noticed changes in your vision, physical fitness, attention, and ability to quickly react to sudden changes, it’s important to understand how these changes may be affecting your ability to drive safely.” NHTSA, The Clearinghouse for Older Road User Safety (ChORUS), the American Automobile Association (AAA), the Ohio Department of Aging, and Center for Disease Control and Prevention offer a variety of resources for seniors and their families, as well as advocating for safe roadways, users, and vehicles.

When older adults stop driving, or if they do not have access to a personal vehicle, they often experience a significant loss of independence. To combat this loss in mobility, additional transportation options are vital to the health and safety of this growing age cohort.

Self-Determination for Seniors and Individuals with Disabilities

With changing views and understanding of quality of life factors, emphasis is being placed on the benefits of community integration of seniors and individuals with disabilities and the transportation needs that result. The American Association of Retired Persons (AARP) notes that “the vast majority of older adults want to age in place so they can continue to live in their own homes or communities. Their report “Aging in Place: A State Survey of Livability Policies and Practices”

specifically found that transportation was a core concern and that “increased mobility options can reduce reliance on transportation by personal car.”

Likewise, disability advocates espouse the Independent Living Movement, encouraging “consumer control, the idea that people with disabilities are the best experts on their own needs, having crucial and valuable perspective to contribute and deserving of equal opportunity to decide how to live, work, and take part in their communities, particularly in reference to services that powerfully affect their day-to-day lives and access to independence.” Emphasis on consumer choice, from employment and housing to transportation provider, allows individuals with disabilities to have greater personal autonomy and to experience greater integration in their communities.

**Specialized Transportation Needs: Northeast Ohio**

The regional characteristics of Northeast Ohio present challenges and opportunities for providing specialized transportation services. As discussed in Chapter 2: Study Area and Target Populations, the five-county NOACA region has seen a decrease in overall population over the past 50 years. Development and land-use patterns in Northeast Ohio have created a rise in decentralized job hubs, medical facilities, and social service resources, while affordable housing stock continues to remain in urban neighborhoods and inner ring suburbs. For individuals who are dependent on transit and specialized transportation, this can create long-term social and economic exclusion.

Additionally, NOACA’s counties are made up of urban, suburban, and rural communities, each with its own needs and resources. Understanding the characteristics of each area helps identify the best solutions and prioritize action steps.

Northeast Ohio is also home to large medical facilities: Cleveland Clinic, University Hospitals Cleveland Medical Center and The MetroHealth System. In 2018, U.S. News and Word Report ranked Cleveland Clinic as the second best hospital in the United States. Each hospital system has numerous hospitals, institutes, and medical offices around the region, often with specialties housed together in one location. Patients from all over the world seek medical care in Northeast Ohio, while many local residents may still struggle to gain access to services in their own region due to transportation barriers.

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4. National Council on Independent Living. [https://www.ncil.org/about/aboutil/](https://www.ncil.org/about/aboutil/)


Public Involvement

Federal policy requires public engagement as a vital piece of the coordinated planning process. The FTA’s Section 5310 Circular\(^7\) states that all projects funded through Section 5310 must be “included in a locally developed coordinated public transit-human services transportation plan.” Additionally, the law dictates that the plan must be

Feedback from specialized transportation users and providers help to establish a plan that is relevant to the needs of the region and the realities of their experiences.

To collect as much public feedback on transportation needs in Northeast Ohio as possible, and to develop goals and strategies to meet those needs, NOACA staff conducted surveys, held public meetings, and sought input from stakeholder groups.

Client/Rider Survey

NOACA’s Client/Rider Survey was developed with feedback from stakeholder groups and designed to be as accessible and inclusive as possible, while utilizing person-centered language\(^8\). Survey questions were posed to highlight the individual taking the survey and how they chose to identify themselves. All questions were completely voluntary, and choosing not to answer specific questions did not disqualify the survey from being counted. NOACA’s Transit Council, Community Advisory Council, and Rural Advisory Council; Northeast Ohio Mobility Coalition; and Services for Independent Living Disability Coalition all gave their feedback on the survey before it was finalized and made available to the public.

The Client/Rider Survey was available from July 15 through September 30, 2018. The survey was advertised on NOACA’s website and social media pages, in the NEO Mobility Coalition newsletter, and through specialized transportation advocacy email groups. Survey information fliers were also distributed at Coordinated Plan public meeting locations and regional libraries. Respondents were able to complete the survey online, by phone, in-person interview, or on paper. The survey was taken by 111 individuals.

Public Meetings, Community Events, and Stakeholder Feedback

NOACA staff facilitated at least one public meeting in each of the five counties in the NOACA region. Meetings consisted of introductions of participants and facilitators, and a presentation about NOACA and the Coordinated Plan history and process. Turning Point interactive polling devices and software were used to administer the Client/Rider Survey anonymously and to spark discussion. The survey was answered by approximately 60 individuals during public meetings.

Meeting locations were chosen based upon ADA accessibility, proximity to transit lines, and venue availability. Some meeting sites were also chosen for their location within Environmental Justice areas\(^9\). Meetings were advertised on NOACA’s website and social media, in the NEO Mobility Coalition newsletter, and through specialized transportation advocacy email groups. Meeting information fliers were also distributed to all public libraries in the five-county region.


\(^8\) Client/Rider Survey found in Appendix I, information about person-centered language found in Appendix J

\(^9\) Environmental Justice area map located in Appendix I
Table 12: NOACA Coordinated Plan Public Meetings

<table>
<thead>
<tr>
<th>Meeting Date</th>
<th>Time</th>
<th>Location</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 16, 2018</td>
<td>3:30-5 p.m.</td>
<td>Medina Public Library, Medina, OH</td>
<td>Medina</td>
</tr>
<tr>
<td>July 16, 2018</td>
<td>6:30-8 p.m.</td>
<td>Cuyahoga County Public Library, Fairview Park, OH</td>
<td>Cuyahoga (West)</td>
</tr>
<tr>
<td>July 17, 2018</td>
<td>2:30-4 p.m.</td>
<td>Cuyahoga County Public Library, Warrensville Heights, OH</td>
<td>Cuyahoga (East)</td>
</tr>
<tr>
<td>July 17, 2018</td>
<td>6:30-8 p.m.</td>
<td>Morley Library, Painesville, OH</td>
<td>Lake</td>
</tr>
<tr>
<td>July 19, 2018</td>
<td>Noon-1 p.m.</td>
<td>Cleveland Public Library (Downtown branch), Cleveland, OH</td>
<td>Cuyahoga (Central)</td>
</tr>
<tr>
<td>July 19, 2018</td>
<td>6:30-8 p.m.</td>
<td>Chardon Public Library, Chardon, OH</td>
<td>Geauga</td>
</tr>
<tr>
<td>August 2, 2018</td>
<td>4:00-5:30 p.m.</td>
<td>Cleveland Public Library (Collinwood neighborhood Branch), Cleveland, OH</td>
<td>Cuyahoga</td>
</tr>
<tr>
<td>March 28, 2019</td>
<td>6:30-8 p.m.</td>
<td>Lorain County Transportation and Community Center, Elyria, OH</td>
<td>Lorain</td>
</tr>
</tbody>
</table>

Table 13: Community Events and Stakeholder Feedback

<table>
<thead>
<tr>
<th>Meeting Date</th>
<th>Event</th>
<th>Organization Information</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 25, 2018</td>
<td>Wade Oval Wednesday ADA Celebration</td>
<td>Wade Oval Wednesday Community event hosted by University Circle Inc. In conjunction with ADA Cleveland, the event celebrated the 28th Anniversary of the Americans with Disabilities Act.</td>
<td>Cleveland</td>
</tr>
<tr>
<td>August 3, 2018</td>
<td>Services for Independent Living (SIL) Disability Transportation Coalition meeting</td>
<td>SIL is a non-profit agency dedicated to promoting independence for individuals with disabilities, empowering them to integrate fully in their communities. The Disability Transportation Coalition is made up of self-advocates and professional stakeholders who work on transportation issues and advocate for equity.</td>
<td>Euclid, OH</td>
</tr>
<tr>
<td>August 14, 2018</td>
<td>NEO Mobility Coalition meeting</td>
<td>The Northeast Ohio Mobility Coalition brings together transportation providers and stakeholders to encourage coordination and information sharing.</td>
<td>Cleveland</td>
</tr>
<tr>
<td>September 26, 2018</td>
<td>Age-Friendly Cleveland Committee Meeting</td>
<td>In 2014, the World Health Organization designed the City of Cleveland as an “Age-Friendly City.” The Age-Friendly Cleveland Committee works to implement the strategies from 2016 Age-Friendly Action Plan which includes Transportation as a “domain of city life that may influence the health and quality of life for older adults.”</td>
<td>Cleveland</td>
</tr>
</tbody>
</table>
Provider/Stakeholder Survey

The Provider/Stakeholder Survey was developed not only to inventory the available providers in the region, but to also gather information about transportation successes and struggles from experts and stakeholders in the field. The survey asked general questions about the organizations and the clients they serve. Detailed information was also requested pertaining to the organizations’ provision of direct or indirect transportation service.

This feedback informed the goals and strategies of the plan, and detailed provider information will be used to populate an online provider database. The Provider/Stakeholder Survey also provided an opportunity for those interested in future Section 5310 funding to participate in the coordinated planning process.

The Provider/Stakeholder Survey was available from September 30, 2018 through April 26, 2019. The survey was advertised on NOACA’s website and social media pages, in the NEO Mobility Coalition newsletter, and through specialized transportation advocacy email groups. Respondents were able to complete the survey online. The survey was completed by 65 transportation providers and/or stakeholders.

Assessment of Feedback

Summary of Client/Rider Survey Data, and Public Meeting Comments

The following information was captured by combining survey results completed by all methods, and from comment and discussion during public meetings. Detailed survey results and public meeting notes can be found in Appendix H.

Concerning current transportation options, survey respondents pointed to using personal vehicles, walking, and bus transit on a regular basis (see Chart 1).

Chart 1. Transportation Service Respondent Uses on a Regular Basis

<table>
<thead>
<tr>
<th>Type of Transportation Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal vehicle</td>
<td>84%</td>
</tr>
<tr>
<td>Paratransit or human service agency transportation</td>
<td>30%</td>
</tr>
<tr>
<td>Rapid transit or train</td>
<td>28%</td>
</tr>
<tr>
<td>Bus transit</td>
<td>61%</td>
</tr>
<tr>
<td>Wheelchair or mobility aid/device</td>
<td>32%</td>
</tr>
<tr>
<td>Walking</td>
<td>71%</td>
</tr>
<tr>
<td>Taxi</td>
<td>9%</td>
</tr>
<tr>
<td>Transportation network company (Uber, Lyft)</td>
<td>22%</td>
</tr>
<tr>
<td>Bike</td>
<td>22%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>20%</td>
</tr>
</tbody>
</table>

A copy of the Provider/Stakeholder Survey found in Appendix I of this report
When asked about issues or limitation with these services, respondents repeatedly pointed to:

- timeliness of scheduled rides, fixed routes
- limited transportation service areas
- limited availability in evenings and on weekends
- high costs to riders and providers
- increased demand for limited services
- inability to cross county lines
- unreliable transportation affects access to employment
- unsafe waiting areas/transit stops
- difficulty with physical access to transportation

Respondents suggested the following for improving issues and limitations:

- coordinated better between transportation providers
- expand service
- use technology to improve communication
- improve accessibility to regional resources
- improve pedestrian safety to access transportation
- use smaller vehicles for better efficiencies
- increase funding, explore creative funding sources
- promote policies that recognize quality-of-life for specialized populations

Survey respondents and public meeting attendees were also asked to identify the types of transportation services they would like to use on a regular basis. The top three answers were bus transit, rapid transit or train, and personal vehicle (see Chart 2).

Chart 2. Transportation Service Respondent Would Like to Use
When asked what kept them from using the services they would like to use, responses included:

- physical limitations
- services not accessible to wheelchair or mobility device
- high cost/not affordable
- safety
- service not available or limited to specific days/times
- education and communication about service
- lack of incentive to use service
- lack of or limited connections between different modes of transportation

Grocery stores, work or volunteer opportunities, and medical appointments were listed as the top three destinations that respondents needed or wanted to go to most often (see Chart 3).

**Chart 3. Top 3 Destinations**

![Chart showing top 3 destinations](image)

Respondents also commented that religious and cultural activities, social events, and last-minute destinations are important destinations, and that they do not always want to rely on friends or family to take them where they want and need to go.
The inability to cross county lines was the respondents’ top unmet transportation need or issue (see Chart 4). Many people said the combination of one or more of the issues was their greatest concern, while others noted that unreliable scheduling negatively affected their ability to work where they desired.

Chart 4. Biggest Unmet Transportation Need or Issue

Respondents were then asked how they thought these needs or issues could be improved, and the steps they would suggest transportation providers and decision makers take. Comments included:

- explore regional transit opportunities
- increase routes and availability of service
- increase investment in transportation at all levels of government
- offer education and marketing about transportation options
- aim advocacy efforts at decision makers
- provide education and training for drivers
- consider all potential users when developing and implementing new technologies
- offer cross-county options vital to employment and economic vitality
Finally, survey and public meeting participants were asked to self-identify by demographic types (if they felt comfortable doing so) (see Chart 5).

Chart 5. Demographic Self-Identification
Summary of Provider/Stakeholder Survey

The following information was captured by analyzing all survey results completed online. All respondents were asked general questions about their organization/agency/company, and then were given the opportunity to answer more specific questions based on whether their organization provides director or indirect transportation services. Detailed survey results and a complete inventory of providers can be found in Appendix H.

In response to the respondents’ general type of organization, the top three answers were government agency, private nonprofit, and public nonprofit (see Chart 6).

Chart 6. Respondent’s Organization Type
To understand the focus of each organizations’ services, respondents were asked to describe their organization. Approximately 25% identified as a senior center, while another quarter said they focused on social services (see Chart 7).

**Chart 7. Focus of Respondent's Organizations**

Other responses included:

- Homeless shelter
- Workforce development
- Hospice
- Health department
When asked the greatest barriers to mobility for their clients, the respondents’ top three answers were physical disability, low income, and frailty or limited stamina (see Chart 8).

Chart 8. Biggest Barriers to Mobility for Respondents’ Clients

Other responses included:

- Lack of resources
- Homelessness
- Lack of family support
- No driver’s license
- Limited service near client
- High demand for services
Respondents were then asked to **identify the top three destinations for their clients.** Medical appointments/dialysis made up one third of all responses. Personal trips/appointments and recreational/cultural/spiritual events rounded out the top three answers (see Chart 9).

**Chart 9. Top Three Destinations for Respondents’ Clients**
Respondents were also asked to identify all the ways that transportation service is provided to clients. Over 30 percent answered that their organization operated transportation services using owned or leased vehicles, while another third utilized contracts with other providers (see Chart 10).

Chart 10. Type of Transportation Service Provided

<table>
<thead>
<tr>
<th>HOW DOES YOUR ORGANIZATION PROVIDE TRANSPORTATION TO YOUR CLIENTS? (CHECK ALL THAT APPLY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>we do not provide transportation</td>
</tr>
<tr>
<td>provide pre-paid transit tickets/tokens, gas cards</td>
</tr>
<tr>
<td>reimburse for mileage</td>
</tr>
<tr>
<td>contract/coordination with transportation network companies (ex. Lyft, Uber)</td>
</tr>
<tr>
<td>contract/coordination with non-profits</td>
</tr>
<tr>
<td>contract/coordination with private transit</td>
</tr>
<tr>
<td>contract/coordination with public transit</td>
</tr>
<tr>
<td>operate transportation using volunteer owned or leased</td>
</tr>
<tr>
<td>operate transportation using agency-owned or leased vehicles</td>
</tr>
</tbody>
</table>
Stakeholders whose organizations provide transportation services directly were asked about the **type of scheduling used**, the **level of service provided**, and their **ability to accommodate specialized needs or situations**. The top types of scheduling types were demand response, group scheduling, and fixed route, while the majority of services included driver assistance with equipment and packages, door to door, and curb to curb. Accommodations included wheelchairs, caretakers/aides, service animals, and motorized scooters, among others (see Charts 11, 12, and 13).

**Chart 11. Transportation Scheduling Type**
Chart 12. Transportation Service Provided

What level of service does your organization provide?

Chart 13. Accommodations Provided

DO YOU HAVE THE ABILITY TO ACCOMMODATE ANY OF THE FOLLOWING? (CHECK ALL THAT APPLY)

- Caretakers or aides: 33 responses
- Individuals with mental/behavioral issues: 26 responses
- Service animals: 27 responses
- Bariatric patients and mobility devices: 11 responses
- Motorized scooters: 26 responses
- Wheelchairs: 34 responses
Respondents were also asked to identify reasons they may have to turn away clients. More than half cited denial due to the client’s destination being outside their service area. The inability for providers to cross county lines or political boundaries and/or accommodate client’s disability or assistive device rounded out the top three responses (see Chart 14).

Chart 14. Reason for Denial of Transportation Service

Other responses included:
- Full schedules/vehicles at capacity
- Funding limitations
- Drivers unavailable
Respondents were also asked open-ended questions about their services, not only to complete the inventory of available providers, but to shed light on the experiences of specialized transportation providers.

When asked about organizational challenges and barriers to providing transportation, respondents consistently pointed to funding and the difficulty in hiring and retaining drivers.

Additional responses included:

- Growing demand
- New technologies
- Vehicle maintenance

**Summary of Transportation Needs**

In review of the feedback gleaned from all outreach methods, themes emerged identifying areas that need to be addressed, or will need to be addressed in the future. Some respondents in public meetings noted that they choose to drive personal vehicles when able, but many noted that there may be a time when they will need other transportation options. Meeting participants pointed to friends and loved ones who felt a loss of independence when they were unable to drive. Others were quick to note that for a portion of the population, “choice” is not a factor; accessible vehicles, human service transportation, and transit are the only options for personal mobility.

Riders and clients consistently identified intercounty travel, limited service areas, restricted schedules, timeliness of service, unsafe pedestrian paths and waiting areas, and lack of communication and education as barriers to their mobility.

Transportation providers and stakeholders cited high and increasing demand for services as a concern. Others noted that funding stipulations and operating costs impact the services they are able to provide, including: service area boundaries, passenger capacity, travel schedules, and driver labor costs. Additionally, providers noted that they experienced difficulty finding and retaining qualified drivers for their vehicle fleets.
MOVE Lorain County Coordinated Transportation Plan

The eastern portion of Lorain County in northeast Ohio is designated as part of the Cleveland urbanized area (UZA), and is eligible for Section 5310 funds through NOACA's program. The remainder of the county is comprised of small urban (Lorain-Elyria) and rural, and is eligible for Section 5310 funding from the Ohio Department of Transportation (ODOT). ODOT requires Section 5310 funded projects to be included in a coordinated plan and has encouraged county-specific plans for its small urban/rural recipients, noting that the lead agency responsible for undertaking a county coordinated plan is determined locally.

Mobility and Opportunity for a Vibrant Economy (MOVE) Lorain County is a 501(c)(4) nonprofit organization focusing on transportation needs in Lorain County. MOVE Lorain County identifies advocacy, mobility solutions, and outreach as its three main focus areas. In 2018, MOVE Lorain County began a county-specific coordinated plan process and adopted a completed plan to submit to the Ohio Department of Transportation.

MOVE Lorain County’s coordinated plan process was similar to that of NOACA and included: public outreach meetings, stakeholder meetings and public needs survey. The plan objectives stated are:

1) Identify all community resources including:
   • Senior Transportation
   • Private Transportation
   • Non-Profit Transportation
   • Paratransit
   • Active Transportation i.e. biking, walking
   • Ridesharing
   • Carsharing
   • Carpooling
   • Northeast Ohio Area Coordinated Agency (NOACA)
   • Lorain County Transit

2) Identify and Prioritize community transportation needs

<table>
<thead>
<tr>
<th>Rank</th>
<th>Unmet Need Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Improve awareness of transportation options</td>
</tr>
<tr>
<td>2</td>
<td>Increase access to grocery stores, and drugstores</td>
</tr>
<tr>
<td>3</td>
<td>Increase access to doctors and medical services</td>
</tr>
<tr>
<td>4</td>
<td>Improve transport for elderly and disabled</td>
</tr>
<tr>
<td>5</td>
<td>Increase ride-share options</td>
</tr>
<tr>
<td>6</td>
<td>Increase bike paths and bike-friendly roads</td>
</tr>
<tr>
<td>7</td>
<td>Improve sidewalks for walking-friendly roads</td>
</tr>
<tr>
<td>8</td>
<td>Develop and implement a Mobility Management Program</td>
</tr>
<tr>
<td>9</td>
<td>Continue 5310 funding</td>
</tr>
<tr>
<td>10</td>
<td>Coordinate county-wide efforts</td>
</tr>
</tbody>
</table>

Source: MOVE Lorain County Coordinated Plan
3) Establish a clear plan for achieving shared goals

- Increase Awareness of Transportation options
- Develop and Implement a Mobility Management Program
- Explore Data Collection & Planning Synergies
- Coordinate Educational Training Programs
- Explore Transportation Pilot Projects

Mobilize: Accessibility for Independence also covers Lorain County and considers identified needs, goals, and strategies in a regional context. The unmet transportation needs from the MOVE Lorain coordinated plan align closely with those identified in Mobilize, namely the need for: increased access to resources for seniors and individuals with disabilities, increased awareness of transportation options, and improved infrastructure for mobility. The goals and strategies in the MOVE Lorain coordinated plan are also similar to those set forth in Mobilize and identified in Chapter 511. 

More information on connections between county and regional Goals and Strategies found in Appendix J
5 Goals & Strategies
5. Goals and Strategies

Goals for the Future

The Coordinated Plan Goals for the Future reflect the feedback of transportation providers, clients, and the public. Input from public and stakeholder meetings, a Client/Rider survey, a Stakeholder/Specialized Transportation Provider survey, and NOACA Advisory Councils were compiled to create and prioritize strategies. The four overarching goals for the region encompass the needs identified through public participation and outreach.

1. Improve and expand transportation options for seniors and individuals with disabilities

2. Improve accessibility, affordability, and quality of transportation services for seniors and individuals with disabilities

3. Improve coordination of transportation services and resources

4. Increase awareness of transportation issues and resources
Strategies for Implementation

The strategies below were identified to further the overarching goals of the Coordinated Plan. The strategies include “Potential Actions” that serve as launching points for implementation. Strategies are prioritized by anticipated funding, available resources, and the timeframe of implementation.

Provide a platform for identifying transportation resources and service

Develop and implement educational programs and training opportunities for seniors, individuals with disabilities, advocate, stakeholders, and drivers

Explore accessibility and relationships with Transportation Network Companies (TNCs)

Mitigate environmental barriers

Use technologies to improve communication between riders, drivers, and transportation providers

Improve frequency and timeliness of service

Improve cross-county transportation options and efficiencies

Improve access to underserved and unserved areas

Improve/increase night, weekend, and last-minute transportation options
According to the *New York City Mobility Management Resource guide*, “Access to information is almost as important as access to the service itself.” One strategy suggested in stakeholder and public outreach is a “one-stop shop” for education and resource sharing. Residents, human service agencies, and other stakeholders could use an interactive website to obtain ride information. Additionally, a printed guide with similar information would be a useful resource for those who do not readily have access to the internet; the guides could be distributed through human service agencies, community centers, and health centers.

**Timeline:**
Short-term implementation, maintenance after initial roll-out

**Implementation partners:**
NOACA, Northeast Ohio (NEO) Mobility Coalition, Age-Friendly Cleveland, specialized transportation providers, social service agencies

**Potential Actions:**
- Implement a searchable, online specialized transportation provider database accessible to all users with search criteria that includes accessibility needs, locations served, clients served, payment options, and time and date of service.
- Update existing provider information in online provider database and add new providers, annually at minimum.
- Pursue funding opportunities through the Federal Transit Administration’s (FTA’s) Innovative Coordinated Access and Mobility pilot program to support the online database, functionality improvements, and upgrades.
- Educate database users and distribute printed guides with basic transportation provider information.

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Develop and implement educational programs and training opportunities for seniors, individuals with disabilities, advocates, stakeholders, and drivers

The need for communication and awareness was consistently discussed among transportation providers, advocates and clients. The general public may also lack understanding of mobility limitations, especially when it does not touch their day to day lives.

Suggested topics for educational series or public awareness campaigns include:

- Coordination of diverse funding streams to support transportation
- Medicare and Medicaid requirements for providers and clients
  - Regulations and inspections for providers
- Hiring of qualified drivers and implementation of training and customer service standards
  - Person-centered service and consumer choice
  - Marketing and advertising of available services
- Advocation for transit and specialized transportation support (public, decision-makers, and governing bodies)
- Driving and Aging: use the publications “Stay Fit to Drive” and “MyMobility Plan,” as support and education for family members
- Autonomous vehicles and their impact on mobility
- Advocating for accessible taxis
- Travel training

2 Ohio Department of Transportation, Stay Fit to Drive. (See Appendix Section J)
3 Centers for Disease Control and Prevention, My Mobility Plan. (See Appendix Section J)
Timeline:
Short-term implementation, ongoing

Implementation Partners:
NOACA, NEO Mobility Coalition, specialized transportation providers, social service agencies, Northeast Ohio advocacy groups

Potential Actions:
• Use NEO Mobility Coalition to host educational series and continue to facilitate discussion between regional transportation providers at quarterly meetings.
• Feature educational topics in NEO Mobility Coalition Quarterly Newsletter and share information about conferences, webinars, trainings, and other educational opportunities.
• Use advocacy group stakeholders and their extensive knowledge to create awareness and lead advocacy efforts.
Transportation network companies (TNCs) such as Uber and Lyft have surged into the on-demand transportation market in the last several years. These companies make use of independent contract employees who offer rides in their personal cars, lowering the overhead costs that riders would experience with traditional taxi services. The ride scheduling, payment, and communications system is maintained on a phone application, making for an easy mobility solution for many users.

TNCs, however, have been slow to address accessibility concerns. Because drivers operate their own vehicles as an independent contractor, there are very few that can accommodate individuals in wheelchairs or with other mobility issues. Additionally, the drivers are not required to receive training to assist individuals with specialized needs or to accommodate service animals.

Feedback from the client/rider survey shows that while many specialized transportation users are interested in TNCs, many feel uncomfortable or unsafe riding with a stranger. Individuals also expressed that they did not understand how to use the app-based system or did not have cell phones with app functionality. The service also requires users to pay by credit or debit card, which is prohibitive to potential users who are “unbanked.”

### Timeline:
- Short-term implementation, ongoing

### Implementation Partners:
- Transit agencies, NEO Mobility Coalition, social service agencies, Northeast Ohio advocacy groups

### Potential Actions:
- Create relationships with TNCs and advocate for accessibility solutions and background checks for all drivers.
- Explore and evaluate pilot programs with organizations that use intermediary agencies to schedule rides and facilitate payment on behalf of users, for example RideHealth, Gogo Grandparent.
- Use TNCs for “first and last mile” trips, connecting riders to public transit and other transportation providers, and to underserved or underserved destinations (see Strategies 6, 7).

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Mitigate environmental barriers

Physical infrastructure is another barrier to mobility for seniors and individuals with disabilities. Clients and riders emphasized that inaccessible or poorly maintained sidewalks, driveways, and curb ramps discouraged them from using public transit. Some felt unsafe at transportation waiting areas, especially in the dark or during inclement weather.

Public Right of Way Accessibility Guidelines (PROWAG), developed by the United States Access Board, offer guidance when siting and designing pedestrian paths and facilities. PROWAG includes minimum standards for pedestrian access routes, street crossings, curb ramps, accessible signals, signs, street furniture, on-street parking, loading and unloading zones, transit stops and waiting areas, and stairways. Unlike the Standards for Accessible Design which are enforceable under the Americans with Disabilities Act, PROWAG has not yet been adopted by the U.S. Department of Justice and U.S. Department of Transportation; however, PROWAG are generally regarded as best practices in accessible pedestrian and street design.

Timeline:
Medium-term implementation, ongoing

Implementation Partners:
Transit agencies, Age-Friendly Cleveland, NEO Mobility Coalition, specialized transportation providers, social service agencies, Northeast Ohio advocacy groups, cities and municipalities

Potential Actions:
• Encourage communities to implement PROWAG as best practice in pedestrian plans, Complete Streets policies and roadway design.
• Advocate for PROWAG to be adopted by the U.S. Department of Justice and Department of Transportation.
• Participate in NOACA’s Bike and Pedestrian Plan process and utilize outcomes to inform Coordinated Plan activities and future updates.
• Pursue funding for sheltered transit waiting areas.
• Site transit waiting environments in well-lit, easily-accessible locations.
• Educate the general public on the importance of maintaining sidewalks and curbs in their communities during inclement weather.
• Implement volunteer and community service programs to maintain driveways, sidewalks and curbs for seniors and people with disabilities.


6 See Age-Friendly Cleveland 2019 Action Plan “Snow Removal” in Appendix J
Use technologies to improve communication between riders, drivers, and transportation providers

Effective communication between all parties is vital to safe and efficient transportation service. Clients and riders shared that courteous and timely communication helped them to be prepared when transportation arrived, without needing to wait in unsafe or uncomfortable conditions. Use of technology improves efficiencies for provider operations and can allow for more clients to be served. While new technologies are improving the provision of specialized services, accessibility and ease of use for seniors and individuals with disabilities must be a priority.

**Timeline:**
Medium-term implementation, ongoing

**Implementation Partners:**
Transit agencies, NEO Mobility Coalition, specialized transportation providers, social service agencies

**Potential Actions:**
- Use the NEO Mobility Coalition to facilitate discussion between transportation providers, sharing their experiences with communications and scheduling technology.
- Share updates and resources from FTA’s Office of Research and Innovation that focus on new mobility technologies, including results from the Mobility on Demand Sandbox grant pilot program.
- Pursue funding opportunities through the FTA’s Innovative Coordinated Access and Mobility pilot program to support technology upgrades.
- Advocate for new technologies to be accessible for users of varying ability levels and to pursue feedback from seniors and individuals with disabilities during development.
Transportation during weekday “business hours” makes up a significant proportion of trips by specialized transportation providers. The focus on this service is important, but leaves clients feeling that night and weekend trips for personal errands, social events and cultural activities are neglected and “non-essential.” For a majority of providers, booking trips in advance is necessary for route planning and operational efficiency, but can leave clients without options when a last-minute trip is needed. Specialized transportation providers are often unable to provide these “premium services” due to funding limitations and difficulty finding qualified drivers.

**Timeline:**
Long-term implementation, ongoing

**Implementation Partners:**
Transit agencies, specialized transportation providers, social service agencies, Northeast Ohio advocacy groups, cities and municipalities

**Potential Actions:**
- Prioritize replacement/expansion vehicles for Section 5310 funding to maintain current vehicle fleet volumes and to develop new routes and service to meet demands. Allocate at least 60% of funding to public transit agencies providing paratransit service and up to 40% to municipalities, nonprofits, and social service agencies providing specialized transportation.
- Create relationships with Transportation Network Companies (see Strategy 3).
- Increase access to ADA-accessible Taxis.
- Explore volunteer driver programs.
- Pursue funding for pilot programs that explore night and weekend transportation services.
Improve access to underserved and unserved areas

A commonly addressed concern from survey respondents is that health care facilities, job hubs and vocational training programs are located in areas that are underserved or unserved by transportation providers. Survey participants shared that they have had to find new physicians due to relocations of hospitals or specialty offices, while others explained that those in the workforce often turn down jobs because they cannot secure safe and reliable transportation to and from work. These issues are especially difficult for those living in rural areas and/or locations not served by public transit systems.

**Timeline:**
Long-term implementation, ongoing

**Implementation Partners:**
Transit agencies, specialized transportation providers, social service agencies

**Potential Actions:**
- Prioritize replacement/expansion vehicles for Section 5310 funding to maintain current vehicle fleet volumes and develop new routes and service to meet demands. Allocate at least 60% of funding to public transit agencies providing paratransit service and up to 40% to municipalities, nonprofits, and social service agencies providing specialized transportation.
- Participate in NOACA’s Regional Strategic Transit Plan process and utilize outcomes to inform Coordinated Plan activities and future updates.
- Encourage Transit-Oriented Development: consider proximity to transit and other modes of transportation when siting new development, especially if the intended use caters to seniors and/or individuals with disabilities.
- Explore multimodal options to connect clients and riders with available transportation outside their pick-up and drop-off locations (see Strategy 3).
- Explore volunteer transportation programs.
- Use the Gohio Commute online platform to connect non-driving workers to other commuters who can provide rides and/or implement vanpools.
Improve cross-county transportation options and efficiencies

Survey and public meeting participants consistently pointed to the inability to cross county lines as another barrier to accessing medical appointments and jobs, and also to visit family and friends. These issues were especially difficult for seniors and individuals with disabilities who live in political border communities and cannot access resources located a short distance from their homes.

**Timeline:**
Long-term implementation, ongoing

**Implementation Partners:**
Transit agencies, specialized transportation providers, Northeast Ohio advocacy groups, social service agencies

**Potential Actions:**

- Prioritize replacement/expansion vehicles for Section 5310 funding to maintain current vehicle fleet volumes and develop new routes and service to meet demands. Allocate at least 60% of funding to public transit agencies providing paratransit service and up to 40% to municipalities, nonprofits, and social service agencies providing specialized transportation.

- Participate in NOACA’s Regional Strategic Transit Plan process and utilize outcomes to inform Coordinated Plan activities and future updates.

- Connect specialized transportation providers from different counties to coordinate service and transfer locations.

- Review FTA’s Join Development Guidance which increases flexibility and allows transit agencies to better connect and utilize funds for shared development projects.

- Advertise current transit agency connections and explore new transfer points that are safe and accessible.

- Consider multimodal options to connect clients and riders with available transportation outside their pick-up and drop-off locations.

- Seek out and advocate for funding opportunities that do not place restrictions on travel across political boundaries.

- Explore volunteer transportation programs.

- Use the Gohio Commute online platform to connect non-driving workers to other commuters who can provide rides and/or implement vanpools.

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9 Improve frequency and timeliness of service

Significant feedback from specialized transportation riders and clients focused on the frequency and timeliness of service. Many expressed that their trip was too long and that they could be on vehicles up to two hours before arriving at their destination. Additionally, riders reported that providers were late or arrived outside the scheduled pick-up/drop-off window. Transportation providers who were surveyed indicated that lack of funding sources, full schedules, and buses filled to capacity were the main challenges they faced when providing service.

**Timeline:**
Long-term implementation, ongoing

**Implementation partners:**
Transit agencies, specialized transportation providers, social service agencies

**Potential Actions:**
- Prioritize replacement/expansion vehicles for Section 5310 funding to maintain current vehicle fleet volumes and develop new routes and service to meet demands. Allocate at least 60% of funding to public transit agencies providing paratransit service and up to 40% to municipalities, nonprofits, and social service agencies providing specialized transportation.
- Participate in NOACA’s Regional Strategic Transit Plan process and utilize outcomes to inform Coordinated Plan activities and future updates.
- Explore new, diverse funding streams and keep providers informed of funding opportunities through Northeast Ohio Mobility Coalition Quarterly newsletter.
- Improve communication between riders and drivers (see Strategy 5).
- Seek out opportunities for increased coordination between providers to share costs and ride demand.
MOBILIZE
ACCESSIBILITY for INDEPENDENCE

NOACA’s Coordinated Plan
APPENDICES

2019-2022
# APPENDICES

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APPENDIX A
Glossary of Terms

**Center for Independent Living (CILs)** - CILs are community-based, consumer controlled, community based, cross disability, nonresidential private nonprofit agencies that are designed and operated within a local community by individuals with disabilities and provides an array of independent living services. CILs provide 5 core services: Information & Referral, Independent Living Skills Training, Individual and Systems Advocacy, Peer Counseling, and Transition.

**Complementary Paratransit** - As an Americans with Disabilities Act (ADA) required complement to fixed route public transit, this service is limited to those persons who are not able to use fixed route service. It must operate in the same areas and during the same hours as the fixed route service. It provides door-to-door service for all its passengers. To qualify, riders will need to meet specific eligibility requirements established under ADA.

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

**Demand-Response** - Demand-response generally refers to any transportation service that dispatches vehicles by phone requests. Demand-response does not follow a fixed route and depending on program resources and demand, requests might need to be made within 24-48 hours or more in advance. Demand-response vehicles typically carry multiple passengers picked up from different points of entry and dropped off at separate destinations.

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

**Fixed route transportation** - Public transit agencies typically provide fixed route service by bus and rail along established routes with set schedules and no reservations required. Some human services programs provide limited fixed route services that follow a regular schedule, such as daily trips to and from a Center for Independent Living or a senior center, or weekly trips to the grocery store or shopping mall.

**Human Services Transportation** - Transportation services provided by or on behalf of a human service agency to supplement available transportation to meet the needs of a particular population (older adults, people with disabilities, children, veterans, etc.) Human Services Transportation provides access to agency services and/or to meet the basic, day-to-day mobility needs of these transportation-disadvantaged populations.

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

**Lead Agency** – The organization responsible for facilitating outreach; composing a plan that meets the requirements of current Federal and State legislation; maintaining documentation from the planning process and making it available upon request; and leading stakeholders through annual reviews, amendments, and updates of the plan. The Lead Agency also is responsible for submitting the adopted Coordinated Plan and all amendments or updates to participating stakeholders and ODOT.
**Mobility Manager**- A Mobility Manager is an employee of a transit or human service agency who offers one-on-one counseling or group education and counseling on transportation options and alternatives to driving. The overall goal of a mobility manager is to help users choose the best transportation option(s) to meet their individual needs. Professionals who do this work might also go by a different title in their job, including Transportation Specialist, Information and Referral Coordinator, Travel Coordinator, Programs Specialist, and more.

**Metropolitan Planning Organization (MPO)**- An MPO is an agency comprised of local officials who have oversight on the planning and implementation of federal and other governmental transportation funds in metropolitan areas with populations of greater than 50,000.

**One Call/One Click Services**- The objective of these programs is to allow a single call or a single visit to a web page to provide information about specific services, and often immediate connection to those services. Transportation one-call or one-click services help customers obtain rides they need for daily activity or for occasional appointments. A one-call or one-click service can simplify access for customers and match their varied needs with appropriate options.

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

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

**Taxi**- Taxis are licensed vehicles that offer on-demand services to passengers. Trips usually can be scheduled in advance or on the spot, and fares are charged per-mile or per-minute.

**Transportation Network Companies (TNCs)**- TNCs, also called Shared Ride Services, connect private pay passengers with drivers who provide the transportation in their own vehicles. Passengers connect with the drivers via websites or mobile apps on their smartphone and also pay for the services through a personal account on their phone. Commonly known TNCs include Uber and Lyft.

**Transportation with Assistance** (also called door-to-door and door-through-door service): These transportation options are sometimes made available to older adults or people with disabilities who need more assistance than is typically available through curb-to-curb service.

- **Curb-to-curb**: passengers exit the vehicle at the curb or driveway of their destination. The driver does not assist the passenger to the door of their residence or other destination.
- **Door-to-door**: drivers or escorts provide assistance to help passengers enter and exit the vehicles and may walk with passengers to the front door of their residence or destination.
- **Door-through-door**: drivers or escorts help passengers from the vehicle through the doors of their residences or destinations.

**Volunteer Transportation**- Volunteer transportation programs are usually administered by local nonprofit and faith-based organizations and drivers provide rides in their own cars or agency-owned vehicles for passengers to reach medical appointments, shopping and socialization. Rides are generally arranged by reservation and may (but not always) charge a small fee. Volunteers may also serve as escorts/assistants in programs offering or door-to-door and door-through-door transportation.
RESOLUTION NO. 2019-036
(COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN FOR NORTHEAST OHIO)

RESOLUTION OF THE BOARD OF DIRECTORS
OF THE NORTHEAST OHIO AREAWIDE COORDINATING AGENCY

WHEREAS, the Northeast Ohio Areawide Coordinating Agency (NOACA) is the Metropolitan Planning Organization (MPO) for the counties of Cuyahoga, Geauga, Lake, Lorain and Medina, and the City of Cleveland; and the areawide water quality management agency for the same region; and

WHEREAS, Metropolitan Planning Organizations are mandated by the federal government to update the Coordinated Public Transit-Human Services Transportation Plan;

WHEREAS, the Title 49 U.S.C. 5310 authorizes the formula assistance program for the Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) Program to improve mobility for seniors and individuals with disabilities;

WHEREAS, the Section 5310 program is administered by the Federal Transit Administration (FTA) with funds being allocated to designated recipients of urbanized areas. As a result, the Cleveland UZA is required to identify a designated recipient to receive FTA Section 5310 funding; and

WHEREAS, NOACA was officially designated by Governor Kasich on October 9, 2014;

WHEREAS, as the designated recipient, NOACA assumes program administration responsibilities on behalf of FTA. These responsibilities include notifying agencies of available funding, developing project selection process, determining project eligibility, developing and updating a program management plan and program of projects, maintaining control over procured assets, and ensuring that all sub-recipients comply with federal requirements;

WHEREAS, the FTA program circular for FTA Section 5310 states that all projects funded by Section 5310 dollars must be “included in a locally-developed, coordinated public transit-human services transportation plan developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public,”

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Northeast Ohio Areawide Coordinating Agency, consisting of 45 principal officials serving general purpose local governments throughout and within the counties of Cuyahoga, Geauga, Lake, Lorain, Medina and City of Cleveland that:

Section 1: The Executive Director is authorized to make the updated Coordinated Public Transit-Human Services Transportation Plan available to the public.

Section 2: The Executive Director is authorized to initiate the competitive selection process for Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program and may prioritize project funding based on identified needs in this plan.

Section 3: The Executive Director is authorized to transmit a certified copy of this resolution to appropriate Federal, State, and local agencies.
APPENDIX B
Adoption and Resolution

RESOLUTION NO. 2019-036
(COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN FOR NORTHEAST OHIO)

Certified to be a true copy of a Resolution of the Governing Board of the Northeast Ohio Areawide Coordinating Agency adopted this 14th day of June, 2019.

Secretary: [Signature]

Date Signed: 6-14-2019
APPENDIX C
Annual Review and Amendment Process

NOACA COORDINATED PLAN

The Federal Transit Administration requires that NOACA fully update its Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio (Coordinated Plan) every four years. To ensure the Coordinated Plan is a relevant, actionable document between required updates, the review and amendment process is defined below:

Annual Review

NOACA will review the Coordinated Plan for changes annually or as needed. A general review will coincide with NOACA’s Enhanced Mobility of Seniors and Individuals with Disabilities-Section 5310 annual application period.

The Coordinated Plan may be edited at any time without Board approval for clerical errors, bookkeeping, demographic data, and other non-policy reasons that do not affect policy implementation or funding. This also covers basic information about Specialized Transportation Providers included in the Coordinated Plan Appendix, which includes but is not limited to, hours of service, rider eligibility, contact information, and fleet accessibility data. The Board will be informed of any minor Coordinated Plan changes that result during the annual review.

Specialized transportation providers in the NOACA region who are not initially listed in the Coordinated Plan Appendix may request to be added during the annual review. NOACA’s Executive Director and the NOACA Transit Council will review those additions as inclusion in a Coordinated Plan is a primary requirement for receiving Section 5310 program funds.

PLAN AMENDMENT

An annual review that leads to changes in the Coordinated Plan pertaining to plan goals or objectives, policy, or funding will be presented as a Coordinated Plan Amendment to the NOACA Board of Directors.

LIST OF AMENDMENTS

DATE/AMENDMENT:
APPENDIX D
MOBILIZE: Accessibility for Independence Plan Participants

NOACA Bike and Pedestrian Council
NOACA Community Advisory Council
NOACA Rural Advisory Council
NOACA Transit Council

Age Friendly Cleveland
Northeast Ohio Mobility Coalition
Services for Independent Living Disability Coalition

Geauga County Transit
Greater Cleveland Regional Transit Authority
Laketrans
Lorain County Transit
Medina County Public Transit

Amherst Office on Aging
Beachwood City Senior Transportation
Benjamin Rose Adult Day Program
Board of Lake County Commissioners
BRI on Aging
Care Alliance Health Center
Catholic Charities Hispanic Senior Center
City of Beachwood
City of Bedford Heights
City of Berea
City of Garfield Heights
City of Solon - Senior Services
Contract Transport Services
Cuyahoga County Board of Developmental Disabilities
Cuyahoga County Division of Senior and Adult Services
Cuyahoga County Health and Humana Services
Donna Smallwood Activities Center and Parma Office on Aging
East End Neighborhood House, Inc.
Ecumenical Shelter Network of Lake County, Inc.
Eliza Bryant Village
Eliza Jennings
Fair Housing Resource Center, Inc.
Fairview Park Senior Life Office
Garfield Heights Senior Center
Geauga County Board DD
Geauga County ESC
MOBILIZE: Accessibility for Independence Plan Participants

hChoices.com
Hospice of the Western Reserve
Koinonia Homes, Inc
Lake & Geauga Area Association of Realtor
Lake County ADAMHS Board
Lakewood Division of Aging
Lorain County Office on Aging
Lorain County Public Health
Lorain County Veterans Services
Lutheran Metropolitan Ministry
Madison Senior Center
Mentor Senior Center
Montefiore Home
MOVE Lorain County
North Olmsted Senior Center
Ohio Living Breckenridge Village
Parma Heights Senior Center
Project Hope
Rose Centers for Aging Well
Senior Citizen Resources
Senior Transportation Connection
Services for Independent Living
Society for Handicapped Citizens d.b.a. SHC/The Arc
Southwest General
St. James Episcopal Church
The City of Solon - Senior Services Department
The Village of Brooklyn Heights
Tobi Transportation
Transport Assistance Inc.
Welcome House Inc.
West Side Community House
Western Reserve Area Agency on Aging
Westlake Senior & Community Service Department
Youth Opportunities Unlimited
APPENDIX E
Federal Transit Administration Grant Programs

Access and Mobility Partnership Grants
Access and Mobility Partnership Grants seek to improve access to public transportation by building partnerships among health, transportation and other service providers. This program provides competitive funding to support innovative projects for the transportation disadvantaged that will improve the coordination of transportation services and non-emergency medical transportation services. In 2018, there are two funding opportunities under the initiative: the Innovative Coordinated Access and Mobility (ICAM) Pilot Program and Human Services Coordination Research (HSCR) grants.

Integrated Mobility Innovation
FTA’s Integrated Mobility Innovation (IMI) Program funds projects that demonstrate innovative and effective practices, partnerships and technologies to enhance public transportation effectiveness, increase efficiency, expand quality, promote safety and improve the traveler experience.

Mobility on Demand (MOD) Sandbox Program
FTA developed the MOD initiative to envision a multimodal, integrated, automated, accessible, and connected transportation system in which personalized mobility is a key feature. MOD allows for the use of on-demand information, real-time data, and predictive analysis to provide travelers with transportation choices that best serve their needs and circumstances. MOD leverages technologies that allow for a traveler-centric approach that provides better mobility options for everyone. Eligible activities include all activities leading to the demonstration of the innovative MOD and transit integration concept, such as planning and developing business models, obtaining equipment and service, acquiring/developing software and hardware interfaces to implement the project, and operating the demonstration.

Urbanized Area Formula Grants-Section 5307
The Urbanized Area Formula Funding program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. Eligible activities include: planning, engineering, design and evaluation of transit projects and other technical transportation-related studies; capital investments in bus and bus-related activities such as replacement, overhaul and rebuilding of buses, crime prevention and security equipment and construction of maintenance and passenger facilities; and capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of vehicles, track, signals, communications, and computer hardware and software. In addition, associated transit improvements and certain expenses associated with mobility management programs are eligible under the program. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs.

Enhanced Mobility of Seniors and Individuals with Disabilities-Section 5310
The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Eligible projects include both “traditional” capital investment and “nontraditional” investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

Formula Grants for Rural Areas-Section 5311
The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.
APPENDIX F
Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310)-Designated Recipient Information

October 9, 2014

Ms. Marisol Simón
Regional Administrator
Federal Transit Administration, Region V
200 West Adams Street, Suite 320
Chicago, IL 60606

Dear Ms. Simón:

RE: DESIGNATION RECIPIENTS IN OHIO

I am pleased to notify you that, pursuant to 49 U.S.C. Section 5310, I have designated the
following entities as Designated Recipients of Federal Transit Administration funds for the
urbanized areas listed below:

<table>
<thead>
<tr>
<th>Designated Recipient</th>
<th>Urbanized Area</th>
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<tr>
<td>Lawrence County Port Authority (LCPA)</td>
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<tr>
<td>METRO RTA &amp; Portage Area Regional Transportation Authority (PARTA)</td>
<td>Akron, OH</td>
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<tr>
<td>Mid-Ohio Regional Planning Commission (MORPC)</td>
<td>Columbus, OH</td>
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<tr>
<td>Northeast Ohio Areawide Coordinating Agency (NOACA)</td>
<td>Cleveland, OH</td>
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<tr>
<td>Ohio-Kentucky-Indiana Regional Council of Governments (OKI)</td>
<td>Cincinnati, OH</td>
</tr>
<tr>
<td>Stark Area Regional Transit Authority (SARTA)</td>
<td>Canton, OH</td>
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<tr>
<td>Toledo Area Regional Transit Authority (TARTA)</td>
<td>Toledo-SE Michigan</td>
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Enclosed are the required documents to support this designation within the urbanized areas.
Should you have any questions, please contact Marianne E. Freed, ODOT, Office of Transit
Administrator, at 614/466-7084.

Sincerely,

John R. Kasich
Governor

JRIK/jat/ke
Enclosures

C: Mike Payne, Public Transit Director, LCPA
   Mark Paine, TP Manager, OKI
   Mary Ann Frantz, Principle Planner, MORPC
   Dean J. Harris, Director of Finance, METRO
   Randy Lane, Director of Programming, NOACA
   Bryan D. Smith, Director of Planning, PARTA
   Kirt W. Conrad, Executive Director, SARTA
   James K. Gee, General Manager, TARTA
   Vanessa Adams, FTA
   Lori K. Spencer, ODOT
RESOLUTION NO. 2014-010
( Establishing NOACA as the Designated Recipient for the Enhanced Mobility of Seniors and Individuals with Disabilities Program (5310) )

RESOLUTION OF THE BOARD OF DIRECTORS OF THE NORTHEAST OHIO AREAWIDE COORDINATING AGENCY

WHEREAS, the Northeast Ohio Areawide Coordinating Agency (NOACA) is the Metropolitan Planning Organization (MPO) for the counties of Cuyahoga, Geauga, Lake, Lorain, and Medina, and the areawide water quality management agency for the same region; and

WHEREAS, the Moving Ahead for Progress in the 21st Century Act (MAP-21) federal transportation bill established the Enhanced Mobility of Seniors and Individuals with Disabilities Program (5310) to be administered by the Federal Transit Administration (FTA); and

WHEREAS, funds for the 5310 program are apportioned to the designated recipient of an urbanized area, and NOACA is eligible to become a designated recipient with recommendation by the Governor of the State of Ohio; and

WHEREAS, the designated recipient shall be responsible for administration of the 5310 program, including notifying eligible entities of funding availability, developing a program of projects and ensuring that all sub recipients comply with federal requirements; and

WHEREAS, Up to 10% of program funds can be used toward NOACA costs to administer the program; and

WHEREAS, a portion of the Cleveland UZA is within the geographic area served by the Akron Metropolitan Area Transportation Study (AMATS), which is the MPO for the counties of Summit and Portage; and

WHEREAS, coordination among NOACA, AMATS and the designated recipient of the Akron UZA will need to occur; and

WHEREAS, The Greater Cleveland Regional Transit Authority (GCRTA), Laketran, Lorain County Transit, and Medina County Transit have all adopted a resolution in support of NOACA becoming the designated recipient; and

WHEREAS, the NOACA Transit Council recommends that the Governor designate NOACA as the Cleveland UZA designated recipient of 5310 funds; and

WHEREAS, the Ohio Department of Transportation will be the designated recipient for the U.S. Census-defined small urban and rural areas within the NOACA planning area; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Northeast Ohio Areawide Coordinating Agency, consisting of 45 principal officials serving general purpose local governments throughout and within the counties of Cuyahoga, Geauga, Lake, Lorain, and Medina that:

Section 1: NOACA requests the Governor of the State of Ohio to designate NOACA as the Cleveland urbanized area recipient for the federal 5310 program funding.

010 Memo/Res
RESOLUTION NO. 2014-010
(Establishing NOACA as the Designated Recipient for the Enhanced Mobility of Seniors and Individuals with Disabilities Program (5310))

Section 2: NOACA will ensure that projects selected for 5310 program funding are derived from the locally developed, coordinated public transit – human services transportation plan which is maintained by NOACA in coordination with the regional transit agencies, human service agencies and the state of Ohio.

Section 3: The Executive Director is authorized to transmit certified copies of this resolution to appropriate federal, state, and local agencies.

Certified to be a true copy of a Resolution of the Board of Directors of the Northeast Ohio Areawide Coordinating Agency adopted this 10th day of January 2014.

Secretary: ____________________________

Date Signed: 10 Jan 2014

010 Memo/Res
APPENDIX G
Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310)-Designated Recipient Reporting Requirements

The following is an overview of the reports that NOACA is responsible for in its role as the designated recipient for the Cleveland Urbanized Area.

Program Management Plan
Each designated recipient is required to have a Program Management Plan (PMP), a stand-alone document outlining its administrative and financial procedures for managing the Section 5310 grant program. Though there is no required format for the PMP, FTA requests that it include, among other things, the designated recipient's program goals and objectives, the project selection criteria and method of distributing funds, how administrative funds are used, and how civil rights and other requirements are to be met.

The PMP serves as the basis for FTA to conduct its triennial reviews. Any minor revisions to the PMP may be amended by sending updates directly to FTA, whereas large changes require that the designated recipient give potential subrecipients, service providers, and others the opportunity to comment on the proposed changes.

Program of Projects
Also to be included in the PMP is the process by which the designated recipient will develop and approve its Program of Projects (POP), the list of projects selected for funding under the Section 5310 grant. Any revisions to projects will be noted on the POP. As designated recipient for a large urbanized area, NOACA will be responsible for creating and submitting a POP as a part of each grant application within the Federal Transit Administrations TrAMS reporting site.

Milestone Activity Reports (MPR)
Milestone Activity Reports deal with specific events, deliverables, or activities expected from a project by a given date. As certain milestones are achieved, they will be noted in the TrAMs system. Likewise, if a project experiences delays, revised dates and explanations are required in the Milestone Activity Report.

Financial Status Reports (FFR)
A Financial Status Report is required of each project on at least an annual basis. FTA considers funds to be encumbered when the agreement is signed between the designated recipient and subrecipient receiving grant monies.

Disadvantaged Business Enterprise (DBE) Program
Any subrecipient that receives planning, capital, and/or operating assistance from FTA and will award a contract in excess of $250,000 during a fiscal year is required to establish a Disadvantaged Business Enterprise (DBE) Program that outlines how it will encourage participation in contracting from entities that are led by minorities and/or women.

NOACA reports DBE participation to ODOT for FHWA-assisted contracts and FTA for FTA-assisted contracts on a quarterly basis.

Title VI Program
As a requirement to receive direct FTA funding, NOACA’s Board of Directors updated its Title VI Program in July 2017. The document describes the procedures NOACA implements to comply with Title VI of the 1964 Civil Rights Act and addresses compliance with federal regulations and federal and states non-discrimination laws in regard to: communications and public involvement, planning and programming, consultant contracts, and Title VI administration.
U.S. Department of Transportation
Federal Transit Administration

October 30, 2017

Jim Thompson
Programs Funding Manager
Northeast Ohio Areawide Coordinating Agency
1299 Superior Avenue
Cleveland, OH 44114

Re: Program Management Plan

Dear Mr. Thompson:

We have reviewed the Northeast Ohio Areawide Coordinating Agency’s (NOACA) Program Management Plan (PMP) for the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310), latest version submitted on September 22, 2017, and have approved it on the basis that it addresses the basic requirements provided in FTA Circulars 9070.1G. NOACA is the designated recipient for the Section 5310 Program. An approved PMP remains valid until FTA approves a later plan submitted by the designated recipient, or an FTA designated recipient management review results in a specific request to the designated recipient by FTA for a revised PMP, or FTA announces significant new program documentation requirements.

FTA strongly encourages the designated recipient to issue timely revisions to the PMP, particularly when information helpful to minority applicants, subrecipients, and third party contractors is involved. When the designated recipient proposes major changes to the PMP, the designated recipient should give an opportunity to comment at the minimum to potential subrecipients of assistance, potential service providers, other designated recipient agencies and representatives of other funding sources, and any relevant designated recipient associations and professional organizations.

If revisions are substantive, but not pervasive, the designated recipient may submit changes and additions in the form of page changes which can be approved by FTA and incorporated into the PMP on file. If the designated recipient changes the PMP significantly, however, the designated recipient should submit the entire revised plan to FTA for approval. The designated recipient is responsible for ensuring that FTA has a complete copy of the current PMP. The designated recipient may submit minor changes and technical corrections to FTA to update the approved plan, without the need for additional FTA approval.

If you have any questions or need further assistance regarding this matter, please contact Nichole Neal of my staff. You can reach her by telephone at (312) 353-2792 or by email at nichole.neal@dot.gov.

Sincerely,

Melody L. Hopson, P.E.
Director, Office of Program Management and Project Oversight

cc: Nichole Neal, FTA
Reginald Arkell, FTA
PROGRAM MANAGEMENT PLAN

For

Enhanced Mobility of Seniors and Individuals with Disabilities (FTA Section 5310) Program

October 2017
The Northeast Ohio Areawide Coordinating Agency (NOACA) is a public organization serving the counties of and municipalities and 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 current transportation law.
- 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.
- As directed by the Board, provide transportation and environmental planning assistance to the 172 units of local, general purpose government.

NOACA’s Board of Directors is composed of 45 local public officials. The Board convenes quarterly 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 216 241-2414 or log on at www.noaca.org
Appendix G

2017 NOACA BOARD OF DIRECTORS

BOARD OFFICERS

President: Adam Friedrick, Commissioner, Medina County
First Vice President: Armondo Budish, County Executive, Cuyahoga County
Second Vice President: Valerie J. McCaa, Chief of Government & International Affairs, City of Cleveland
Secretary: Timothy C. Lennox, Commissioner, Geauga County
Assistant Secretary: Holly C. Brinda, Mayor, City of Elyria

Assistant Secretary: Michelle P. Summers, Mayor, City of Lakewood
Treasurer: Ted Kalo, Commissioner, Lorain County
Assistant Treasurer: James R. Gillis, P.E., P.S., Lake County Engineer
Assistant Treasurer: Susan Infeld, Mayor, City of University Heights
Immediate Past President: Danie P. Troy, Commissioner, Lake County

BOARD MEMBERS

CUYAHOGA COUNTY (fifteen members)
Samuel J. Abi, Mayor, City of Broadview Heights
Pamela Bobit, Mayor, City of Rocky River
Teresa H. Bickley, City Manager, Cleveland Heights
Armondo Budish, County Executive
Glenn Cygene, Executive Director, Planning Commission
Timothy J. DeGeeter, Mayor, City of Parma
Michael W. Dever, MPA
Public Works Director
Ann Marie Donegan, Mayor, City of Olmsted Falls
Kathleen Dolohen, Mayor, City of Euclid
Anthony T. Hainston, County Councilman
Susan K. Infeld, Mayor, City of University Heights
David H. Roche, Mayor, City of Richfield Heights
Richard Heedoek, Trustee, Columbia Township
John D. Hunter, Mayor, Village of Sheffield
Ted Kalo, County Commissioner
Matt Lundy, County Commissioner
Richard M. R. Waino, Mayor, City of Lorain

MEDINA COUNTY (four members)
Lynnie Bowers, Trustee, Lafayette Township
Andrew H. Conrad, P.E., P.S., County Engineer
Adam Friedrick, County Commissioner
Robert Patrick, Service Director, City of Wadsworth

REGIONAL AND STATE (five members)
Greater Cleveland Regional Transit Authority (GCRTA)
Joseph A. Calabrese, CEO and General Manager
Northeast Ohio Regional Sewer District (NEDRS)
Kyle Dreyfuss-Wells, Chief Executive Officer
Cleveland-Cuyahoga County Port Authority
William D. Friedman, President/CEO
Ohio Department of Transportation (ODOT)
Myron S. Pakush, Deputy Director, District 12

Ex officio Member:
Kurt Prinsen, Chief Northeast District Office, Ohio Environmental Protection Agency (OEPA)

NOACA DIRECTORS

Grace Galliacci, Executive Director
Marvin Hayes, Director of Communications & Public Affairs
Cheryl A. Kurkowski, cwa, Director of Finance
Randy Lane, Director of Programming
Susannah Merlino, cwa, Director of Administrative Services
Kathy Sarch, Director of Planning
William Davis, Associate Director of Operations Management
Jonathan Gilbin, Associate Director of Compliance
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## NOACA Section 5310 Program Management Plan

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<th>Position</th>
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<td>President</td>
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</tr>
<tr>
<td>Secretary</td>
<td>Timothy C. Lemon</td>
<td>Commissioner, Geauga County</td>
</tr>
</tbody>
</table>

**Board Members**

- **Cuyahoga County (eight members)**
  - Samuel J. Alie
  - Mayor, City of Broadview Heights
  - Pamela Bobst
  - Mayor, City of Rocky River
  - Teri Lee Bickley
  - City Manager, Cleveland Heights
  - Armond Budish
  - County Executive
  - Glenn Drye
  - Executive Director, Planning Commission
  - Timothy J. DeGroat
  - Mayor, City of Parma
  - Michael J. DeWitt
  - MPA
  - Public Works Director
  - Ann Marie Donagan
  - Mayor, City of Olmsted Falls
  - Kirsten Hohsenheimer Gall
  - Mayor, City of Euclid
  - Anthony T. Harston
  - County Councilman
  - Susan K. Herbst
  - Mayor, City of University Heights
  - David H. Hoche
  - Mayor, City of Richfield Heights
  - Charles E. Smith
  - Mayor, Village of Woodmere
  - Robert A. Steiner
  - Mayor, City of North Royalton
  - Michael P. Summers
  - Mayor, City of Lakewood

- **Medina County (four members)**
  - Richard Heidt
  - Trustee, Columbia Township
  - John D. Hunter
  - Mayor, Village of Sheffield
  - Ted Kato
  - County Commissioner
  - Matt Lundy
  - County Commissioner
  - Chase M. Rittenaur
  - Mayor, City of Lorain

- **Geauga County (three members)**
  - Walt "Skip" Claypool
  - County Commissioner
  - Timothy C. Lemmer
  - County Commissioner
  - Ralph Spicka
  - County Commissioner

- **Lake County (five members)**
  - Jerry C. Colman
  - County Commissioner
  - James R. Gillis, P.E., P.S.
  - County Engineer
  - John Hamerchak
  - County Commissioner
  - Raymond Jurkowski
  - General Manager, Laketran
  - Daniel J. Troy
  - County Commissioner

- **Lorain County (seven members)**
  - Holly C. Brinda
  - Mayor, City of Elyria
  - Kenneth P. Grow
  - P.E., P.S., County Engineer

**NOACA Directors**

- Grace Gallucci
  - Executive Director
- Marvin Hayes
  - Director, Communications & Public Affairs
- Cheryl A. Kerkowska
  - CPA, Director of Finance
- Randy Lane
  - Director of Programming
- Susanna Merlone
  - Director of Administrative Services
- Kathy Storr
  - Director of Planning
- William Davis
  - Associate Director of Operations Management
- Jonathan Gilpin
  - Associate Director of Compliance
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NOACA Section 5310 Program Management Plan

Enhanced Mobility of Seniors and Individuals with Disabilities Program Management Plan (5310)

1. Background

Overview

The Federal Transit Administration’s (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 U.S.C Section 5310) has been reauthorized through the FAST Act. This formulaic grant program is intended to enhance the mobility of seniors and those with disabilities by providing funding for projects serving the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.¹

The 5310 program was established under previous federal transportation legislation (SAFETEA-LU), but underwent important changes under MAP-21 and those changes have been maintained under the FAST Act. Funds were previously awarded directly to the individual states. In Ohio, the Ohio Department of Transportation (ODOT) received this funding, managed the program and selected the applicants and projects to be awarded funding. Under new provisions established by MAP-21, 5310 funding now goes directly to the various metropolitan areas, allowing funding decisions to be made at the local level.

2. Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

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 2.07 million in 2010. Cuyahoga County, which includes the City of Cleveland, accounts for 61.6% of the region’s population. Overall, the region is home to 17.8% of Ohio’s nearly 11.6 million residents.

This Coordinated Plan includes information on the existing transportation options and unmet needs of the three target population groups: older adults, individuals with disabilities, and people of low income. The 2015 update to the Coordinated Plan builds off the extensive public outreach and subsequent findings of the 2008 and 2012 Coordinated Plans. The Plan continues to focus on the unique needs of transit dependent populations, identifying gaps, opportunities, and promotes coordination within and between transportation providers. The following core components are included in the Coordinated Plan:

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

This document contains additional items like demographic data on the target populations and detailed information about the Section 5310 program that have been included to help inform future transportation coordination projects. NOACA will consider projects that target low income populations as long as they align with the region’s Coordinated Plan and Section 5310 Program goals.

3. Program Management Plan

Program Management Plan

The Program Management Plan (PMP) is the document that describes the designated recipients’ policies and procedures for administering the Federal Transit Administration (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) Program in a large urbanized area. NOACA will administer this program. This document describes these policies and procedures for the administration of the 5310 program in the Cleveland Urbanized Area (UZA).

As the principal designated recipient for 5310 funds, NOACA is required to have an approved PMP on file with the FTA Region V Office and to update it regularly in order to incorporate changes in program management or new requirements. NOACA will inform stakeholders when it develops a new plan or significantly revises an existing plan.

The PMP is intended to facilitate both NOACA’s management and FTA oversight by documenting policies and procedures for administering the 5310 program. The primary purpose of the PMP is to serve as the basis for FTA to perform reviews of the program, and to provide public information on NOACA’s administration of the program. It also serves as a program guide for local project applicants. The Federal Transit Administration (FTA) Circular 9070.1G allows the designated recipient to establish arrangements to administer and conduct the selection process. NOACA will issue the call for projects.

Program Goals and Objectives

NOACA seeks to eliminate barriers and improve transportation options in Northeast Ohio for older adults, individuals with disabilities, and people with low income through the coordination of resources and efforts of public transit operators, human service agencies, and other transportation providers. Furthermore, NOACA will encourage the efficient and effective use of resources by eliminating gaps and redundancies in transportation services.

As designated recipient, NOACA will certify that all projects that receive funding in the Cleveland UZA from the Section 5310 program are subject to an open and fair competitive selection process and are consistent with the goals of the Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio (“Coordinated Plan”). The following tiered list of transportation goals is listed in Section 6 of the Coordinated Plan. It will be used during the selection process to prioritize funding for projects seeking Section 5310 funds in the Cleveland UZA. Projects may address one or more of the goals of the Coordinated Plan.

The goals of NOACA’s coordinated plan are reflective of the engagement of transportation providers, clients, and the public. The goals act as a foundation from which the objectives were developed. The goals of the Coordinated Plan are meant to encompass the principles and spirit of improving transportation services and coordination. These goals also provide context for the objectives and strategies ranked below

Goals:
- Improve accessibility and service efficiency for low income, elderly, and/or disabled riders
- Improve cost effectiveness
- Improve Safety
NOACA Section 5310 Program Management Plan
Enhanced Mobility of Seniors and Individuals with Disabilities Program Management Plan (5310)

- Improve coordination of services and resources

Tier One Objectives:
1. Reduce transit/specialized transportation costs for riders and providers
2. Improve frequency of service
3. Improve weekend service
4. Improve operational efficiencies at all levels
5. Improve access to underserved areas with transit dependent populations
6. Improve evening service
7. Advance awareness to growing unmet transportation needs

Tier Two Objectives:
8. Improve access to information and travel training for riders and human service agencies
9. Improve last minute transportation options
10. Mitigate environmental barriers
11. Improve inter-county transportation options

Selected projects will address identified gaps in service and unmet transportation needs listed in the Coordinated Plan, and will further the overall goals of the Enhanced Mobility of Seniors and Individuals with Disabilities program. The Enhanced Mobility of Seniors and Individuals with Disabilities was designed “to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society.”

4. FTA Section 5310 Program Administration

Roles and Responsibilities

As required all urbanized areas with populations greater than 200,000 must have a designated recipient named by the chief executive officer of the state to handle the competitive selection process and administrative functions for the 5310 program. Also mandated beginning with Federal Fiscal Year 2013, any project that receives funding through the Enhanced Mobility of Seniors and Individuals with Disabilities (49 U.S.C. 5310) program must be included in a Locally Developed, Coordinated Public Transit-Human Services Transportation 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. With support of NOACA’s Transit Council, consisting of representatives from all transit agencies in the region, NOACA staff requested to serve as the designated recipient for Section 5310 funds in the Cleveland UZA. NOACA’s Board of Directors passed resolution 2014-010 in January 2014 agreeing to these responsibilities, and NOACA was named designated recipient by Governor John Kasich for the Enhanced Mobility of Seniors and Individuals with Disabilities funds for the Cleveland UZA on October 9, 2014.

Role of the Designated Recipient

As designated recipient, NOACA will manage all aspects of the grants in the Enhanced Mobility of Seniors and Individuals with Disabilities large urbanized area and perform a variety of administrative functions. The following list of designated recipient responsibilities is outlined by FTA in its Enhanced Mobility of Seniors and Individuals with Disabilities program circular:
NOACA Section 5310 Program Management Plan
Enhanced Mobility of Seniors and Individuals with Disabilities Program Management Plan (5310)

- Selecting projects, and may, but is not required to, include a competitive selection process. If the designated recipient decides to hold a competitive selection, it may conduct the competitive selection itself or establish alternative arrangements to administer and conduct the competitive selection.

- Developing the program of projects (POP). Developing project selection processes, including deciding whether to conduct an area wide competitive selection process and, if so, conducting the competition;

- Certifying that all projects are included in a locally developed, coordinated public transit-human service transportation plan (coordinated plan) developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public.

- Overseeing the implementation of projects as developed and prioritized in the coordinated plan, including, where not specified in the coordinated plan, selecting entities to carry out projects consistent with procedures approved in the coordinated plan and/or documented in the designated recipient’s state or program management plan.

- Certifying a fair and equitable distribution of funds to sub recipients;

- Managing all aspects of grant distribution and oversight for sub recipients receiving funds under this program; and

- Submitting reports as required by FTA.²

**Eligible Recipients**

There are two types of 5310 projects – traditional and non-traditional/other. Eligible recipients (as identified in FTA Circular 9070.1G) for each type are as follows:

A. Traditional 5310 Projects (at least 55% of total 5310 funding)

1. Private non-profit organizations

2. A state or local government authority that:
   a. Is approved by the state to coordinate services for seniors and the disabled
   b. Certifies that there are no non-profit organizations in the area to provide these services

B. Non-Traditional 5310 Projects (up to 45% of total 5310 funding)

1. A state or local government authority unlike those described above

Appendix G

NOACA Section 5310 Program Management Plan
Enhanced Mobility of Seniors and Individuals with Disabilities Program Management Plan (5310)

2. Private non-profit organizations

3. Private for-profit organizations – must certify that all funds are used in the provision of shared ride services

Program of Projects Development, Selection and Approval Process

NOACA will conduct the Enhanced Mobility of Seniors and Individuals with Disabilities selection process for the Cleveland UZA in compliance with federal guidance. NOACA will conduct a fair selection process and could, but not required to, include a competitive selection process. Should NOACA include a competitive selection process, it will base its project selection process upon the evaluation criteria listed in appendix A. Specific scoring allocation per criteria will depend on the regional need at that time. The process will be fair and open, and will allow for equal access by interested applicants. NOACA will publicize the availability of funding through a variety of outlets including:

- Email notification to the stakeholder list developed during the coordinated planning process and other stakeholder lists;
- NOACA’s Web site, which will also include the program information, grant applications, and instruction and overview document that includes detailed scoring criteria information and the process by which applications are selected; and
- An application webinar or workshop explaining the purpose of the Enhanced Mobility of Seniors and Individuals with Disabilities program, eligible use of funds, eligible sub-recipients, and the scoring and grant award process.

Projects may be selected based on population served and/or other selection criteria outlined in Appendix A. There will be a public notification during the selection process that will inform what the selection process and criteria will be for that cycle. NOACA staff will review, score, and recommend Enhanced Mobility of Seniors and Individuals with Disabilities (5310) projects and convey them through NOACA’s committee structure and then to the Board of Directors. The Board of Directors will make the final determination on recipients of the 5310 grants for the Cleveland UZA prior to projects being advanced in the Program of Projects (POP) submission to FTA. The Board will select projects that are consistent with NOACA’s transportation goals and the goals of the Coordinated Plan. All NOACA Board of Directors and Committee meetings are open to the public, are publicized through NOACA’s website www.noaca.org and meeting notices, and are conducted in accordance with the State of Ohio’s Open Meetings Act.

Individual Section 5310 projects approved by the NOACA Board of Directors will be added as a technical amendment to the Transportation Improvement Program (TIP), the four-year, fiscally-constrained program of federally-supported transportation projects for the region. Upon addition to the TIP, projects will likewise be added at the project level to the State Transportation Improvement Program (STIP).

Funding Distribution

It is required that projects implemented with 5310 program funding are chosen based on a selection process that is fair and equitable. FTA provides some flexibility with the process. The selection process may be held at least once every two years or at intervals determined by NOACA based on need. NOACA will select projects as needed to avoid any lapsing of funds that are not obligated.
NOACA will select projects at least once every two years and funds will be obligated within the next two fiscal years. Any funds remaining from the prior fiscal year will be made available within the following year of a selection process. Funds for up to two fiscal years could be made available and NOACA will select projects not to exceed this time frame. This approach will allow for the development of more viable projects and efficient use of staff time for program administration.

Capital and/or operating projects may be funded based on need during each award cycle. Funding vehicles will be the priority over other capital assets to address the need to bring regional specialized transportation fleets into a state of good repair. In order to ease NOACA’s administrative burden for this program, only public transit agencies that are direct recipients for other FTA funding are eligible for operating funds. In accordance with the Coordinated Plan, operating dollars to transit agencies improves service efficiency and overall cost effectiveness, due to regional experiences with funding cycles. These goals are:

- Improve accessibility and service efficiency for low-income, elderly, and/or disabled riders
- Improve cost effectiveness
- Improve safety
- Improve coordination of services and resources

The breakdown of funding allocation for each selection cycle is as follows until a reevaluation of the program deems otherwise: Table 1 is an example of the funding amount breakdown.

- Sixty percent (60%) would be available to transit agencies within the Cleveland UZA by population served. If requests from the transit agencies does not expend the full amount, the balance would be rolled over into the 40% selection amount.
- Forty percent (40%) would be available for a separate competitive selection process for all other eligible entities.

Table 1 – Sample Breakdown

<table>
<thead>
<tr>
<th>Breakdown of Funding Amounts</th>
<th>Amount</th>
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<tr>
<td>Total FFY 20XX Funding Amount:</td>
<td>$ 5,000,000</td>
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<tr>
<td>Sixty Percent (60%) to Transit Agencies</td>
<td>$ 3,000,000</td>
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<tr>
<td>Forty Percent (40%) Competitive Selection</td>
<td>$ 2,000,000</td>
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**Administration, Planning and Technical Assistance**

Up to 10 percent of the apportionments for the Section 5310 program may be used, at a 100 percent federal match, for administration expenses. NOACA anticipates using up to the 10 percent limit for the following activities:

- Updating the Coordinated Plan as needed;
- Developing and updating the PMP;
- Conducting the selection process;
- Providing technical assistance to applicants and sub-recipients;
- Contracting with sub-recipients; and
- Grant management, ongoing administration, and monitoring of sub-recipients.
Transfer of Funds

Following FTA guidance, should any current recipients of the Urbanized Formula Grant Program (Section 5310) apply and be selected during the selection process, NOACA will allow these recipients to apply directly to FTA for Section 5310 funds. In this event, the direct recipient must enter into a supplemental agreement with NOACA. Section 5310 recipients that elect to become direct recipients will then be responsible for all reporting and certifications. A letter will be sent to inform the FTA regional administrator of any transfer of funds, along with the fiscal year of apportionment, the amount of funds to be transferred, and the selected projects for which they will be used.

Private Sector Participation

Private providers of public transportation services and employers were invited to participate in the coordinated planning process through public notices and advertisements on NOACA’s website and these participants will be among the many stakeholders that will be contacted for the Section 5310 call for applications. NOACA’s public involvement policy provides the opportunity for continuing involvement throughout transportation planning and programming process.

Civil Rights

Prior to the receipt of any awarded funding, Section 5310 recipients will certify compliance with the requirement of Title VI, Equal Employment Opportunity (EEO) and Disadvantaged Business Enterprise (DBE) laws and regulations. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin for programs and activities receiving federal financial assistance. Six federal laws enacted between 1964 and 1991 comprise the federal Equal Employment Opportunity (EEO) program, which prohibits job discrimination based on race, color, religion, sex, national origin, age and disability, and provides for monetary damages in cases of intentional employment discrimination.

Whenever possible, compliance with all civil rights requirements will be verified as part of the Section 5310 funding application process.

Title VI

As a federal funding recipient from the FTA and federal DOT, NOACA is required by federal law (FTA Circular 4702.1B) to complete Title VI documentation related to compliance of Title VI of the Civil Rights Act of 1964. This document includes more detail on policies and procedures for complying with Title VI, including complaint investigation procedures, environmental justice, and LEP. NOACA updated and submitted its Title VI Report to FTA in January 2015 to be in compliance with civil rights requirements. While a direct recipient of funding, NOACA must update this report every four years. A Title VI Program Compliance Review is also completed for ODOT on an annual basis.

Equal Employment Opportunity

In compliance with Title VII of the Civil Rights Act of 1964, as amended (42 U.S.C. 2000e), and 49 U.S.C. 5332, NOACA does not discriminate against any employee or applicant for employment because of race, national origin, religion, disability, age, gender or sexual orientation. NOACA will take affirmative action to ensure that applicants and employees are treated with equality regarding recruitment, employment, upgrading, demotion or transfer; layoff or termination; rates of pay or
NOACA Section 5310 Program Management Plan

Enhanced Mobility of Seniors and Individuals with Disabilities Program Management Plan (5310)

other forms of compensation; and selection for training including internship. Notices of the provisions of this non-discrimination clause are posted in a conspicuous place, are posted to the agency Web site\(^3\), and are available to employees as well as applicants for employment.

**Section 504 and ADA Reporting**

All subrecipients are required to comply with 49 CFR Parts 27, 37 and 38, which implement the Americans with Disabilities Act and amends the Section 504 rule, as it applies to the provision and scheduling of service. Subrecipients must provide equivalent service: response times, fares, geographic area served, hours and days of service, reservations capacity, etc., must be no different for people with disabilities than for people without disabilities. Further, subrecipients are required to execute the FTA "Assurance of Nondiscrimination on the Basis of Disability" and maintain that at least 50% of their fleet is currently wheelchair accessible or will be with implementation of a Section 5310 project. NOACA has a process to solicit any complaints based on perceived discrimination, including disability status.

Section 5310 subrecipients which are not eligible FTA direct recipients, are required to report ridership data for the vehicles purchased through NOACA’s Section 5310 program for all quarters of use until contract end date, with at least one quarter of reporting required for each project. Demographic data collection including collection methodology should be provided to NOACA. Data collected should include the number and types of passengers including at least: seniors, people with disabilities, and ambulatory/non ambulatory.

**Reporting Requirements**

Agencies that are direct recipients will report and/or invoice directly to FTA. For them, submission to NOACA is not required. All other sub-recipients are required to report on various items with each quarterly invoice. The following performance measures shall be reported to NOACA with the submittal of each quarterly invoice, where applicable:

- Passengers per day
- Daily trips
- Annual vehicle miles traveled (reported by quarter)

A brief narrative of quarterly activities shall also be submitted by the sub-recipient (with invoices) to NOACA. Information included in the narrative should contain items such as but not limited to coordination efforts with other transportation providers, marketing or public awareness efforts, and service or schedule revisions made during the period.

**5. Financial Management**

**Local Share and Local Funding Requirements**

The FTA Section 5310 program allows for a federal share of up to 80% for eligible capital costs, with a local match of 20%. The federal share of eligible operating costs may not exceed 50% of the net operating costs of the activity. All of the local share must be provided from sources other

\(^3\) NOACA’s EEO policy is available online at: [http://www.noaca.org/eeo.html](http://www.noaca.org/eeo.html).
than Federal Department of Transportation (DOT) funds. Possible sources of eligible local matching funds include: other non-DOT federal funds, dedicated tax revenues, private donations, revenue from human service contracts, net income generated from advertising and concessions. Local share documentation is required as part of the grant application.

All funds awarded must be spent in the NOACA service area.

**NOACA Program Management**

NOACA will administer the Section 5310 grant for sub-recipients in the Cleveland UZA. All reporting and financial transactions will be managed through FTA’s Transit Award Management System (TrAMS) and Electronic Clearing House Operation Web (ECHO-Web) systems. Any transit agency receiving Section 5307 funds that is awarded Section 5310 funds in NOACA’s selection process may opt to become a direct recipient of these grants by completing the supplemental agreement in TrAMS, and will be responsible for all project grant management; NOACA will be released from any liability pertaining to direct recipient grants.

NOACA will develop and execute grant sub-agreements with each sub-recipient selected to receive funding from the Section 5310 program detailing reporting requirements and containing all applicable certifications and assurances. The amount, type (capital or operating) and time period of the funding award will be included in this contract; any expenses incurred in excess of the budgeted amounts are the sole responsibility of the sub-recipient and are not eligible for reimbursement.

NOACA will conduct its program management in compliance with the provisions of 49 CFR Part 18, known as the “Common Rule.” Sub-recipients that are public providers of public transportation will also follow these requirements and sub-recipients that are private organizations (whether non-profit or for-profit) will follow the requirements of 49 CFR Part 19.

The Section 5310 Program Project Manager, or designee, will be responsible for processing all reports, plans, and certifications required by FTA. The Project Manager will oversee all aspects of grant management and sub-recipient compliance with federal requirements through regular review of invoices, reports, correspondence, and periodic site visits.

**Procurement**

Sub-recipients including NOACA will be required to certify compliance with all federal requirements for fair and open competitive procurement processes, including 49 CFR 18.36 and FTA Circular 4220.1E, “Third-Party Contracting Requirements.” Equipment purchases may be conducted directly by the sub-recipient, with NOACA oversight and prior written authorization, or through an existing term contract through another governmental agency or ODOT, if eligible. Additional procurement information is available in the FTA “Best Practices Procurement Manual.”

The FTA requirements and standards apply to the procurement of all supplies, equipment, and services funded by FTA. Prior to entering into any third sub-agreement, lease, or third party contract, sub-recipients must review the “Excluded Parties Listing System” at [http://epls.gov/](http://epls.gov/).
Appendix G

NOACA Section 5310 Program Management Plan

Enhanced Mobility of Seniors and Individuals with Disabilities Program Management Plan (5310)

Financial Management

NOACA maintains financial management systems for financial reporting, accounting records, internal controls, and budget controls subject to standards specified in state laws enforced by the Auditor of State.

Sub-recipients must agree to establish and maintain an accounting system that accurately tracks and itemizes project costs by line item. All accounting records and other supporting papers should be kept by the sub-recipient for a minimum of three years from the date of the final payment. These records should be made available to NOACA, auditors, or the FTA upon request. Financial Management Systems, including the disbursement of funds must comply with federal requirements.

Property Management

Sub-recipients are responsible for all normal maintenance and upkeep on any vehicles or equipment purchased with Section 5310 funds. The sub-agreement that NOACA will enter into with the sub-recipient will outline vehicle and equipment use and requirements.

NOACA will maintain an inventory of all Section 5310 property purchased and will request periodic reports from sub-recipients to keep this inventory current. NOACA staff may also perform site visits to inspect vehicles and equipment. Satisfactory Continuing Control of federally funded assets must comply with federal requirements.

Vehicle Use

FTA encourages maximum use of vehicles funded under the Section 5310 program. Vehicles are to be used first for program related needs for which the grant is made and then to meet other transportation needs of other federal programs or project needs, provided that they do not interfere with the project activities originally funded. If any vehicles are to be removed from service prior to the end of their useful life, the sub-recipient must notify NOACA prior to doing so. Vehicle use shall be in accordance with the FTA Master Agreement and requirements under the Section 5310 program.

Maintenance & Disposition

Vehicles and equipment must be maintained in good operating order and sub-recipients must follow the manufacturer’s suggested maintenance schedules. NOACA and its sub-recipients will follow all required vehicle and equipment management and disposition procedures and guidance under the common rule found in 49 CFR 18.32 and applicable guidance in the current FTA Circular 9030.1.

Accounting Systems

The sub-recipient must agree to establish and maintain for the project either a separate set of accounts or separate accounts within the framework of an established accounting system that can be identified with the project. The sub-recipient also agrees to maintain all checks, payrolls, invoices, contracts, vouchers, orders, or other accounting documents related in whole or in part to the project so that they may be clearly identified, readily accessible, and available to NOACA or FTA upon request.
The sub-recipient must agree to retain all data, documents, reports, records, contracts, and supporting materials relating to the project throughout the course of the grant and for a period of three years after the date of the final expenditure report submission to FTA. This information may be accessed by the designated recipient, U.S. Secretary of Transportation, the Comptroller General of the United States, and, to the extent appropriate, the State, or their authorized representatives.

Audit

The Ohio Auditor of State conducts an annual single audit of NOACA. This audit is conducted in compliance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in “Government Auditing Standards” issued by the Comptroller General of the United States; and OMB Circular A-133, “Audits of States, Local Governments, and Non-Profit Organizations.”

Sub-recipients receiving greater than $500,000 annually in federal funding are responsible for obtaining annual audits at either the grant or organization level that are consistent with the requirements of OMB Circular A-133. A copy of this audit must be submitted to NOACA, and any audit findings must be resolved by the sub-recipient.

Close-out

Close-out of projects will occur within 90 days after all funds are expended and all work activities for the projects are completed. NOACA will also initiate program of projects (POP) close-out with FTA within 90 days after all work activities for the program of projects are completed. A final financial status report, final budget, and final POP will be submitted to FTA.

Grant Management & Project Monitoring

The project budget outlining costs, the maximum eligible amount of federal assistance, the specific tasks covered, and the estimated cost of each task will be approved by FTA, and will be referred to as the Approved Project Budget. FTA approval is required when cumulative transfers of funds between total direct cost categories exceed 10 percent of the total budget. An amendment to the Approved Project Budget requires the issuance of a formal amendment to the sub-agreement contract.

All funding for Section 5310 project expenses is provided on a reimbursement basis. Sub-recipients may bill NOACA for reimbursement no more frequently than quarterly by submitting to the project manager detailed invoices with requisite backup documentation. The project manager, or designee, will process each invoice through the ECHO-Web system and NOACA’s accounting department. NOACA will strive to reimburse invoices that contain all required information within 60 days.

Sub-recipients will be required to submit to NOACA on a periodic basis, to be outlined in the sub-agreement, certain project data, budget, and statistical information. This information will allow NOACA to properly monitor sub-recipients for compliance with federal requirements. Sub-recipients will be required to contact NOACA immediately if they experience any material project or budget changes from what was outlined in the original project application or sub-agreement.
**NOACA Section 5310 Program Management Plan**

Enhanced Mobility of Seniors and Individuals with Disabilities Program Management Plan (5310)

**NOACA Reporting Requirements**

NOACA must fulfill multiple FTA reporting requirements as designated recipient in addition 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 sub-recipient locations. All reporting will be submitted to the TrAMS system electronically.

**6. Other Provisions**

**Environmental Protection**

Pursuant to the FTA annual Certifications and Assurances, NOACA will comply with any applicable environmental standards prescribed to implement federal laws and executive orders. It is anticipated that most projects and activities funded through Section 5310 programs will not normally involve significant environmental impacts and will be classified by FTA as “categorical exclusions (CEs)” in accordance with 23 CFR 771.117(c). Projects that have been categorically excluded by FTA are exempt from the requirement to prepare an environmental document.

For projects that will likely qualify as a CE under 23 CFR 771.117(d), including projects involving construction or expansion of facilities, NOACA and its sub-recipients will provide documentation to FTA for approval that clearly demonstrates that the stated conditions or criteria are met and that no significant adverse effects will result from the project. For any projects awarded Section 5310 funding not to be a CE by FTA, NOACA and its sub-recipients will consult with FTA to complete all necessary documentation and reviews to conform to applicable environmental protections as required.

**Buy America**

NOACA and its sub-recipients must comply with the Buy American provision applicable to FTA grants. FTA funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States. Rolling stock must be assembled in the United States and have 65 percent domestic content beginning in FY 2018 and beyond and 70 percent domestic content beginning in FY 2020 and beyond to be considered a United States product. Sub-recipients that purchase more than 10 rolling stock vehicles for use in Section 5310 services must conduct pre-award and post-delivery reviews to ensure compliance with specifications and Buy America requirements.

**Pre-award & Post-delivery Reviews**

In order to improve compliance with Buy America requirements, grantee bid specifications, and Federal Motor Vehicle Safety Standards, FTA requires pre-award and post-delivery reviews of revenue passenger rolling stock when purchases exceed 10 vehicles in a large urbanized area (purchase of unmodified minivans, in any quantity, is not subject to this review requirement). In the event that Section 5310 funds are awarded to any one sub-recipient in any given year for acquisition of more than 10 vehicles, NOACA and its sub-recipients will follow all required pre-award and post-delivery requirements outlined by FTA in its manual, “Conducting Pre-Award and Post-Delivery Reviews for Bus Procurements.”
Restrictions on Lobbying

As a recipient of more than $100,000 in FTA assistance, NOACA certifies that it will not use federal assistance to pay the costs of influencing any officer or employee of a federal agency, member of Congress, officer of Congress, or employee of a member of Congress in connection with Section 5310 grants, and will require any sub-recipients receiving more than $100,000 to complete FTA’s Certification on Lobbying prior to contract execution. Any sub-recipient or third party contractor must comply with applicable federal lobbying restrictions.

Prohibition on Exclusive School Transportation

FTA funds may not be used for exclusive school bus transportation for school students and school personnel. Sub-recipients will be required to comply with 49 U.S.C. 5323(f) and FTA regulation, “School Bus Operations” (49 CFR Part 605), wherein they must agree to only engage in school transportation operations in competition with private school transportation operators to the extent permitted by 49 U.S.C. 5323(f) and federal regulations. A violation of this agreement may require corrective measures and the imposition of penalties, including debarment from the receipt of further federal assistance for transportation. NOACA does not operate vehicles and does not directly provide transportation services.

Drug & Alcohol Testing

Sub-recipients that receive only Section 5310 program assistance are not subject to FTA Drug and Alcohol testing rules, but are required to comply with the Federal Motor Carrier Safety Administration (FMCSA) rule for employees who hold Commercial Driver’s Licenses (49 CFR Part 382). Sub-recipients will be required to certify compliance with these rules prior to contract execution and annually thereafter.

In accordance with the Drug-Free Workplace Act of 1988 (41 U.S.C. 701 et seq.), and 49 CFR Part 32, FTA requires that all direct recipients (sub-recipients are excluded) maintain a drug-free workplace for all employees and have an ongoing drug-free awareness program. NOACA maintains an alcohol and drug-free workplace and has an anti-drug policy in accordance with the Drug-Free Workplace Act of 1988.
### A. Project Evaluation Criteria

<table>
<thead>
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<th>Project Evaluation Criteria</th>
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<tr>
<td><strong>Demonstration of Need</strong></td>
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<tr>
<td>Area Currently Served by <em>Inadequate</em> Public Transit or NOT Served by Public Transit</td>
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<tr>
<td>Project Alignment with Goals from the Coordinated Plan</td>
</tr>
<tr>
<td><strong>Agency Effectiveness</strong></td>
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<tr>
<td>Agency’s Management Capacity</td>
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<tr>
<td>Prior Project Effectiveness</td>
</tr>
<tr>
<td><strong>Coordination + Outreach</strong></td>
</tr>
<tr>
<td>Detailed Coordination Efforts</td>
</tr>
<tr>
<td>Letters of Support from Coordinating Agencies</td>
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<tr>
<td>Public Outreach Efforts</td>
</tr>
<tr>
<td><strong>Vehicles + Equipment + Improvements</strong></td>
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<tr>
<td>Vehicle Utilization</td>
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<tr>
<td>Utilization of Communication Equipment, Computer Hardware/Software, Mobility Management, or Accessibility Improvements</td>
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This appendix includes listings and detailed information for:

1. Private Transportation Providers
2. Public Transit
3. Human Service Transportation Providers
### Private Transportation Providers

<table>
<thead>
<tr>
<th>Taxicabs, Shuttles &amp; Limousines</th>
<th>Location</th>
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<tr>
<td>A Touch Of Class Limousine Service</td>
<td>Cleveland</td>
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<tr>
<td>A-1 Mr. Limo</td>
<td>Cleveland</td>
</tr>
<tr>
<td>A7 Transportation Services</td>
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</tr>
<tr>
<td>AAA Airport Taxi Services</td>
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<tr>
<td>ABC Taxi Company</td>
<td>Cleveland</td>
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<tr>
<td>Ace Taxi Service</td>
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<tr>
<td>American Limousine Service</td>
<td>Lakewood</td>
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<td>Americab</td>
<td>Cleveland</td>
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<tr>
<td>Areawide Airport Shuttle</td>
<td>Euclid</td>
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<tr>
<td>Backup Limo and Taxi</td>
<td>Cleveland</td>
</tr>
<tr>
<td>Beachwood Limousine</td>
<td>Beachwood</td>
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<tr>
<td>Brentwood Limousines</td>
<td>Cleveland</td>
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<tr>
<td>Cabby Bill’s Taxi Service</td>
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<tr>
<td>Captains Car Service</td>
<td>Cleveland</td>
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<td>Carmel’s Cleveland Car Service</td>
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<td>Cleveland Black Car Service</td>
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<td>Cleveland Airport Taxi Tommy &amp; Car Service</td>
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<td>Company Car &amp; Limousine</td>
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<td>Eastside Transportation</td>
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<td>Eroc’s Limo and Party Bus Service</td>
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<td>Evening Grace Transportation</td>
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<td>Express Taxi Cab Service</td>
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<td>First Class Limo</td>
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<tr>
<td>First Express Limo</td>
<td>Cleveland</td>
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<td>Freedom2Go</td>
<td>Cleveland</td>
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<tr>
<td>J&amp;K Transportation</td>
<td>Westlake</td>
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<tr>
<td>Judah Cab and Transportation Network</td>
<td>Willoughby Hills</td>
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<td>Mr. Formal Limousine Service</td>
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<td>Need a Ride Taxi</td>
<td>Parma</td>
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<td>One Sixty Mile Transportation</td>
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<td>Shima Limousine</td>
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<td>Super Express Transportation</td>
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<td>United Cab Company</td>
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<td>VIP Party Bus Service</td>
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<td>Westlake Taxi Cab</td>
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## Private Transportation Providers

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<tr>
<td>Donald Martens &amp; Sons Ambulance Service</td>
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<td>Freedom2Go</td>
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<td>Miracle Medical Service</td>
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<td>Mobit Martin EMS</td>
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<td>Ohio Ambulance Solutions</td>
<td>Euclid</td>
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<tr>
<td>Physicians Ambulance Service</td>
<td>Warrensville Heights</td>
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<tr>
<td>Rural/Metro Inc</td>
<td>Cleveland</td>
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<tr>
<td>Rybak &amp; Associates</td>
<td>Bedford</td>
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<tr>
<td>Saferides Ambulette</td>
<td>Lakewood</td>
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<td>Take2 Transportation</td>
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<tr>
<td>Tri-County Ambulance Service</td>
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<th>Charter Bus Service</th>
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<tr>
<td>All Aboard Charter &amp; Tours</td>
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<td>Barons Bus</td>
<td>Cleveland</td>
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<tr>
<td>BRT Charter Service</td>
<td>Brecksville</td>
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<tr>
<td>Great Day Tours &amp; Charter bus Service</td>
<td>Broadview Heights</td>
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<tr>
<td>J&amp;E Transportation</td>
<td>Valley View</td>
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<td>Lakefront Lines</td>
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<td>Lolly the Trolley</td>
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<th>Transportation Network Companies</th>
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<td>Flit Cab</td>
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<td>Lyft</td>
<td>Varies by driver</td>
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<tr>
<td>Uber</td>
<td>Varies by driver</td>
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</table>
### General Information

**Urbanized Area Statistics - 2010 Census**
- Cleveland, OH
  - 772,918 Population
  - 178,481,128 Annual Passenger Miles (PMT)

**Service Consumption**
- 39,562,839 Annual Unlinked Trips (UPT)
- 130,031 Average Weeklyday Unlinked Trips
- 70,044 Average Saturday Unlinked Trips
- 48,632 Average Sunday Unlinked Trips

**Other UZAs Served**
- 777 Square Miles
- 1,780,873 Population
- 130,031 Average Weeklyday Unlinked Trips
- 70,044 Average Saturday Unlinked Trips
- 48,632 Average Sunday Unlinked Trips

**Service Area Statistics**
- 1,412,140 Population
- 458 Square Miles
- 22,236,031 Annual Vehicle Revenue Miles (VRM)
- 1,754,067 Annual Vehicle Revenue Hours (VRH)

**Service Supplied**
- 487 Vehicles Operated in Maximum Service (VOMS)
- 629 Vehicles Available for Maximum Service (VAMS)

### Database Information

**Operating Fund Sources**
- **Salary, Wages, Benefits**
  - 38.1% 30.4%

**Sources of Operating Funds Expended**
- **Local Funds**
  - $187,703,740 71.9%
- **State Funds**
  - $1,108,464 0.4%
- **Federal Assistance**
  - $20,958,136 8.0%
- **Other Funds**
  - $3,014,469 0.0%

**Total Operating Funds Expended**
- **Local Funds**
  - $187,703,740 71.9%
- **State Funds**
  - $1,108,464 0.4%
- **Federal Assistance**
  - $20,958,136 8.0%
- **Other Funds**
  - $3,014,469 0.0%

**Total Operating Funds Expended**
- $261,153,795

### Financial Information

**Modal Characteristics**

<table>
<thead>
<tr>
<th>Mode</th>
<th>Vehicles Operated in Maximum Service</th>
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<tr>
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<td>Bus</td>
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<td>Bus Rapid Transit</td>
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<td>Vanpool</td>
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### Summary of Operating Expenses (OE)

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<tr>
<th>Mode</th>
<th>Service Efficiency</th>
<th>Service Effectiveness</th>
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<tr>
<td></td>
<td>Operating Expenses per Revenue Mile</td>
<td>Operating Expenses per Revenue Hour</td>
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<tr>
<td>Demand Response</td>
<td>$6.56</td>
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<td>Bus</td>
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<td>Vanpool</td>
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**Performance Measures**

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<td></td>
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<td>$6.45</td>
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</table>

### Notes:

- *Demand Response - Taxi (DT) and non-dedicated fleets do not report fleet age data.*

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**Appendix H**

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**Information:**

- Public Transit Agencies: National Transit Database Profiles
  - The Greater Cleveland Regional Transit Authority
  - 2017 Annual Agency Profile
Public Transit Agencies: National Transit Database Profiles

Geauga County Transit
2017 Annual Agency Profile

General Information

Service Consumption
42,859 Annual Unlinked Trips (UPT)

Service Supplied
486,833 Annual Vehicle Revenue Miles (VRM)
22,286 Annual Vehicle Revenue Hours (VRH)

Summary of Operating Expenses (OE)
$1,401,915 Total Operating Expenses

Database Information
NTDID: 5R05-50326
Reporter Type: Rural General Public Transit

Financial Information

Operating Funding Sources

<table>
<thead>
<tr>
<th>Sources of Operating Funds Expended</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Fare Revenues</td>
<td>$103,307</td>
<td>7.4%</td>
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<tr>
<td>Local Funds</td>
<td>$144,221</td>
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<td>State Funds</td>
<td>$207,935</td>
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<td>Federal Assistance</td>
<td>$714,500</td>
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<td>Other Funds</td>
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</tr>
<tr>
<td>Total Operating Funds Expended</td>
<td>$1,401,915</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Capital Funding Sources

<table>
<thead>
<tr>
<th>Sources of Capital Funds Expended</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fare Revenues</td>
<td>$0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Local Funds</td>
<td>$13,400</td>
<td>10.0%</td>
</tr>
<tr>
<td>State Funds</td>
<td>$0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Federal Assistance</td>
<td>$120,596</td>
<td>90.0%</td>
</tr>
<tr>
<td>Other Funds</td>
<td>$0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Total Capital Funds Expended</td>
<td>$133,996</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Summary of Operating Expenses (OE)

- Local Funds: $144,221 (10.3%)
- State Funds: $207,935 (14.8%)
- Federal Assistance: $714,500 (51.0%)
- Other Funds: $231,952 (16.5%)

Summary of Capital Expenses (OE)

- Federal Assistance: $120,596 (90.0%)

Modal Characteristics

Vehicles Operated at Maximum Service

<table>
<thead>
<tr>
<th>Mode</th>
<th>Directly Operated</th>
<th>Purchased Transportation</th>
<th>Operating Expenses</th>
<th>Fare Revenues</th>
<th>Annual Unlinked Trips</th>
<th>Annual Vehicle Revenue Miles</th>
<th>Annual Vehicle Revenue Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demand Response</td>
<td>13</td>
<td>-</td>
<td>$1,401,915</td>
<td>$103,307</td>
<td>42,859</td>
<td>486,833</td>
<td>22,286</td>
</tr>
<tr>
<td>Total</td>
<td>13</td>
<td>-</td>
<td>$1,401,915</td>
<td>$103,307</td>
<td>42,859</td>
<td>486,833</td>
<td>22,286</td>
</tr>
</tbody>
</table>

Performance Measures

Service Efficiency

<table>
<thead>
<tr>
<th>Mode</th>
<th>Operating Expenses per Vehicle Revenue Mile</th>
<th>Operating Expenses per Vehicle Revenue Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demand Response</td>
<td>$2.86</td>
<td>$62.91</td>
</tr>
<tr>
<td>Total</td>
<td>$2.86</td>
<td>$62.91</td>
</tr>
</tbody>
</table>

Service Effectiveness

<table>
<thead>
<tr>
<th>Mode</th>
<th>Operating Expenses per Unlinked Passenger Trip</th>
<th>Unlinked Trips per Vehicle Revenue Mile</th>
<th>Unlinked Trips per Vehicle Revenue Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demand Response</td>
<td>$32.71</td>
<td>0.1</td>
<td>1.9</td>
</tr>
<tr>
<td>Total</td>
<td>$32.71</td>
<td>0.1</td>
<td>1.9</td>
</tr>
</tbody>
</table>

Graphs and Tables

- Graphs showing Operating Expense per Vehicle Revenue Mile
- Graphs showing Unlinked Passenger Trips per Vehicle Revenue Mile
### General Information

<table>
<thead>
<tr>
<th>Urbanized Area Statistics - 2010 Census</th>
<th>Service Consumption</th>
<th>Capital Funding Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleveland, OH</td>
<td>8,026,791 Annual Passenger Miles (PMT)</td>
<td>Federal Assistance $2,300,712 16.9%</td>
</tr>
<tr>
<td>772 Square Miles</td>
<td>2,737 Annual Unlinked Trips (UPT)</td>
<td>State Funds $629,494 4.6%</td>
</tr>
<tr>
<td>1,780,673 Pop.</td>
<td>558 Average Saturday Unlinked Trips</td>
<td>Federal Assistance $2,300,712 16.9%</td>
</tr>
<tr>
<td>Population in Thousands</td>
<td>0 Average Sunday Unlinked Trips</td>
<td>Other Funds $205,644 1.5%</td>
</tr>
</tbody>
</table>

### Database Information

<table>
<thead>
<tr>
<th>NTID:</th>
<th>Reporter Type: Full Reporter</th>
</tr>
</thead>
</table>

### Financial Information

<table>
<thead>
<tr>
<th>Operating Funding Sources</th>
<th>Sources of Operating Funds Expended</th>
<th>Sources of Capital Funds Expended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fare Revenues $1,358,819 10.0%</td>
<td>Fare Revenues $0 0.0%</td>
</tr>
<tr>
<td></td>
<td>Local Funds $9,121,741 67.8%</td>
<td>Local Funds $1,260,402 32.2%</td>
</tr>
<tr>
<td></td>
<td>State Funds $629,494 4.6%</td>
<td>State Funds $0 0.0%</td>
</tr>
<tr>
<td></td>
<td>Federal Assistance $2,300,712 16.9%</td>
<td>Federal Assistance $2,655,250 67.8%</td>
</tr>
<tr>
<td></td>
<td>Other Funds $205,644 1.5%</td>
<td>Other Funds $0 0.0%</td>
</tr>
<tr>
<td>Total Operating Funds Expended</td>
<td>$13,616,210 100.0%</td>
<td>Total Capital Funds Expended $3,915,652 100.0%</td>
</tr>
</tbody>
</table>

### Service Effectiveness

<table>
<thead>
<tr>
<th>Service Effectiveness</th>
<th>Operating Expenses per Unlinked Passenger Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unlinked Trips per Passenger Revenue Mile</td>
</tr>
<tr>
<td></td>
<td>Unlinked Trips per Passenger Revenue Hour</td>
</tr>
</tbody>
</table>

Notes:

- Demand Response - Taxi (DT) and non-dedicated fleets do not report fleet age data.
Public Transit Agencies: National Transit Database Profiles

http://www.loraincounty.us/transit/
226 Middle Avenue
Elyria, OH 44035

Lorain County Transit
2017 Annual Agency Profile

General Information
Urbanized Area (UZA) Statistics - 2010 Census
Lorain-Elyria, OH
100 Square Miles
180,956 Population
191 Pop. Rank out of 498 UZAs
Other UZAs Served
0 Ohio Non-UZA, 25 Cleveland, OH

Service Area Statistics
49 Square Miles
127,025 Population

Service Consumption
47,254 Annual Unlinked Trips (UPT)

Service Supplied
369,975 Annual Vehicle Revenue Miles (VRM)
27,004 Annual Vehicle Revenue Hours (VRH)

Database Information
NTDID: 50095
Reporter Type: Reduced Reporter

Modal Characteristics

<table>
<thead>
<tr>
<th>Mode</th>
<th>Vehicles Operated at Maximum Service</th>
<th>Operating Expenses per Vehicle Revenue Mile</th>
<th>Operating Expenses per Vehicle Revenue Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Directly Operated</td>
<td>Purchased Transportation</td>
<td>Operating Expenses</td>
</tr>
<tr>
<td>Demand Response</td>
<td>-</td>
<td>11</td>
<td>$1,552,729</td>
</tr>
<tr>
<td>Bus</td>
<td>-</td>
<td>2</td>
<td>$490,336</td>
</tr>
<tr>
<td>Total</td>
<td>-</td>
<td>13</td>
<td>$2,043,065</td>
</tr>
</tbody>
</table>

Performance Measures

<table>
<thead>
<tr>
<th>Mode</th>
<th>Service Efficiency</th>
<th>Service Effectiveness</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Operating Expenses per Vehicle Revenue Mile</td>
<td>Operating Expenses per Vehicle Revenue Hour</td>
</tr>
<tr>
<td>Demand Response</td>
<td>$5.37</td>
<td>$76.69</td>
</tr>
<tr>
<td>Bus</td>
<td>$5.52</td>
<td>$75.66</td>
</tr>
<tr>
<td>Total</td>
<td>$5.49</td>
<td>$76.02</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mode</th>
<th>Unlinked Trips per Unlinked Passenger Trip per Vehicle Revenue Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demand Response</td>
<td>-0.05</td>
</tr>
<tr>
<td>Bus</td>
<td>0.3</td>
</tr>
<tr>
<td>Total</td>
<td>0.16</td>
</tr>
</tbody>
</table>

Notes:
- Demand Response - Taxi (DT) and non-dedicated fleets do not report fleet age data.
### Medina County Public Transit

**2017 Annual Agency Profile**

#### General Information

<table>
<thead>
<tr>
<th>Urbanized Area Statistics - 2010 Census</th>
<th>Service Consumption</th>
<th>Database Information</th>
<th>Financial Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleveland, OH</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>772 Square Miles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1,780,673 Population</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other UZAs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>71 Akron, OH, 0 Ohio Non-UZA</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Service Area Statistics

<table>
<thead>
<tr>
<th>425 Square Miles</th>
<th>492,209 Annual Vehicle Revenue Miles (VRM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>174,091 Population</td>
<td>32,151 Annual Vehicle Revenue Hours (VRH)</td>
</tr>
<tr>
<td>18 Vehciles Operated in Maximum Service (VOMS)</td>
<td>25 Vehicles Available for Maximum Service (VAMS)</td>
</tr>
</tbody>
</table>

#### Modal Characteristics

<table>
<thead>
<tr>
<th>Modal Overview</th>
<th>Vehicles Operated in Maximum Service</th>
<th>Uses of Capital Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mode</td>
<td>Directly Operated</td>
<td>Purchased Transportation</td>
</tr>
<tr>
<td>Demand Response - Taxi</td>
<td>11</td>
<td>-</td>
</tr>
<tr>
<td>Demand Response - Taxi</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Bus</td>
<td>6</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>17</td>
<td>1</td>
</tr>
</tbody>
</table>

#### Operation Characteristics

<table>
<thead>
<tr>
<th>Mode</th>
<th>Operating Expenses per Mile</th>
<th>Fare Revenues</th>
<th>Uses of Capital Funds</th>
<th>Annual Passenger Miles</th>
<th>Annual Unlinked Trips</th>
<th>Annual Vehicle Revenue Miles</th>
<th>Annual Vehicle Revenue Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demand Response - Taxi</td>
<td>$1,057,567</td>
<td>$31,738</td>
<td>$624</td>
<td>332,149</td>
<td>34,090</td>
<td>250,693</td>
<td>71,655</td>
</tr>
<tr>
<td>Demand Response - Taxi</td>
<td>$235,366</td>
<td>$-5</td>
<td>$0</td>
<td>70,736</td>
<td>2,815</td>
<td>69,892</td>
<td>1,575</td>
</tr>
<tr>
<td>Bus</td>
<td>$668,399</td>
<td>$29,442</td>
<td>$389</td>
<td>261,498</td>
<td>37,458</td>
<td>171,024</td>
<td>12,921</td>
</tr>
<tr>
<td>Total</td>
<td>$1,961,332</td>
<td>$61,180</td>
<td>$1,013</td>
<td>664,383</td>
<td>74,163</td>
<td>492,209</td>
<td>32,151</td>
</tr>
</tbody>
</table>

#### Performance Measures

<table>
<thead>
<tr>
<th>Mode</th>
<th>Operating Expenses per Mile</th>
<th>Operating Expenses per Vehicle Revenue Mile</th>
<th>Operating Expenses per Mile</th>
<th>Operating Expenses per Vehicle Revenue Mile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demand Response - Taxi</td>
<td>$4.22</td>
<td>$69.90</td>
<td>$3.18</td>
<td>$3.33</td>
</tr>
<tr>
<td>Demand Response - Taxi</td>
<td>$3.37</td>
<td>$149.44</td>
<td>$2.56</td>
<td>$2.65</td>
</tr>
<tr>
<td>Bus</td>
<td>$3.89</td>
<td>$61.00</td>
<td>$2.95</td>
<td>$2.65</td>
</tr>
<tr>
<td>Total</td>
<td>$3.98</td>
<td>$61.00</td>
<td>$2.95</td>
<td>$2.65</td>
</tr>
</tbody>
</table>

#### Service Effectiveness

<table>
<thead>
<tr>
<th>Mode</th>
<th>Operating Expenses per Mile</th>
<th>Operating Expenses per Mile</th>
<th>Operating Expenses per Mile</th>
<th>Operating Expenses per Mile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demand Response - Taxi</td>
<td>$4.89</td>
<td>$56.01</td>
<td>$2.83</td>
<td>$2.93</td>
</tr>
<tr>
<td>Demand Response - Taxi</td>
<td>$4.89</td>
<td>$56.01</td>
<td>$2.83</td>
<td>$2.93</td>
</tr>
<tr>
<td>Bus</td>
<td>$4.89</td>
<td>$56.01</td>
<td>$2.83</td>
<td>$2.93</td>
</tr>
<tr>
<td>Total</td>
<td>$4.89</td>
<td>$56.01</td>
<td>$2.83</td>
<td>$2.93</td>
</tr>
</tbody>
</table>

**Notes:**
- *Demand Response - Taxi (DT) and non-dedicated fleets do not report fleet age data.
- *Average Unlinked Trips not available for Demand Response Taxi.*

---

Appendix H
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## Human Service Transportation Providers

### Human Service Transportation Providers—Service Details

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Location</th>
<th>Organization Website</th>
<th>Organization Type</th>
<th>Operate transportation using</th>
<th>Contract/Coordinate with</th>
<th>Provide</th>
<th>Areas Served</th>
<th>Age Groups Served, Age Considered “Senior”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amherst Office on Aging</td>
<td>Amherst</td>
<td>amherstohio.org</td>
<td>government agency: social services</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>440001</td>
<td>Seniors or those with disabilities or health issues. No one with a need is turned away.</td>
</tr>
<tr>
<td>Beachwood City Senior Transportation</td>
<td>Beachwood</td>
<td><a href="http://www.beachwoodohio.com">www.beachwoodohio.com</a></td>
<td>government agency: private transit</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>440122</td>
<td>Senior citizens 60 and older</td>
</tr>
<tr>
<td>Benjamin Rose Adult Day Program</td>
<td>Cleveland Heights</td>
<td><a href="http://www.benrose.org/">www.benrose.org/</a></td>
<td>private nonprofit: adult day care</td>
<td>Agency-owned or leased vehicles</td>
<td>Non-profits</td>
<td></td>
<td>44106, 44120, 44105, 44108, 44118, 44112, 44110, 44121</td>
<td>Seniors 60 and up</td>
</tr>
<tr>
<td>Board of Lake County Commissioners</td>
<td>Painesville</td>
<td><a href="http://www.lakecountyohio.gov">www.lakecountyohio.gov</a></td>
<td>government agency: county government, funder</td>
<td>public transit</td>
<td></td>
<td></td>
<td>Lake County</td>
<td>60 and older</td>
</tr>
<tr>
<td>BRI on Aging</td>
<td>Cleveland</td>
<td></td>
<td>private nonprofit: social services</td>
<td>private transportation</td>
<td>pre-paid transit tickets, tokens, gas cards</td>
<td></td>
<td></td>
<td>Cuyahoga County</td>
</tr>
<tr>
<td>Care Alliance Health Center</td>
<td>Cleveland</td>
<td><a href="http://www.carealliance.org">www.carealliance.org</a></td>
<td>public nonprofit: medical center</td>
<td>agency-owned or leased vehicles</td>
<td>transportation network companies (Uber, Lyft)</td>
<td></td>
<td></td>
<td>Cuyahoga County</td>
</tr>
<tr>
<td>Catholic Charities Hispanic Senior Center</td>
<td>Cleveland</td>
<td><a href="http://www.ccdocs.org">www.ccdocs.org</a></td>
<td>public nonprofit: senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>Cleveland West Side (from W 117th Street to W 25th St)</td>
<td>60 and over</td>
</tr>
<tr>
<td>City of Beachwood</td>
<td>Beachwood</td>
<td><a href="http://www.beachwoodohio.com">www.beachwoodohio.com</a></td>
<td>government agency: municipal government</td>
<td>agency-owned or leased vehicles</td>
<td>Non-profits</td>
<td></td>
<td>Beachwood</td>
<td>60 years or older (and people with disabilities no age limit)</td>
</tr>
<tr>
<td>Eligibility requirements for service</td>
<td>Name of Service</td>
<td>Service Availability</td>
<td>Payments Accepted</td>
<td>Advance scheduling (timeframe) permitted</td>
<td>Advance scheduling (timeframe) required</td>
<td>Type of scheduling</td>
<td>Level of service</td>
<td>Accommodations available</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------</td>
<td>----------------------</td>
<td>------------------</td>
<td>----------------------------------------</td>
<td>----------------------------------------</td>
<td>-------------------</td>
<td>-----------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>disability</td>
<td>Transportation</td>
<td>M-F 9-3pm</td>
<td>Cash</td>
<td>3 months</td>
<td>1 week</td>
<td>demand response</td>
<td>door to door, up to driver's discretion</td>
<td>service animals, caretakers or aides</td>
</tr>
<tr>
<td>No</td>
<td>Beachwood Senior Transportation</td>
<td>Monday-Friday 8:30am-4:00pm</td>
<td>We offer free service for our residents</td>
<td>Medical Emergencies are accommodated at any time if scheduling allows.</td>
<td>At least 24 Hours</td>
<td>demand response</td>
<td>door to door</td>
<td>wheelchairs, motorized scooters, caretakers or aides</td>
</tr>
<tr>
<td>Age, disability; Residency only for transportation services</td>
<td>Benjamin Rose Adult Day Program</td>
<td>M - F, 7 am - 5 pm</td>
<td>Medicaid Waiver, Grants, Cash/Check</td>
<td>Transport scheduled upon enrollment of services.</td>
<td>One week</td>
<td>fixed route, group scheduling</td>
<td>door to door</td>
<td>wheelchairs, motorized scooters, service animals</td>
</tr>
<tr>
<td>no</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. Services open to all</td>
<td>Transportation</td>
<td>Monday - Friday, 8am - 5pm</td>
<td>Free</td>
<td>1 hour</td>
<td>n/a</td>
<td>demand response</td>
<td>door to door, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
<tr>
<td>age or disability</td>
<td>To and From the Hispanic Senior Center</td>
<td>weekdays</td>
<td>none</td>
<td>Clients needs to be member of the HSC program</td>
<td>N/A</td>
<td>fixed route</td>
<td>curb to curb</td>
<td>wheelchairs</td>
</tr>
<tr>
<td>Yes, must be a resident, who is 60 years or older, or have a disability.</td>
<td>Beachwood Community Transportation Service</td>
<td>Monday-Friday 9:00AM - 4:00PM</td>
<td>No Payment Required</td>
<td>No limit</td>
<td>24 hours</td>
<td>demand response</td>
<td>curb to curb</td>
<td>wheelchairs, motorized scooters, service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
<tr>
<td>Organization Name</td>
<td>Location</td>
<td>Organization Website</td>
<td>Organization Type</td>
<td>Operate transportation using</td>
<td>Contract/ Coordinates with</td>
<td>Provide</td>
<td>Areas Served</td>
<td>Age Groups Served, Age considered &quot;senior&quot;</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-------------------</td>
<td>-------------------------------</td>
<td>-------------------------------------</td>
<td>-----------------------------</td>
<td>---------------------------</td>
<td>---------</td>
<td>--------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>City of Bedford Heights</td>
<td>Bedford Heights</td>
<td>city of bedford heights</td>
<td>government agency; senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td></td>
<td>44148, 65</td>
</tr>
<tr>
<td>City of Berea</td>
<td>Berea</td>
<td><a href="http://www.cityofberea.org">www.cityofberea.org</a></td>
<td>government agency; municipal government</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td></td>
<td>44017, Seniors and Disabled Residents of Berea, Seniors are considered to be age 60 and up</td>
</tr>
<tr>
<td>City of Garfield Heights</td>
<td>Garfield Heights</td>
<td>garfieldfts.org</td>
<td>government agency; senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>Garfield Heights</td>
<td>seniors over 55 and disabled</td>
</tr>
<tr>
<td>City of Solon - Senior Services</td>
<td>Solon</td>
<td><a href="http://www.solonohio.org">www.solonohio.org</a></td>
<td>government agency; senior center</td>
<td>agency-owned or leased vehicles</td>
<td>nonprofits</td>
<td></td>
<td>44139</td>
<td>adults age 65 and over or with disabilities</td>
</tr>
<tr>
<td>Contract Transportation Services</td>
<td>Cleveland</td>
<td><a href="http://www.ctsoh.net">www.ctsoh.net</a></td>
<td>for-profit company; private transit</td>
<td>agency-owned or leased vehicles</td>
<td>private transportation, nonprofits</td>
<td></td>
<td></td>
<td>Cuyahoga, Lake, Lorain, Geauga, Medina and Summit Counties</td>
</tr>
<tr>
<td>Eligibility requirements for service</td>
<td>Name or Service</td>
<td>Service Availability</td>
<td>Payments Accepted</td>
<td>Advance scheduling (timeframe) permitted</td>
<td>Advance scheduling (timeframe) required</td>
<td>Type of scheduling</td>
<td>Level of service</td>
<td>Accommodations available</td>
</tr>
<tr>
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</tr>
<tr>
<td>age and residency</td>
<td>City of Bedford Heights Transportation Services</td>
<td>Monday - Friday from 6am-2:30pm</td>
<td>Free service</td>
<td>3 days</td>
<td>30 days</td>
<td>fixed route, group scheduling, demand response</td>
<td>door to door, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>wheelchairs, motorized scooters, bariatric patients and mobility devices, service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
<tr>
<td>Yes, Age or disability and residency.</td>
<td>Berea Senior Wheels</td>
<td>Non-Fri 8am-5pm</td>
<td>Cash or check</td>
<td>Up to 30 days in advance</td>
<td>24 hours</td>
<td>fixed route, group scheduling, demand response</td>
<td>curb to curb, door to door, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>wheelchairs, motorized scooters, bariatric patients and mobility devices, service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
<tr>
<td>residency, age and disability</td>
<td>Garfield Heights Senior Center</td>
<td>M-F 8:15 AM-3:30 PM and Fri 8:30 AM - 1:00 PM</td>
<td>minimal fees</td>
<td>7 days</td>
<td>24 hours</td>
<td>fixed route, group scheduling, demand response</td>
<td>curb to curb, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>wheelchairs, motorized scooters, service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
<tr>
<td>yes</td>
<td>City of Solon Senior Services Transportation</td>
<td>M - F, 9:00 - 4:00 p.m</td>
<td>no charge within the City of Solon, cash and check for activity released out of town transportation</td>
<td>the first of the month, the month before the ride is requested</td>
<td>no cut-off, ride is based on availability when requested</td>
<td>group scheduling, demand response</td>
<td>door to door, drivers are permitted to assist passengers with equipment/packages/bags, assistance is limited to 4 bags per trip</td>
<td>wheelchairs, motorized scooters, service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
<tr>
<td>No.</td>
<td>Contract Transport Service (CTS)</td>
<td>24/7</td>
<td>Visa, Mastercard, Discover, Check, Cash and Passport</td>
<td>Unlimited</td>
<td>48 hours</td>
<td>fixed route, group scheduling, demand response</td>
<td>door to door, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>wheelchairs, motorized scooters, service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
</tbody>
</table>
## Human Service Transportation Providers

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Location</th>
<th>Organization Website</th>
<th>Organization Type</th>
<th>Operate transportation using</th>
<th>Contract/Coordinate with</th>
<th>Provide</th>
<th>Areas Served</th>
<th>Age Groups Served, Age Considered “Senior”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuyahoga County Board of Developmental Disabilities</td>
<td>Cleveland</td>
<td>cuyahogabdd.org</td>
<td>government agency; Board of Developmental Disabilities</td>
<td>public transit, private transportation, nonprofits</td>
<td>mileage reimbursement</td>
<td>All Cuyahoga County</td>
<td>We serve people from 3 months old and for the rest of their lives. We consider people eligible for senior services at age 60.</td>
<td></td>
</tr>
<tr>
<td>Cuyahoga County Division of Senior and Adult Services</td>
<td>Cleveland</td>
<td>dsas.cuyahogacounty.us</td>
<td>government agency; county government</td>
<td>private transportation, nonprofits</td>
<td>mileage reimbursement</td>
<td>Cuyahoga County</td>
<td>18-59 with a disability, or 60 and up</td>
<td></td>
</tr>
<tr>
<td>Cuyahoga County Health and Human Services</td>
<td>Cleveland</td>
<td><a href="http://www.cuyahogacounty.us">www.cuyahogacounty.us</a></td>
<td>government agency; social services</td>
<td>private transportation, transportation network companies (Uber/Lyft)</td>
<td>pre-paid transit tickets/tokens, gas cards</td>
<td>Cuyahoga County</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>Donna Smallwood Activities Center and Parma Office on Aging</td>
<td>Parma</td>
<td>smallwoodcenter.com</td>
<td>government agency; senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>Parma, Seven Hills and limited Parma Heights</td>
<td>60+</td>
</tr>
<tr>
<td>East End Neighborhood House, Inc.</td>
<td>Cleveland</td>
<td><a href="http://www.eenh.org">www.eenh.org</a></td>
<td>public nonprofit; neighborhood/community center</td>
<td>agency-owned or leased vehicles</td>
<td>transportation network companies (Uber/Lyft)</td>
<td>pre-paid transit tickets/tokens, gas cards</td>
<td>44104, 44106, 44120, 44105 Greater Buckeye area and Greater Cleveland area</td>
<td>Seniors - 55 - 100 years of age and 19 if they have physical disabilities.</td>
</tr>
<tr>
<td>Ecumenical Shelter Network of Lake County, Inc.</td>
<td>Painesville</td>
<td><a href="http://www.projecthopeonline.org">www.projecthopeonline.org</a></td>
<td>private nonprofit; homeless shelter</td>
<td></td>
<td>public transit</td>
<td>pre-paid transit tickets/tokens, gas cards</td>
<td>44060, 44077, 44004, 44095, 44092, 44081, 44097</td>
<td>0-90+</td>
</tr>
<tr>
<td>Eliza Bryant Village</td>
<td>Cleveland</td>
<td><a href="http://www.elizabryant.org">www.elizabryant.org</a></td>
<td>for-profit company; senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>44103, 44104, 44105, 44106, 44108, 44110, 44112, 44117, 44118, 44120, 44121</td>
<td>65</td>
</tr>
<tr>
<td>Eligibility requirements for service</td>
<td>Name of Service</td>
<td>Service Availability</td>
<td>Payments Accepted</td>
<td>Advance scheduling (timeframe) permitted</td>
<td>Advance scheduling (timeframe) required</td>
<td>Type of scheduling</td>
<td>Level of service</td>
<td>Accommodations available</td>
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</tr>
<tr>
<td>To be eligible for our service people must be DD eligible</td>
<td>Cuyahoga County Board of DD</td>
<td>Monday through Friday 6:00 am - 6:00 pm</td>
<td>Our services are free to DD eligible people</td>
<td>one month</td>
<td>five work days</td>
<td>fixed route</td>
<td>curb to curb</td>
<td>wheelchairs, individuals with mental/behavioral issues</td>
</tr>
<tr>
<td>Depends on the program - age, disability and residency for all programs, income level for some</td>
<td></td>
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<tr>
<td>yes</td>
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</tr>
<tr>
<td>yes</td>
<td>Senior Transportation</td>
<td>Monday through Friday, 8 am to 2:30 pm</td>
<td>Donations and some fees</td>
<td>3 weeks</td>
<td>3 weeks</td>
<td>demand response</td>
<td>curb to curb, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>wheelchairs, service animals, caretakers or aides</td>
</tr>
<tr>
<td>Yes, we verify age, residency, disability, income level, and provide nutritional assessments</td>
<td>Wisdom Keepers Senior Services Program</td>
<td>Monday - Friday 9:00 AM - 5:00 PM</td>
<td>Donations only.</td>
<td>3 days</td>
<td>1 week, 5 business days</td>
<td>fixed route, group scheduling, demand response</td>
<td>door to door, door through door, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>caretakers or aides</td>
</tr>
<tr>
<td>yes, typically 16+ or accompanied by parent</td>
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<td></td>
</tr>
<tr>
<td>yes</td>
<td>Elie Bryant Village</td>
<td>7:00am - 5:30pm</td>
<td>Cash and further reimbursement</td>
<td>1 month</td>
<td>a day</td>
<td>fixed route, demand response</td>
<td>curb to curb</td>
<td>wheelchairs, motorized scooters, bariatric patients and mobility devices, individuals with mental/behavioral issues</td>
</tr>
</tbody>
</table>
## Human Service Transportation Providers

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Location</th>
<th>Organization Website</th>
<th>Organization Type</th>
<th>Operate transportation using</th>
<th>Contract/Coordinate with</th>
<th>Provide</th>
<th>Areas Served</th>
<th>Age Groups Served, Age Considered &quot;senior&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eliza Jennings</td>
<td>Olmsted Township</td>
<td>elizajennings.org</td>
<td>private nonprofit: aging services organization</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>Cuyahoga County</td>
<td>Seniors Ages 55 &amp; older</td>
</tr>
<tr>
<td>Fairview Park Senior Life Office</td>
<td>Fairview Park</td>
<td>fairviewpark.org</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td>Pre-paid transit tickets/tokens, gas cards</td>
<td></td>
<td>44125</td>
<td>55</td>
</tr>
<tr>
<td>Garfield Heights Senior Center</td>
<td>Garfield Heights</td>
<td>garfieldhts.org</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>City of Garfield Hts. residents</td>
<td>Seniors 55+ and disabled population</td>
</tr>
<tr>
<td>Geauga County Board Developmental Disabilities</td>
<td>Chesterland</td>
<td>geaugadd.org</td>
<td>government agency: Board of Developmental Disabilities</td>
<td>private transportation</td>
<td>Mileage reimbursement</td>
<td></td>
<td>Geauga County</td>
<td>0-99</td>
</tr>
<tr>
<td>Geauga County ESC</td>
<td>Chardon</td>
<td><a href="http://www.geaugasc.org">www.geaugasc.org</a></td>
<td>public nonprofit: school</td>
<td>Utilize School Transportation</td>
<td></td>
<td></td>
<td>Geauga County and other outside districts at their request</td>
<td>Pre-K to age 22</td>
</tr>
<tr>
<td>Hospice of the Western Reserve</td>
<td>Cleveland</td>
<td></td>
<td>private nonprofit: hospice</td>
<td>Utilize Ambulance Services</td>
<td></td>
<td></td>
<td>Ashland County, Lake County, Geauga County, Cuyahoga County, Lorain County, Summit County, Portage County, Medina County</td>
<td>all age groups. Prominent percentage is over 65</td>
</tr>
<tr>
<td>Eligibility requirements for service</td>
<td>Name of Service</td>
<td>Service Availability</td>
<td>Payments Accepted</td>
<td>Advance scheduling (timeframe) permitted</td>
<td>Advance scheduling (timeframe) required</td>
<td>Type of scheduling</td>
<td>Level of service</td>
<td>Accomodations available</td>
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</tr>
<tr>
<td>Age</td>
<td>Eliza Jennings</td>
<td>7 Days/Wk</td>
<td>All</td>
<td>24 hours</td>
<td>24 hours</td>
<td>group scheduling, demand response</td>
<td>door to door, door through door, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>wheelchairs, motorized scooters, service animals, caretakers or aides</td>
</tr>
<tr>
<td>yes (residancy)</td>
<td>Fairview Park Senior Transportation Service</td>
<td>Monday thru Friday, 8:00am-2:00pm</td>
<td>cash, pre-paid tickets</td>
<td>Up to 30 days prior</td>
<td>24 hrs or same day for medical</td>
<td>group scheduling, demand response</td>
<td>curb to curb, drivers are permitted to assist passengers with equipment/packages/bags, up to the driver's discretion</td>
<td>wheelchairs, motorized scooters, service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
<tr>
<td>Age, disability and residency only</td>
<td>Garfield Heights Senior Center</td>
<td>Mon-Thurs 8:00 am-3:00 pm and Fri 9:00 am-12:30 pm</td>
<td>Cash</td>
<td>7 days</td>
<td>7 days</td>
<td>fixed route, group scheduling, subscription, demand response</td>
<td>curb to curb, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>wheelchairs, motorized scooters, service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
<tr>
<td>yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Primarily serves students with disabilities or mental health needs, though can provide other services to school districts at their request.</td>
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<tr>
<td>only eligibility for hospice services which are set by medicare</td>
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</tbody>
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<tr>
<th>Organization Name</th>
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<th>Organization Website</th>
<th>Organization Type</th>
<th>Operate transportation using</th>
<th>Contract/Coordinate with</th>
<th>Provide</th>
<th>Areas Served</th>
<th>Age Groups Served, Considered &quot;senior&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Koinonia Homes, Inc</td>
<td>Independence</td>
<td><a href="http://www.koinoniahomes.org">www.koinoniahomes.org</a></td>
<td>private nonprofit: education/day care</td>
<td>agency-owned or leased vehicles</td>
<td>public transit</td>
<td>Transportation services in Cuyahoga County</td>
<td>21-Senior Citizens (age 65)</td>
<td></td>
</tr>
<tr>
<td>Lake County ADAMHS Board</td>
<td>Painesville</td>
<td><a href="http://www.helpthatworks.us">www.helpthatworks.us</a></td>
<td>government agency: Alcohol, Drug Addiction, and Mental Health Services Board</td>
<td>public transit</td>
<td></td>
<td>All of Lake County, Ohio</td>
<td>We serve from birth to death</td>
<td></td>
</tr>
<tr>
<td>Lakewood Division of Aging</td>
<td>Lakewood</td>
<td>onelakewood.com</td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>44107</td>
<td>60 years of age or older</td>
</tr>
<tr>
<td>Lorain County Office on Aging</td>
<td>Elyria</td>
<td><a href="http://www.lcocoa.org">www.lcocoa.org</a></td>
<td>private nonprofit: social services</td>
<td>volunteer owned or leased vehicles</td>
<td></td>
<td>Lorain County</td>
<td>60 and older, adults 18 and older with disabilities (select programs)</td>
<td></td>
</tr>
<tr>
<td>Lorain County Veterans Services</td>
<td>Elyria</td>
<td><a href="http://www.loraincountyveterans.com">www.loraincountyveterans.com</a></td>
<td>government agency: advocacy group</td>
<td>agency-owned or leased vehicles</td>
<td>pre-paid transit tickets/tokens, gas cards</td>
<td>All of Lorain County</td>
<td>Any Veteran regardless of age</td>
<td></td>
</tr>
<tr>
<td>Lutheran Metropolitan Ministry</td>
<td>Cleveland</td>
<td><a href="https://www.lutheranmetro.org">https://www.lutheranmetro.org</a></td>
<td>private nonprofit: social services</td>
<td>agency-owned or leased vehicles</td>
<td>pre-paid transit tickets/tokens, gas cards</td>
<td>Cuyahoga County</td>
<td>Adults 18 and older, Clients are considered seniors at age 60.</td>
<td></td>
</tr>
<tr>
<td>Madison Senior Center</td>
<td>Madison</td>
<td>Madison Senior Center</td>
<td>public nonprofit: senior center</td>
<td>public transit</td>
<td></td>
<td></td>
<td>Lake, Geauga, Ashtabula Counties</td>
<td>55+</td>
</tr>
<tr>
<td>Mentor Senior Center</td>
<td>Mentor</td>
<td>cityofmentor.com</td>
<td>government agency: senior center</td>
<td>Public transit</td>
<td></td>
<td></td>
<td>Lake County</td>
<td>55+</td>
</tr>
<tr>
<td>Eligibility requirements for service</td>
<td>Name of Service</td>
<td>Service Availability</td>
<td>Payments Accepted</td>
<td>Advance scheduling (timeframe) permitted</td>
<td>Advance scheduling (timeframe) required</td>
<td>Type of scheduling</td>
<td>Level of service</td>
<td>Accomodations available</td>
</tr>
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</tr>
<tr>
<td>Individuals have services through local DD services.</td>
<td>Kolonia Homes Inc.</td>
<td>Mondays-Fridays (drivers are on a split shift; start at 6:30-10:30 and 1:00-5:00. Routes operate during drivers' shift)</td>
<td>Contracted services and Waiver reimbursement</td>
<td>Transportation department does not provide on demand transportation services.</td>
<td>Transportation department does not provide on demand transportation services.</td>
<td>fixed route</td>
<td>Right side pick up</td>
<td>wheelchairs, individuals with mental/behavioral issues</td>
</tr>
<tr>
<td>Residency</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Age and residency</td>
<td>Lakewood Division of Aging Transportation</td>
<td>M - F 9:30 AM to 4:30 PM</td>
<td>suggested donations</td>
<td>day of - if we have available time</td>
<td>one week</td>
<td>subscription</td>
<td>door to door, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>wheelchairs, motorized scooters, bariatric patients and mobility devices, service animals, individuals with mental/behavioral issues, caregivers or aides</td>
</tr>
<tr>
<td>Residency, Depending on program, level of need/disability, NOT income-based</td>
<td>Escort-Assisted Transportation</td>
<td>Monday - Friday, 8am to 4pm</td>
<td>No cost, donations are welcomed</td>
<td>many months</td>
<td>typically at least 2 weeks</td>
<td>demand response</td>
<td>door to door, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>caregivers or aides</td>
</tr>
<tr>
<td>Residency for Transportation. Residency of 90 days for Financial Assistance. Residency for filing VA Claims</td>
<td>Lorain County Veterans Transportation</td>
<td>Mon - Fri</td>
<td>NONE</td>
<td>24 hours</td>
<td>as soon as they know they have an appointment</td>
<td>fixed route, demand response</td>
<td>curb to curb, door to door, door through door. Drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>wheelchairs, motorized scooters, service animals, caregivers or aides</td>
</tr>
<tr>
<td>Clients must be experiencing homelessness to receive services.</td>
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<td>no</td>
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<tr>
<td>age 55</td>
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## Human Service Transportation Providers

<table>
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<tr>
<th>Organization Name</th>
<th>Location</th>
<th>Organization Website</th>
<th>Organization Type</th>
<th>Operate transportation using</th>
<th>Contract/Coordinate with</th>
<th>Provide</th>
<th>Areas Served</th>
<th>Age Groups Served, Age Considered &quot;senior&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Montefiore Home</td>
<td>Beachwood</td>
<td><a href="http://www.montefiorecare.org/">http://www.montefiorecare.org/</a></td>
<td>private nonprofit: nursing home/assisted living</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>Varies by need; mostly Cuyahoga &amp; Geauga</td>
<td>55+</td>
</tr>
<tr>
<td>North Olmsted Senior Center</td>
<td>North Olmsted</td>
<td><a href="http://www.north-olmsted.com">www.north-olmsted.com</a></td>
<td>public nonprofit: senior center</td>
<td></td>
<td></td>
<td>nonprofits</td>
<td>Cuyahoga, Lorain</td>
<td>55 Years of age and older</td>
</tr>
<tr>
<td>Ohio Living Brecksville Village</td>
<td>Willoughby</td>
<td><a href="http://www.Ohioliving.org">www.Ohioliving.org</a></td>
<td>public nonprofit: independent living, skilled nursing, assisted living facility</td>
<td>agency-owned or leased vehicles</td>
<td>public transit</td>
<td></td>
<td>Western Lake County and Eastern Cuyahoga County</td>
<td>55 and over, or qualifying disability</td>
</tr>
<tr>
<td>Parma Heights Senior Center</td>
<td>Parma Heights</td>
<td><a href="http://www.parmaheights.org">www.parmaheights.org</a></td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>Parma Heights</td>
<td>60+ and 18-60 on disability</td>
</tr>
<tr>
<td>Project Hope</td>
<td>Painesville</td>
<td>projecthopeonline.org</td>
<td>public nonprofit: emergency homeless shelter</td>
<td>public transit</td>
<td>pre-paid transit tickets/tokens, gas cards</td>
<td></td>
<td>Anyone who is homeless regardless of where they have been living</td>
<td>All age groups.</td>
</tr>
<tr>
<td>Rose Centers for Aging Well</td>
<td>Cleveland</td>
<td>berrose.org</td>
<td>public nonprofit: senior center</td>
<td>public transit</td>
<td></td>
<td></td>
<td>Greater Cleveland area, Oakwood</td>
<td>Seniors, 60+ years old</td>
</tr>
<tr>
<td>Eligibility requirements for service</td>
<td>Name of Service</td>
<td>Service Availability</td>
<td>Payments Accepted</td>
<td>Advance scheduling (timeframe) permitted</td>
<td>Advance scheduling (timeframe) required</td>
<td>Type of scheduling</td>
<td>Level of service</td>
<td>Accommodations available</td>
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</tr>
<tr>
<td>No</td>
<td>Montefiore’s Home Smart Memory Care</td>
<td>M-F</td>
<td>No payment for transportation</td>
<td>Indefinitely</td>
<td>Depends on availability</td>
<td>group scheduling, demand response</td>
<td>door through door, drivers are permitted to assist passengers with equipment/packages/bags, up to the driver’s discretion</td>
<td>wheelchairs, motorized scooters, bariatric patients and mobility devices, service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
<tr>
<td>55 Years of Age or Older</td>
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<tr>
<td>Yes</td>
<td>Response Ride</td>
<td>Monday-Friday 8 AM to 5 PM, Saturdays and Sundays as needed</td>
<td>Billed directly to Resident</td>
<td>3 months</td>
<td>2 business days</td>
<td>fixed route, group scheduling, demand response</td>
<td>curb to curb, door to door, door through door, drivers are permitted to assist passengers with equipment/packages/bags, up to the driver’s discretion</td>
<td>wheelchairs, motorized scooters, service animals, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
<tr>
<td>age, residency and disability</td>
<td>Parma Heights Senior Center</td>
<td>Monday-Friday 6:00 am-3:30 pm, Special evening and weekend trips.</td>
<td>Cash or check donations</td>
<td>month to 6 weeks in advance</td>
<td>at least 2 days</td>
<td>fixed route, group scheduling, demand response</td>
<td>curb to curb, drivers are permitted to assist passengers with equipment/packages/bags, up to the driver’s discretion</td>
<td>wheelchairs, motorized scooters, bariatric patients and mobility devices, service animals, caretakers or aides</td>
</tr>
<tr>
<td>NO</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Age</td>
<td>Senior Transportation Connection</td>
<td>Monday-Friday 8:00am-9:00pm</td>
<td>Donations to the organization</td>
<td>24 hours or more in advance</td>
<td>24 hours</td>
<td>group scheduling, demand response</td>
<td>curb to curb, drivers are permitted to assist passengers with equipment/packages/bags, up to the driver’s discretion</td>
<td>wheelchairs, motorized scooters, individuals with mental/behavioral issues, caretakers or aides</td>
</tr>
</tbody>
</table>
# Human Service Transportation Providers

## Human Service Transportation Providers - Service Details

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Location</th>
<th>Organization Website</th>
<th>Organization Type</th>
<th>Operate transportation using</th>
<th>Contract/Coordinate with</th>
<th>Provide</th>
<th>Areas Served</th>
<th>Age Groups Served, Age Considered “Senior”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Citizen Resources</td>
<td>Cleveland</td>
<td>Senior Citizen Resources</td>
<td>private nonprofit: senior center</td>
<td>agency-owned or leased vehicles</td>
<td>public transit, private transportation, nonprofits</td>
<td>44106, 44144, 44113, Cleveland (Old Brooklyn), (Clark-Metro), Brooklyn, Parma</td>
<td>60-100+</td>
<td>60-100+</td>
</tr>
<tr>
<td>Senior Transportation Connection</td>
<td>Cleveland</td>
<td>cuyahogaseniorsride.org</td>
<td>private nonprofit: private transit</td>
<td>agency-owned or leased vehicles</td>
<td>public transit, private transportation, nonprofits</td>
<td>Those communities in Cuyahoga County that have a contract with us</td>
<td>Seniors and disabled</td>
<td></td>
</tr>
<tr>
<td>Society for Handicapped Citizens (SHC/The Arc)</td>
<td>Seville</td>
<td><a href="http://www.shc-medinae.org">www.shc-medinae.org</a></td>
<td>private nonprofit: social services</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td>Medina, Ashland and Huron counties</td>
<td>18 and over</td>
<td></td>
</tr>
<tr>
<td>Southwest General</td>
<td>Middleburg Heights</td>
<td><a href="http://www.swgeneral.com">www.swgeneral.com</a></td>
<td>public nonprofit: hospital</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td>Berea, Brook Park, Columbia Twp., Middleburg Hts, Olmsted Falls, Olmsted Twp., Strongsville, Brunswick</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>St. James Episcopal Church</td>
<td>Painesville</td>
<td><a href="http://www.stjameson.org">www.stjameson.org</a></td>
<td>religious nonprofit: neighborhood/community center</td>
<td>volunteer owned or leased vehicles</td>
<td>public transit</td>
<td>44077</td>
<td>70+ or by age-related infirmity</td>
<td></td>
</tr>
</tbody>
</table>

Appendix H
| Eligibility requirements for service | Name of Service                              | Service Availability                                                                 | Payments Accepted | Advance scheduling (timeframe) permitted | Advance scheduling (timeframe) required | Type of scheduling                                                                 | Level of service                                                                                                             | Accommodations available                                                                 |
|-------------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------|------------------|------------------------------------------|------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| age                                 | SCR Senior Transportation services           | Monday-Friday 7:30 am-3:00 with some additional times as needed.                    | free will donation (cash) | one month                                | 2 days                                   | fixed route, group scheduling, appointments with specified times, coordinating route with other stops possible. | curb to curb, door to door, drivers are permitted to assist passengers with equipment/packages/bags                     | wheelchairs, motorized scooters, service animals, individuals with mental/behavioral issues, caretakers or aides |
| resident of community or organization with a contract |                                |                                                                                     |                  |                                          |                                          |                                                                                     |                                                                                                                             |                                                                                                                             |
| The majority of our programs are for individuals with intellectual and developmental disabilities. |                                | residential is available 24/7. Non-medical transportation for employment and daily services is available M-Saturday runs basically 8 am to 11 pm but depends on day and need. | Medicaid is billed or contract with Medina County Board of DD. | N/A                                      | N/A                                      | fixed route, scheduled based on the needs of the individuals in our programs. Schedule is developed based on those needs and we will pick up additional riders that fit in schedule through county board postings of needs. | door to door, door through door, drivers are permitted to assist passengers with equipment/packages/bags. Drivers are required to assure someone is at home at time of drop off if the riders require a level of supervision. | wheelchairs, motorized scooters, individuals with mental/behavioral issues, caretakers or aides |
| residents of the primary service area who are unable to provide their own transportation to and from Southwest General facilities for medical services. |                                |óg transportation Program                                                        | free service: donations are accepted | 6 months                                | the more notice the better to accommodate | group scheduling, demand response                                          | curb to curb                                                                                                               |                                                                                                                             |
| No                                  | Same as institution St. James Episcopal Church | Monday through Friday between 9 a.m. - 4 p.m.                                       | Annual request to be coordinated monthly | One day                                  | group scheduling, demand response          | up to the driver's discretion                                             | service animals, caretakers or aides                                                                                       |                                                                                                                             |
## Human Service Transportation Providers

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<tr>
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<th>Provide</th>
<th>Areas Served</th>
<th>Age Groups Served, Age Considered &quot;senior&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>The City of Solon - Senior Services Department</td>
<td>Solon</td>
<td></td>
<td>government agency: senior center</td>
<td>agency-owned or leased vehicles</td>
<td>nonprofits</td>
<td></td>
<td>44138</td>
<td>Older adults 60 years of age and older, and adults with disabilities.</td>
</tr>
<tr>
<td>The Village of Brooklyn Heights</td>
<td>Brooklyn Heights</td>
<td><a href="http://www.brooklynheights.org">www.brooklynheights.org</a></td>
<td>government agency: municipal government</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>The Village of Brooklyn Heights, Ohio</td>
<td>We serve any age disabled resident of Brooklyn Heights and seniors, age 65+</td>
</tr>
<tr>
<td>Tobi Transportation</td>
<td>East Cleveland</td>
<td></td>
<td>private nonprofit: public transit</td>
<td>agency-owned or leased vehicles</td>
<td>nonprofits</td>
<td>mileage reimbursement</td>
<td>We serve clients throughout Cuyahoga County and Beyond</td>
<td>60 and older</td>
</tr>
<tr>
<td>Transport Assistance Inc.</td>
<td>Cleveland</td>
<td></td>
<td>private nonprofit: private transit</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>Cuyahoga</td>
<td>we serve developmentally disabled adults 18+ as well as seniors 60+</td>
</tr>
<tr>
<td>Welcome House Inc.</td>
<td>Westlake</td>
<td>Welcome House Inc.</td>
<td>private nonprofit: housing agency</td>
<td>agency-owned or leased vehicles</td>
<td>private transportation</td>
<td></td>
<td>Cuyahoga</td>
<td>Adults</td>
</tr>
<tr>
<td>West Side Community House</td>
<td>Cleveland</td>
<td><a href="http://www.wschouse.org">www.wschouse.org</a></td>
<td>private nonprofit: social services</td>
<td>agency-owned or leased vehicles</td>
<td>private transportation</td>
<td></td>
<td>Western portion of Cuyahoga County</td>
<td>As a whole, the organization serves children, families, and older adults. Our Healthy Aging Center serves seniors ages 60 and over, and disabled adults ages 50 and over.</td>
</tr>
<tr>
<td>Eligibility requirements for service</td>
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</tr>
<tr>
<td>Age - 60 &amp; over and adults with disabilities</td>
<td>Brooklyn Heights Community Services</td>
<td>Monday - Friday 9:00 am - 3:40 pm</td>
<td>No charge service</td>
<td>One week for personal rides, one month for medical rides</td>
<td>No advance notice needed, availability may vary depending on notice given.</td>
<td>Demand response</td>
<td>Curb to curb, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>Wheelchairs, motorized scooters, service animals, caregivers or aides</td>
</tr>
<tr>
<td>Age, Residency</td>
<td>Age, Residency</td>
<td>Brooklyn Heights Community Services</td>
<td>Monday thru Friday, 8 a.m. to 4:40 p.m., if needed 6:00 a.m. to 7 p.m. for emergencies, Saturday worship</td>
<td>No charge for our transportation currently</td>
<td>Preferably 1 week prior, realistically, we try to accommodate any request if at all possible</td>
<td>Group scheduling, demand response</td>
<td>Door to door, door through door, drivers are permitted to assist passengers with equipment/packages/bags, up to the driver’s discretion</td>
<td>Wheelchairs, motorized scooters, service animals, individuals with mental/behavioral issues, caregivers or aides</td>
</tr>
<tr>
<td>Disability and Insurance</td>
<td>Tobi Transportation</td>
<td>7 days a week as needed by clients.</td>
<td>Medicaid Insurance, Private Pay or Free</td>
<td>We prefer 2-3 days in advance. However we take appointments with 24 hours based on need of client</td>
<td>24 hours</td>
<td>We do our own scheduling</td>
<td>Door to door, door through door, drivers are permitted to assist passengers with equipment/packages/bags, these are based on a case-by-case basis</td>
<td>Wheelchairs, bariatric patients and mobility devices, individuals with mental/behavioral issues, caregivers or aides</td>
</tr>
<tr>
<td>Referrals are from the Ohio DDODD as well as DSAS in Cuyahoga County</td>
<td>Transport Assistance Inc.</td>
<td>Open 7 days, limited service on holidays, 6am-midnight</td>
<td>Cash, credit card</td>
<td>3 months</td>
<td>2 days</td>
<td>Fixed route, demand response</td>
<td>Curb to curb, door to door</td>
<td>Wheelchairs, service animals, caregivers or aides</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes, our Healthy Aging Center uses age, disability, and residency</td>
<td>Yes, our Healthy Aging Center uses age, disability, and residency</td>
<td>Services are free with a suggested $1 donation</td>
<td>The day before (same day under special circumstances)</td>
<td>The day before (same day under special circumstances)</td>
<td>Group scheduling, demand response</td>
<td>Door to door, drivers are permitted to assist passengers with equipment/packages/bags</td>
<td>Wheelchairs, bariatric patients and mobility devices, individuals with mental/behavioral issues</td>
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<th>Age Groups Served, Age Considered &quot;senior&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Western Reserve Area Agency on Aging</td>
<td>Cleveland</td>
<td><a href="http://www.areaagingsolutions.org">www.areaagingsolutions.org</a></td>
<td>public nonprofit: social service</td>
<td>agency-owned or leased vehicles</td>
<td>public transit, nonprofits</td>
<td></td>
<td></td>
<td>Five County Area: Cuyahoga, Lake, Lorain, Medina, Geauga</td>
</tr>
<tr>
<td>Westlake Senior &amp; Community Service Department</td>
<td>Westlake</td>
<td><a href="http://www.cityofwestlake.org">www.cityofwestlake.org</a></td>
<td>government agency: municipal senior center, social services</td>
<td>agency-owned or leased vehicles</td>
<td></td>
<td></td>
<td>44145 for social services and no boundaries for senior center activities</td>
<td></td>
</tr>
<tr>
<td>Youth Opportunities Unlimited</td>
<td>North Ridgeville</td>
<td>Youth Opportunities Unlimited</td>
<td>public nonprofit: workforce development</td>
<td></td>
<td>public transit, private transportation, nonprofits, transportation network companies (Uber/Lyft)</td>
<td>mileage reimbursement</td>
<td></td>
<td>Cuyahoga, Lorain and Lake</td>
</tr>
<tr>
<td>Eligibility requirements for service</td>
<td>Name of Service</td>
<td>Service Availability</td>
<td>Payments Accepted</td>
<td>Advance scheduling (timeframe) permitted</td>
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</tr>
<tr>
<td>Age, income level, disability</td>
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<td></td>
</tr>
<tr>
<td>For social services 200% federal poverty guidelines</td>
<td>Westlake Senior Transportation</td>
<td>Monday-Friday 9-4</td>
<td>$1.00 per ride</td>
<td>the more advance notice, the better</td>
<td>suggested 1 week</td>
<td>demand response</td>
<td>curb to curb</td>
<td>wheelchairs, caretakers or aides</td>
</tr>
<tr>
<td>For some services yes, income</td>
<td></td>
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</tbody>
</table>
Help Identify **SPECIAL TRANSPORTATION NEEDS** in Northeast Ohio

NOACA seeks your feedback to update its Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

**LORAIN COUNTY PUBLIC MEETING**
Thursday, March 28, 2019  6:30-8pm

Lorain County Transportation and Community Center
40 East Avenue, Elyria, OH 44035

Northeast Ohio Areawide Coordinating Agency
1299 Superior Avenue, Cleveland, OH 44114
Phone: 216-241-2414   Fax: 216-261-3024   Website: noaca.org

For more information, please contact Sarah White at swhite@mpo.noaca.org or 216-241-2414, ext. 250
Help Identify
SPECIAL TRANSPORTATION NEEDS
in Northeast Ohio

NOACA seeks your feedback to update its
Coordinated Public Transit-Human Services
Transportation Plan for Northeast Ohio

Attend
one of the following public meetings to share your insights, experiences and suggestions to improve transportation for Northeast Ohio, especially for seniors and individuals with disabilities.

Cuyahoga County-West
Monday, July 16, 2018, 6:30-8 p.m.
Cuyahoga County Public Library-Fairview Park
21255 Lorain Road
Fairview Park, OH 44126

Cuyahoga County-East
Tuesday, July 17, 2018, 2:30-4 p.m.
Cuyahoga County Public Library-
Warrensville Heights
4415 Northfield Road
Warrensville Heights, OH 44128

Cuyahoga-Downtown Cleveland
Thursday, July 19, 2018, Noon-1 p.m.
Cleveland Public Library-Louis Stokes Wing
325 Superior Avenue, NE
Cleveland, OH 44114

Medina County
Monday, July 16, 2018, 3:30-5 p.m.
Medina Public Library
210 South Broadway Street
Medina, OH 44256

Lake County
Tuesday, July 17, 2018, 6:30-8 p.m.
Morley Library
184 Phelps Street
Painesville, OH 44077

Geauga County
Thursday, July 19, 2018, 6:30-8 p.m.
Chardon Public Library
110 East Park Street
Chardon, OH 44024

For more information, please contact Sarah White at swhite@mpo.noaca.org or 216-241-2414, ext. 250
**PUBLIC MEETING OVERVIEW**

- What is NOACA?
- What is the Coordinated Plan?
- Conversation and Activities
- Next Steps for the Plan

**NOACA**

- Northeast Ohio Areawide Coordinating Agency
- Metropolitan Planning Organization (MPO) for 5 counties:
  - Cuyahoga
  - Geauga
  - Lake
  - Lorain
  - Medina
- Transportation and environmental planning
- Directs federal dollars to transportation projects
- Board of 45 Directors, committees, councils & staff
**COORDINATED PLAN**

- Coordinated Public Transit-Human Services Transportation Plan
- Identifies transportation services & providers in NE Ohio
- Identifies unmet transportation needs for seniors & individuals with disabilities
- Prioritizes goals & strategies to meet those unmet needs
- Last updated in 2015
- This update is for 2019-2022

**COORDINATED PLAN**

- The Section 5310 Program
  - Funds vehicles & other projects that provide transportation for seniors and individuals with disabilities
  - Cities
  - Social service agencies
  - Nonprofits
  - Transit agencies
- Coordinated Plan is an important part of deciding how to distribute 5310 funds in NE Ohio
**COORDINATED PLAN**

- **Current plan 1st tier objectives:**
  - Reduce costs for riders & providers
  - Improve frequency of service
  - Improve weekend & evening service
  - Improve operational efficiencies
  - Improve access to underserved areas
  - Advance awareness to growing unmet transportation needs

**COORDINATED PLAN**

- **Current plan 2nd tier objectives:**
  - Improve access to information & travel training
  - Improve last-minute transportation options
  - Mitigate environmental barriers
  - Improve connections between counties
1. What types of transportation services do you use on a regular basis? Choose all that apply.

A. Walking
B. Wheelchair/mobility aid
C. Bus
D. Rapid transit or train
E. Paratransit or human service agency service
F. Personal vehicle
G. Friend or family’s vehicle
H. Taxi
I. Transportation network co (e.g., Uber, Lyft)
J. Bike
Discussion:

2. Do you have any issues or limitations with the transportation service(s) you currently use?

3. How do you think those issues and limitations could be improved?

4. What types of transportation service(s) would you LIKE to use on a regular basis?
   A. Walking
   B. Wheelchair/mobility aid
   C. Bus
   D. Rapid transit or train
   E. Paratransit or human service agency service
   F. Personal vehicle
   G. Friend or family’s vehicle
   H. Taxi
   I. Transportation network co (e.g., Uber, Lyft)
   J. Bike
DISCUSSION

5. What keeps you from using any of the transportation services you would like to use?

6. What 3 types of destinations do you need/want to go to most often? (Choose 3)

A. Medical appointments/hospital
B. Dialysis
C. School or job training
D. Work or volunteer
E. Grocery Store
F. Bank/salon/other errands
G. Parks/recreation center
H. Visit friends & family/social events
I. Social service agency
J. Religious and/or cultural activities
7. What is biggest unmet transportation need or issue?

A. Cost  
B. Unable to visit family/friends  
C. Unable to cross county lines  
D. Transportation doesn’t come to my house or take me where I need to go  
E. Other (discussion)

DISCUSSION

8. How do you think these needs or issues could be improved?

What steps do you think transportation providers and decision makers need to take?
9. Tell us about yourself. How do you identify yourself? (Choose all that apply)

A. Senior
B. Have a physical disability
C. Have an intellectual disability
D. Have mental/behavioral health issues
E. Have a hearing loss
F. Have blindness or low vision
G. Have frailty or limited stamina
H. Have a temporary health issue
I. Have a long-term health issue
J. None of the above

9. Tell us more about yourself. (Choose all that apply)

A. I have difficulty reading
B. I have a low income
C. I cannot drive due to cultural or religious views
D. I speak limited English
E. None of the above
F. Other (discussion)
THANK YOU FOR YOUR FEEDBACK!

For more information contact:

Sarah White, Mobility Manager
swhite@mpo.noaca.org
216-241-2414, Ext 250

NOACA.org

FOR MORE INFORMATION:

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Public Meeting Comments/Feedback-Medina County

Medina County Coordinated Plan Public Meeting
July 16, 2018   3:30-5pm

Medina Public Library
210 South Broadway Street
Medina, OH 44256

Participants: 8

1) **What types of transportation do you use on a regular basis**
   Comments:
   - accessibility and cost are factors for seniors
     - Uber/Lyft requires tech
     - taxi too expensive
     - Uber in Medina typically a weekend/night service

2) **Do you have any issues or limitations with the transportation services you currently use?**
   Comments:
   - Linkages between cities/counties is key
   - funding-waiver services
     - providers are not bidding on the outlier clients w/waivers
     - Ex. Homerville, Spencer, Lodi, SW Medina Co.
   - Limited schedules (evening, weekend)
     - MCPT unable to provide paratransit on weekends
     - some weekend service isn’t economically feasible due to demand
   - Limitations on individuals (shared rides)
     - inability to mix populations, individuals with different funding sources
   - Medina County
     - specialized medical treatment is generally outside Medina
     - specialized service for veterans to VA
     - limited

3) **How do you think these issues or limitations could be improved?**
   - run large groups to hospitals (Cle, Akron, etc)
   - fleet changes-smaller vehicles can be more nimble
     - more 5310 smaller vehicles options
   - mixing populations is difficult b/c federal laws, funding
   - VA-will take veteran of any age
     - new transit subsidy started for veterans
     - can spouse/caregiver come along? Esp for medical needs

4) **What types of transportation service would you LIKE to use on a regular basis?**
   - Uber-lack of background checks, comfortability, safety
   - Taxi-expensive
   - Transit-limited by funding, comfort, travel training, signage
   - Marketing-education/outreach of where transit is available
   - Paratransit becomes more necessary in spread out county
   - Hard to do fixed routes in lesser populated areas
   - Marketing-call center
     - central clearing house
     - currently there is 211/United Way (underutilized)
   - Public Transportation systems aren't a "way of life" for many people in the community
   - changing attitudes could make transit loops more economically feasible
   - who can take on this ongoing marketing
     - don’t have the resources (MCPT)
Public Meeting Comments/Feedback-Medina County

- perception-some don’t realize MCPT is a public transit agency (no longer just for social service agencies)
- Improvement coming: MCPT is working on a new website
- People would prefer convenience of friend/family vehicle
- Availability
- Service hours (not available when needed)
- Desire for door to door (weather has impact)
- COST

5) What keeps you from using that service?
- physical limitation
- wait
- just not enough service period in Medina County
- really need to plan ahead, last minute trips are difficult

6) What three types of destinations do you need/want to go to most often?
- no specific comments recorded

7) What is your biggest unmet transportation need?
- highest: transportation doesn’t come to my house or take me where I need to go
- communication/marketability/knowledge
- is the process backwards? We put vehicles out there, but people need to know
- consumer choice/funding/federal regs can significantly impact efficiency
- marketing is complicated when it comes to an already over-taxed system
- paratransit
- changing attitudes
- underutilization and lack of coordination
- driver issues, insurance, funding
- barriers to better utilizing the fleet available
- clearing house to unite assets
- tap private funding, subscriptions services
- politicians don’t recognize individuals who can’t/shouldn’t use private vehicles

8) How do you think those issues or limitations could be improved? What steps do you think transportation providers and decision-makers need to take?
- no specific comments recorded
Public Meeting Comments/Feedback-Cuyahoga County West

Fairview Park (West Cuyahoga) Coordinated Plan Public Meeting
July 16, 2018  6:30-8PM

Cuyahoga County Public Library-Fairview Park
21255 Lorain Road
Cleveland, OH 44126

Participants: 5

1) **What types of transportation do you use on a regular basis**
   Comments: no comments recorded

2) **Do you have any issues or limitations with the transportation services you currently use?**
   Comments:
   - medical appointments across county line
   - transportation for events other than medical
     - shopping, parties, events
     - rules of where you can go when it's non-medical

3) **How do you think these issues or limitations could be improved?**
   - More money = more service
   - chicken and egg scenario / "death spiral"
     - demand and supply
   - areas in Cuyahoga that are more inaccessible
     - SW fringe (Olmsted Falls, Twp)
     - sprawling areas you are limited to private vehicles
   - Transit agency costs are high
     - peak/offpeak times
   - MCO sales tax revenue loss via State of Ohio
     - $20 million loss
   - In Ohio, public transit isn't as high of a priority at the state level as surrounding states (Ex. Pennsylvania)
     - Potential local revenue sources
       - tax levies
     - Anything outside inner-ring suburbs limited and creates gaps in service
       - usage vs. coverage
       - Microtransit to cover the gaps where there are smaller numbers of users
       - private/public partnerships
     - Coordination between social service agencies, paratransit and private agencies
     - Smaller vehicles that are more economical and accessible
     - Cross-county paratransit requires a staff member to wait w/ client (FTA regulations)

4) **What types of transportation service would you LIKE to use on a regular basis?**
   - Biking helpful for shorter trips
     - utilize RTA bus bike racks
   - How can we get people to choose RTA/transit over personal cars?
     - make RTA a more attractive option
     - can ease pressure on people who aren't choice riders
     - this is a "social stigma" attached to transit
     - evidence that people who ride rail are "choice riders" and can be good advocates for public transit
   - people like independence of cars
     - how do we entice people to use transit
Public Meeting Comments/Feedback-Cuyahoga County West

- marketing?
- is there a safety issue? Perceptions?
- what can motivate?
- Lack of congestion/travel time doesn’t incentivize people to use other modes
- NE Ohio traffic isn’t as bad as other metro areas

5) What keeps you from using that service?
Comment: no comments recorded

6) What three types of destinations do you need/want to go to most often?
- work, scheduled activity

7) What is your biggest unmet transportation need?
- mobility aid/wheelchair can significantly limit what type of vehicle can accommodate
  - motorized wheelchair limitations/barriers
- Uber and Lyft aren’t required to be accessible

8) How do you think those issues or limitations could be improved? What steps do you think transportation providers and decision-makers need to take?
- enough wheelchair accessible vehicles
- some agencies are limited by types of trips they can offer (based on funding) so it can fall back on Paratransit
- Advocacy with state legislature
  - consider rural areas and seniors to get attention of legislators about need
- Public transit can be a part of an active, healthy lifestyle
  - Aging doesn’t have to mean you lose your mobility
    - education, marketing
  - educate on options/choices beyond personal vehicles
1) What types of transportation do you use on a regular basis
   Comments:
   - emergency evacuation regarding transportation

2) Do you have any issues or limitations with the transportation services you currently use?
   Comments:
   - limited non-medical trips
   - rides not prompt
   - transportation network companies—not necessarily trained for working with specialized populations
   - after-hours limits community and social engagement
     - difficult with changing work schedules
   - limited distance and frequency
   - cost prohibitive
     - costly to operate
     - costly for riders
     - lack of subsidies
     - gas prices
     - cost to do business
   - Built-out county
     - work locations far out
     - causes workers to transfer several buses
     - difficult to get to 2nd shift
   - Connecting people with appropriate services
     - in emergency situations, can't rely on police/fire to move large number of individuals
   - Pets? (those that are not service animals) can cause people to want to stay behind in an emergency
     - Red Cross accept service animals during emergencies

3) How do you think these issues or limitations could be improved?
   - Funding
     - current political environment may be prohibitive
   - Policy-Aging-in-Place
     - Recognize the quality of life of specialized populations
   - Who sets policies on all levels?

4) What types of transportation service would you LIKE to use on a regular basis?
   - Highest—TNC (Uber, Lyft)

5) What keeps you from using that service?
   TNC (Uber, Lyft)
   - uncomfortable with Uber and Lyft
   - independence is great, but unknown drivers can create fear/untrained driver
Public Meeting Comments/Feedback-Cuyahoga County East

- Need tech, need bank/cc
  --don’t have providers to offer accessible transportation
- basic knowledge, comfort
- hesitant because don’t know driver
- cell phones not equipped for Uber/Lyft accessible requests

6) What three types of destinations do you need/want to go to most often?
   - medical, dialysis, grocery/shopping

7) What is your biggest unmet transportation need?
   - cost, transportation doesn’t come to me or go where I go
   - disaster planning—how do you connect people with resources during a disaster? Who do they contact?
     - how do we mobilize these resources
   - no availability at hours needed

8) How do you think those issues or limitations could be improved? What steps do you think transportation providers and decision-makers need to take?
   - waiver providers could be more flexible with hours for clients
   - staffing (call center, drivers)
   - policy decisions on cost/investment
     - at various levels
   - Emergency planning—need to know who is out there to connect people
   - make connections between providers/emergency management personnel
Public Meeting Comments/Feedback-Lake County

Lake County Coordinated Plan Public Meeting
July 17, 2018   6:30-8pm

Painesville Morley Library
184 Phelps Street
Painesville, OH 44077

Participants: 7

1) What types of transportation do you use on a regular basis
Comments:
-Not many taxis in Lake Co.
-Uber/Lyft isn’t wheelchair-friendly
-Utilize bus because its cheaper than car/gas

2) Do you have any issues or limitations with the transportation services you currently use?
Comments:
-Cross-county limits, difficult to get to job opportunities across county lines
   -difficult to coordinate your time
-Uber/Lyft – need to wait on car on map to be near you and take you where you need to go
-Timing of rides can cause safety issues
   -only can get you somewhere very early before even open
-Very difficult to get rides 5-6
   -not enough funds to get all the vehicles out that are needed
-Dial-A-Ride windows aren’t always accurate
-Late booked trips don’t always get call aheads
-Riders need to call 2-10 days ahead
-Can’t handle all the standing trips
-Medical trips to CLE for many veterans
-Tyler Blvd-7,200 jobs but no bus service
   -manufacturers are having difficulty filling jobs
-Last minute doctor trips can be difficult, Laketran will try to be flexible and fit in needs
-Higher demand for senior citizens
-When you book a trip, suggested to book a return trip
-Laketran –ADA clients get next day when able
   -demand is increasing

3) How do you think these issues or limitations could be improved?
-Paratransit-remind people to be ready when the ride comes (within time window)
-Potential in future for Dial-a-Ride prepay
   -online or through a call
   -commuter express-mobile ticketing
-Difficult in the evenings to go to evening events
   -programs, summer concerts-outside normal local route hours (7pm)
-No Sunday service, Saturday service shorter hours
-No fixed route east of Painesville on weekends
   -long wait times
   -reduces spontaneity, freedom

4/5) What types of transportation service would you LIKE to use on a regular basis? What keeps you from using that service?
-ADA Service vs. Dial-A-Ride
Public Meeting Comments/Feedback-Lake County

-similar but no the same
-Taxi/Uber-great options, helps to fill the gaps- but not always accessible or available
-need wheelchair accessible vehicles in their fleet
-taxi/Uber need better training
-make connections with GCRTA Red Line
-limited hours days
-limited vehicles
-caregivers are getting older too
-new technologies that show real time arrival
-more fixed routes in denser populations but still not enough (creates transportation deserts

6) What three types of destinations to you need/want to go to most often?
-religious, cultural activities
-would be nice to not always have to rely on friends/family
-many churches/non-profits buses don’t have drivers or money to run services
-senior center specifically

7) What is your biggest unmet transportation need?
-timing of rides, pick-up window
-crossing Lake to Geauga

8) How do you think those issues or limitations could be improved? What steps do you think transportation providers and decision-makers need to take?
-service from county to county (maybe regional transit)
-better coordination between agencies
-Funding
-state legislature
-too low in Ohio
Public Meeting Comments/Feedback-Cuyahoga Central

Cuyahoga County (Central-downtown Cleveland) Coordinated Plan Public Meeting
July 19, 2018   Noon-1pm

Cleveland Public Library-Louis Stokes Wing
325 Superior Avenue NE
Cleveland, OH 44114

Participants: 10

1) **What types of transportation do you use on a regular basis**
   Comments:
   - biking infrastructure has improved (more lanes, trails)
   - still have connectivity issues
   - need to walk distances to get to bus stop and then destinations
   - paratransit ranges are cut due to fixed route cuts
   - services cuts, price increase
   - RTA funding has been cut by state/other funding issues

2) **Do you have any issues or limitations with the transportation services you currently use?**
   Comments:
   - transition from personal vehicle to transit
   - need to still drive to transit stops
   - lack of convenient bus stops
   - winter: cleaned sidewalks (snow removal a big barrier)
   - limited routes to get to the more frequent routes
   - education: need more information about available stops/resources
   - coordination with other options (ex. Case link)

3) **How do you think these issues or limitations could be improved?**
   - restore service and frequencies
   - links to smaller cities/areas
   - sometimes safety can be a concern for riders
   - FUNDING
     - state legislature
     - approve and fund the ODOT transit needs study
     - balance urban and rural interests
     - issues with greater regionalized of agency branches
     - moves to new locations don’t take available transit into consideration
     - makes locations inaccessible
     - if agency moves away from transit, they should share in cost of paratransit/transit
     - greater planning need beforehand-before facility moves/relocates
     - show economic impact of inaccessibility
     - public transit isn’t a high priority in siting locations (cost, etc weighed more heavily)

4) **What types of transportation service would you LIKE to use on a regular basis?**
   - HIGH-rapid transit, transit, buses
   - extensions to get to Crocker Park
   - connections to and from Rapid Stops
   - need to compromise your time to make these connections/links happen
     - improve transit stop/wait areas
     - transit centers, food/restrooms
   - safety when more people are at transit stops
5) What keeps you from using that service?
   - Fragmented systems
   - Understand route maps and connections
     - Especially for people who feel uncomfortable with smartphones/new tech
   - Redline doesn’t go past Terminal Tower after midnight (runs 23 hours)
   - Possibly due to track work?
   - Shuttle services for patients
     - Need to stay long periods of time to be on the shuttle schedule
   - Circulators (bring them back)
     - Community specific
     - Loops
     - What is the fairness of where they are located?

6) What three types of destinations do you need/want to go to most often?
   - Work, volunteer, med appointments, grocery

7) What is your biggest unmet transportation need?
   - Transportation doesn’t come to house or go where I need to go (cost)
   - Other: connections
   - Seniors—wait/window for paratransit can be difficult
     - Walk to transit stops can be prohibitive

8) How do you think those issues or limitations could be improved? What steps do you think transportation providers and decision-makers need to take?
   - More funding (may lower wait times)
   - Decision makers need to take transportation into effect when siting, planning
   - More education about paratransit, more travel training
     - RTA is doing great job with education
   - Companies subsidize parking
     - They should subsidize bus/transit
   - Change zoning requirements and codes
   - More max to min for zoning codes (parking)
   - Bike space waivers
   - Some people don’t have or want a car
Public Meeting Comments/Feedback-Geauga County

Geauga County Coordinated Plan Public Meeting
July 19, 2018   6:30-8pm

Chardon Public Library
110 East Park Street
Chardon, OH 44024

Participants: 13

Public Comments:

- Felt questions on the survey are skewed unfairly towards urban communities, does not pertain to us
- There are no taxis in Geauga County
- Transportation Network Companies (Uber, Lyft) might be nice for people who like to go out/mitigate drunk driving
- Feel that question “What is your biggest unmet transportation need” is leading. Feels they have no unmet transportation needs. Requests that “I have no unmet transportation need” be added to survey
  - NOACA Staff explained that it is understood the individuals at the meeting feel there are no unmet transportation needs in Geauga County, but the goal of a Coordinated Plan is to hear from as many individuals as possible about unmet needs in the transportation system. Can seniors and individuals with disabilities get where they need to go, when they need to go?
- Geauga County Transit goes everywhere
- It was a relief to know that Geauga County Transit could take them to the hospital during spouse’s cancer treatment
- Make an effort to reach out to the Amish Community who may have unmet needs
- Feel a survey is not needed because the Geauga County NOACA representative can speak for constituents
- Request question be added to survey: “Do you know how much of your taxes (gas) go for transportation in your county.”
- All in attendance said they prefer their own personal vehicles and cited it as a reason they live in Geauga County
- Individual expressed concern how their feedback would be used, feel that their public comments don’t matter
- Expressed concern that NOACA didn’t give enough information about what the meeting was about.
  - NOACA staff explained that meeting notification sent to all library branches in all counties and stakeholder groups
Public Meeting Comments/Feedback-Cleveland Neighborhood

Cuyahoga County (Cleveland neighborhood-Collinwood) Coordinated Plan Public Meeting
August 2, 2018  4-5:30pm

Cleveland Public Library-Collinwood Branch
856 E 152nd St
Cleveland, OH 44110

Participants: 0

No members of the public attended this meeting
1) What types of transportation service do you use on a regular basis?
-no specific comments recorded

2) Do you have any issues or limitations with the transportation services you currently use?
   Comments:
   Jobs-transportation limited to jobs
      - limited bus service to some job sites/schedules
      - expensive to run transit
   What other options can we look at?
      - TNC to supplement transit
      - on demand

3) How do you think these issues or limitations could be improved?
   - use of technology
      - people are used to on-demand/real-time scheduling
   - Use of mobile devices
      - older adults are aided by children/grandchildren
   - Access to social agencies
   - Physical accessibility to resources (sidewalks, unsafe for pedestrians)
      - Aldi, Rural King
   - Non-profits work together to connect people to resources they need
      - MOVE collaboration, coalition-building
   - Unsafe pedestrian travel along roadways, many existing sidewalks are in poor shape

4) What types of transportation service would you LIKE to use on a regular basis?
   - no specific comments recorded

5) What keeps you from using any of the transportation services you would like to use?
   - Safety re: biking, especially across the county
      - traffic not bike-friendly
      - many roads built mainly for cars
   - Need county-wide transportation safety
      - bike plan, road diets
   - Weather is prohibitive
   - Cross-county connections
      - end up stranded at the end of a mode of transportation
   - If transportation option is available, people may use it (funding issues-chicken/egg scenario)
   - Millennial generation more interested in transit
   - Health issues prohibit driving under certain circumstances (in the dark, etc)
   - With transit (trains, regional trains) economic booster/opportunity
   - Will Ohio end up being hurt by the lack of high-speed rail/infrastructure?

6) What three types of destinations to you need/want to go to most often?
   - no specific comments recorded
Public Meeting Comments/Feedback-Lorain County

7) What is your biggest unmet transportation need?
   - Expectation of on-demand service can be unreasonable
   - Limited service times cause issues with job access/shift work
   - Unreliable for consistent schedule

8) How do you think those issues or limitations could be improved? What steps do you think transportation providers and decision-makers need to take?
   - Funding
   - Dayton-combined transit with TNC-on demand service, first and last mile opportunities especially for rural areas
   - Need to look at creative options
   - Need system to help entire county
   - Lorain County-challenge with urban/suburban/rural nature of county
   - Encourage/require people to keep their sidewalks clean/accessible

   - Shared accountability among all stakeholders
     - Get business, education involved
     - Shared pool of costs
     - Who is a clear lead of the effort?
     - Concerned about decisions-budget at state legislature
   - Need to recognize jobs rely on transportation
     - Make the connection
     - Educate the public of the needs
     - Advocate
   - Designated funding system
   - Need a clear and concise plan for action
     - Model to work from, know where to go
   - What can be done with what is here?
   - Keep moving towards solutions
   - Conference-bring in communities who have successfully implemented transportation services/systems
   - Reach out to younger citizens as well
   - Create collaborative environment
Client/Rider Survey

NOACA seeks your feedback to update its Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

RIDER/CLIENT SURVEY

1. What types of transportation service do you use on a regular basis? Please check all that apply
   - Walking
   - Wheelchair/mobility aid
   - Bus transit
   - Rapid Transit or Train
   - Paratransit or Human Service Agency Service
   - Personal vehicle
   - Friend or Family vehicle
   - Taxi
   - Transportation Network Company (Uber, Lyft)
   - Bike
   - Other

2. Do you have any issues or limitations with the transportation services you currently use?
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

3. How do you think those issues or limitations could be improved?
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________

4. What types of transportation services would you LIKE to use on a regular basis?
   Please check all that apply
   - Walking
   - Wheelchair/mobility aid
   - Bus transit
   - Rapid Transit or Train
   - Paratransit or Human Service Agency Service
   - Personal vehicle
   - Friend or Family vehicle
   - Taxi
   - Transportation Network Company (Uber, Lyft)
   - Bike
   - Other

5. What keeps you from using any of the transportation services you would like to use?
   ____________________________________________________________
   ____________________________________________________________
Client/Rider Survey

6 What THREE types of destinations do you need/want to go to most often?
Please check all that apply

☐ Medical appointment/hospital ☐ Dialysis ☐ School or job training ☐ Work or Volunteer
☐ Grocery store ☐ Bank, salon, other errands ☐ Parks/recreation/senior center
☐ Visit friends/family ☐ Social service agency ☐ Religious and cultural activities
☐ Other_______________________________________________

7 What is your biggest unmet transportation need or issue? Please check all that apply

☐ Cost ☐ Unable to visit friends/family ☐ Unable to cross county lines
☐ Transportation doesn’t come to my house/ take me where I need to go ☐ I have no unmet needs or issues
☐ Other_______________________________________________

8 How do you think those issues or limitations could be improved? What steps do you think transportation providers and decision-makers need to take?
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

9 Tell us about yourself. Please check all that apply

I identify as.. ☐ a Senior ☐ having difficulty reading ☐ speaking limited English
Individual with: ☐ physical disability ☐ intellectual disability ☐ mental/behavioral health issues
Individual with: ☐ blindness/low vision ☐ hearing loss ☐ frailty or limited stamina
Individual with: ☐ temporary health issue ☐ long-term health issue ☐ low income
Individual who: ☐ cannot drive due to cultural/religious views
☐ other________________________

10 Optional
Name:________________________________________ Address:________________________
City:________________________________________ State: _______ Zip:__________
Phone:_______________________________ Email:_____________________________

If you would like to take this survey over the phone, please call Sarah White at 216-241-2414 Ext. 250
# MOBILIZE: ACCESSIBILITY FOR INDEPENDENCE

## Coordinated Public Transit-Human Service Transportation Plan for Northeast Ohio Update: Client/Rider Survey

### Combined Survey Responses

<table>
<thead>
<tr>
<th>METHODS OF DATA COLLECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turning Point Software</td>
</tr>
<tr>
<td>Paper Survey</td>
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<tr>
<td>Online Survey</td>
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<tr>
<td>Phone Survey</td>
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<tr>
<td>In-person Survey</td>
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</tbody>
</table>

**TIMELINE**
Survey available to public from July 16-September 30, 2018

**COUNT**
Received 111 responses via paper, online, phone, in-person
Received approximately 60 responses via Turning Point Software at public meetings

**RESULTS INFORMATION**
Personally identifiable information redacted from results
# Client/Rider Survey Results

## QUESTION 1:

What types of transportation service do you use on a regular basis?  
(Check all that apply)

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walking</td>
<td>71</td>
<td>16.5%</td>
</tr>
<tr>
<td>Wheelchair or mobility aid/device</td>
<td>32</td>
<td>7.4%</td>
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<tr>
<td>Bus transit</td>
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<td>14.2%</td>
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<tr>
<td>Rapid transit or train</td>
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<td>Paratransit or human service</td>
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<td>7.0%</td>
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<td>agency transportation</td>
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<tr>
<td>Personal vehicle</td>
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<tr>
<td>Friend or family’s vehicle</td>
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<td>12.1%</td>
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<tr>
<td>Taxi</td>
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<td>2.1%</td>
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<tr>
<td>Transportation network company (Uber, Lyft)</td>
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<td>Bike</td>
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<td>5.1%</td>
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<tr>
<td>Other (please specify)</td>
<td>20</td>
<td>4.6%</td>
</tr>
<tr>
<td>Other (20 responses):</td>
<td></td>
<td></td>
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<tr>
<td>Parma Heights Senior Bus (5)</td>
<td></td>
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<tr>
<td>Senior Citizens bus</td>
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<tr>
<td>go-go grandparent (Uber/Lyft)-marketing can exclude people-feel like it's literally only for grandparents</td>
<td></td>
<td></td>
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<tr>
<td>Private service has ridden paratransit since he was 17, he is now 60</td>
<td></td>
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<tr>
<td>Southwest van, Senior Transportation</td>
<td></td>
<td></td>
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<tr>
<td>Church van</td>
<td></td>
<td></td>
</tr>
<tr>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Center’s Bus which is a life saver!!!</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Need to be more aware of transportation-Senior Center Bus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior center bus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CRT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adaptive vehicle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation is not well defined here. Of course many of us walk and bike. But we don't do this as &quot;transportation&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lake Tran Dial a Ride</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laketrans</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Client/Rider Survey Results

**QUESTION 2:**
Do you have any issues or limitations with the transportation service you currently use?

<table>
<thead>
<tr>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>No (57 responses)</td>
</tr>
<tr>
<td>use walker</td>
</tr>
<tr>
<td>too long</td>
</tr>
<tr>
<td>-end up at your destination way too early-end up waiting in maybe unsafe areas/situations, 5 minute window is difficult</td>
</tr>
<tr>
<td>-now that she’s retired not as bad</td>
</tr>
<tr>
<td>-scheduling conflicts communication when running late</td>
</tr>
<tr>
<td>-not always easy to call dispatch</td>
</tr>
<tr>
<td>-hard to change your schedule at the last minute</td>
</tr>
<tr>
<td>paratransit-unreliable, scheduling time frames (late)</td>
</tr>
<tr>
<td>-some people are afraid to go out on their own</td>
</tr>
<tr>
<td>depending on upgrading software</td>
</tr>
<tr>
<td>half hour window-sometimes 4:40-5:10 and doesn't come until 6</td>
</tr>
<tr>
<td>I take Southwest van and senior transportation</td>
</tr>
<tr>
<td>bad headways of the #9, #7, #34</td>
</tr>
<tr>
<td>I would like to use same day service</td>
</tr>
<tr>
<td>I would like late night service</td>
</tr>
<tr>
<td>Paratransit: door to door is not always convenient when going to a new place. Driver should take client inside all doors.</td>
</tr>
<tr>
<td>no-occasional cane</td>
</tr>
<tr>
<td>I have a hard time walking up the stairs</td>
</tr>
<tr>
<td>Wish I could go to church on all Sundays, however, bus doesn’t run on a regular basis on Sundays</td>
</tr>
<tr>
<td>Scheduling pick-up times</td>
</tr>
<tr>
<td>Crowding, walkers (rotators) on bus for store trips</td>
</tr>
<tr>
<td>I wish they had more wheelchair vans</td>
</tr>
<tr>
<td>Paratransit-hours are limiting</td>
</tr>
<tr>
<td>I can only take jobs that are fairly close by because the bus would take up to an hour each way sometimes which isn’t feasible for me (I’m a freelance performer)</td>
</tr>
<tr>
<td>Late, left out all night, no transportation to residence</td>
</tr>
<tr>
<td>If not more than 30 miles, insurance company won’t pay for it. Hard to fit on bus-people get annoyed</td>
</tr>
<tr>
<td>Ramp not working on main buses</td>
</tr>
<tr>
<td>Miscommunication about pick-up and drop off</td>
</tr>
<tr>
<td>Paratransit doesn’t always go where I want to go</td>
</tr>
<tr>
<td>They do not go to Cuyahoga County only for certain things not for personal doctor appointments.</td>
</tr>
<tr>
<td>prepared for.</td>
</tr>
<tr>
<td>Had to switch from RTA has their service from northeastern Cuyahoga County was awful for commuting to downtown Cleveland. Currently using Laketran for this purpose. Laketran’s service is great and should have switched several years ago.</td>
</tr>
<tr>
<td>Trains need to be in more locations.</td>
</tr>
</tbody>
</table>
# Client/Rider Survey Results

**QUESTION 2:**
Do you have any issues or limitations with the transportation service you currently use?

Responses continued

No, but I see others that do.

RTA sells senior/disabled 5 ride cards that are faulty and then told me that the cards had been tampered with when I did not tamper with them and I had bought them directly from RTA being able to register for RTA

Yes

No rapid transit service to the southern suburbs of Cleveland.

advantage to riding the bus. I work 3.2 miles from my home, drive-time is 12-15 minutes. I live by a bus stop on Lorain Avenue in Cleveland and travel time via RTA is 45 minutes. I realize this has nothing to do with physical limitations.

Sidewalk connections are lacking forcing me to walk in roadway of a high-volume 45 MPH facility.

Expense

Rail Rapid Transit or Rail Commuter Service needs to be extended (Red to Lake County, Blue to North Randall, Green to I-271, etc)

Not enough rail transport.

I want to use public transportation because I want to reduce my carbon footprint because of my concerns about climate disruption.

Incomplete connectivity due to the lack of bikelanes

My issue is that the 51B runs every hour and if you miss that one, you’re screwed for a whole other hour

Bus Fares Too High, Bus Frequency Too Low, Bus Routes Decreased, Bus Hours CUT, & Bus Connection Waiting & Travelling Times Too Long or in time to MISS

I wish my paratransit service had longer weeknight hours. I wish I had more opportunities for transportation between counties.

the bus comes at limited times.

operation.

Yes; scheduling a Dial-a-Ride on a 2-3 day notice.

My primary physician is at Cleveland Clinic Beachwood Family Health Center and I have no way to get there because Laketran only goes to Hillrest Hospital.

Laketran is a terrific resource during daytime business hours but on evenings that I am teaching night classes I have to rely on my personal vehicle, the generosity of strangers or my own two feet.

Have to arrange paratransit ahead of time and sometimes need next day service.

Yes, Lake Tran only has am and pm rush hour to downtown. Nothing evening, weekend, holiday in County or to downtown.

Hard for anyone who works or has appointments off route in Lake county. Nothing to Tripoint.

Rapid - have to drive to green rd, also, I believe, green and or blue line don’t run late - not good for sporting events or concerts.
**Client/Rider Survey Results**

**QUESTION 3:** How do you think those issues and limitations could be improved?

<table>
<thead>
<tr>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>nothing</td>
</tr>
<tr>
<td>Hire more dispatchers</td>
</tr>
<tr>
<td>Been using system since 1990, communication when they are outside window, more flexibility, some flexibility would be useful (when a small change in route)</td>
</tr>
<tr>
<td>when service is late, give rider a call and allow for rider to use another type of transportation option, simple courtesy upgrade software system</td>
</tr>
<tr>
<td>- get rid of 5 mile radius during weekend so he can go more places</td>
</tr>
<tr>
<td>- stay within 5 miles of location for major bus lines</td>
</tr>
<tr>
<td>on weekend do not charge so much</td>
</tr>
<tr>
<td>better transit frequency, more routes particularly neighborhood routes</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>can not think of anything</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>the bus having a extra step to step up on the bus</td>
</tr>
<tr>
<td>Have a regular schedule that would take us to church. I think we would have a full Sr. Center Bus if we ran to church every Sunday</td>
</tr>
<tr>
<td>YES</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>I'm pleased</td>
</tr>
<tr>
<td>need to put scheduling back to office with driver input only</td>
</tr>
<tr>
<td>Getting more people involved and knowing about it</td>
</tr>
<tr>
<td>NO</td>
</tr>
<tr>
<td>More expensive night service and make it accessible, Disabled people's lives don't end at 7:30pm!!</td>
</tr>
<tr>
<td>If there was something similar to Uber that's accessible and affordable and runs at all times or at least past 7:30</td>
</tr>
<tr>
<td>Alternatives</td>
</tr>
<tr>
<td>Uber is doing a great thing for us!</td>
</tr>
<tr>
<td>Uber or Lyft is good for people that can't drive or don't have a vehicle</td>
</tr>
<tr>
<td>Not have to go 30+ miles to get insurance coverage</td>
</tr>
<tr>
<td>Improve communication, Contract with someone other than Provide-A-Ride</td>
</tr>
<tr>
<td>yes</td>
</tr>
<tr>
<td>Get rid of all mechanical lifts, particularly those that are for train access. Install ramps instead. All buses should have ramps that can EASILY be pulled out manually, without struggle on the driver’s part.</td>
</tr>
<tr>
<td>RTA needs to extend its rail lines to outer areas of the county and perhaps beyond. Faster service and greater frequency. RTA needs to restore direct freeway service to try to win back riders.</td>
</tr>
<tr>
<td>Extension of the red line. Also expand to north or I90 to follow the lake.</td>
</tr>
<tr>
<td>Gesuca needs a steady route that people could rely on.</td>
</tr>
<tr>
<td>RTA needs to improve its customer service and treats their customers with respect.</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>registering in the community</td>
</tr>
<tr>
<td>Uber and Lyft need to offer wheelchair accessible vans</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>NA</td>
</tr>
<tr>
<td>No issues</td>
</tr>
<tr>
<td>Sadly, we need more funding and our state government similar to neighboring states. Or a new stream of revenue.</td>
</tr>
<tr>
<td>Sidewalk connections could be made, but drainage and/or available Right-of-Way pose two hurdles to overcome.</td>
</tr>
</tbody>
</table>
### Client/Rider Survey Results

#### QUESTION 3:
How do you think those issues and limitations could be improved?

<table>
<thead>
<tr>
<th>Responses</th>
<th>Continued</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better public transit in Cleveland</td>
<td></td>
</tr>
<tr>
<td>New vehicles</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Build more rail of all sorts.</td>
<td></td>
</tr>
<tr>
<td>Poor question... based on the previous answer. I don't use transportation services. I depend on myself not</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>By expanding the rail transportation network.</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Enhance the public transit service area.</td>
<td></td>
</tr>
<tr>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Better bus routes. I used to take the bus in the 70's and 80's. Seemed there were more convenient routes not</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>convince the county engineer they are an essential part of the transportation system. His office's official position is there is not 1 county road that merits a bike lane.</td>
<td></td>
</tr>
<tr>
<td>Having more routes</td>
<td></td>
</tr>
<tr>
<td>Public Transit NEEDS Funding!</td>
<td></td>
</tr>
<tr>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>paratransit wait times need to be improved for those that need them. Sometimes they wait for hours for a return</td>
<td></td>
</tr>
<tr>
<td>To improve cross-county paratransit transportation, I would like to see more cooperation between services where you can transfer easily from one to the other (like fixed route service).</td>
<td></td>
</tr>
<tr>
<td>Offer more times. Some routes have many time options. Other routes are limited.</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>More hours of operation for the #4 bus</td>
<td></td>
</tr>
<tr>
<td>Ine.</td>
<td></td>
</tr>
<tr>
<td>no</td>
<td></td>
</tr>
<tr>
<td>Unsure.</td>
<td></td>
</tr>
<tr>
<td>N/a</td>
<td></td>
</tr>
<tr>
<td>I am not the only person using Dial A Ride for transportation and fell that if people can use bus transport to Jack's, there should be some way to get to Beachwood Family Health Center.</td>
<td></td>
</tr>
<tr>
<td>It would be great if the Lake Transit system could offer small bus transport during evenings until 10:00pm on the western routes.</td>
<td></td>
</tr>
<tr>
<td>Probably with additional funding for Laketrans's paratransit service</td>
<td></td>
</tr>
<tr>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Obviously more monies are needed. However, there doesn't seem to be an interest in either Columbus or Washington DC doing anything for public transit — and I'm including Amtrak. County govt doesn't want to do levies either. I'm not sure they realize or don't want to realize aging is an issue and seniors don't want to just sit in their</td>
<td></td>
</tr>
</tbody>
</table>
## Client/Rider Survey Results

### QUESTION 4:
What types of transportation service would you LIKE to use on a regular basis? (Check all that apply)

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walking</td>
<td>32</td>
<td>8.7%</td>
</tr>
<tr>
<td>Wheelchair or mobility aid/device</td>
<td>19</td>
<td>5.2%</td>
</tr>
<tr>
<td>Bus transit</td>
<td>65</td>
<td>17.8%</td>
</tr>
<tr>
<td>Rapid transit or train</td>
<td>56</td>
<td>15.3%</td>
</tr>
<tr>
<td>Paratransit or human service agency transportation</td>
<td>33</td>
<td>9.0%</td>
</tr>
<tr>
<td>Personal vehicle</td>
<td>43</td>
<td>11.7%</td>
</tr>
<tr>
<td>Friend or family’s vehicle</td>
<td>27</td>
<td>7.4%</td>
</tr>
<tr>
<td>Taxi</td>
<td>9</td>
<td>2.5%</td>
</tr>
<tr>
<td>Transportation network company (Uber, Lyft)</td>
<td>37</td>
<td>10.1%</td>
</tr>
<tr>
<td>Bike</td>
<td>27</td>
<td>7.4%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>18</td>
<td>4.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>366</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Other (18 responses):
- Parma Heights Senior Bus (5)
- Senior Center bus (2)
- Last minute
- STC-just signed up for
- Scooter
- Accessible vans
- Church van
- Paratransit only if Senior Bus cannot pick me up!
- Trans me shopping etc
- Van to doctor, wheelchair van with ramp
- I use what I like on a daily basis
- Dial A Ride
## Client/Rider Survey Results

**QUESTION 5:**
What keeps you from using any of the transportation services you would like to use?

<table>
<thead>
<tr>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nothing (8 responses)</td>
</tr>
<tr>
<td>Parma Heights Senior Bus (3)</td>
</tr>
<tr>
<td>rapid train—not safe in her opinion, too many transfers on bus—not enough bus shelters, shelters aren’t in comfortable areas, door-to-door, accessibility, safety, cost</td>
</tr>
<tr>
<td>love using Uber and Lyft, but sometimes cost is hard—quick turn around for last minute trips. Real time updates —drivers were accommodating, cheaper than taxi, but still adds up</td>
</tr>
<tr>
<td>maybe have tandem bikes so blind people can also ride with sighted friend</td>
</tr>
<tr>
<td>power wheelchair leaves limited options</td>
</tr>
<tr>
<td>walking</td>
</tr>
<tr>
<td>where and when they go, cost!</td>
</tr>
<tr>
<td>rehab of legs after serious illness</td>
</tr>
<tr>
<td>Low income, no way enwhere</td>
</tr>
<tr>
<td>can not walk</td>
</tr>
<tr>
<td>funding, funding, funding, and funding</td>
</tr>
<tr>
<td>can not afford a personal vehicle</td>
</tr>
<tr>
<td>use walker</td>
</tr>
<tr>
<td>Not familiar with the me of</td>
</tr>
<tr>
<td>1) Taxi is very expensive and not reliable in pick-up and returning to a person’s residence 2) Paratransit is not reliable in turning you to home</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>To register for paratransit need phone no. and application</td>
</tr>
<tr>
<td>have to wait to long for them</td>
</tr>
<tr>
<td>Walker, blindness, deafness</td>
</tr>
<tr>
<td>no need</td>
</tr>
<tr>
<td>Just filled out form for paratransit (waiting), cost and not understand how to use (Uber), friends work and have family of own, family—none that is willing to make me—also work and family of own</td>
</tr>
<tr>
<td>Getting the wheelchair in; CRT doesn’t go everywhere</td>
</tr>
<tr>
<td>Not near me</td>
</tr>
<tr>
<td>Limited hours w/paratransit, would be able to utilize Uber/Lyft if more accessible—having adaptive vehicles</td>
</tr>
<tr>
<td>Money</td>
</tr>
<tr>
<td>Money</td>
</tr>
<tr>
<td>Not old enough</td>
</tr>
<tr>
<td>1) Insurance Company</td>
</tr>
<tr>
<td>2) Annoying on bus (other people don’t move, driver doesn’t help)</td>
</tr>
<tr>
<td>3) Pay 1/2 fare for paratransit</td>
</tr>
<tr>
<td>Taxi can’t accommodate motorized wheelchair</td>
</tr>
<tr>
<td>destinations, frequency of service, convenience.</td>
</tr>
<tr>
<td>It generally takes an hour by bus as opposed to 25 minutes by car</td>
</tr>
<tr>
<td>Mechanical issues is what prevents me from being able to use the bus or rail system for a particular route or time. I will have to wait for the next scheduled bus or train to arrive and hope its mechanics work. Or I will have to find an alternate route at the last minute when a mechanical lift is broken and prevents me from getting on the train. These issues often cause me to be late. In the winter I use paratransit due to the snow. Its scheduling is terrible. I will sometimes arrive at work at 6:30 in the morning, two hours early, because their scheduling system is not sufficient or practical.</td>
</tr>
<tr>
<td>RTA’s park-n-ride highway coach service from Euclid was discontinued. Trip on regular streets way too long travel time wise. Rail lines do not extend out far enough, not enough of them and one ends in an unsafe area.</td>
</tr>
<tr>
<td>Not as easily accessible.</td>
</tr>
<tr>
<td>The cost for dial up transit is high.</td>
</tr>
<tr>
<td>Sometimes busses are late and I miss my appointment. The way the bus stops are arranged around public square have it so some bus stops are almost a quarter of a mile apart - that is too far to walk to just switch from one bus to not convenient to my location</td>
</tr>
</tbody>
</table>
## Client/Rider Survey Results

### QUESTION 5:
What keeps you from using any of the transportation services you would like to use?

<table>
<thead>
<tr>
<th>Responses continued</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not possible from my home in the 2nd ring suburbs to DT CLE registering.</td>
</tr>
<tr>
<td>No wheelchair accessible vans offered in my area</td>
</tr>
<tr>
<td>Bus routes near me seem to all go to/from downtown Cleveland, it's hard to use RTA cross-county.</td>
</tr>
<tr>
<td>Rapid transit is not available to the southern suburbs of Cleveland.</td>
</tr>
<tr>
<td>Rapid transit terminals are not conveniently accessible. Consider extending rapids along rail road tracks in Lakewood and rocky river. those areas are densely populated.</td>
</tr>
<tr>
<td>Bus: see above.</td>
</tr>
<tr>
<td>Limited service</td>
</tr>
<tr>
<td>I refuse to ride my bicycle on a 45 MPH roadway with rather deep ditches because of the unavailable shoulder width and/or sidewalks.</td>
</tr>
<tr>
<td>Does not get me to where I need in a timely way.</td>
</tr>
<tr>
<td>No Weekend discounted fares</td>
</tr>
<tr>
<td>Not available as much near my home</td>
</tr>
<tr>
<td>Rail system doesn't reach/serve far enough.</td>
</tr>
<tr>
<td>Not offered in my area.</td>
</tr>
</tbody>
</table>

I would use public transportation more, but I live in the suburbs and the closest bus stop is two miles away with limited sidewalks. Additionally, the bus lines are limited. When I first moved back to Cleveland, I tried going without a car for 6 months, but it was ultimately far too challenging to deal with limited public transportation and carpooling that I bought my own car. It makes Cleveland less appealing than other cities, particularly to my generation--

This question is very poorly formed. What keeps me from using transportation? Nothing. I own a car and I get in it and drive. If I wanted to get on a bus I would. I think you must be asking if I have a disability or some other issue. Hire a professional survey designer or a different person. These questions are very poorly thought out.

Not near enough to meet my transportation needs.

Not available.

Access to/from my home.

Availability, schedule

I live in Geauga County and prefer to use my own transportation.

I don't use my bike more because we don't have enough dedicated bike lanes. Cleveland paints a bike silhouette on a street and calls that a complete street. What it is is a dangerous street. We need dedicated bike lanes on a different level than cars or pedestrians. Read the research. Listen to the experts. We won't have significant bike use without the safest way to have bike traffic. People want to live.

Not available

They don't exist/train or have poor connectivity (walk and bike)

Don't have the money right now to buy a car

Unaffordable!

I don't know enough about the availability - schedule - etc

No bus or train runs down Rockside to Broadway

No bike paths that are safe

Not sure if we are moving towards getting a minibus or trying getting some monorail/any other means of paratransit service.

The bus doesn't run on Sundays. The local (in county) routes don't cover all the streets/places.

N/A

Hours of operation

Slow, waste of time, waste of tax dollars

I have to have cataract surgery along with a corneal transplant.

Lake transit buses stop running at ~7:00pm

Can't walk far enough to use route bus

Schedule

Location of services.

Not enough routes. No routes from my home to work. No routes to downtown Cleveland.
## Client/Rider Survey Results

### QUESTION 6:
What three types of destinations do you need/want to go to most often?

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical appointments/hospital</td>
<td>15.8%</td>
</tr>
<tr>
<td>Dialysis appointment</td>
<td>1.4%</td>
</tr>
<tr>
<td>School or job training</td>
<td>3.4%</td>
</tr>
<tr>
<td>Work or volunteer</td>
<td>17.0%</td>
</tr>
<tr>
<td>Grocery store</td>
<td>17.4%</td>
</tr>
<tr>
<td>Bank/salon/other errands</td>
<td>14.2%</td>
</tr>
<tr>
<td>Parks/recreation/senior center</td>
<td>7.3%</td>
</tr>
<tr>
<td>Visit friends and family/social events</td>
<td>10.6%</td>
</tr>
<tr>
<td>Social service agency</td>
<td>1.8%</td>
</tr>
<tr>
<td>Religious and cultural activities</td>
<td>7.1%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>3.9%</td>
</tr>
<tr>
<td><strong>Answers</strong></td>
<td><strong>436</strong></td>
</tr>
</tbody>
</table>

**Other (17 responses):**

- can't go to last minute medical appointments, funerals, library seminars (can't wait too long in evening), was stranded at Cleveland International Film Festival
- different needs during seasons (can walk to Marc's, gym/workout when weather permits)
- visit family as long as transportation goes there (brother lives in Warren)
- church
- lunch
- lunch, Parma Heights church
- Parma Heights church
- center activities
- Senior center activities
- stores, medical equipment places, etc (out of Parma Heights)
- Movie theater
- An evening out downtown, Hopkins airport
- Part of the reason I chose where to live is the walkable nature of the neighborhood to access grocery/bank/hardware/restaurants/barber/etc.
- Local restaurants and/or club gyms
- Recreation in parks.
- Any event downtown so I don't have to pay outrageous parking fees
- All the above
Client/Rider Survey Results

**QUESTION 7:**
What is your biggest unmet transportation need or issue?

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>11.5%</td>
</tr>
<tr>
<td>Unable to visit family/friends</td>
<td>3.6%</td>
</tr>
<tr>
<td>Unable to cross county lines</td>
<td>21.6%</td>
</tr>
<tr>
<td>Transportation doesn't come to my house</td>
<td>14.4%</td>
</tr>
<tr>
<td>Transportation doesn't take me where I need to go</td>
<td>15.1%</td>
</tr>
<tr>
<td>I don't have unmet transportation needs</td>
<td>13.7%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>20.1%</td>
</tr>
<tr>
<td><strong>Answers</strong></td>
<td><strong>139</strong></td>
</tr>
</tbody>
</table>

**Other (28 responses):**
- Unable to cross county lines, last-minute transportation service (for funerals) instead of a week ahead of time
- Fortunately in her experience what she needs is nearby transportation doesn't come to my house/take me where I need to go
- Transportation doesn't come to my house/take me where I need to go
- Transportation doesn't come to my house or take me where I need to go/weekend service
- Cost/unable to visit friends, family/transportation doesn't come to my house, take me where I need to go (3)
- N/a (2)
- None (2)
- Transportation doesn't come to my house/take me where I need to go
- Cost, Sr. Bus could do a further distance. Just a little more down Ridge Road
- Need to be helped with making arrangements
- Out of Parma Heights
- Cost and Unable to cross county lines
- Mechanical issues, hands down. Operators not seeing me waiting for the train on the platform. Operators forgetting to stop the train at the platform when I need to get off at my stop.
- RTA no longer serves the best interests of Cuyahoga County. Service is slow, does not meet the needs of the commuter and is unreliable.
- Cost, unable to cross county lines
- Lack of frequency and late arrival times of the bus. Red line is great but bus transit is needed for non-downtown trips.
- Public transportation doesn't come to my area.
- It takes too long to take more than one bus to get Downtown.
- All of the above.
- Not applicable. Don’t need government transporting me.
- Evening time constraints.
### Client/Rider Survey Results

**QUESTION 8:**
How do you think these needs or issues could be improved? What steps do you think transportation providers and decision-makers need to take?

<table>
<thead>
<tr>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>- doesn't feel anything can improve by decision-makers</td>
</tr>
<tr>
<td>- more people are riding paratransit</td>
</tr>
<tr>
<td>- could be on bus for hours before you get there</td>
</tr>
<tr>
<td>- get together coordinate as group, get more funding as a group</td>
</tr>
<tr>
<td>- get more funding</td>
</tr>
<tr>
<td>- when waiting for the bus not past your time window</td>
</tr>
</tbody>
</table>

Transportation is needed because driving is prohibited due to rotator cuff surgery  
Improved times-ride their own transportation  
Increase public funding, ie local, county, state, federal  
No limit on service area  
Shorter span for pick-up time  
Close pickup time window to a short  
Everything is good  
The bottom step is a little high for me to get off the bus  
No  
To cross county lines  
To cross county lines  
Would like a bus for doctor apt in the Cleveland area (Metro)  
Choose window for pick up and returning home  
I need seek help  
Expand to more Parma location  
Make it easy for people on a low income better funding  
People could pay a premium to cross county lines  
More options choice for handicap  
Should be able to go across county lines, Paratransit forgets to pick you up  
Should be some type of communication to another county to meet bus/paratransit (eg. Cuyahoga County to Lake County)  
If public transit in the Cleveland area went anywhere that wasn’t downtown that’d be nice  
Educate the operators to be mindful of riders waiting at the ADA platform to get on the train. Install a switch or signal on the train to help the operator remember to stop at the platform where I wish to get off of the train. Also,  
RTA needs to completely replace its current management and board of trustees. Management needs to be brought in from outside the area from systems that know how to manage a good transit system that is desirable. The board of trustees have no expertise or background in transit. Both management and the trustees are removed from the invest in better public transit, Trains seem to be on time more often because they don’t get affected by traffic as Need a steady route through the main parts of Geauga.  
GCRTA needs to view bus riders as CUSTOMERS that they are SERVING. Public Transportation needs to be viewed as an asset to the greater Cleveland area and fund it appropriately at the City, County and State level. Bus drivers and customer service clerks need on-going training on how to interact with people with respect. Management needs to treat bus drivers and other staff with respect so they aren’t miserable and take it out on increase the system  
Not every person needs to go through Downtown. Need to find a way to move people across the County without going through Public Sq.  
Convenience and perhaps vouchers  
Accessible vans  
Merge RTA (“Regional” is in the name, right?) with surrounding counties. Most already have their own “RTA”s.  
More housekeeping (in the transit vehicles and on transit property), more security and expand service.  
Extend train into Lakewood and rocky river, Westlake, bay village along current railroad trw.  
Accuracy in arrival times, more frequent service including every 15 minute pickup vs. every hour. |
**QUESTION 8:**
How do you think these needs or issues could be improved? What steps do you think transportation providers and decision-makers need to take?

- Responses continued
- Better efficiency
- Allow further mileage for personal trips and more trips per week.
- Bring more rural routes
- Build the extensions noted in Item #2 above.
- More bus/train lines.
- Go on an efficiency study and create more adaptable options. Use more uber like services. vouchers etc..
- Go out into the community and ask all people what their needs are. In rural and economically disadvantage areas, individuals do not have access to cars, computers and wifi.
- Accept that rail transport can relieve traffic congestion as it does in other cities.
- Add more public transportation
- Increased funding and regionalization of services
- Routes to employers and housing location.
- I think money should be spent in Geauga County to repair roads, especially those in the Amish Community. They need better roads to drive their buggies.
- Spend money on public transportation. It's important to everyone.
- rail svc
- More trains
- see #3 above
- Try asking the state for more funding so they don’t have to do fare hikes or service cuts. Just because the elected officials don’t take public transportation doesn’t mean they have to cut it. Sorry if not all of us have limousines to go to and from where we got to go
- Public Transit NEEDS Funding!
- Better availability of information for folks who may not be computer oriented
- There should be some type of route going down Rockside - I see elderly people walking over that long bridge to get to the apartments past Broadway going towards Turney - the only Rockside bus only goes to Turney Road but there are large apartment complexes off Dunham

**Those I work with have no transportation to/from Tyler Blvd. Mentor for employement:**

- I think providers need to work together more or share resources to expand the options for people who utilize their services, particularly paratransit. It needs to be known that people with disabilities want to do more than just go to the doctor or grocery shop. They need/want an active life comparable to their able-bodied peers.
- Allow buses to cross county lines. Have lines run more often and cover more streets.
- Finding out if Ashtabula would allow lake Tran run into Geneva
- n/a
- Unsure.
- Stop wasting money on transit.
- Coordination with Cleveland small transport to facilities outside of Lake county
- Community contact through public libraries and social media regarding useful times. For example, Laketrans offers extended holiday hours from Thanksgiving through the New Year holiday. Why not all year?
- Coordinate with other counties for connections
- expand service area
- Get funding for more routes.
- Funding
Client/Rider Survey Results

**QUESTION 9:**
Tell us about yourself. Please choose all with which you identify:

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am a senior</td>
<td>89</td>
<td>19.8%</td>
</tr>
<tr>
<td>I am a veteran</td>
<td>24</td>
<td>5.3%</td>
</tr>
<tr>
<td>I am an individual with a physical disability</td>
<td>49</td>
<td>10.9%</td>
</tr>
<tr>
<td>I am an individual with an intellectual disability</td>
<td>12</td>
<td>2.7%</td>
</tr>
<tr>
<td>I am an individual with mental/behavioral issues</td>
<td>13</td>
<td>2.9%</td>
</tr>
<tr>
<td>I have hearing loss</td>
<td>28</td>
<td>6.2%</td>
</tr>
<tr>
<td>I have blindness/low vision</td>
<td>25</td>
<td>5.6%</td>
</tr>
<tr>
<td>I have frailty or limited stamina</td>
<td>21</td>
<td>4.7%</td>
</tr>
<tr>
<td>I have a temporary health issue</td>
<td>22</td>
<td>4.9%</td>
</tr>
<tr>
<td>I have a long-term health issue</td>
<td>29</td>
<td>6.4%</td>
</tr>
<tr>
<td>I have difficulty reading</td>
<td>15</td>
<td>3.3%</td>
</tr>
<tr>
<td>I have a low income</td>
<td>53</td>
<td>11.8%</td>
</tr>
<tr>
<td>I cannot/do not drive due to cultural or religious views</td>
<td>4</td>
<td>0.9%</td>
</tr>
<tr>
<td>I am a limited English speaker</td>
<td>8</td>
<td>1.8%</td>
</tr>
<tr>
<td>None or Rather Not Say</td>
<td>45</td>
<td>10.0%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>13</td>
<td>2.9%</td>
</tr>
</tbody>
</table>

Total: 450 Answered

Other (9 responses):
- Have trouble reading if not in braille
- Limited mobility (cerebral palsy), like to talk to person due to dexterity
- Used to walk to many places, cannot do it due to health problems
- Limited mobility
- Don’t drive
- Cannot drive due to fainting condition
- My temporary health issues limits by stamina and causes shortness of breath
- I can’t walk too far or sit on the back of the bus due to health issues.
- I would like to drive less
Provider/Stakeholder Survey

NOACA seeks your feedback to update its Coordinated Public Transit-Human Services Transportation Plan for Northeast Ohio

PROVIDER/STAKEHOLDER SURVEY

1 Contact Information

Organization Name__________________________________________________________

Contact Name________________________________________________________________

Address____________________________________________________________________

City/Town___________________________________________________________________

State/Province________________________________ ZIP/Postal Code_____________________

Organization Website________________________________________________________

Email Address______________________________________________________________

Phone Number________________________________

2 Type of Organization

☐ Public nonprofit ☐ Private nonprofit ☐ For-profit company ☐ Government agency

☐ Other (please specify)_______________________________________________________________________

3 Which best describes your organization?

☐ Social services ☐ Senior center ☐ Board of Developmental Disabilities ☐ Housing agency

☐ Advocacy group ☐ Neighborhood/community center ☐ Community Development Corporation

☐ Adult day care ☐ Child day care ☐ Independent living center ☐ Hospital

☐ Medical center ☐ Dialysis center ☐ Mental health agency ☐ Nursing home/assisted living

☐ Public transit ☐ Private transit ☐ Ambulance ☐ School/college/university

☐ Emergency management ☐ Municipal government ☐ Employer

☐ Other (please specify)_______________________________________________________________________

4 What areas do you serve? (by zip code(s), municipality, county, other boundaries)

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________
Provider/Stakeholder Survey

5 What age groups do you serve? If you serve seniors, at what age do your organization consider a client to be a senior?
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

6 Does your organization use eligibility requirement to qualify clients for services? (age, residency, disability, income level, etc)
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

7 What are the biggest barriers to mobility for your clients? (check all that apply)

☐ Physical disability  ☐ Mental/behavioral health issues  ☐ Intellectual disability
☐ Frailty or limited stamina  ☐ Vision loss or blindness  ☐ Difficulty reading or illiterate
☐ Low income  ☐ Live in or travel to a remote location  ☐ Non or limited English speaker
☐ Cannot drive due to cultural/religious views  ☐ Hearing impairment
☐ Lack of awareness of resources  ☐ None of these/other (please specify)____________________

8 Choose the TOP THREE destinations for your clients

☐ Medical appointments/dialysis  ☐ Meal programs  ☐ Education/training
☐ Visit family and friends/social events  ☐ Recreation/cultural/spiritual events
☐ Personal trips/appointments (bank, salon, shopping)  ☐ Social service appointments
☐ None of these/other (please specify)____________________

9 How does your organization provide transportation to you clients? (check all that apply)

☐ Operate transportation using agency-owned or leased vehicles
☐ Operate transportation using volunteer-owned or leased vehicles  ☐ Contract/cooperation with public transit
☐ Contract/cooperation with private transit  ☐ Contract/cooperation with nonprofits
☐ Contract/cooperation with transportation network companies (ex. Lyft/Uber)  ☐ Reimburse for mileage
☐ Provide pre-paid transit tickets/tokens, gas cards  ☐ We do not provide transportation
☐ None of these/other (please specify)____________________
Appendix I

Provider/Stakeholder Survey

10 How does your organization fund transportation services? (if applicable)
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

If you DO NOT DIRECTLY provide transportation for your clients, you have reached the end of the survey. Thank you for your feedback!

If you DIRECTLY provide transportation for your clients, please answer a few more questions below. Thanks!

11 Information about your transportation service:
What is the name of your service?______________________________________________________
When is your service available? (days, times)_______________________________________________
What types of payments do you accept?__________________________________________________

12 What type of scheduling does your organization use? (check all that apply)
[ ] Fixed route  [ ] Group scheduling  [ ] Subscription  [ ] Demand response
[ ] Other (please specify)_______________________________________________________________________

13 Ride scheduling
How far in advance MAY a client request a ride?_____________________________________________
How far in advance MUST a client request a ride?_____________________________________________

14 What level of service does your organization provide?
[ ] Curb to curb  [ ] Door to door  [ ] Door through door
[ ] Drivers are permitted to assist passengers with equipment/packages/bags  [ ] Up to the driver’s discretion
[ ] None of these/Other (please specify)_______________________________________________________________________
Provider/Stakeholder Survey

15. Do you have the ability to accommodate any of the following? (check all that apply)

- Wheelchairs
- Motorized scooters
- Bariatric patients and mobility devices
- Service animals
- Individuals with mental/behavioral issues
- Caretakers or aides
- Other (please specify)____________________

16. What is your organization’s ability to accommodate your client’s requests? (place an X where you feel your organization falls)

- 0: Almost never able
- 50: Half the time
- 100: Always able

17. If you have to turn away clients for service, what are the reasons? (check all that apply)

- Cannot accommodate disability or assistive device
- Inability to pay
- Destination outside service area
- Cannot cross county or other political boundaries
- We do not have to turn away clients
- Other (please specify)____________________

18. How many drivers does your organization use? Are they required to have any specialized training? (include full and part-time, and volunteer)

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

19. What (if any) are the organizational challenges or barriers to providing transportation? (can’t find drivers, funding, etc)

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
# MOBILIZE: ACCESSIBILITY FOR INDEPENDENCE

## Coordinated Public Transit-Human Service Transportation Plan for Northeast Ohio Update: Provider/Stakeholder Survey

### Survey Responses

<table>
<thead>
<tr>
<th>METHODS OF DATA COLLECTION</th>
<th>Online Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIMELINE</td>
<td>Survey available to public from September 30, 2018-April 26, 2019</td>
</tr>
<tr>
<td>COUNT</td>
<td>Received 65 responses online</td>
</tr>
</tbody>
</table>

### RESULTS INFORMATION

Personally identifiable information and confidential business information redacted from results
### QUESTION 1:

<table>
<thead>
<tr>
<th>Type of organization</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Agency</td>
<td>26</td>
</tr>
<tr>
<td>Private Non-Profit</td>
<td>22</td>
</tr>
<tr>
<td>Public Non-Profit</td>
<td>13</td>
</tr>
<tr>
<td>For-profit company</td>
<td>3</td>
</tr>
</tbody>
</table>

**Other:**

- Non-profit, religious

<table>
<thead>
<tr>
<th>Which best describes your organization?</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Center</td>
<td>16</td>
</tr>
<tr>
<td>Adult Day Care</td>
<td>2</td>
</tr>
<tr>
<td>nursing home/assisted living</td>
<td>2</td>
</tr>
<tr>
<td>Social Services</td>
<td>11</td>
</tr>
<tr>
<td>Alcohol, Drug Addiction, and Mental Health Services Board</td>
<td>2</td>
</tr>
<tr>
<td>private transit</td>
<td>4</td>
</tr>
<tr>
<td>Public Transit</td>
<td>3</td>
</tr>
<tr>
<td>Board of Developmental Disabilities</td>
<td>2</td>
</tr>
<tr>
<td>Municipal government</td>
<td>3</td>
</tr>
<tr>
<td>Hospital/medical center</td>
<td>3</td>
</tr>
<tr>
<td>Neighborhood/Community center</td>
<td>2</td>
</tr>
<tr>
<td>Homeless shelter</td>
<td>2</td>
</tr>
<tr>
<td>hospice</td>
<td>1</td>
</tr>
<tr>
<td>employer</td>
<td>1</td>
</tr>
<tr>
<td>advocacy group</td>
<td>2</td>
</tr>
<tr>
<td>county government, funder</td>
<td>1</td>
</tr>
<tr>
<td>housing agency</td>
<td>1</td>
</tr>
<tr>
<td>Workforce Development</td>
<td>1</td>
</tr>
<tr>
<td>Health Department</td>
<td>1</td>
</tr>
<tr>
<td>County Government</td>
<td>1</td>
</tr>
<tr>
<td>Municipal Senior Center AND Social Services</td>
<td>1</td>
</tr>
<tr>
<td>school/college/university</td>
<td>1</td>
</tr>
<tr>
<td>Independent Living Center</td>
<td>1</td>
</tr>
<tr>
<td>Aging Services Organization</td>
<td>1</td>
</tr>
</tbody>
</table>
QUESTION 2:
What are the biggest barriers to mobility for your clients? (Check all that apply)

<table>
<thead>
<tr>
<th>Barriers</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>physical disability</td>
<td>55</td>
</tr>
<tr>
<td>mental/behavioral health</td>
<td>31</td>
</tr>
<tr>
<td>intellectual disability</td>
<td>19</td>
</tr>
<tr>
<td>frailty or limited stamina</td>
<td>40</td>
</tr>
<tr>
<td>vision loss or blindness</td>
<td>26</td>
</tr>
<tr>
<td>difficulty reading or illiterate</td>
<td>11</td>
</tr>
<tr>
<td>low income</td>
<td>49</td>
</tr>
<tr>
<td>live in or travel to a remote location</td>
<td>13</td>
</tr>
<tr>
<td>cannot drive due to cultural or religious beliefs</td>
<td>3</td>
</tr>
<tr>
<td>non or limited English speaker</td>
<td>11</td>
</tr>
<tr>
<td>hearing impairment</td>
<td>16</td>
</tr>
<tr>
<td>lack of awareness of resources</td>
<td>22</td>
</tr>
</tbody>
</table>

Other:

- Most of our clients are no longer able to drive, due to age, or physical impairment.
- Lack of resources
- limited family resources
- they never had a drivers license
- Transportation to our pick-up points
- homeless
- Not all Koinonia residential facilities have house vehicles.
- Many have no family near them or no family at all
- limited service provided by public transportation in our zip code
- no vehicle
- most need door to door service at the times of day that are busiest and service is "maxed" out 7am-9am and 2 pm to 4 pm.
**QUESTION 3:**
Chose the TOP 3 destinations for your clients

<table>
<thead>
<tr>
<th>Destination</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>medical appointments/dialysis</td>
<td>55</td>
</tr>
<tr>
<td>meal programs</td>
<td>17</td>
</tr>
<tr>
<td>education/training</td>
<td>10</td>
</tr>
<tr>
<td>employment</td>
<td>17</td>
</tr>
<tr>
<td>visit family and friends/social events</td>
<td>8</td>
</tr>
<tr>
<td>recreation/cultural/spiritual events</td>
<td>25</td>
</tr>
<tr>
<td>personal trips/appointments (bank, salon, shopping)</td>
<td>35</td>
</tr>
<tr>
<td>social service appointments</td>
<td>20</td>
</tr>
</tbody>
</table>

Other:
- Hispanic Senior Center
- Trips to Solon Senior Center
- contract with Senior Transportation Connections for non-emergency medical transports
- adult day services

**QUESTION 4:**
How does your organization provide transportation to your clients? (check all that apply)

<table>
<thead>
<tr>
<th>Method</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>operate transportation using agency-owned or leased vehicles</td>
<td>41</td>
</tr>
<tr>
<td>operate transportation using volunteer owned or leased</td>
<td>2</td>
</tr>
<tr>
<td>contract/coodination with public transit</td>
<td>14</td>
</tr>
<tr>
<td>contract/coodination with private transit</td>
<td>12</td>
</tr>
<tr>
<td>contract/coodination with non-profits</td>
<td>15</td>
</tr>
<tr>
<td>contract/coodination with transportation network companies (ex. Lyft, Uber)</td>
<td>4</td>
</tr>
<tr>
<td>reimburse for mileage</td>
<td>5</td>
</tr>
<tr>
<td>provide pre-paid transit tickets/tokens, gas cards</td>
<td>11</td>
</tr>
<tr>
<td>we do not provide transportation</td>
<td>6</td>
</tr>
</tbody>
</table>

Other:
- contract with ambulance companies

Our internal service with agency-owned vehicles will end effective 12/31/19
Coordinate with NEO Mobility partners
rely on school districts to provide transportation to school programs; transportation is not provided for any other reason
### QUESTION 5:
What type of scheduling does your organization use? (check all that apply)

<table>
<thead>
<tr>
<th>Scheduling Type</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>fixed route</td>
<td>19</td>
</tr>
<tr>
<td>group scheduling</td>
<td>21</td>
</tr>
<tr>
<td>subscription</td>
<td>2</td>
</tr>
<tr>
<td>demand response</td>
<td>32</td>
</tr>
</tbody>
</table>

**Other:**
- We do our own scheduling
- appointments with specified times, coordinating route with other stops if possible.
- Scheduled based on the needs of the individuals in our programs. Schedule is developed based on those needs and we will pick up additional riders that fit in schedule through county board postings of needs.

### QUESTION 6:
What level of service does your organization provide?

<table>
<thead>
<tr>
<th>Level of Service</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curb to Curb</td>
<td>20</td>
</tr>
<tr>
<td>Door to Door</td>
<td>21</td>
</tr>
<tr>
<td>Door through Door</td>
<td>9</td>
</tr>
<tr>
<td>Drivers permitted to assist passengers with equipment/packages/bags</td>
<td>25</td>
</tr>
<tr>
<td>Up to the driver’s discretion</td>
<td>7</td>
</tr>
</tbody>
</table>

**Other:**
- These are all based on case by case basis
- Right side pick up
- Level of support is based on the individual need as stated in the Individual Support Plan.
- drivers assist passengers that require the lift
- assistance is limited to 4 bags per trip
- Drivers are required to assure someone is at home at time of drop off if the riders require a level of supervision.
## QUESTION 7:
Do you have the ability to accommodate any of the following?  
(check all that apply)  

<table>
<thead>
<tr>
<th>Accommodation</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>wheelchairs</td>
<td>34</td>
</tr>
<tr>
<td>motorized scooters</td>
<td>26</td>
</tr>
<tr>
<td>bariatric patients and mobility devices</td>
<td>11</td>
</tr>
<tr>
<td>service animals</td>
<td>27</td>
</tr>
<tr>
<td>individuals with mental/behavioral issues</td>
<td>26</td>
</tr>
<tr>
<td>caretakers or aides</td>
<td>33</td>
</tr>
</tbody>
</table>

Other:

- Not at this time... our vans and bus do not have disability access.
- Thanks to the funding we just received from NOACA, we will soon be able to accommodate wheelchairs.
- Memory difficulties
- no bariatric patients
**Provider/Stakeholder Survey Results**

**QUESTION 8:**
If you have to turn away clients for service, what are the reasons? (check all that apply)

- cannot accommodate disability or assistive devices
- inability to pay
- destination outside service area
- cannot cross county or other political boundaries
- we do not have to turn clients away

Other:
- Volunteers unavailable
- staffing
- There is no driver/vehicle able to accommodate the time of the requested appointment.
- Funding limitations (only funded for so many rides)
- If the vans are filled to capacity
- Schedule already full or Vehicles already full
- schedule full

Individual lives too far from current routes, or attend programs too far from current routes.
- We may need to ask client to schedule appointment at an earlier/later time, but never turn away clients. Will bring driver in as early as 6:00 a.m. if needed.
- Vehicle capacity. Adequate number of wheelchair vehicles.
- schedule full
- Our schedule is already booked at that time
- Capacity issue
- schedules full
- capacity
- lack of ability in our schedule
- No Stretchers

We accommodate all that are active program participants. At times this requires use of personal cars. We are limited on taking additional outside individual referrals we receive from the county board due to needing to assure that we are able to meet the needs of those we already serve and the limitation of vans and staff. For the above question 16 which I did not answer we provide 100% those already in the program and turn down 75% or more of new referrals.
DEFINITIONS OF DISABILITY STATUS IN THE 2014 SSA SUPPLEMENT

Adults aged 18 and older were identified as having a disability if they met any of the following criteria:
1. Used a wheelchair, a cane, crutches, or a walker.
2. Had serious difficulty seeing or hearing.
3. Had difficulty performing one or more functional activities (speaking, lifting/carrying 10 pounds, using stairs, walking a quarter-mile, or grasping small objects).
4. Had difficulty with one or more Activities of Daily Living (ADLs). These included getting around inside the home, getting in or out of bed or a chair, bathing, dressing, eating, and toileting.
5. Had difficulty with one or more Instrumental Activities of Daily Living (IADLs). These included going outside the home, keeping track of money and bills, preparing meals, doing light housework, taking prescription medicines in the right amount at the right time, and using the telephone.
6. Had one or more specified conditions (a learning disability, cerebral palsy or another developmental disability, an intellectual disability, Alzheimer’s disease, were blind, were deaf, or some other type of mental or emotional condition).
7. Had any other mental or emotional condition that seriously interfered with everyday activities (frequently depressed or anxious, trouble getting along with others, trouble concentrating, or trouble coping with day-to-day stress).

Adults were considered to have a severe disability if they met criterion 1 or 7; had Alzheimer’s disease, an intellectual disability, cerebral palsy or another developmental disability; were blind or deaf; or were unable to perform or needed help to perform one or more of the activities in criteria 3, 4, and 5.

Children under the age of 18 were considered to have a disability if they met any of the following criteria:
1. Used a wheelchair, a cane, crutches, or a walker.
2. Had serious difficulty seeing or hearing.
3. Had difficulty having their speech understood.
4. Had difficulty moving their arms or legs, or walking, running, or playing.
5. Had difficulty with one or more Activities of Daily Living (ADLs). These included getting around inside the home, getting in or out of bed or a chair, bathing, dressing, eating, and toileting.
6. Had one or more specified conditions (a learning disability or Attention Deficit Hyperactivity Disorder (ADHD), difficulty getting along with other children, or a limit in their ability to do schoolwork, a developmental delay, an intellectual disability, a developmental disability such as cerebral palsy or autism, were blind, were deaf, or had some other developmental condition).

Children were considered to have a severe disability if they met criterion 1; were blind or deaf; were unable to perform or needed help performing one or more of the activities in criterion 3 or 5; or had a developmental delay, an intellectual disability, a developmental disability such as cerebral palsy or autism, or some other developmental condition.

The disability questions included in the SSA Supplement can be found at <www.census.gov/programs-surveys/sipp/data/2014-panel/ssa.html>.
### Federal Transit Asset Management Performance Measure Targets

#### TIERED TRANSIT ASSET MANAGEMENT (TAM) PERFORMANCE TARGETS

**Tier I (GCRTA) Asset Target Metrics for FTA Asset Categories**

<table>
<thead>
<tr>
<th>Asset Category/Class</th>
<th>Sub-Group</th>
<th>Performance Target</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue Fleet (Useful Life Benchmark)</strong></td>
<td><strong>Revenue Vehicles</strong>&lt;br&gt;Bus 60-Ft</td>
<td>&lt; 10% over ULB</td>
<td>&lt; 12 years</td>
</tr>
<tr>
<td></td>
<td>Bus 40-Ft</td>
<td>&lt; 15% over ULB</td>
<td>&lt; 12 years</td>
</tr>
<tr>
<td></td>
<td>Trolley</td>
<td>&lt; 5% over ULB</td>
<td>&lt; 13 years</td>
</tr>
<tr>
<td></td>
<td>MCI Bus</td>
<td>&lt; 5% over ULB</td>
<td>&lt; 12 years</td>
</tr>
<tr>
<td></td>
<td>Paratransit</td>
<td>&lt; 15% over ULB</td>
<td>8 - 10 years</td>
</tr>
<tr>
<td></td>
<td>Train: Heavy &amp; Light Rail</td>
<td>&lt; 25% over ULB</td>
<td>&lt; 31 years</td>
</tr>
<tr>
<td><strong>Infrastructure</strong></td>
<td><strong>Facilities</strong>&lt;br&gt;Facilities</td>
<td>&lt; 10% under 3.0 SOGR</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td></td>
<td>Facility Assets</td>
<td>&lt; 10% under 3.0 SOGR</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td><strong>Infrastructure</strong></td>
<td><strong>Track, Catenary, Signals, etc.</strong></td>
<td>&lt; 2% during construction season</td>
<td>% of Rail system slow zones</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&lt; 0.5% Slow Zones at year end</td>
<td>% of Rail system slow zones</td>
</tr>
</tbody>
</table>

**Tier II Urban (Laketrans, MCT, & LCT) Asset Target Metrics for FTA Asset Categories**

<table>
<thead>
<tr>
<th>Asset Category/Class</th>
<th>Sub-Group</th>
<th>Performance Target</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue Fleet (Useful Life Benchmark)</strong></td>
<td><strong>Revenue Vehicles</strong>&lt;br&gt;MCI Bus</td>
<td>0% over ULB</td>
<td>&lt; 12 years</td>
</tr>
<tr>
<td></td>
<td>Bus - 35/40-Ft</td>
<td>0% over ULB</td>
<td>&lt; 12 years</td>
</tr>
<tr>
<td></td>
<td>Cutaway Bus</td>
<td>&lt; 6% over ULB</td>
<td>Varies &lt; 5 - 7 years</td>
</tr>
<tr>
<td></td>
<td>Mini-Vans</td>
<td>0% over ULB</td>
<td>&lt; 8 years</td>
</tr>
<tr>
<td></td>
<td>Vans</td>
<td>&lt; 17% over ULB</td>
<td>&lt; 5 years</td>
</tr>
<tr>
<td><strong>Equipment</strong></td>
<td><strong>Non-Revenue/Service Auto</strong></td>
<td>&lt; 17% over ULB</td>
<td>&lt; 10 years</td>
</tr>
<tr>
<td></td>
<td>Trucks &amp; Other Rubber Tire Vehicles</td>
<td>&lt; 23% over ULB</td>
<td>Varies &lt; 8 - 10 years</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td>N/A</td>
<td>10 - 25 years</td>
</tr>
<tr>
<td></td>
<td>Operations</td>
<td>N/A</td>
<td>10 - 25 years</td>
</tr>
<tr>
<td><strong>Facilities (State of Good Repair)</strong></td>
<td><strong>Administration</strong></td>
<td>0% under 3.0 SOGR</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td>0% under 3.0 SOGR</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td></td>
<td>Passenger Facilities</td>
<td>0% under 3.0 SOGR</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td><strong>Infrastructure</strong></td>
<td><strong>Track, Catenary, Signals, etc.</strong></td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
## Tier II Rural (Geauga County Transit) Asset Target Metrics for FTA Asset Categories

**SOGR Policy Targets as Established by ODOT***

<table>
<thead>
<tr>
<th>Asset Category/Class</th>
<th>Sub-Group</th>
<th>Performance Target</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue Fleet (Useful Life Benchmark)</strong></td>
<td>Revenue Vehicles</td>
<td>N/A</td>
<td>Varies &lt; 8 - 14 years*</td>
</tr>
<tr>
<td></td>
<td>MCI Bus</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Bus - 35/40-Ft</td>
<td>&lt; 21%</td>
<td>&lt; 14 years*</td>
</tr>
<tr>
<td></td>
<td>Cutaway Bus</td>
<td>&lt; 2% over ULB</td>
<td>&lt; 10 years*</td>
</tr>
<tr>
<td></td>
<td>Mini-Vans</td>
<td>&lt; 10% over ULB</td>
<td>&lt; 10 years*</td>
</tr>
<tr>
<td></td>
<td>Vans</td>
<td>&lt; 2% over ULB</td>
<td>&lt; 8 years*</td>
</tr>
<tr>
<td></td>
<td>Non-Revenue/Service Auto</td>
<td>0% over ULB*</td>
<td>&lt; 10 years*</td>
</tr>
<tr>
<td></td>
<td>Trucks &amp; Other Rubber Tire Vehicles</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td>0% over ULB*</td>
<td>&lt; 14 years*</td>
</tr>
<tr>
<td></td>
<td>Operations</td>
<td>0% over ULB*</td>
<td>&lt; 10 years*</td>
</tr>
<tr>
<td><strong>Facilities (State of Good Repair)</strong></td>
<td>Administration</td>
<td>&lt; 38% below a 3.0</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td>&lt; 22% below a 3.0</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td></td>
<td>Passenger Facilities</td>
<td>0% below a 3.0</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td><strong>Infrastructure</strong></td>
<td>Track, Catenary, Signals, etc.</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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## Tier II Section 5310 Open Door Sub-Recipient Asset Target Metrics for FTA Asset Categories

**SOGR Policy Targets**

<table>
<thead>
<tr>
<th>Asset Category/Class</th>
<th>Sub-Group</th>
<th>Performance Target</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue Fleet (Useful Life Benchmark)</strong></td>
<td>Revenue Vehicles</td>
<td>&lt; 45% over ULB</td>
<td>&lt; 8 years</td>
</tr>
<tr>
<td></td>
<td>MCI Bus</td>
<td>N/A</td>
<td>&lt; 12 years</td>
</tr>
<tr>
<td></td>
<td>Bus - 35/40-Ft</td>
<td>N/A</td>
<td>&lt; 12 years</td>
</tr>
<tr>
<td></td>
<td>Cutaway Bus</td>
<td>N/A</td>
<td>8 - 10 years</td>
</tr>
<tr>
<td></td>
<td>Mini-Vans</td>
<td>N/A</td>
<td>&lt; 8 years</td>
</tr>
<tr>
<td></td>
<td>Vans/Automobile</td>
<td>&lt; 45% over ULB</td>
<td>&lt; 8 years</td>
</tr>
<tr>
<td><strong>Equipment</strong></td>
<td>Non-Revenue/Service Auto</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Trucks &amp; Other Rubber Tire Vehicles</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Operations</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Facilities (State of Good Repair)</strong></td>
<td>Administration</td>
<td>N/A</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td>N/A</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td></td>
<td>Passenger Facilities</td>
<td>N/A</td>
<td>TERM Rating 3.0 &amp; above</td>
</tr>
<tr>
<td><strong>Infrastructure</strong></td>
<td>Track, Catenary, Signals, etc.</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Person-centered Language

What does it mean to be person-centered?
Being person-centered is about how you look at the world. This perspective considers the young person as an active participant in their own life choices. It is seeing the person’s strengths first, instead of their disabilities, deficits, or things that other may think need to be “cured.”

Scan this with your smartphone for resources, examples, and more information on this topic!

Children, Youth, and Young Adults
As youth get older, it’s important to begin recognizing their transition toward adulthood. Young people in foster care are often referred to in paperwork and in meetings as “children.” As we move toward supporting young people to learn their rights and take more responsibility in their lives, the words used to describe them should also change. Instead of calling them kids or children, consider, “Youth,” “Young Person” or “Young Adult,” and consider making similar changes to forms that use only “child,” to say “Child/Youth/Young Adult.”

Disabilities: Person-First Language and Identity-First Language
As a part of the disability rights movement, there has been a shift in the way that some people use language to describe themselves and others with disabilities. Instead of using the word “disabled” or “handicapped” to describe someone, many prefer person-first language which prioritizes the person before the disability.

Be curious and ask the person how they prefer to have their disability described.

Examples

<table>
<thead>
<tr>
<th>Suggested Person-First Description</th>
<th>Avoid This Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person with a disability</td>
<td>Disabled, handicapped</td>
</tr>
<tr>
<td>Person who uses a wheelchair</td>
<td>Confined, restricted to a wheelchair, wheelchair-bound</td>
</tr>
<tr>
<td>Person with an intellectual disability</td>
<td>Retarded, slow, special person, disabled person</td>
</tr>
<tr>
<td>Person with an emotional disability</td>
<td>Insane, crazy</td>
</tr>
<tr>
<td>Person with cerebral palsy</td>
<td>CP afflicted, victim</td>
</tr>
</tbody>
</table>

Note that the shift to person-first language is not universal. There are some groups who see their disability as so integral to their life and experiences that they prefer descriptors such as “autistic” or “disabled.” This is known as “identity-first language.”

Developed by Strong Center for Developmental Disabilities at the University of Rochester, a University Center for Excellence in Developmental Disabilities, in partnership with the Institute for Innovative Transition and the Westchester Institute for Human Development. Funded by the NYS Developmental Disabilities Planning Council. Thank you to many statewide stakeholders who contributed to this project and support youth in foster care every day!
## MOVE Lorain County Plan
### Goals and Strategies:

**GOAL 1: Increase awareness**

**Strategy 1.1:** Develop and manage a “one-stop shop” program to increase awareness and improve access to transportation options in Lorain County.

**GOAL 2: Develop and implement mobility management program**

**Strategy 2.1:** Create a Lorain County Taskforce on Transportation, to include non-profit and private organizations together with members of the general public and targeted populations to support the work of the Lorain County Mobility Manager and ODOT Coordinated Transportation Plan Guidelines.

**GOAL 3: Explore data collection and planning synergies**

**Strategy 3.1:** Through continually collecting data and planning, identify strategies to eliminate or reduce duplication in services thereby allowing more efficient utilization of existing resources.

**GOAL 4: Coordinated educational training programs**

**Strategy 4.1:** Establish and coordinate educational training programs for (a) transportation providers to reduce administrative cost, and (b) educate transportation users to improve usage of transportation options.

**GOAL 5: Explore transportation pilot projects**

**Strategy 5.1:** Explore opportunities to develop a local innovative pilot program (i.e. local rideshare, volunteer transportation service) utilizing technology accessible to targeted populations to allow: (a) fulfillment of transportation needs cited in the 2018 Transportation Needs survey and (b) improvement of access to local education and job centers.

## MOBILIZE: Accessibility for Independence
### Plan Goals and Strategies:

**MOBILIZE GOAL 4: Increase awareness of transportation issues and resources**

**Strategy 1:** Provide platform for identifying transportation resources and services.

**MOBILIZE GOAL 3: Improve coordination of transportation services and resources**

**Action Areas:**
- Continue to build and utilize NEO Mobility Coalition as a convener: coordinating services and connecting providers
- Use advocacy group stakeholders and their extensive knowledge to create awareness and lead advocacy efforts

**MOBILIZE GOAL 4: Increase awareness of transportation issues and resources**

**Strategy 2:** Educational programs and training opportunities for seniors, individuals with disabilities, advocates, stakeholders, and drivers.

**MOBILIZE GOAL 1: Improve and expand transportation option for seniors and individuals with disabilities**

**MOBILIZE GOAL 2: Improve accessibility, affordability and quality of transportation option for seniors and individuals with disabilities**

**Strategy 7:** Utilize technologies to improve communication between riders, drivers, and transportation providers

**Strategy 8:** (Explore accessibility and relationships with transportation network companies).
Ohio Department of Transportation’s Stay Fit to Drive
Ohio Department of Transportation's Stay Fit to Drive

OVERVIEW

The Ohio Department of Transportation (ODOT) and its partners, including AAA, AARP and others, know how important it is for drivers of all ages to be safe on Ohio’s roadways. Ohio is committed to helping everyone “stay fit to drive” as they age.

For many Ohioans, driving is a lifeline. Learning to evaluate and review driving skills can help older Ohioans stay independent longer while reducing risks to themselves and others.

Through its Stay Fit to Drive program, ODOT is sharing information about resources and services available to older Ohioans, families and friends, caregivers and others who interact with older road users.

Like the rest of the nation, Ohio is getting older.

By 2020, the state will have more than 2.1 million residents who are 65 or older — that’s 18% of Ohio’s population.

Not surprisingly, people age 65 or older represent the fastest-growing segment of drivers. This is one of the reasons Ohio is experiencing an increase in traffic deaths.

Experts estimate that most older adults will outlive their ability to drive safely by up to 10 years.

There are two kinds of situations that can affect a person’s ability to drive. The first is normal aging. The second is medications and medical conditions.

NORMAIL AGING

Normal aging typically involves gradual changes in physical and mental abilities. This can include changes in vision and diminishing ability to see clearly at night; changes in strength, flexibility and reflexes; and minor lapses in memory or temporary confusion.

Normal adults often self-regulate themselves to adjust for these changes in abilities by avoiding nighttime driving; compensating for decreased reaction time; traveling during non-peak hours; and planning trips ahead.

TIP

One way to analyze driving skills is through self assessment.

There are printed and interactive, online self-assessment tests through AAA, AARP, The Hartford and others.

(See the Resources list for details.)
Medications and medical conditions can also affect an older driver’s ability to drive safely.

**MEDICATIONS**

Overall, older Americans take more medicines than any other portion of the population. This makes it vital to know the effects of medications on driving fitness.

The risk of medication side effects and interactions increases with the number of medications taken. These side effects can influence the ability to drive safely.

**MEDICAL CONDITIONS**

Older Americans also have more chronic conditions than any other portion of the population. A wide range of medical conditions including diabetes, stroke, dementia and others can create serious risks to driving safely.

Older adults with one, or more, suspected or known medical conditions should be referred to and evaluated by a doctor, nurse, pharmacist, occupational therapist or driver rehabilitation specialist for comprehensive clinical and driving evaluations to determine the conditions’ effects on safe driving.

**TIP**

Talk with your doctor, health care provider or pharmacist about your medications and possible impacts on safe driving.

**TIP**

Be aware, get information and seek help if needed.
Older drivers may decide on their own to “retire from driving.”

Others may decide in partnership with a spouse, adult children, physician or other professional. As with other life changes, planning ahead and being proactive can make the transition easier.

**BE SUPPORTIVE**

Remind your spouse, parent, friend or relative that you are only a phone call away. Help them schedule social activities and appointments and offer to take them.

**TRANSITIONING FROM DRIVING**

**ALTERNATIVES TO DRIVING**

You or a loved one may be more comfortable relying less on driving if you know about other ways to get around. This can include public transit, private ride sharing companies such as Uber and Lyft, taking a cab, carpooling, asking a friend or relative for a ride and asking about volunteer drivers at a local senior or community center, church, synagogue, temple or mosque.

**DELIVERY INSTEAD**

If going out to eat or to shop for meals isn’t an option, have them come to you instead.

There are multiple restaurant delivery services around the state.

Additionally, some older drivers may be eligible for Meals-on-Wheels, a program that delivers hot meals at a low cost. Check with your local Area Agency on Aging for more information. (See resources)

If delivery is not an option, family, friends or a volunteer from a local senior or community center, could drop them off.

Similarly, order medications by mail or check with your local pharmacy to see if delivery is available.

**TIP**

Stop • Look • Listen • Act

Stop • Don’t scold or harangue an older driver.

Look • Take a ride with the older driver to analyze their safe driving skills as objectively as possible.

Listen • Really listen to and try to understand the older driver’s concerns.

Act • Work together to create a transportation plan for future safety. This may be with a physician, driver rehabilitation specialist or other professional, or among family members.

Several grocery stores in Ohio and many websites offer online shopping and delivery services.
Ohio Department of Transportation's Stay Fit to Drive

RESOURCES

Resources to help stay fit to drive.

GENERAL INFORMATION

CHORUS
Roadway Safety Foundation
roadsafeseniors.org
The Clearinghouse for Older Road User Safety (CHORUS) website has extensive resources for older road users, their families, friends and caregivers, as well as for law enforcement, health care and other professionals who interact with older road users.

OLDER ADULTS

Roadwise RX, AAA Foundation for Traffic Safety
roadwisexr.com
This website lets users type in medications and find out their impacts on driving safely.

Driver Improvement Courses for Seniors and Online Driver Self Evaluation Tool, AAA
seniordriving.aaa.com
This website provides visitors with useful tips and tools for older road users to evaluate their driving ability, understand the effects of aging, improve their driving skills and maintain their mobility.

Driver Safety Courses, AARP
aarp.org/auto/driver-safety
On this website visitors learn about and sign up for a driving refresher course specifically for older road users.

Car Fit, jointly sponsored by AAA, AARP and the American Occupational Therapists Association
car-fit.org
Learn tips to help older drivers have a better fit in their car and find out about local upcoming Car Fit events to attend in person.

FAMILY, FRIENDS, CAREGIVERS

We Need to Talk, AARP
aarp.org/auto/driver-safety/we-need-to-talk
This online seminar provides information on how to assess an older adult’s driving skills and how to begin the conversation about retirement from driving.

Multiple Publications, Hartford Advance 50 Team and the MIT AgeLab
thehartford.com/mature-market-excellence
These downloadable guides can help begin and have family conversations about older driver safety.

Roadwise RX, see above
roadwisexr.com
RESOURCES

HEALTH CARE AND OTHER PROFESSIONALS

Driving Evaluations, American Occupational Therapy Association or Association for Driver Rehabilitation Specialists

aota.org/older-driver or 301-652-2682
aded.net or 866-672-9466

Find a local driving rehabilitation specialist who can conduct a driver safety evaluation.

• Roadwise RX, see above roadwisex.com

TRANSITIONING FROM DRIVING

Online directory, Ohio Area Agencies on Aging

ohioaging.org/Pages/Area%20Agencies.html

Find a local Area Agency on Aging in Ohio for information about transportation options, Meals-on-Wheels and more in your area.

• Resource Directory for Older People, National Institute on Aging

Download link: http://purl.access.gpo.gov/GPO/LPS57093 or 800-677-1116

A comprehensive directory listing organizations that provide services for older people.

• Directory of Transit Systems in Ohio, American Public Transportation Association (APTA)

apta.com/resources/links/unitedstates/Pages/OhioTransitLinks.aspx

A listing of public transit systems in Ohio.
EVERY MOVE YOU MAKE
TOWARD ZERO DEATHS
zerodeaths.ohio.gov

Ohio Department of Transportation's Stay Fit to Drive
Centers for Disease Control and Prevention’s MyMobility Plan

1 in 4 adults now 65 will live to 90+

MyMobility Plan

What can you do to stay independent?

Many people make financial plans for retirement, but not everyone plans for other changes that may come with age. This includes changes in your mobility—your ability to get around.

It’s not easy to talk about, but as we get older, physical changes can make it harder to get around and do things we want or need to do—like driving, shopping, or doing household chores.

You might not have mobility problems now, but you could in the future. You may even know others who already do—perhaps a parent, relative, friend, or neighbor. While it may not be possible to prevent all of these changes, there are actions you and your loved ones can take today, and as you age, to help keep you safe and independent tomorrow.

MySelf
A plan to stay independent

MyHome
A plan to stay safe at home

MyNeighborhood
A plan to stay mobile in my community

Make a plan today.
Stay independent tomorrow.
Centers for Disease Control and Prevention’s MyMobility Plan

MySelf | A plan to stay independent

Staying healthy and managing chronic conditions help maintain your mobility.

To start building your plan, complete the checklist below.

- Get a physical checkup each year.
  Some health issues may increase your risk of falling (such as leg weakness and balance problems).
  Last Exam Date: ____________
  Next Exam Date: ____________

- Get a medical eye exam each year.
  Eye problems can increase your risk of falling or being in a car crash.
  Last Exam Date: ____________
  Next Exam Date: ____________

- Review all your medicines with a doctor or pharmacist.
  Certain medicines can have side effects that can change your ability to drive, walk, or get around safely.
  To learn more, go to: https://go.usa.gov/xPADs

MyMobility Tip 🕒
Good eyesight is about more than 20/20 vision. For example, you need to see well in the dark to drive safely at night.

Get a medical eye exam each year and address any issues.

- Follow a regular activity program to increase your strength and balance.
  Strength and balance activities, done at least 3 times a week, can reduce your risk of falling. Other activities, like walking, are good for you, but don’t help prevent falls. Visit the National Institute on Aging’s website for suggestions:
  www.go4life.nia.nih.gov/exercises

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<thead>
<tr>
<th>Strength Activity</th>
<th>Balance Activity</th>
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<td>Exercise</td>
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<td>Chair stand</td>
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<td>Next Monday</td>
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Centers for Disease Control and Prevention’s MyMobility Plan

MyHome | A plan to stay safe at home

To continue your plan, schedule a time to go through the following home safety checklist to help prevent falls.

Check the FLOORS in each room and reduce tripping hazards:
- Keep objects off the floor.
- Remove or tape down rugs.
- Coil or tape cords and wires next to the wall and out of the way.

Check the KITCHEN:
- Put often-used items within easy reach (about waist level).
- For items not within easy reach, always use a step stool and never use a chair.

Check the BEDROOMS:
- Use bright light bulbs.
- Place lamps close to the bed where they are within reach.
- Put in night-lights to be able to see a path in the dark. For areas that don’t have electrical outlets, consider battery-operated lights.

Check inside and outside STAIRS and STEPS:
- Check for loose or uneven steps. Repair if needed.
- Make sure carpet is firmly attached to every step, or remove carpet and attach non-slip rubber treads.
- Check for loose or broken handrails. Repair if needed.
- Consider installing handrails on both sides of the stairs.
- Use bright overhead lighting at the top and bottom of the stairs.
- Consider putting light switches at both the top and bottom of the stairs.

Check the BATHROOMS:
- Put non-slip rubber mats or self-stick strips on the floor of the tub or shower.
- Consider installing grab bars for support getting in or out of the tub or shower, and up from the toilet.

MyMobility Tip
Falls are more likely when wearing inappropriate footwear, such as flip flops that don’t cover the heel. Wear safe shoes that fit well, have a firm heel to provide stability, and have a textured sole to prevent slipping.

For more home modification information and resources: https://go.usa.gov/xUEs3
Centers for Disease Control and Prevention’s MyMobility Plan

MyNeighborhood: A plan to stay mobile in my community

Where do I go now? (Such as doctor, grocery store, or physical activity class)

How do I get there now? (Such as drive, get a ride, or use public transportation)

How will I get there in the future? (Such as bus, rideshare, or ride with a friend)

Meet friends for lunch  Drive myself  Get a ride from a friend

Find transportation options in your ZIP code:

- Rides in Sight
  1-855-607-4337
  www.ridesinsight.org

Ride share services can help keep you connected to family and friends. Staying social helps maintain quality of life as you age.

Consider a driver refresher course.

Some insurers give a discount on your car insurance for taking a course:

- AARP (888) 687-2277 or www.aarp.org
- AAA (800) 222-4357 or www.aaa.com

MyMobility Tip

Practice safe behaviors, such as always wearing a seatbelt, as a driver or a passenger.

For more information visit:

www.cdc.gov/motorvehiclesafety/older_adult_drivers/mymobility
Current State: In cold weather cities like Cleveland, ice and snow present issues for residents of all ages. Walking, driving, home maintenance, and even getting the mail can present a challenge. Only about half of Cleveland older adults indicated that they are able to maintain the outside of their home, and even fewer (38 percent) of outreach questionnaire respondents responded “yes” to this question. Focus group participants shared that they had safety concerns when completing routine maintenance tasks, especially snow removal; they were worried about falls, or did not feel they could do the work themselves. Some had family members or neighbors frequently help them with snow removal or other maintenance tasks, but those who did not reported that they were often unable to afford the “going rate” for snow removal. Many found icy and snow-covered sidewalks to be a significant barrier to spending time outdoors in the winter.

Desired State: Older adults in Cleveland will have a resource they can call on for volunteer or low-cost snow removal services including driveways, sidewalks, front and back steps, and porches. Removing the barrier of snow and ice will allow older adults to maintain medical appointments and social engagements throughout the year. Additional planning will occur in years 1 and 2, when a lead agency will be identified.

Impact of Strategy: Increased capacity to provide free or low-cost snow removal and the number of houses served by snow removal programs will be measured. If successful, the percentage of older adults reporting that they have difficulties maintaining the outside of their homes should be reduced.