

# 2018 Lorain County Coordinated Transportation Plan UPDATE

**Creation Date:** 11/29/2018

**Last Updated:** 12/28/2022

**Expires:** 11/29/2022

United Way of Greater Lorain County

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**Funding for the development of this plan was provided by Community  
Foundation of Lorain County and in association with MOVE Lorain County**

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## Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Lorain County. The 2019 Lorain County Coordinated Transportation Plan is the first year Lorain County has developed its own plan which will work in collaboration with the Northeast Ohio Area Coordinating Agency (NOACA) plan that covered portions of Lorain County, namely Avon, Avon Lake, and North Ridgeville . Since Lorain County is a small urban and rural county, the Ohio Department of Transportation (ODOT) encouraged Counties with our makeup to create their own plans for increasing awareness and access to transportation options for Lorain County residents. The plan will seek to accomplish this by: (a) increasing understanding and awareness of transportation needs; (b) coordinating transportation options to meet needs; and (c) building sustainable and healthy communities.

This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five (5) years.

Transportation is a critical component of the communities in Lorain County. Transportation provides access to jobs, education, health care, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. It is the purpose of this plan for local stakeholders to work collaboratively to do the following activities:

1. Identify all community resources including
  - 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
  - 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

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

To achieve the goals and needs listed in the Coordinated Transportation Plan, Lorain County will continue to reach out to transportation service providers, health and human service providers, non-profit organizations, private organizations, education centers, employers, and medical facilities for coordination of mobility services with all interested transportation providers. Through partnerships and shared priorities, the county, cities, villages, residents, businesses, social service agencies, and transportation providers will work together to achieve the goals stated in this document.

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

- Seniors
- Individuals with disabilities
- People with low incomes
- Public, private and non-profit transportation providers
- Human services providers
- The General Public
- Social Service Providers
- Medical Facilities
- Employers
- Regional Planning Organizations
- Government Entities

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

(1). COMMITTEE FORMATION. The Lorain County Coordinated Transportation Planning committee involving the following organizations:

- Carlisle Township Trustees
- City of Avon
- City of Elyria
- City of Lorain
- City of North Ridgeville
- City of Oberlin
- City of Sheffield Village
- Community Foundation of Lorain County
- Congresswoman Marcy Kaptur's Office
- El Centro
- Elyria City Schools
- Enterprise Rideshare
- Facilitator
- Flat Rock Homes
- Green Circle Growers
- Kendal at Oberlin

- LifeCare Ambulance
- Linking Employment, Abilities, and Potential Inc. (LEAP)
- Lorain County Alcohol and Drug Abuse Services Inc. (THE LCADA WAY)
- Lorain County Board of Developmental Disabilities
- Lorain County Board of Mental Health
- Lorain County Chamber
- Lorain County Commissioners
- Lorain County Community Action Agency
- Lorain County Community College
- Lorain County Metropolitan Housing Authority
- Lorain County Office on Aging
- Lorain County Public Health
- Lorain County Urban League
- Lorain County Veterans Services
- Lucy Idol Center
- Mercy Hospitals
- MOVE Lorain County Board
- Murray Ridge Production Center
- NOACA
- Oberlin Center for the Arts
- Oberlin College
- Ohio Business College
- Pegasus Transit, Inc.
- Second Harvest Food Bank of North Central Ohio
- The Nord Center
- United Way of Greater Lorain County
- Wesleyan Village

(2.) PUBLIC NEEDS SURVEYS. The following organizations were instrumental in assisting us with obtaining nearly 700 general public surveys from throughout the County. The specific organizations and businesses that assisted with distributing both paper and electronic general public transportation surveys are as follows:

- El Centro (for translating surveys into Spanish)
- Green Circle Growers
- Kendal at Oberlin
- Lorain County Board of Mental Health
- Lorain County Chamber of Commerce
- Lorain County Community College
- Lorain County Urban League
- Neighborhood Alliance
- Oberlin Community Services
- Second Harvest Food Bank of North Central Ohio
- The Chronicle Telegram
- The Lorain Morning Journal
- WEOL
- WOBL/WDLW

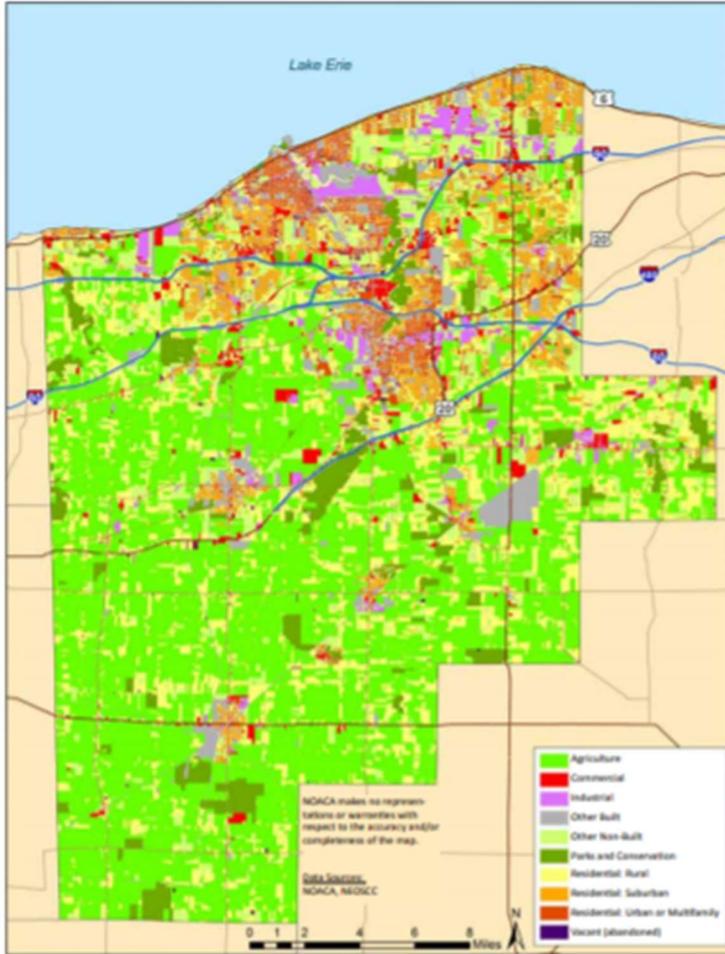
(3). COUNTY-WIDE MEETINGS. Transportation Needs Round Table Sessions were held throughout the County:

- August 1, 2018 – Wellington Campus of Lorain County Community College (Rural area)
- August 21, 2018 – United Way of Greater Lorain County (City of Lorain)
- September 6, 2018 – Ohio Business College (City of Sheffield)
- September 10, 2018 – First Church of Oberlin UCC (Oberlin)
- September 13, 2018 - Avon Public Library (Avon).

# I. Geographic Area

**Map 1: Basic map of geographical area covered by the plan**

**CURRENT LAND USE IN LORAIN COUNTY**



Land Use/Land Cover	Percent
Developed, Lower Intensity	23.54%
Developed, Higher Intensity	4.47%
Barren (strip mines, gravel pits, etc.)	0.20%
Forest	19.99%
Shrub/Scrub and Grasslands	0.75%
Pasture/Hay	12.64%
Cultivated Crops	29.84%
Wetlands	7.80%
Open Water	0.78%

Largest Places	Est. 2017	Census 2010
Lorain city	63,841	64,097
Elyria city	53,883	54,533
North Ridgeville city	33,436	29,465
Avon Lake city	24,184	22,581
Avon city	23,054	21,193
Amherst city	12,088	12,021
Sheffield Lake city	8,976	9,137
Oberlin city	8,278	8,286
Carlisle twp	7,428	7,500
Columbia twp	7,303	7,040

10 Lorain County - Framework Report

There are 88 Counties in Ohio and by population, Lorain County is the 9<sup>th</sup> most populated county. As of 2017, the population was estimated to be 307,924, with 116,274 households, and 80,077 families residing in the county. The population density is 613.6 inhabitants per square mile. There are 127,036 housing units at an average density of 258.7 per square mile.

Lorain County has a total area of 923 square miles, of which 492 square miles is land and 432 square miles is water (mostly Lake Erie). The total incorporated area makes Lorain County the fourth-largest county in Ohio. Lorain County borders Ashland County, Cuyahoga County, Erie County, Huron County, and Medina County.

The median income for a household is \$52,066 and the median income for a family is \$62,082. Males have a median income of \$49,146 versus \$35,334 for females. The per capita income for the county is \$25,002. About 10.3% of families and 13.1% of the population are living below the poverty line,

including 20.5% of those under age 18 and 8.0% of those aged 65 and over. The median property value in Lorain County, OH is \$146,400, and the homeownership rate is 71.5%.

There are three major cities in Lorain County – Elyria, Lorain, and Oberlin, with three other communities growing at a rapid pace bordering Cuyahoga County which are Avon, Avon Lake, and North Ridgeville. Most of the commercial and retail activities as well as the suburban population are concentrated in the north and north-east corner of the County. The remaining portions of the County are mostly rural, with a few exceptions being Oberlin and Wellington. The characteristics and makeup of the County creates a challenge for developing a sustainably funded Countywide transportation system.

**Map 2: Major trip generators in the geographic area**



Some of the largest industries in Lorain County are healthcare, social health and welfare assistance, and manufacturing. Lorain County employs 1.2 times more people than would be expected for a County of comparable size.

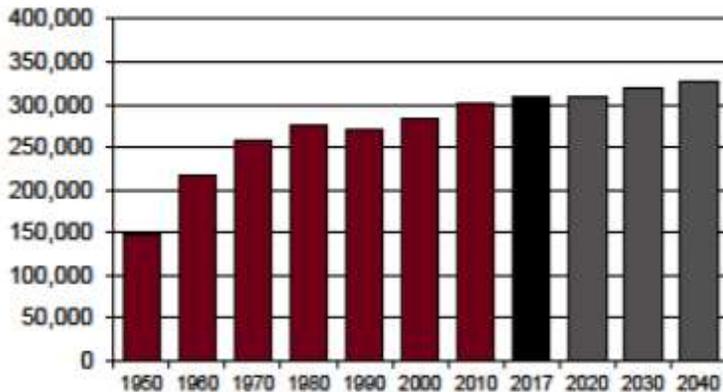
Most Lorain County residents drive alone and have a commute time of 23.9 minutes, which is less than those of the average US workers who commute at 25.3 minutes. The average number of cars per household is two.

Most of the major trips are generated in the north and north-east parts of the County. With the exception of the Oberlin, this consists of the communities of Avon, Avon Lake, Elyria, Lorain, and North Ridgeville.

## II. Population Demographics

Chart 1: Total Population with Current and Projected for Five Years

<b>Total Population</b>			
<b>Census</b>		<b>Estimated</b>	
1800		1910	76,037
1810		1920	90,612
1820		1930	109,206
1830	5,696	1940	112,390
1840	18,467	1950	148,162
1850	26,086	1960	217,500
1860	29,744	1970	256,843
1870	30,308	1980	274,909
1880	35,526	1990	271,126
1890	40,295	2000	284,664
1900	54,857	2010	301,356
		2012	301,637
		2013	302,908
		2014	304,313
		2015	305,291
		2016	306,590
		2017	307,924
		<b>Projected</b>	
		2020	310,230
		2030	320,430
		2040	328,190



<b>Population by Age</b>	<b>Number</b>	<b>Percent</b>
ACS Total Population	304,091	100.0%
Under 5 years	17,485	5.7%
5 to 17 years	51,963	17.1%
18 to 24 years	26,764	8.8%
25 to 44 years	71,458	23.5%
45 to 64 years	86,848	28.6%
65 years and more	49,573	16.3%
<b>Median Age</b>	<b>41.2</b>	

ALL DATA ON PAGE IS FROM THE [STATE OF OHIO OFFICE ON RESEARCH](#) (2010 DATA)

Geography ↕	April 1, 2010		Population Estimate (as of July 1)								Change April 1, 2010 (Estimates Base) to July 1, 2017		Change July 1, 2016 to July 1, 2017	
	Census ↕	Estimates Base ↕	2010 ↕	2011 ↕	2012 ↕	2013 ↕	2014 ↕	2015 ↕	2016 ↕	2017 ↕	Number ↕	Percent ↕	Number ↕	Percent ↕
Cuyahoga County	1,280,122	1,280,109	1,278,200	1,270,461	1,266,210	1,264,622	1,262,459	1,257,957	1,253,454	1,248,514	-31,595	-2.5%	-4,940	-0.4%
Geauga County	93,389	93,410	93,396	93,292	93,776	93,840	93,976	93,895	93,848	93,918	508	0.5%	70	0.1%
Lake County	230,041	230,050	229,991	229,934	229,485	229,885	229,662	229,571	229,270	230,117	67	0.0%	847	0.4%
Lorain County	301,356	301,369	301,461	301,816	301,637	302,908	304,313	305,291	306,590	307,924	6,555	2.2%	1,334	0.4%
Medina County	172,332	172,333	172,509	173,488	173,603	174,589	175,817	176,128	176,903	178,371	6,038	3.5%	1,468	0.8%
Portage County	161,419	161,421	161,389	161,859	161,350	161,484	162,216	162,260	162,162	162,277	856	0.5%	115	0.1%
Summit County	541,781	541,782	541,648	541,293	540,716	541,601	542,095	541,270	540,394	541,228	-554	-0.1%	834	0.2%

To better assess demand for transportation services in Lorain County, population characteristics must be examined. Lorain County currently has an estimated population of 307,924, which is an increase of 6,000 since the 2010 census. In fact, the Lorain County population is expected to increase by nearly 1,000 people per year through the year 2030. The Cuyahoga County Planning Commissions shows that Lorain County is one of two counties out of seven that is growing at 2.2% each year since 2010, which is a pace faster than that of the State of Ohio.

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

The average age of a person living in Lorain is 41 with a majority (28.6%) falling in the 45 to 64-year-old category estimated to be about 86,848 individuals. Residents 65 years and older are estimated to total 49,573 which represents approximately 16.3% of total County residents.

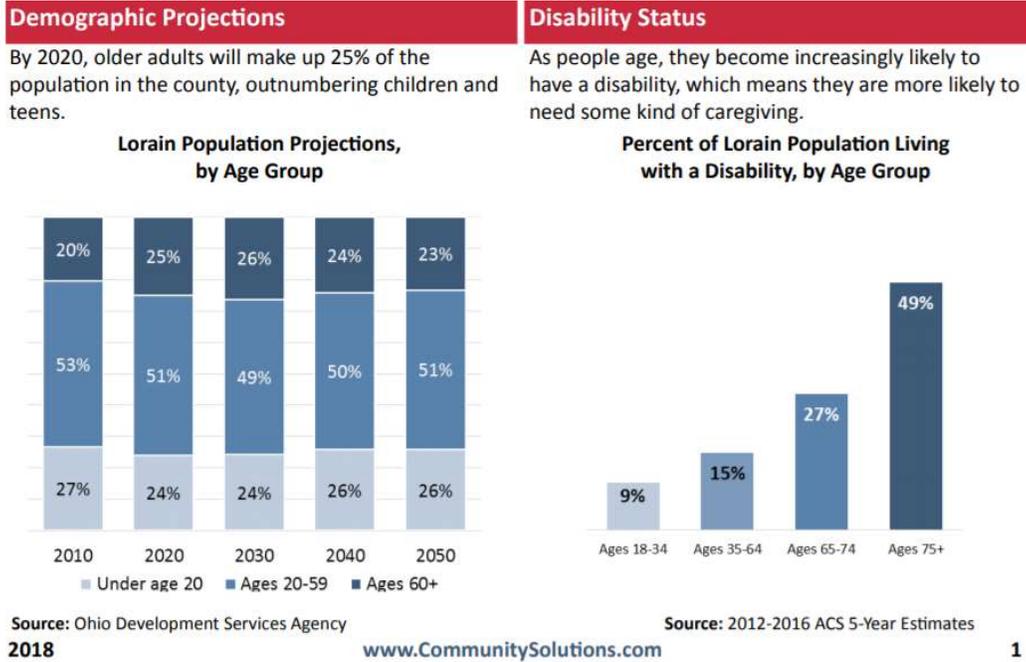
<b>Population by Age</b>	<b>Number</b>	<b>Percent</b>
ACS Total Population	304,091	100.0%
Under 5 years	17,485	5.7%
5 to 17 years	51,963	17.1%
18 to 24 years	26,764	8.8%
25 to 44 years	71,458	23.5%
45 to 64 years	86,848	28.6%
65 years and more	49,573	16.3%
<b>Median Age</b>	<b>41.2</b>	

**Chart 3: Total Population by Race**

Lorain County is 85.4% white, 8.5% African-American, and 9.3% Hispanic with the remaining defined as stated below:

<b>Population by Race</b>	<b>Number</b>	<b>Percent</b>
ACS Total Population	304,091	100.0%
White	259,775	85.4%
African-American	25,839	8.5%
Native American	803	0.3%
Asian	2,951	1.0%
Pacific Islander	134	0.0%
Other	3,915	1.3%
Two or More Races	10,674	3.5%
Hispanic (may be of any race)	28,288	9.3%
<b>Total Minority</b>	<b>63,252</b>	<b>20.8%</b>

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



Of the 307,924 population in Lorain County, 45,940 or 15.4% of individuals self-identify as having a disability. A majority of those individuals are 65 and older. The most common identified disability is ambulatory difficulty.

Subject	Lorain County, Ohio					
	Total		With a disability		Percent with a disability	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
SEX						
Male	144,581	+/-661	21,523	+/-742	14.9%	+/-0.5
Female	152,925	+/-270	24,417	+/-933	16.0%	+/-0.6
AGE						
Under 5 years	17,485	+/-7	153	+/-75	0.9%	+/-0.4
5 to 17 years	51,916	+/-68	4,893	+/-570	9.4%	+/-1.1
18 to 34 years	58,323	+/-334	5,335	+/-503	9.1%	+/-0.9
35 to 64 years	122,085	+/-409	18,474	+/-830	15.1%	+/-0.7
65 to 74 years	27,735	+/-159	7,396	+/-416	26.7%	+/-1.5
75 years and over	19,962	+/-281	9,689	+/-497	48.5%	+/-2.3
DISABILITY TYPE BY DETAILED AGE						
With a hearing difficulty	(X)	(X)	13,286	+/-667	4.5%	+/-0.2
With a vision difficulty	(X)	(X)	8,638	+/-711	2.9%	+/-0.2
With a cognitive difficulty	(X)	(X)	17,420	+/-858	6.2%	+/-0.3
With an ambulatory difficulty	(X)	(X)	22,820	+/-949	8.1%	+/-0.3
With a self-care difficulty	(X)	(X)	8,126	+/-657	2.9%	+/-0.2
With an independent living difficulty	(X)	(X)	14,649	+/-769	6.4%	+/-0.3

The 2015 ODOT Transit Needs Study indicated that it was impossible to conclude with any certainty the historical trend of people with disabilities. According to the projections above, the market for transit in

Lorain County is primarily those identified as having some form of a disability. For example, the current dial-a-ride service is used by individuals for transportation to dialysis appointments. Throughout Lorain County, 995 individuals have standing appointments for dialysis transportation.

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

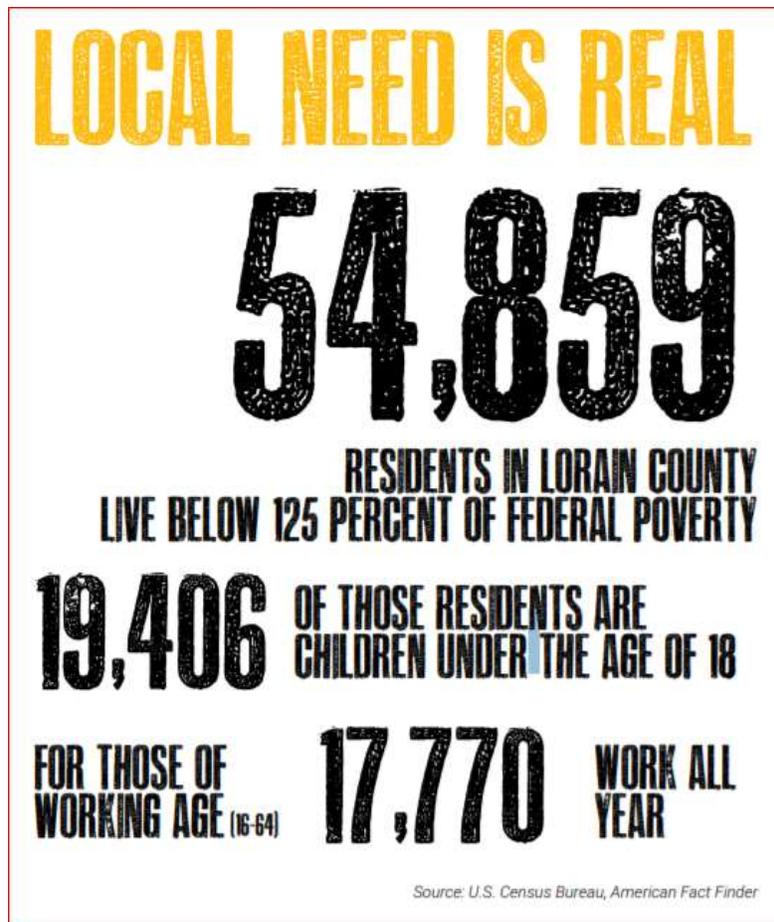
Chart 5 demonstrates that females with no husband but with children make up the majority of households with incomes below the federal poverty level.

<b>Poverty Status of Families By Family Type by Presence Of Related Children</b>		
	<b>Number</b>	<b>Percent</b>
Total Families	79,657	100.0%
Family income above poverty level	71,412	89.6%
Family income below poverty level	8,245	10.4%
Married couple, with related children	1,358	1.7%
Male householder, no wife present, with related children	558	0.7%
Female householder, no husband present, with related children	4,895	6.1%
Families with no related children	1,434	1.8%

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

<b>Ratio of Income To Poverty Level</b>		
	<b>Number</b>	<b>Percent</b>
Population for whom poverty status is determined	294,509	100.0%
Below 50% of poverty level	18,516	6.3%
50% to 99% of poverty level	22,640	7.7%
100% to 124% of poverty level	12,731	4.3%
125% to 149% of poverty level	12,573	4.3%
150% to 184% of poverty level	16,155	5.5%
185% to 199% of poverty level	6,160	2.1%
200% of poverty level or more	205,734	69.9%

DATA IS FROM [THE STATE OF OHIO OFFICE ON RESEARCH](#) (2010 DATA)



INFORMATION ABOVE IS FROM LORAIN COUNTY COMMUNITY ACTION AGENCY 2017 ANNUAL REPORT

**Chart 7: Percent of population that speak English “Less than very well”**

English is spoken by a majority of residents in Lorain County with slightly over 5% of the population speaking English less than “very well”.

LANGUAGE SPOKEN AT HOME			
Population 5 years and over	286,606	+/-7	286,606
English only	264,297	+/-840	92.2%
Language other than English	22,309	+/-841	7.8%
Speak English less than "very well"	7,554	+/-585	2.6%
Spanish	14,288	+/-789	5.0%
Speak English less than "very well"	4,845	+/-552	1.7%
Other Indo-European languages	4,660	+/-617	1.6%
Speak English less than "very well"	1,214	+/-308	0.4%
Asian and Pacific Islander languages	1,905	+/-327	0.7%
Speak English less than "very well"	1,035	+/-238	0.4%
Other languages	1,456	+/-337	0.5%
Speak English less than "very well"	460	+/-192	0.2%

### III. Assessment of Available Services

Conducting an evaluation of service provider capabilities and analyzing the existing gaps and duplications of services for transportation resources in each community provides transportation planners with the information needed to implement changes that will improve the network of transportation resources and services in Lorain County and across county lines.

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

Interviews were conducted with each of the identified stakeholders.

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

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

## Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 15 organizations provided information about their services. There are more transportation providers in Lorain County, and we will continue to update this list of service providers over the next 5 years.

### List of Transportation Service Providers

**\*NEW 2021 Agency Name:** 440 Ride

**Transportation Service Type:** On-demand ride service available 24/7. No wheelchair lift. Does not accept insurance, waivers, or Medicaid. Private pay only. Discounts may be available.

**Other Services Provided:** Allows personal attendant to ride for free

**Contact Information:** 440-453-8614

**Hours:** 24/7

**Service Area:** Lorain County and Cuyahoga County

**Eligibility Requirements:** n/a

**Website:** <https://www.facebook.com/440Rides>

**\*NEW 2021 Agency Name:** Amherst Office on Aging

**Transportation Service Type:** Ride services for seniors 60 years of age or older. No wheelchair lift. Does not accept insurance, waivers, or Medicaid. Private pay only.

**Other Services Provided:** Allows personal attendant to ride for free.

**Contact Information:** 440-988-2817

**Hours:** Monday through Friday from 9AM-2PM.

**Service Area:** Lorain County Only.

**Eligibility Requirements:** Available exclusively to Amherst seniors

**Website:** <https://amherstohio.org/office-on-aging/>

**Agency Name:** The AbbeWood

**Transportation Service Type:** Agency Staff Using Agency-owned Vehicles

**Other Services Provided:** Health care, Residential facilities

**Contact Information:** (440) 366-8980

**Hours:** Mon-Fri 8:30 a.m.-4:30 p.m.

**Service Area:** Lorain County

**Eligibility Requirements:** Elderly Residents

**Web site:** [www.centurypa.com](http://www.centurypa.com)

Private Provider and not open to the public nor has a FTA 5310 Vehicle

**\*NEW 2021 Agency Name:** CDC Transportation

**Transportation Service Type:** Provides senior, disability, and veteran discounts.

**Other Services Provided:** Allows personal attendant to ride for free. No wheelchair lift. Does not accept insurance, waivers, or Medicaid. Private pay only.

**Contact Information:** 216-501-9651

**Hours:** Sunday through Thursday from 6AM-6PM and Friday/Saturday from 6AM-10PM

**Service Area:** Lorain and Cuyahoga County

**Eligibility Requirements:** Requires 24hrs advanced reservation.

**Website:** <https://1cdctransportation.com/>

**\*NEW 2021 Agency Name:** City of Avon

**Transportation Service Type:** Free Ride Service for Avon seniors.

**Other Services Provided:** Allows personal attendant to ride for free. Wheelchair accessible.

**Contact Information:** 440-934-RIDE (7433)

**Hours:** Monday through Friday from 9AM-3PM.

**Service Area:** Lorain County and into western part of Cuyahoga County.

**Eligibility Requirements:** Available exclusively to *Avon seniors*. Waiver required to ride.

**Website:** <https://www.cityofavon.com/159/Senior-Center>

**Agency Name:** City of Avon Lake

**Transportation Service Type:** FREE service exclusively for Avon Lake residents.

**Other Services Provided:** Allows personal attendant to ride for free. Wheelchair accessible. Waiver required to ride.

**Contact Information:** 440-930-4126

**Hours:** FREE ride service available Monday through Thursday from 8:30AM-3PM.

**Service Area:** Crosses county lines.

**Eligibility Requirements:** Requires advanced reservation.

**Website:** <https://www.avonlake.org/city-services/community-transportation>

**\*NEW 2021 Agency Name:** City of North Ridgeville

**Transportation Service Type:** Ride service for the unable-to-drive 60+ year old residents of North Ridgeville, or Carlisle, Columbia, Eaton, Grafton, or LaGrange townships. Private pay only.

**Other Services Provided:** Wheelchair accessible, but requires personal caregiver be present (rides for free).

**Contact Information:** 440-353-0857

**Hours:** Monday through Friday from 8AM-4PM.

**Service Area:** Mostly Lorain County but does cross county lines on a limited basis.

**Eligibility Requirements:** Available exclusively to unable-to-drive 60+ year old residents of North Ridgeville, or Carlisle, Columbia, Eaton, Grafton, or LaGrange townships. Eligibility must be assessed through a home visit prior to first ride. Requires advanced reservation.

**Website:** <https://www.nridgeville.org/Transportation.aspx>

**Agency Name:** El Centro de Servicios Sociales, Inc.

**Transportation Service Type:** Agency Staff Using Agency owned Vehicles

**Other Services Provided:** Transportation, Nutrition, ESC, Health Management Classes, Food Pantry, Interpretation Services, Youth Development, Representative Payee

**Contact Information:** 440-277-8235

**Hours:** Mon – Thur 8:30 am – 5 pm; Friday 8:30 am – 3 pm

**Service Area:** Lorain County and Cleveland

**Eligibility Requirements:** Low-Income and Senior Latino Community

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

**UPDATED 2021 Agency Name:** Flat Rock Homes, Inc.

**Transportation Service Type:** demand responsive to individuals living in facilities operated by, homes operated by, and/or enrolled in programs/services offered by Flat Rock Homes, Flat Rock Care Center, Flat Rock Community Services

**Other Services Provided:** Flat Rock Homes, Flat Rock Care Center, and Flat Rock Community Services provide services to youth and adults with disabilities, with a special focus on adults with intellectual and developmental disabilities. Our programs include a 36-bed intermediate care facility (Seneca County); supportive living homes (Seneca, Erie, and Lorain Counties); non-medical transportation (Seneca, Sandusky, Erie, and Huron Counties); Adult Day Program (Seneca and Sandusky Counties); Vocational Training and Employment Services Programs (Seneca, Sandusky, Erie, Huron, Lorain, Ashland, Richland, Crawford, Marion, Knox, Wyandot, Morrow, Ottawa Counties and expanding).

**Contact Information:** 419.483.7330 ext. 1104

**Office hours:** 8:00-4:30 Monday – Friday

**Service Area:** Any destination required by individuals enrolled in programs/services for medical, school, employment, social events, and activities. Past trips have included many out-of-county destinations as far as Cleveland, Toledo and/or Mansfield.

**Eligibility Requirements:** Individuals enrolled in Flat Rock's programs/services.

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

**\*NEW for 2021 Agency Name:** Graceful Living LLC Medical Transportation Ambulette Service

**Transportation Service Type:** Transportation

**Other Services Provided:** Hospitals, medical, non-medical transportation

**Contact Information:** (440) 899-2617

**Hours:** Monday – Friday from 6:30 am to 7 pm; Friday 6:30 am to 4 pm; Sunday by Appointment ONLY

**Service Area:** Lorain County and Cuyahoga County

**Eligibility Requirements:** Elderly (age 65 and older) and Disabled (physical, mental, visual, or other disability)

**Website:** <https://www.gracefullivingllc.com/>

**Agency Name:** Kendal at Oberlin

**Transportation Service Type:** Agency Staff using Agency Owned Vehicles

**Other Services Provided:** Transportation, Healthcare, Nutrition, Rehabilitation, Recreation/Social, Residential Facilities

**Contact Information:** (440) 775-9832

**Hours:** Mon-Fri 8:00 a.m.- 5:00 p.m.

**Service Area:** Lorain County

**Eligibility Requirements:** Elderly

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

**Transportation Service Type:** The LCADA Way

**Other Services Provided:** Addition Treatment, Mental Health Counseling, Transportation, Residential Facilities, Rehabilitation, Information/Referral, Health Care

**Contact Information:** (440) 989-4900

**Hours:** Mon – Fri 8:00 a.m. – 9:00 p.m.

**Service Area:** Lorain County and Surrounding Areas

**Eligibility Requirements:** Disabled

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

**\*NEW 2021 Agency Name:** LifeCare Ambulance Services

**Transportation Service Type:** On-call medical emergency and non-emergency ambulance transportation

**Other Services Provided:** Allows personal attendant to ride for free. Wheelchair accessible.

**Contact Information:** 440-323-7222

**Hours:** 24/7

**Service Area:** Lorain, Cuyahoga and Erie Counties

**Eligibility Requirements:** Accepts Medicaid, eligible insurance, and private pay. **Crosses county lines. Does NOT require advanced reservation**

**Website:** <https://www.lifecareambulance.com/services/wheelchair-assisted/>

**Agency Name:** Lorain County Board of Developmental Disabilities

**Transportation Service Type:** Agency Staff Using Agency Owned Vehicles, Contracted Services

**Other Services Provided:** Transportation, Adult Daycare, Job Training, Job Placement, Residential Facilities, Recreation/Social

**Contact Information:** (440) 284-2751

**Hours:** Not applicable – Operates 12 hours a day and 4 hours on Saturdays

**Service Area:** Lorain County, Surrounding Areas

**Eligibility Requirements:** Disabled (physical, mental, visual, or other disability)

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

**Agency Name:** Lorain County Office on Aging

**Transportation Service Type:** Personal Vehicles or Agency Staff, Volunteers, Information about and referral to other community resources

**Other Services Provided:** Transportation, Nutrition, Information/Referral, Homemaker, Chore, Home Delivered Meals, Congregate Meals, Social Work Support Services, Volunteer Placement Program, Food Pantry, Senior Food Box, Benefits Assistance, Kinship Program

**Contact Information:** (440) 326-4800

**Hours:** Mon-Fri 8:00 a.m.-4:00 p.m.

**Service Area:** Lorain County

**Eligibility Requirements:** Elderly, Low-income, Disabled

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

**Agency Name:** Lorain County Office of Veteran Affairs

**Transportation Service Type:** Agency Staff, Volunteers, Pre-Purchased tickets, vouchers, passes for other modes of transit

**Other Services Provided:** Medical Appointments, Mental Health Services, V.A. Benefits, Income Assistance, Information/Referral

**Contact Information:** (440) 284-4623

**Hours:** Mon-Fri 7 am – 4:30 pm; Saturday (Contracted Services) 7 am – 7 pm

**Service Area:** Lorain County and into Cuyahoga County

**Eligibility Requirements:** Veteran or Veteran Widow

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

**UPDATED 2021 Agency Name:** Lucy Idol Center Inc.

**Transportation Service Type:** Agency Staff using Agency owned Vehicles

**Other Services Provided:** Transportation, Recreation/Social, Developmental & Mental Health Services

**Contact Information:** (440) 967-6724

**Hours:** Mon-Fri 7:00 a.m.- 5:00 p.m., Sat as needed

**Service Area:** Lorain County and surrounding areas

**Eligibility Requirements:** Disabled

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

**\*NEW 2021 Agency Name:** Lynx EMS, LLC

**Transportation Service Type:** On-call emergency and non-emergency ambulance transportation service available

**Other Services Provided:** Allows personal attendant to ride for free. Accepts Medicaid when eligible for stretcher service, eligible insurance, and private pay

**Contact Information:** 877-574-6777

**Hours:** 24/7

**Service Area:** Crosses county lines.

**Eligibility Requirements:** Does NOT require advanced reservation. May schedule up to 1-month in advance.

**Website:** <https://www.lynx911.com/>

~~**Agency Name:** New Sunrise Properties~~

~~**Transportation Service Type:** Information about and referral to other community resources~~

~~**Other Services Provided:** Residential Facilities~~

~~**Contact Information:** (440)365-9600 x29~~

~~**Hours:** Mon-Fri 8:30 a.m. 4:30 p.m.~~

~~**Service Area:** Lorain County~~

~~**Eligibility Requirements:** Not Applicable~~

~~**Web site:** [www.newsunriseproperties.org](http://www.newsunriseproperties.org)~~

Private Provider and not open to the public

**Agency Name:** Oberlin College  
**Transportation Service Type:** Private Vendors  
**Other Services Provided:** Transportation, Healthcare  
**Contact Information:** (440) 775-6200  
**Hours:** Not applicable  
**Service Area:** Oberlin College Campus  
**Eligibility Requirements:** Oberlin College Students  
**Web site:** [www.oberlin.edu](http://www.oberlin.edu)

Private Provider and not open to the public

**Agency Name:** Student Life Lorain County Community College  
**Transportation Service Type:** Rideshare Program, Personal Vehicles or Agency Staff, Agency Staff Using Agency Owned Vehicles  
**Other Services Provided:** Job Training, Childcare, Education, Transportation  
**Contact Information:** (440) 366-7648  
**Hours:** Mon-Thu 8:30 a.m.-6:00 p.m. Fri 8:30 a.m.-4:30 p.m.  
**Service Area:** Lorain County  
**Eligibility Requirements:** Low Income, Disabled, Student  
**Web site:** [www.lorainccc.edu](http://www.lorainccc.edu)

Private Provider and not open to the public

**Agency Name:** United Way of Greater Lorain County  
**Transportation Service Type:** Information Referral (211)  
**Other Services Provided:** Income Assistance, Organizes Community Collaborations, reimbursement of mileage  
**Contact Information:** 440-277-6530  
**Hours:** N/A  
**Service Area:** Greater Lorain County  
**Eligibility Requirements:** Low Income (income below 200% of poverty rate)  
**Web site:** [www.uwloraincounty.org](http://www.uwloraincounty.org)

Does not own or operate a vehicle

**Agency Name:** Lorain County Transit

**Transportation Service Type:** Fixed-route and Dial-A-Ride public transit transportation

**Other Services Provided:** Allows personal attendant to ride for free. Wheelchair accessible. Does not accept insurance, waivers, or Medicaid. Private pay only. Free for veterans. Provides senior and disability discounts.

**Contact Information:** 440-365-0224

**Hours:** Monday through Friday from 5:30AM-6:30PM.

**Service Area:** Lorain County

**Eligibility Requirements:** Available as fixed route in Lorain and Elyria. On-demand service in Oberlin and dial-a-ride throughout Lorain County

**Website:** <http://www.loraincounty.us/commissioners-departments/transit/lct-bus-routes>

**\*NEW 2021 Agency Name:** Open Arm Transportation

**Transportation Service Type:** Ride Services

**Other Services Provided:** Allows personal attendant to ride for free. Wheelchair accessible. Accepts Medicaid and private pay

**Contact Information:** 216-731-8566 OR 216-339-0037

**Hours:** Monday through Friday from 6:30AM-6:00PM

**Service Area:** Lorain and Cuyahoga County

**Eligibility Requirements:** Requires 48hrs advanced reservation.

**Website:** None

**\*NEW 2021 Agency Name:** Pegasus Transit, LLC

**Transportation Service Type:** Ride service open to all Lorain Count residents

**Other Services Provided:** Allows personal caregiver to ride for free. Wheelchair accessible. Does not accept insurance, waivers, or Medicaid. Private pay only. Discounts may be available.

**Contact Information:** 440-989-2123

**Hours:** Monday through Friday from 8AM-6PM. May provide transportation outside of normal hours upon request.

**Service Area:** Lorain County and neighboring counties.

**Eligibility Requirements:** Requires 72hrs advanced reservation.

**Website:** <http://www.pegasustransitllc.com/>

**\*NEW 2021 Agency Name:** Provide A Ride

**Transportation Service Type:** Ride service available to all Lorain County residents.

**Other Services Provided:** Accepts Medicaid, eligible insurance, and private pay. Wheelchair accessible.

**Contact Information:** 216-475-1001

**Hours:** 24/7

**Service Area:** Lorain County and neighboring counties.

**Eligibility Requirements:** Requires advanced reservation.

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

**\*NEW 2021 Agency Name:** RAQ Transportation

**Transportation Service Type:** Ride service for all Lorain County residents.

**Other Services Provided:** Allows personal caregiver to ride for free. Wheelchair accessible. Does not accept insurance, waivers, or Medicaid. Private pay only. Discounts may be available.

**Contact Information:** 440-532-3230

**Hours:** 24/7

**Service Area:** Lorain County and neighboring counties.

**Eligibility Requirements:** Requires 4hrs advanced reservation.

**Website:** None

**Agency Name:** Wesleyan Village

**Transportation Service Type:** Transportation, Health Care, Nutrition, Income Assistance, Residential Facilities, Recreation/Social, Information/Referral, Rehabilitation

**Other Services Provided:** Transportation works with Residents, staff and physician offices to schedule appts. and transport Residents to appointments

**Contact Information:** (440) 284-9258

**Hours:** Mon – Fri 7 am – 5 pm; Sunday 8:30 am – 12:30 pm

**Service Area:** Lorain County and into Cuyahoga County

**Eligibility Requirements:** Elderly (age 65 and older), Low-income (income below 150 percent), Disabled (physical, mental, visual, or other disability)

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

**Agency Name:** YWCA Elyria

**Transportation Service Type:** Personal Vehicles or Agency Staff, Agency Staff Using Agency Owned Vehicles, Volunteers

**Other Services Provided:** Transportation, Childcare, Job Training, Residential Facilities, Recreation/Social, Information/Referral, Mental Health Counseling, and Nutrition

**Contact Information:** (440) 322-6300

**Hours:** Mon-Thu 9:00 a.m.- 8:00 p.m., Fri 9:00 a.m.- 4:30 p.m.

**Service Area:** Lorain County

**Eligibility Requirements:** Low Income and Disabled Demographics

**Web site:** [www.ywcaelyria.org](http://www.ywcaelyria.org)

**\*NEW 2021 Agency Name:** Village of Wellington

**Transportation Service Type:** On-call ride service for available exclusively to *Wellington seniors*.

**Other Services Provided:** Allows personal attendant to ride for free. Wheelchair accessible. Does not accept insurance, waivers, or Medicaid. Private pay only.

**Contact Information:** 440-647-2514

**Hours:** Mondays, Tuesdays, Thursdays, and Saturdays from 9AM-12PM and Fridays from 9AM-4PM

**Service Area:** Wellington Village Only

**Eligibility Requirements:** Does NOT cross county lines. Does NOT require advanced reservation.

**Website:** <https://www.villageofwellington.com/Faq.aspx?QID=70>

\*These transportation providers do not have FTA 5310 nor FTA 5311 vehicles. Some are for-profit transportation providers. They are listed in the 2021 Lorain County Transportation Resource guide. Therefore, their vehicle information is not detailed in the Lorain County Coordinated Transportation Plan.

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

**Table [1]: Organizational Characteristics**

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
The AbbeWood	Yes	Home Instead, First Light Home Care	Non-profit	135	N/A	Yes
City of Avon	Yes	None	Non-profit	1000	N/A	Yes
El Centro de Servicios Sociales	Yes	None	Non-profit	4,000	N/A	Yes
Flat Rock	Yes	No	Non-profit	\$28,570.19 in 2020 due to COVID-19 pandemic	0	Yes
Graceful Living LLC Medical Transportation Ambulette Service	Yes	No	For-Profit	74,000	N/A	No
Kendal at Oberlin	Yes	None	Non-profit	5,000	N/A	Yes
The LCADA Way	Yes	None	Non-profit	26,667	N/A	Yes
LifeCare Ambulance Services	Yes	No	For-Profit	7,500	N/A	Yes
Lorain County Board of Developmental Disabilities	Yes	Yes, N/A	Non-Profit	600	N/A	Yes

Lorain County Office on Aging	Yes	None	Non-profit	5,800	N/A	Yes
Lorain County Transit	No Response 2021					
Lorain County Veterans Services	Yes	Yes	Non-Profit	Over 3,000	N/A	Yes
Lucy Idol Center	Yes	None	Non-profit	100	N/A	Yes
New Sunrise Properties	No	N/A	N/A	N/A	N/A	N/A
Oberlin College	Yes	Yes, N/A	Non-Profit	N/A	N/A	N/A
Student Life Lorain County Community College	Yes	None	Non-profit	8,000	N/A	Yes
United Way of Greater Lorain County	No	No	Non-profit	5,000	N/A	N/A
Wesleyan Village	Yes	Yes - Safe & Reliable taxi cab service, Access To Care and Lifecare Ambulance transport service	Non-Profit	2,000	N/A	Yes
YWCA Elyria	Yes	None	Non-profit	1,000	N/A	Yes

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

The participating organizations provide a wide range of transportation including fixed route, ADA Paratransit, Demand Response, On-Demand, and Human Service Agency routes. Nine of the participating organizations provide services on weekdays. Two operate transportation on Saturdays and one on Sundays. Evening services after 5 pm are operated by one of the organizations. The following table depicts the transportation service characteristics by agency.

**Table [2]: Transportation Service Characteristics**

<b>Agency Name</b>	<b>Mode of Service</b>	<b>Days &amp; Hours of Operation</b>	<b>Provides Medicaid-Eligible Trips (Y/N)</b>	<b>Level of Passenger Assistance Provided</b>	<b>Training Courses Required for Drivers</b>
The AbbeWood	Cars, Busses	Mon-Fri 8:30 am – 3 pm	No	<del>Wheelchair, Curb to Curb Service, Door to Door service</del>	Yes
City of Avon	Cars, Converted Van, Busses, Four-wheel drive vehicles	Mon – Fri 8 am – 3 pm	No	Wheelchair, Personal Care Attendants, Curb to Curb Service	No
El Centro de Servicios Sociales	Cars, Vans	Mon – Thur 8:30 am – 5 pm Fri 8:30 am – 3 pm	No	Wheelchair, Curb to Curb Service, Personal Care Attendants	Yes
Flat Rock	Transport individuals served by Flat Rock’s facilities programs and service	24/7/365	Yes, some are through the Medicaid ICF reimbursement and others are billed through the waiver program	On demand	<b>Training for All Drivers:</b> “Drive Smart: Cars, Vans and Lifts” video training shown at orientation. <b>Additional Training for DOT-certified Drivers:</b> How to Do a Pre-Trip Inspection; and Introduction to Buses and Bus Equipment (i.e. Lift). These drivers must

					also pass a DOT physical and a road test.
Graceful Living LLC Medical Transportation Ambulette Service	Minivans, Converted Vans	Mon – Fri 6:30 am – 7:00 pm Saturday 7:00 am – 4:00 pm Sunday Appointment Only	Yes	Wheelchair, Personal Care Attendants, Curb to Curb service, Door to Door service, Through the Door Service	Yes
Kendal at Oberlin	Cars, Minivans, Busses, Converted Vans, Four-wheel vehicles	Mon-Fri 8 am - 5 pm	Yes	Wheelchair, Personal Care Attendants, Curb to Curb service, Door to Door service, Through the Door Service	Yes
The LCADA Way	Minivans, Converted Vans (wheelchair lift, raised roof, etc.)	Mon – Fri 8 am – 9 pm	No	Wheelchair, transport from Home to Treatment, Court, LCCS, Medical and/or Mental Health	Yes
LifeCare Ambulance	Agency Vehciles with agency staff	24/7	Yes	Wheelchair, Personal Care Attendants, Curb to Curb service, Door to Door service, Through the Door Service	Yes
Lorain County Board of Developmental Disabilities	Cars, Standard Passenger Vans, Converted Vans	N/A	Yes	Wheelchair, Personal Care Attendants, Curb to Curb Service, Door to Door service	Yes
Lorain County Veterans Services	Vans, Busses	Mon – Fri 7 am – 4:30 pm Contractor provides services Saturdays 7 am - 7 pm	No	Curb to Curb Service, Door to Door Service	No

Lorain County Office of Aging	Agency-owned vehicle	Mon-Fri 8 am- 4 pm	No	Personal Care Attendant, Curb to Curb Service, Door to Door Service	Yes
Lucy Idol Center	Converted Vans, Transit Bus	Mon-Fri 7 am-5 pm, Sat As Needed	Yes	Wheelchair, Door to Door Service	Yes
Oberlin College	Standard Passenger Vans	N/A	No	N/A	No
New Sunrise Properties	Transportation Referral Services	N/A	N/A	Information about and referral to other community	N/A
Student Life Lorain County Community College	Agency Staff if Agency-owned vehicles, Personal Vehicles or Agency Staff	Mon-Thu 8:30 am – 6 p.m., Fri 8:30 am – 4:30 pm	No	N/A	No
United Way of Greater Lorain County	Transportation Referral Service (211)	Available 24 hours via website and app	N/A	N/A	N/A
Wesleyan Village	Cars, Minivans, Busses, Standard Passenger Vans, Four-wheel vehicles, Converted Vans (wheelchair lift, raised roof, etc.)	Mon – Fri 7 am – 5 pm Sunday 8:30 am – 12:30 pm	Yes	Wheelchair, Personal Care Attendant, Door to Door Service	Yes
YMCA Elyria	Cars, Standard Passenger Vans	N/A	No	Car seats, Curb to Curb service	N/A

Transportation-related expenses and revenues also differ by organization. Local funding is a common revenue source for transportation operators in Lorain County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

**Table 3: Transportation-Related Expenses and Revenues\***

<b>Agency Name</b>	<b>Fare Structure</b>	<b>Donations Accepted (Y/N)</b>	<b>Number of Full-Time &amp; Part-Time Drivers</b>	<b>Number of Full-Time &amp; Part-Time Schedulers/ Dispatchers</b>	<b>Revenue Sources (most recent Fiscal Year)</b>	<b>Total Annual Transportation Expenses</b>
Flat Rock Homes	N/A	Y, Funds are raised by the agency to fund all agency needs beyond Medicaid funding	<b># of Full-Time Drivers:</b> 95, includes staff who may drive as part of overall job duties. <b># of Part-Time Drivers:</b> 26, includes staff who may drive as part of overall job duties. <b># of Drivers in Dedicated Driving Positions (DOT certified):</b> 12 (included in #s above)	0	Medicaid, donations, Program/Services Revenue, Opportunities for Ohioans with Disabilities Program	\$28,570.19 in 2020 due to COVID-19 pandemic
Graceful Living LLC Medical Transportation Ambulette Service	Private Pay	N	<b>N/A</b>	N/A	Private Pay	N/A
Kendal at Oberlin	N/A	N	<b>5</b>	<b>1</b>	N/A	N/A
LifeCare Ambulance	Medicaid, Insurance, Private Pay	Yes	N/A	N/A	Medicaid, Insurance, Private Pay	N/A
Lorain County Office on Aging	None	Yes	1 part-time driver	1 part-time scheduler	Older American's Act Nord Family Foundation	\$35,000

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

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

<b>Transportation Option</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
Ride Share	Kendal Residents only	N/A	8 roundtrips a month	Cuyahoga and Lorain County
K-Car (car rental program)	Kendal Residents only	N/A	Once a month	Cuyahoga and Lorain County

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

**Table 5: Transportation Resources\***

<b>Transportation Resource</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
<b>North Point ESC (for Flat Rock Homes)</b>	School Days	Free	School transportation for up to 3 students	Seneca County to Erie County/Perkins Township
DRIVE Training Course	Kendal staff only	N/A	N/A	Lorain County

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

\*Due to an oversight, this information was not requested on the Organizational Asset form. However, we will request this information of all the organizations that submitted information upon request.

**Table 6: Technology**

<b>Agency Name</b>	<b>Name of Scheduling Software</b>	<b>Do you have an App for Transportation (Y/N)?</b>	<b>Name of Dispatching Software</b>	<b>AVL System/ GPS (Y/N)</b>
El Centro de Servicios Sociales	SAMS Database	N/A	N/A	N/A
Graceful Living LLC Medical Transportation Ambulette Service	N/A	N/A	N/A	Yes
Kendal at Oberlin	Paraplan	N/A	N/A	N/A
LifeCare Ambulance	Zoll	N/A	N/A	Yes
Lorain County Board of Developmental Disabilities	Paraplan	N/A	Engraph	N/A
Lorain County Office of Aging	None	N/A	N/A	N/A
Lorain County Office of Veteran Affairs	Access	N/A	Access	N/A
United Way of Greater Lorain County	N/A	211 Lorain	N/A	N/A

## Assessment of Community Support for Transit

The Lorain County Transit (LCT) is a public transportation system which is managed by the Lorain County Commissioners. The Commissioners took over the Lorain County Transit Board in March 2004. Unlike many public transit systems, LCT has no dedicated stream of tax revenue, and therefore must be funded out of the county's general fund, which is used as a local match for state and federal funding.

In 2005, LCT provided over 855,000 rides. Today there are only two intracity bus routes each operating mainly in Lorain and Elyria. In addition, the City of Oberlin contracts services with the Lorain County Commissioners for an on-demand route for 2 days a week. The Transportation Center in downtown Elyria serves as a hub for Greyhound bus and Lorain County Transit. Other transit options include taxi services, Lorain County Regional Airport, Lorain County Port Authority, and Gohio Commute which is a program of NOACA. Amtrak has a stop in Elyria as well. A project is planned to relocate Elyria's Amtrak station to the Transportation Center in downtown Elyria.

	Fixed Route	Dial-A-Ride	Total
2003	642,532	63,326	705,858
2004	746,625	65,946	812,571
2005	796,475	59,212	855,687
2006	791,717	57,305	849,022
2007	674,187	47,616	721,803
2008	666,020	46,198	712,218
2009	556,827	33,354	590,181
2010	98,912	8,324	107,236
2011	79,225	9,697	88,922
2012	67,193	6,977	74,170

**INFORMATION ABOVE IS FROM THE 2013 LEAGUE OF WOMEN VOTERS PUBLIC TRANSIT STUDY**

As a result of the economic downturn of 2008 and lack of a dedicated revenue stream to support public transit, the Lorain County Commissioners placed a .5% sales tax increase on the November 2009 ballot. It was not approved by the Lorain County voters. As a result, the Lorain County Commissioners could not provide the \$500,000 out of pocket to support the system and reduced the 14 public transit routes to 4 routes between 2009-2010.

Historically, the small towns and rural communities have opposed passing taxes to support public transit. Even if any of the public transit tax levies were approved, there may not be enough funding for transit service coverage in the rural communities. A proposed tax levy for public transportation was rejected again in 2013 by 59% of voters, reflecting the continued lack of support from taxpayers.

When Lorain County Transit (LCT) was operating at full capacity, about 1,000 of the then 11,000 students at Lorain County Community College used public transit. With the cut back on LCT and the once every two hour stops, it became a challenge for LCCC students to get to classes. According to the [Oberlin Research Group study](#), this decrease has resulted in what Elyria Mayor Brinda calls a “connectivity issue” for people who cannot access the college. “We get a lot of phone calls in my office from residents... many of whom are young mothers with small children, “who,” she says, “can’t figure out a way to get there.”

As noted previously, people in Lorain county commute to work, usually driving alone. Those without a personal vehicle depend on a reliable friend or family to assist them. There are 28% of Lorain County residents traveling across the County corporation limits to work in the Cleveland area. Cleveland has a transit system but it is not connected to LCT nor does it operate in Lorain County.

The [League of Women Voters completed a study in 2013](#) in which surveyed 223 individuals regarding usage of public transportation. Of the total responses, 84-87% either strongly agreed or agreed that LCT needed improvements or expansion. 49.7% agreed that transit service was needed to Cleveland airport or RTA. And 76.9% of all respondents believed that a sales tax should support the improvement and expansion of transit services in Lorain County.

<b>Table 4. Responses Regarding Usage of Public Transportation</b>			
<b>Reasons why public transportation is <u>not</u> used.</b>		<b>Reasons why public transportation <u>is</u> used.</b>	
<b>Answer Choices</b>	<b>Responses</b>	<b>Answer Choices</b>	<b>Responses</b>
Not available	56.0%	Work	42.0%
Inconvenient	30%	School or post-secondary ed.	27.7%
Inefficient	16%	Shopping	39.3%
Does not go to places I want to go.	44.7%	Travel	26.8%
Confusing schedules	19.3%	Entertainment/family/social	39.3%
Am not familiar with it.	26.7%	Medical appointments	33.9%
Total Responses	150	Total Responses	112

**INFORMATION ABOVE IS FROM THE 2013 LEAGUE OF WOMEN VOTERS PUBLIC TRANSIT STUDY**

In this same study, the League of Women Voters found that 54,800 people in Lorain County need public transportation. The study also indicated that 42% of respondents use public transit for work and 33.9% for medical appointments. Getting to medical appointments is a challenge especially for seniors, people with disabilities and low-income individuals. Mercy Hospitals is spending over \$30,000 annually (in 2020 it is \$70,000) for taxi vouchers to assist patients with access to care. Mercy Hospitals is only one of three major hospital systems in Lorain County, the others being Cleveland Clinic and University Hospitals. On May 6, 2014 there was a property tax levy on the ballot to generate \$402,804 annually to support a public transit system. The issue was defeated with 42% approval and 58% opposed.

In 2015, Barb Barna of the League of Women Voters; The Public Services Institute of Lorain County Community College; former Commissioner Betty Blair; Commissioner Matt Lundy; and Sharon Pearson, formerly of the Oberlin Project, organized the Lorain County Public Transit Forum at Lorain County Community College on [February 4, 2015](#). This pinnacle event inspired a small group of thought leaders to begin meeting monthly to discuss the lack of available transportation options in Lorain County.

This group eventually decided to name itself Mobility and Opportunity for a Vibrant Economy (MOVE) Lorain County. In 2016, MOVE became a formal organization and obtained the 501c4 non-profit status. This group believed that expanding the LCT and gaining support from tax payers for a sales tax for public transit was a priority. With funds donated from local businesses and organizations, MOVE hired a Public Opinion Researcher to determine whether voters would support a quarter of a percent sales tax for the November 2016 ballot.

The polling results indicated with enough education on the economic benefits of a public transit system, regardless of whether the voter used the services or not, a slight majority of people would support a dedicated sales tax. (A quarter percent sales tax was the lowest amount that could be dedicated at that time. The State of Ohio has reduced the amount that can be dedicated to 1/10<sup>th</sup> of a percent.) However, the County Commissioners were not in a position to dedicate the entire sales tax to public transit as there were other priorities. Therefore, they were not able to agree to a fully dedicated quarter of a percent sales tax. The November 2016 sales tax initiative failed 32% in favor and 68% opposed.

A countywide transit system is still needed. Lorain County is the 4<sup>th</sup> largest County in Ohio by total area and the 9<sup>th</sup> most populated county according to the 2010 Census. Approximately one-fourth of Lorain County land is urbanized with a major rural area in the southern portion of the county. The population density is different moving south (mostly rural) to north (urban) across the County, which also correlates with political support of public transit.

The need for alternative methods of transportation (other than driving alone) was confirmed at the 2018 Lorain County Chamber of Commerce Economic Summit. Over 200 industry leaders, managers and executives attended this event. When asked if alternative methods of

transportation are needed to assist their workforce, an overwhelming 86% of the audience agreed.

Lorain County's rural population continues to grow older and our poverty level is on the rise as well. On average since 2010, the County population has been increasing by nearly 1,000 people per year and will stay on this course through 2030, according to the State of Ohio Office on Research (see page 9). Lorain County residents need transportation to work, school, shopping and healthcare and this demand is insufficiently met at the present time. To gather support for these needs, there must be leadership to break down the barriers and begin to innovatively think outside the box to create a transportation system that will work for all.

## Safety

In 2014, the League of Women Voters Oberlin Area finalized their position regarding public transportation in Lorain county. One of the issues involving transportation was safety. This study indicated a safe method of travel is the use of public transit.

Public Transportation riders in Cleveland did not cite safety as an issue. However, survey respondents in Lorain County raised some concerns. Of those that responded, 28.3% of survey respondents did not believe safety was an issue on transit. However, 29.9% disagreed that "safety is of no concern." These responses suggest that safety must be of utmost importance when it comes to improvement and expansion of the Lorain County Transit System.

### 2020 Update

As a result of the 2020 Covid-19 Pandemic, we are building relationships with our transportation providers, including Lorain County Transit. Our efforts regarding safety have most involved promotions through social media and 2-1-1 Lorain County. In the future, as we create trusting relationships and open lines of communications, the Lorain County Mobility Manager will seek ways to increase support of safety measures, whether it be physical supplies or promotions.

To address safety more aggressively, we are considering creating a Transportation Provider committee to better understand safety needs of transportation providers and their users.

## Vehicles

Survey/interview participants listed a combined total of [12] vehicles. Approximately [75%] of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 6).

All of the transportation providers provide at least wheelchair accessible vehicles, while some organizations have an entire fleet of wheelchair accessible vehicles. Wheelchair assistance does not appear to be as much of an issue as helping people get from their home into the transportation vehicle. Many organizations are no longer offering hand holding services due to liability issues. As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

**Table [1]: Vehicle Utilization Table**

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
<b>Abbewood Independent and Assisted Living</b>											
1		Bus				Yes			Good		Lorain County, Surrounding Hospitals
1		Town Car							Fair		Lorain County, Surrounding Hospitals
<b>City of Avon (2018 Information)</b>											
1	Chevy	Impala	2009		5		Mon – Fri	8 am – 3 pm	Fair		12 Mile radius of Avon & Downtown Cleveland
1	Ford	E-250	2013		6	Yes	Mon – Fri	8am – 3 pm	Good		12 Mile radius of Avon & Downtown Cleveland
1	Ford	Transit	2017		15		Mon – Fri	8am – 3 pm	Excellent		12 Mile radius of Avon & Downtown Cleveland
1	Chevy	Trax	2017		4		Mon – Fri	8am – 3 pm	Excellent		12 Mile radius of Avon & Downtown Cleveland
1	Chevy	Impala	2017		5		Mon – Fri	8 am – 3 pm	Excellent		12 Mile radius of Avon & Downtown Cleveland

El Centro de Servicios Sociales (2018 Información)											
1	Ford	Van	2006		15	N/A	Mon – Fri	8:30 am – 5 pm; Fri 8:30 am – 3 pm	Poor	Community	Lorain & Cuyahoga County
1	Miles	Car	2007		5	N/A	Mon – Fri	8:30 am – 5 pm; Fri 8:30 am – 3 pm	Good	Community	Lorain & Cuyahoga County
1	Kia	Car	2014		5	N/A	Mon – Fri	8:30 am – 5 pm; Fri 8:30 am – 3 pm	Excellent	Community	Lorain & Cuyahoga County
1	Kia	Car	2014		5	N/A	Mon – Fri	8:30 am – 5 pm; Fri 8:30 am – 3 pm	Excellent	Community	Lorain & Cuyahoga County
Flat Rock (updated 2021)											
1	Dodge	Grand Caravan	2019	23C4RD GEG4KR 691827	43,400	7	0	7	8:00am- 7:00pm	Excellent	Care Center/Commu nity
1	Dodge	Grand Caravan	2019	2C4RDG EOKR69 0688	42,402	7	0	7	8:00am- 7:00pm	Excellent	Care Center/Commu nity
1	Dodge	Grand Caravan	2019	23C4RD GE8K70 9536	41,967	7	0	7	8:00am- 7:00pm	Excellent	FRCS - Employment
1	Ford	Transit Van	2018	1FBZX2 CM7JKA 23198	10,291	12	Lift, 2 Wheelchair Positions	7	8:00am- 7:00pm	Excellent	Community
1	Ford	Transit Van	2020	1FBAX2 C83LK5 9117	801	7	2	7	8:00am- 7:00pm	Excellent	Care Center/Commu nity
1	Dodge	Grand Caravan 4X2	2013	3C4RDB G8DR69 4415	129,63 4	7	0	7	8:00am- 7:00pm	Good	Care Center
1	Dodge	Grand Caravan 4X2	2013	2C4RDG BG1DR6 99911	146,15 0	7	0	7	8:00am- 7:00pm	Good	Care Center
1	Dodge	Ram 2500 S	2012	3C6LD5 AT3CG2 42389	71,737	2	0	5	8:00am- 7:00pm	Good	Care Center

1	Ford	E350 4X2 Ext.	2001	1FBSS3 BL5BDA 20692	144,117	10	0	5	7:30am - 3:30Pm	Good	Community
1	Ford	Ecoline Wagon	2011	1FBSS3 BLXBDA 11051	165,967	10	0	5	7:30am - 3:30Pm	Good	Community
1	Ford	Fusion SE	2009	3FAHP0 7169R1 17436	86,856	5	0	7	8:00am- 7:00pm	Good	Care Center
1	Buick	Terraza Extended Sport	2006	GADV23 L06D18 0779	126,944	7	Seat comes out but no lift or wheelchair positions	7	8:00am- 7:00pm	Fair	Care Center
1	Chevy	G30 4x2 Express	2002	1GBJG3 1F4211 91668	224,101	10	Lift, 2 Wheelchair Positions	7	8:30am - 2:30Pm	Fair	Care Center
1	Ford	Club Wagon 4x2	1998	1FBSS31 L0WHB 26385	127,288	9	0	7	8:30am - 2:30Pm	Fair	Care Center
1	Ford	E350 Supreme Startrans	2005	1FDWE 355S35 HB4476 6	122,556	10	Lift, 2 Wheelchair Positions	5	8:30am - 2:30Pm	Fair	Community
<del>1</del>	<del>Ford</del>	<del>Club Wagon 4X2 Super</del>	<del>1994</del>	<del>1FBJS31 HXRHC0 7065</del>	<del>93,132</del>	<del>9</del>	<del>0</del>	<del>5</del>	<del>8:30am- 2:30Pm</del>	<del>Sold</del>	<del>Community</del>
1	Chevy	C30 4X2 Fleet side	1988	1GCGC3 4K9JE13 0530	Unkno wn	N/A	N/A	N/A	Out of Service	Out of Service/Not Repairable	Care Center Community
<del>1</del>	<del>Ford</del>	<del>E150 4X2</del>	<del>2000</del>	<del>1FMRE1 1L6THA0 3582</del>	<del>SOLD</del>	<del>9</del>	<del>0</del>	<del>5</del>	<del>8:30am- 2:30Pm</del>	<del>Sold</del>	



											Cuyahoga County
1	Ford	Van	2013		13	No	Mon-Fri	8:00 a.m.-9:00 a.m.	Excellent	N/A	Lorain County, Erie County, Cuyahoga County
2	Ford	Van	2015		10	Yes	Mon-Fri	8:00 a.m.-9:00 a.m.	Excellent	N/A	Lorain County, Erie County, Cuyahoga County
3	Ford	Van	2016		15	No	Mon-Fri	8:00 a.m.-9:00 p.m.	Excellent	N/A	Lorain County, Erie County, Cuyahoga County
1	Honda	Van	2016		7	No	Mon-Fri	8:00 a.m.-9:00 p.m.	Excellent	N/A	Lorain County, Erie County, Cuyahoga County
2	Ford	Van	2019		15	No	Mon-Fri	8:00 a.m.-9:00 a.m.	Excellent	N/A	Lorain County, Erie County, Cuyahoga County
1	Ford	Van	2019		7	No	Mon-Fri	8:00 a.m.-9:00 p.m.	Excellent	N/A	Lorain County, Erie County, Cuyahoga County
1	Ford	Van	2020		15	No	Mon – Fri	8:00 a.m.-9:00 p.m.	Excellent	N/A	Lorain County, Erie County, Cuyahoga County
<b>Lorain County Board of Developmental Disabilities (2018 Information)</b>											

10		Vans			12 each	No	Mon – Saturday	Operate 12 hours a day Mon – Fri & 4 hour on Sat,	N/A	N/A	Lorain County, Cleveland Airport
2		Mini-Vans			7 each	No	Mon – Saturday	Operate 12 hours a day Mon – Fri & 4 hour on Sat,	N/A	N/A	Lorain County, Cleveland Airport
3	Ford Focus	Car			5 each	No	Mon – Saturday	Operate 12 hours a day Mon – Fri & 4 hour on Sat,	N/A	N/A	Lorain County, Cleveland Airport
<b>Lorain County Board of Developmental Disabilities (Cont'd)</b>											
20		Para Transit			Varies (4 – 12 passengers each)	Yes	Mon – Saturday	Operate 12 hours a day Mon – Fri & 4 hour on Sat,	N/A	N/A	Lorain County, Cleveland Airport
1		Pickup			2	No	Mon – Saturday	Operate 12 hours a day Mon – Fri & 4 hour on Sat,	N/A	N/A	Lorain County, Cleveland Airport
2		Transit Vans			12 each	No	Mon – Saturday	Operate 12 hours a day Mon – Fri & 4 hour on Sat,	N/A	N/A	Lorain County, Cleveland Airport
<b>Lorain County Office on Aging (UPDATED 2021)</b>											
1	Chrysler	Voyager XT	2021	2C4RC1D G3MR55 1062	7	Yes 2	Mon – Fri	8 am to 4 pm	NEW	N/A	Lorain County
<b>Lorain County Office on Veteran Affairs (2018 Information)</b>											
2	Dodge	Standard Van	2012		6	Yes	Mon – Sat	7:00 am – 4:30 pm: Contracted Sat 7 am – 7pm			Lorain County, Cuyahoga County
1	Dodge	Van	2014		4	Yes	Mon – Sat	7:00 am –			Lorain County, Cuyahoga County

								4:30 pm: Contracted Sat 7 am – 7pm			
1	Ford	Bus	2013		14	No	Mon – Sat	7:00 am – 4:30 pm: Contracted Sat 7 am – 7pm			Lorain County, Cuyahoga County
1	Ford	Transit	2015		8	No	Mon – Sat	7:00 am – 4:30 pm: Contracted Sat 7 am – 7pm			Lorain County, Cuyahoga County
1	Jeep	Vehicle	2017		4	No	Mon – Sat	7:00 am – 4:30 pm: Contracted Sat 7 am – 7pm			Lorain County, Cuyahoga County
<b>Lucy Idol Center (Updated 2021)</b>											
1	Mercedes	Sprinter	2010			Yes	Mon-Fri, Some Saturdays	7:00 a.m.- 5:00 p.m.	Good	N/A	Lorain County, Erie County
2	Ford	Transit Bus	2011			Yes	Mon-Fri, Some Saturdays	7:00 a.m.-5:00 p.m.	Good	N/A	Lorain County, Erie County
3	Ford	Transit Bus	2013			Yes	Mon-Fri, Some Saturdays	7:00 a.m.-5:00 p.m.	Good	N/A	Lorain County, Erie County
4	Ford	Transit Bus	2013			Yes	Mon-Fri, Some Saturdays	7:00 a.m.- 5:00 p.m.	Good	N/A	Lorain County, Erie County
5	Chevy	Transit Bus	2014			Yes	Mon-Fri, Some Saturdays	7:00 a.m.- 5:00 p.m.	Good	N/A	Lorain County, Erie County
<b>Wesleyan Village (2018 Information)</b>											
2	Ford E450	Bus	2005, 2006, 2011			Yes	Mon-Fri, Sundays	7:00 a.m.- 5 p.m.; Sundays 8:30 am – 12:30 pm	Poor/Fair/ Good	N/A	Lorain County, Cuyahoga County

1	Ford E350	Converted Van	2013			Raised Roof	Mon-Fri, Sundays	7:00 a.m.- 5 p.m.; Sundays 8:30 am – 12:30 pm	Poor/Fair/ Good	N/A	Lorain County, Cuyahoga County
1	Dodge	Converted Van	2015			Wheelch air Ramp	Mon-Fri, Sundays	7:00 a.m.- 5 p.m.; Sundays 8:30 am – 12:30 pm	Poor/Fair/ Good	N/A	Lorain County, Cuyahoga County

## Summary of Existing Resources

Lorain County has a multitude of nonprofit and human service organizations that are providing transportation services. However, obtaining the needed information from local organizations has been a challenge since this is the first time Lorain County is developing a Coordinated Transportation Plan. Education and trust in the process will be developed over time so increased information will be submitted.

We will develop and continually update a database of transportation services over the next 5 years. Establishing an inventory of current services allows an opportunity to identify gaps and unmet needs. With this information, transportation options and pilot projects can be developed to provide efficient services to address gaps and unmet needs.

The current list of resources indicate is (some of the information below is from the 2015 ODOT Transit Needs Study):

- There is a lack of a single location to obtain transportation provider information
- A need to develop a county-wide transportation system that assists individuals with accessing medical facilities, employment, education centers, groceries, and social events
- Extremely limited public transportation options. And of the options available, there is no public transportation service on weekends or after 6:30 pm during the week.
- The lack of an affordable county-wide transportation system
- A lack of services, specifically for the older population, to access specialists that reside in Cuyahoga County at an affordable cost.

## IV. Assessment of Transportation Needs and Gaps

To better understand the Lorain County needs, the planning committee examined research and data, as well as solicited input from the community to understand transportation needs and service gaps.

The demographic and socio-economic conditions of the study area are discussed in the Demographics Chapter of this plan. The following overview is an evaluation of the gaps in service based upon geographic data as well as the perspective of the targeted populations, transportation providers, and the public.

MOVE Lorain County coordinated a variety of stakeholders in the area in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholder and the public is available upon request.

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

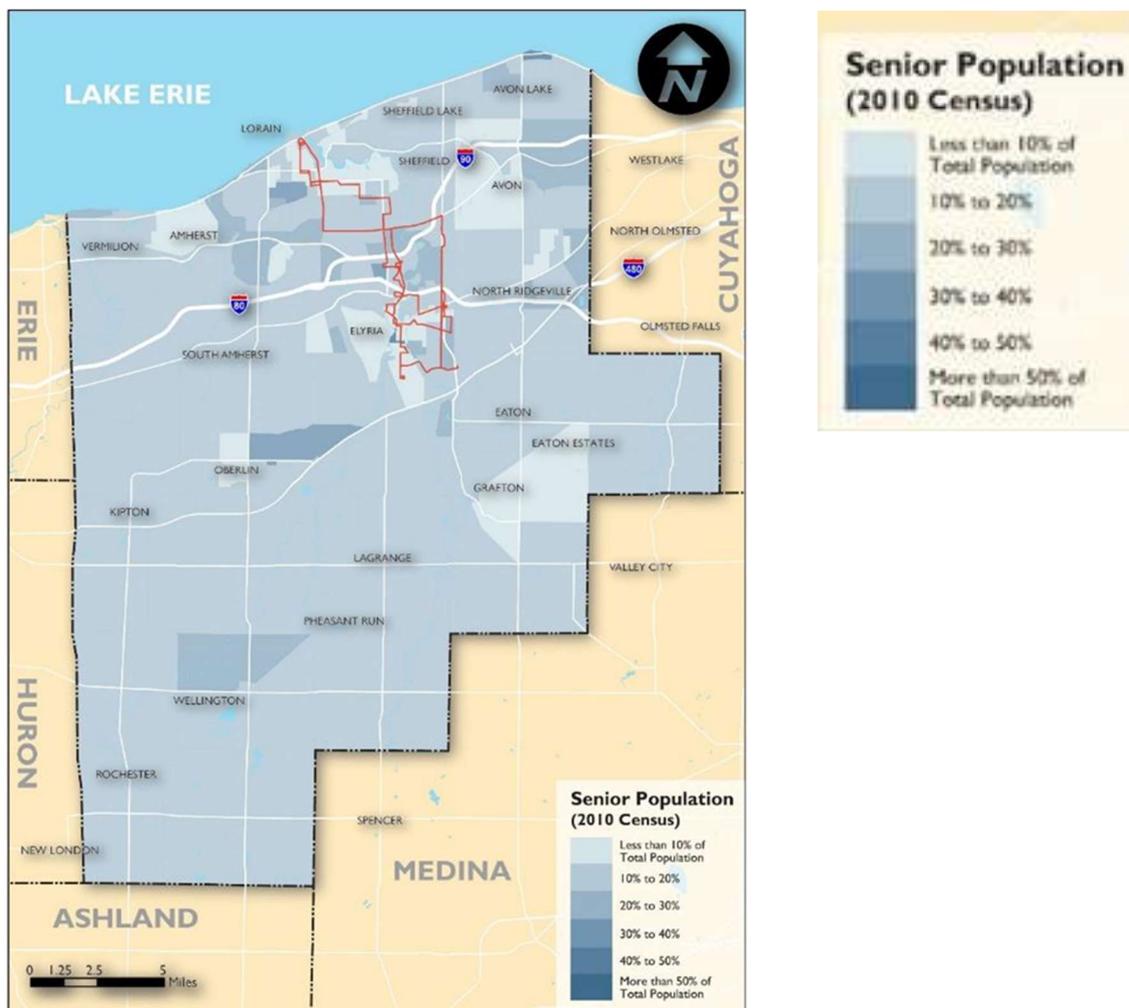
- Assessment of data and demographics
- Released one public survey to County residents through organizations such as:
  - Green Circle Growers (Employer including Hispanic Population)
  - Second Harvest Food Bank of North Central Ohio
  - Neighborhood Alliance (which focuses on Low-Income, Seniors, and Homeless)
  - Lorain County Public Health (specifically active transportation component & senior population)
  - Kendal at Oberlin (Independent Living Center)
  - Oberlin Community Services (focus on low-income)
  - Lorain County Urban League (focus on low-income and people of color)
  - Board of Mental Health
- Five Transportation Needs Round Table Sessions held throughout the County:
  - August 1, 2018 – Wellington Campus of Lorain County Community College (Rural area)
  - August 21, 2018 – United Way of Greater Lorain County (City of Lorain)
  - September 6, 2018 – Ohio Business College (City of Sheffield)
  - September 10, 2018 – First Church of Oberlin UCC (Oberlin)
  - September 13, 2018 – Avon Public Library (Avon)

## Local Demographic and Socio-Economic Data

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

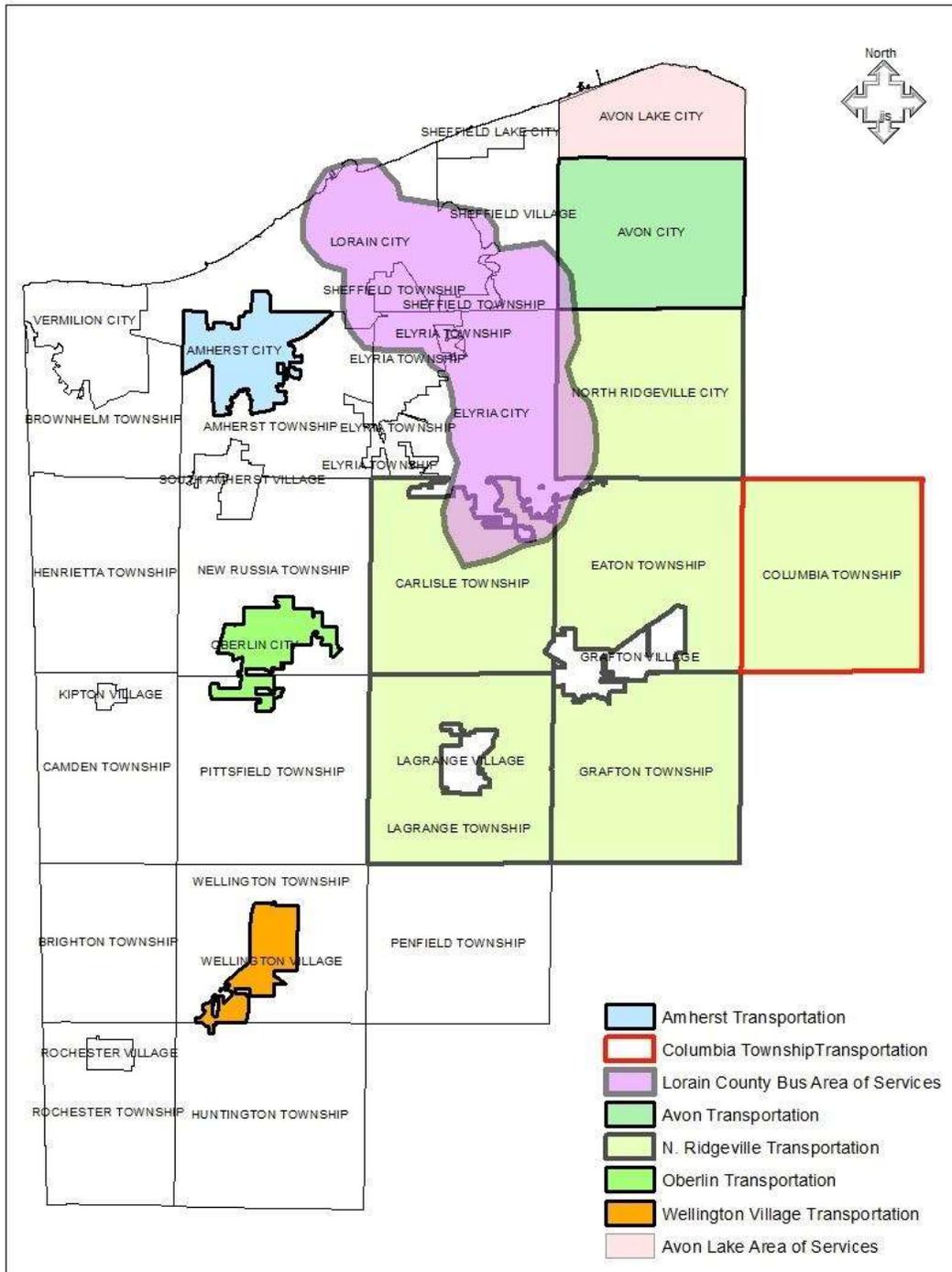
The following exhibit 1 illustrates the areas where the number of older adults (age 65 and older) is at or above the Lorain County average.

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



**Figure 1: Senior Population**

# Lorain County Senior Transportation Service Areas



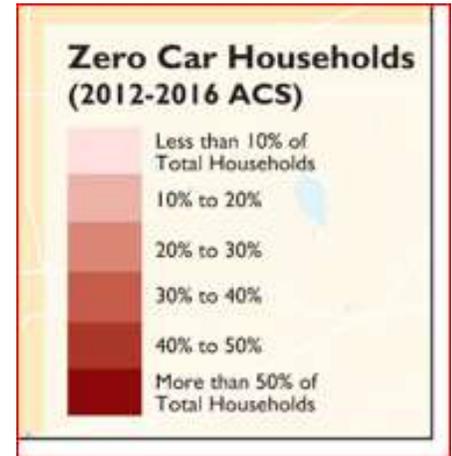
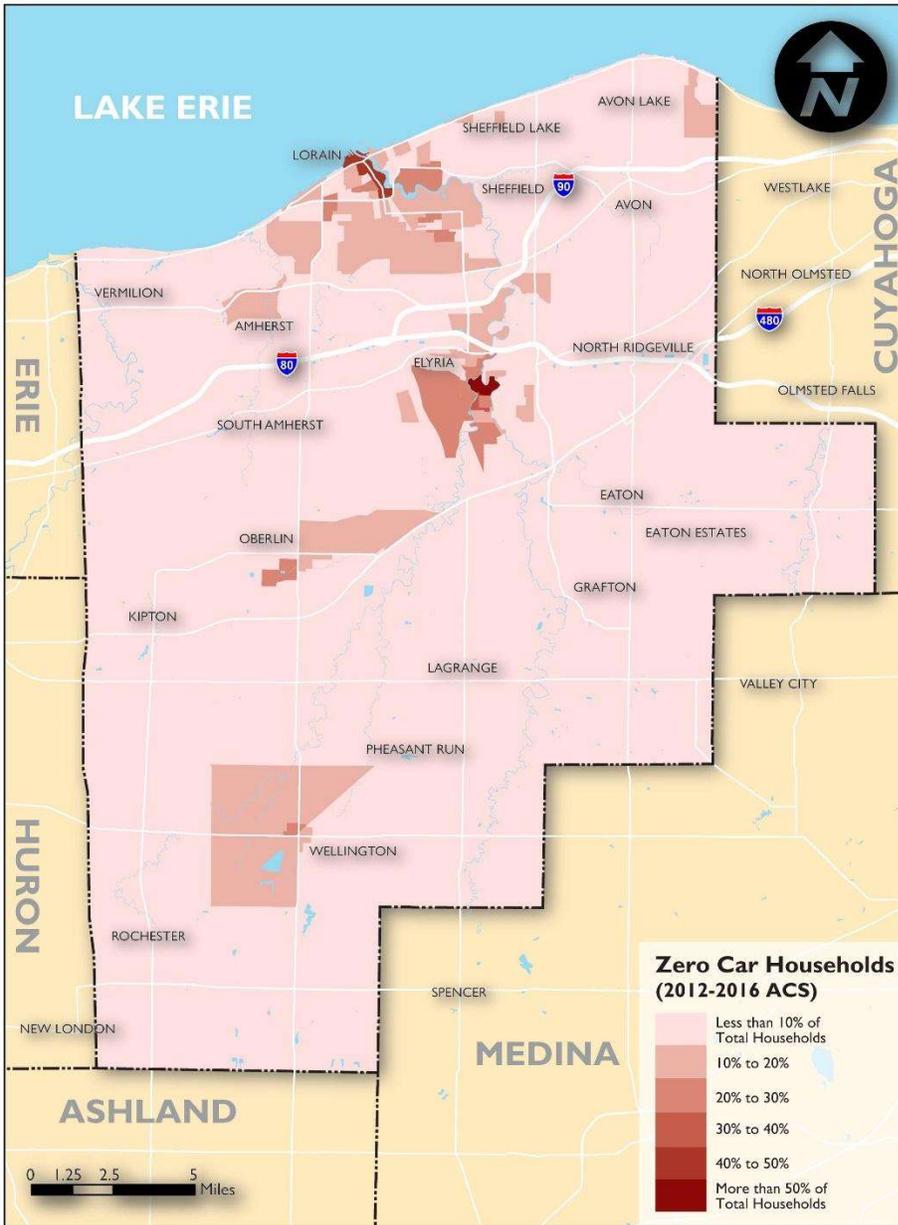
2017

Data: ESRI, LCPH, LCT

MAP PROVIDED BY LORAIN COUNTY PUBLIC HEALTH

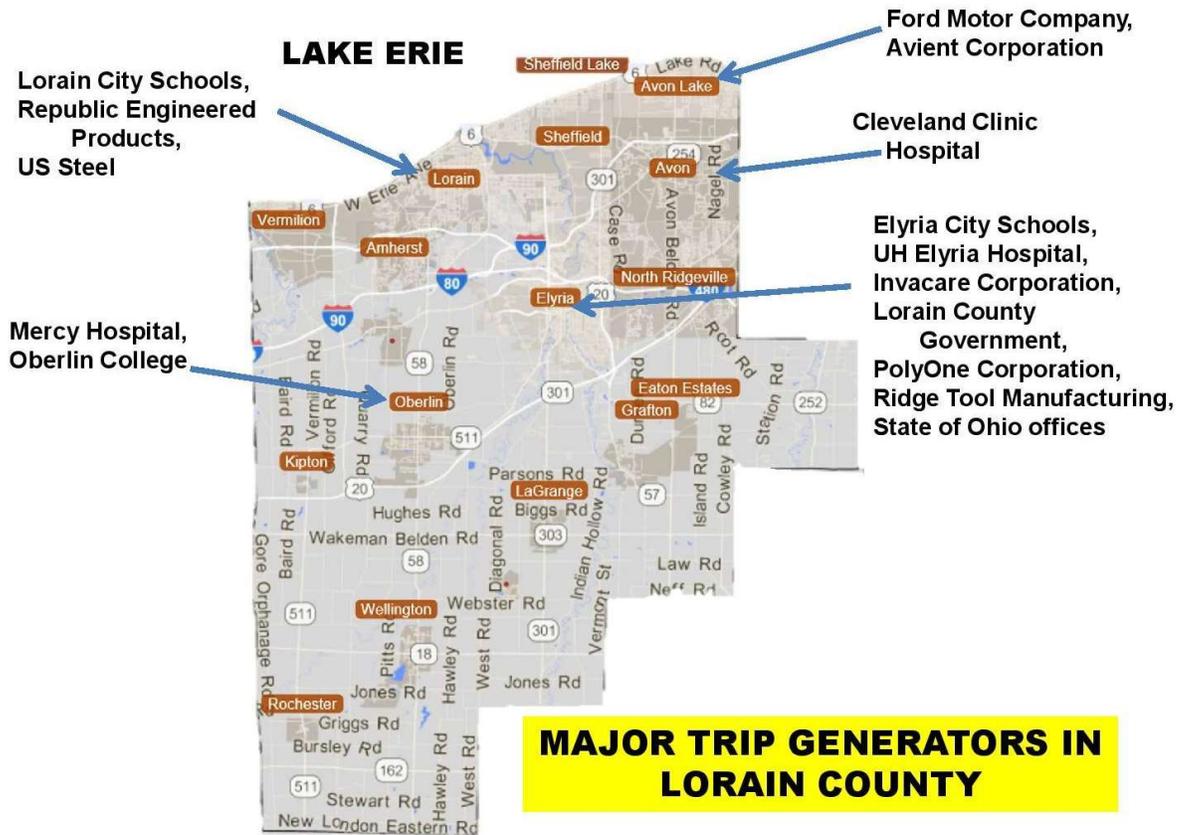
The exhibit below indicates the areas where the number of zero vehicle households is above the Lorain County average. The absence of a vehicle in the household is often an indication of the need for transportation services.

**Exhibit 2: Map of Density of Zero Vehicle Households**



The next exhibit illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle.

**Exhibit 3 Map of Major Trip Generators**



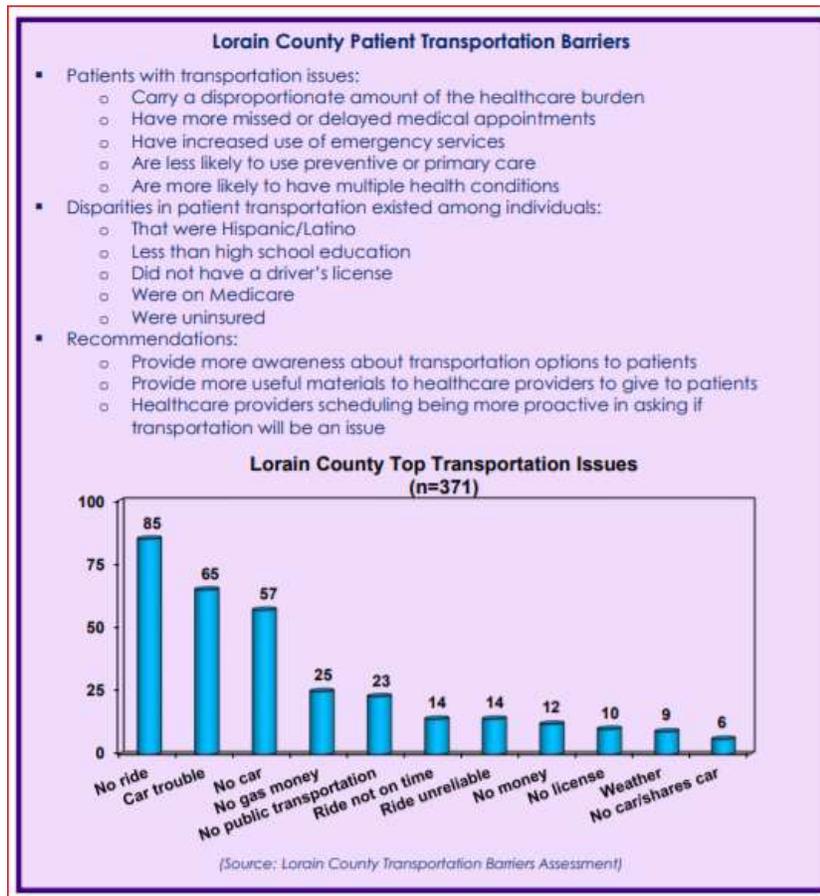
## Analysis of Demographic Data

There are individual community senior transportation services available but most do not travel outside of their service areas or across the County. Very few transportation services are available to seniors living in rural communities. The maps provided on senior living are based on census tracts, which makes it a challenge to identify the number of seniors in rural communities, since the households are farther apart.

To save on taxes some individuals are moving into Lorain County just over the Cuyahoga County corporation limits. While many of the trip generators are in Elyria and Lorain, increased growth is taking place in Avon, Avon Lake and North Ridgeville. These communities are home to popular shopping areas, upscale housing along with more retail and private businesses. As a result, Lorain County is expected to grow by nearly 1,000 or more individuals per year through 2030.

Although there is growth in the northeast part of Lorain County, hospitals and business owners are struggling to find reliable workers due to the lack of transportation options. In addition, Mercy Hospital spends at least \$30,000 (2020 Update \$70,000) a year on taxi vouchers to help disabled, low-income and older population access doctors' appointments. To sustain the economic growth and also assist the growing senior and low-income population, it is critical that Lorain County provides affordable and reliable transportation options.

According to the [2015 Lorain County Community Health Assessment](#) transportation issues in association with health care are as follows:



The study also stated that transportation is one of the top 5 reasons individuals do not seek help for a loved one's or their own drug problem. In 2014, an estimated 54,800 Lorain County residents needed transportation services. There were about 7,712 households without access to a car or truck. In fact, 13% of households in Lorain County do not own a vehicle. Of those 13% most live in Elyria and Lorain. Lorain County does not have a county-wide public transit system, leaving many to rely on family and friends for transportation.

## General Public and Stakeholder Meetings/Focus Groups

MOVE Lorain County, in association with Lorain County Community College, hosted and facilitated 4 local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. About 40 people participated in these meetings. Of those, 13 self-identified as older adults and 4 self-identified as being a person with a disability. More information about what meetings were held and attendance at those meetings is available upon request.

During the meeting, MOVE Lorain County presented highlights of historical coordinated transportation in the Lorain County, and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area.

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

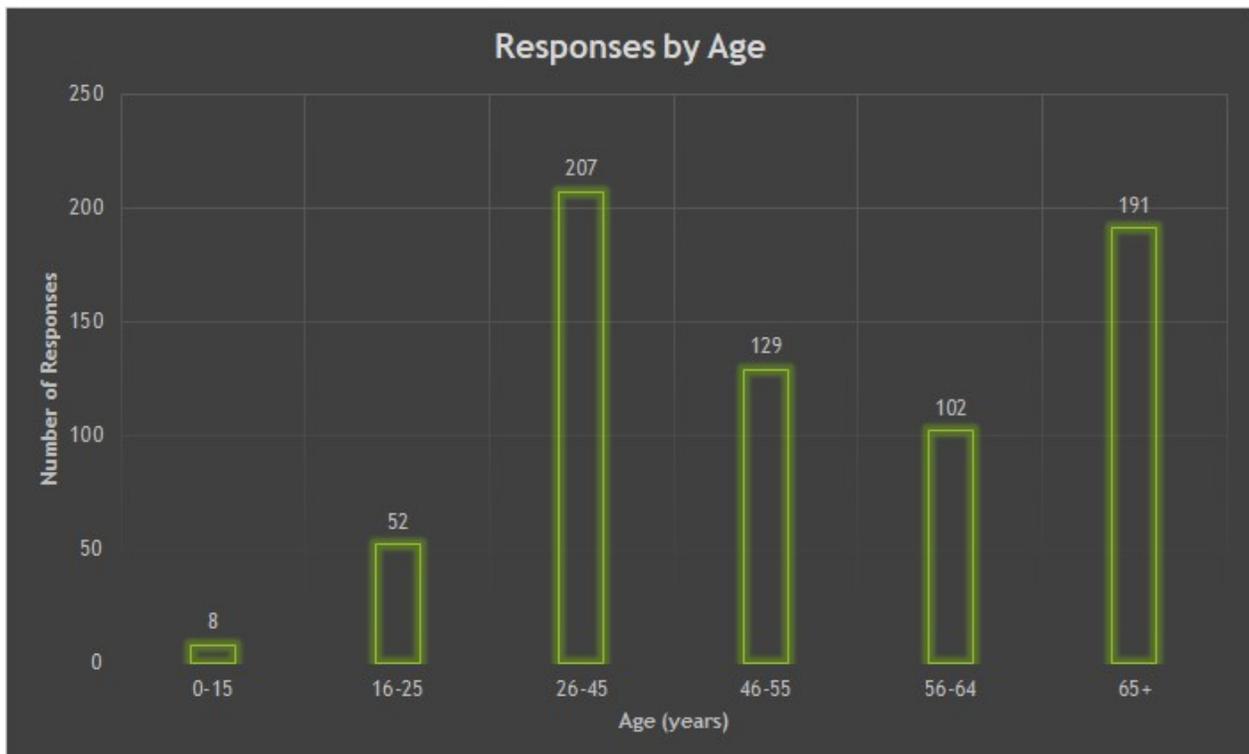
Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

## Surveys

The following survey summary includes the information gained from the following surveys that were performed. 691 surveys from the general public: 41% of individuals with disabilities completed the survey; 22% of older adults completed the survey.

**Table #1: Responses by Age**

Respondents by Age	Count	Percentage
0-15	8	1.2%
16-25	52	7.6%
26-45	207	30.0%
46-55	129	18.7%
56-64	102	14.8%
65+	191	17.7%



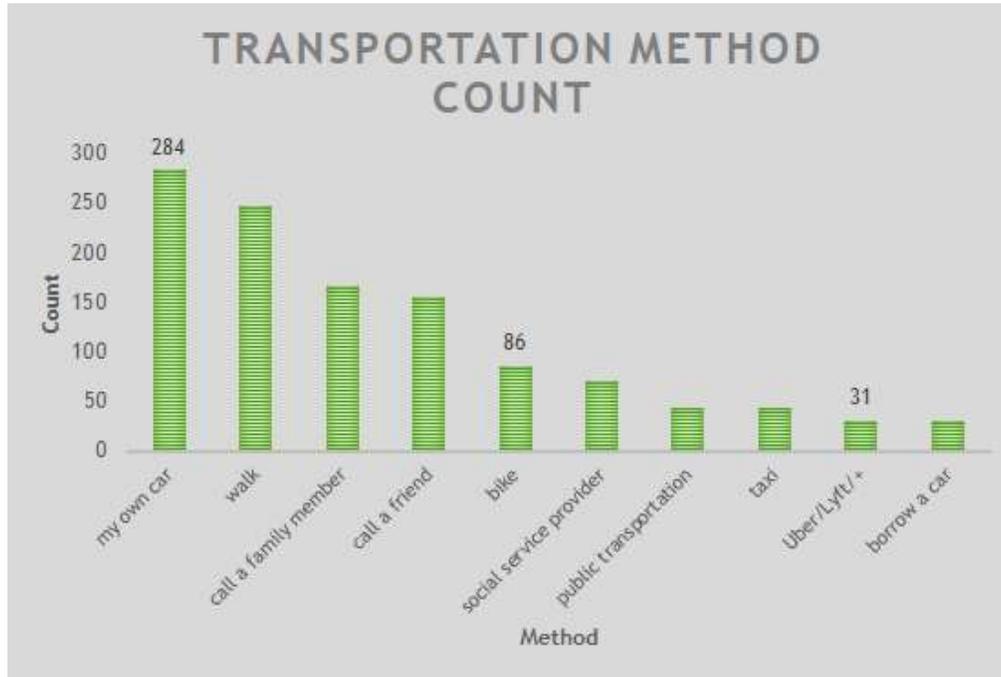
**Table #2: Self-Identified Respondents**

<b>Self-Identified Respondents</b>	<b>Count</b>	<b>Percentage</b>
Disabled	284	41.1%
Low-Income	345	49.9%
Seniors (65+)	153	22.1%

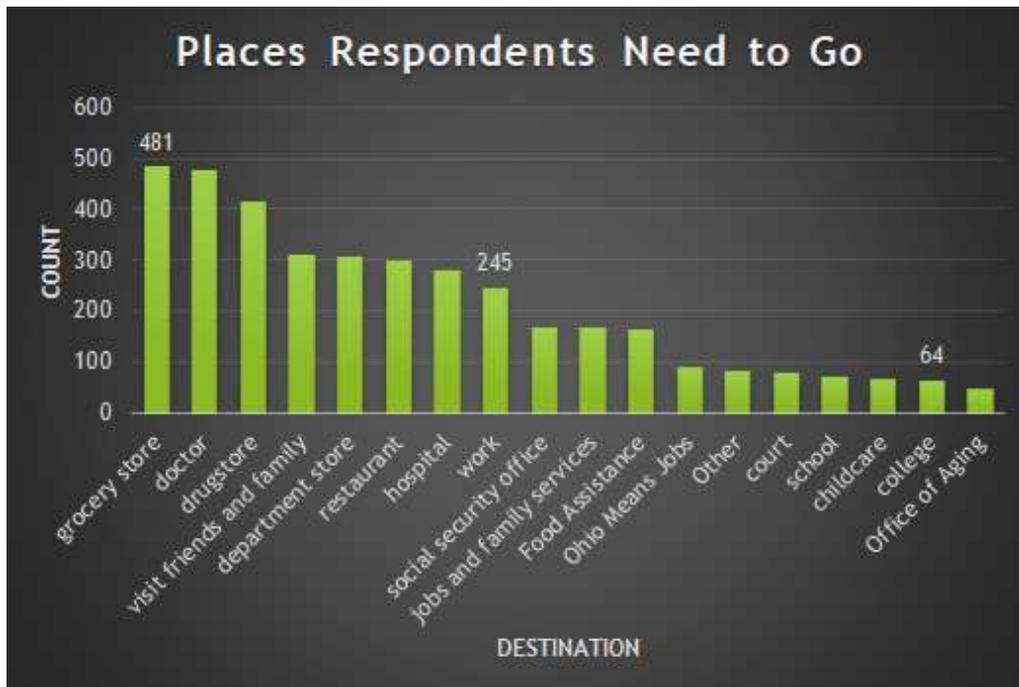
**Table #3: Responses by City**

<b>Survey Location</b>	<b>Count</b>	<b>Percentage</b>
Amherst	19	2.8%
Avon	9	1.3%
Elyria	138	20.0%
Grafton	4	1.0%
Kipton	3	0.4%
LaGrange	4	1.0%
Lorain	249	36.1%
North Ridgeville	11	1.6%
Norwalk	3	0.4%
Oberlin	108	15.7%
Sheffield	13	1.9%
Vermilion	8	1.2%
Wellington	16	2.3%
<b>Received one or two responses from:</b> Cleveland City, Collins, Wakeman, Eaton, Fairhaven, Columbia Station, Macedonia, Sandusky, Litchfield Cleveland East & West Side		

**Table #4: Current Transportation Modes**



**Table #5: Destinations**



Destination Need	Count	Percentage
grocery store	481	70.1%
doctor	474	68.8%
drugstore	412	59.8%
visit friends and family	309	44.9%
department store	305	44.3%
restaurant	297	43.1%
hospital	280	40.6%
work	245	35.6%
social security office	168	24.4%
jobs and family services	166	24.1%
Food Assistance	164	23.8%
Ohio Means Jobs	88	12.8%
Other	82	12.0%
court	80	11.6%
school	71	10.3%
childcare	66	9.6%
college	64	9.3%
Office of Aging	47	6.80%

**Table #6 Notable Survey Comments:**

- “We need something for Oberlin and Wakeman and surrounding places. I only live 5 miles from work and paid \$40 that only to work and back, so we need you guys bad.”
- “Spread the word about my options because I do now know much about what they are so I can use them.”
- “More services need to be provided to the elderly and disabled adults with a limited income, it’s impossible to pay what is required to get to the doctors or department stores.”
- “Additional work to develop bike paths and bike friendly roads. It should be available in all areas and to people who not only do not have a vehicle but also those who do not drive. As a young teen in Elyria I used public transit frequently and I would like to see this return.”
- “Bus needs more routes. Bike friendly and walking friendly. There are places with no sidewalks. Have people shovel their sidewalks. Bike rental in Lorain and Elyria. Bike lanes in Lorain. Wi-Fi on buses and Electric buses.”
- “Commercial and residential zoning is too spread out, requiring a car to do anything.”
- “Easier access to jobs via public transportation to areas like Avon that has an ever growing need for help. Cars or bikes are not always the answer.”

## **Table #7: Key Insights**

Below are the notable comments from each of the five Transportation Needs public meetings.

### **August 1, 2018 – Lorain County Community College – Wellington Campus**

#### Where do you or others need transportation?

- Our neighbor has to travel from Wellington to Avon three times a week for dialysis. Winter time travel is a huge problem for her. The driver refused to help this rural county resident into the vehicle due to snow and she missed three appointments and almost died as a result.

#### What areas are difficult to get to because of transportation issues?

- Residents carpool and catch rides with friends to get where they need to go.

#### What types of transportation do you use?

- Wheelchair accessibility is needed.

#### When you (or someone you know) has a barrier and cannot get transportation, what happens?

- If they cannot get where they need to go they just stay home.

#### If you lost your driver's license tomorrow, what is your plan for transportation?

- If they lost their driver's license, they would call 911. But they would get stuck with an ambulance bill. This happened twice and the cost was over \$1,000 each time.

#### What makes using transportation "user friendly" to you?

- Transportation is "user friendly" when they can use a website, newsletter information, United Way 211, or a mobile app to obtain transportation information.
- Residents would also like to read about transportation options in the newspaper, on Twitter, and Facebook.

#### What would make transportation services more accessible in Lorain County?

- Residents would like to receive monthly updates, information from Senior Aging newspaper, Rural County news sources, word of mouth, booth at Fairgrounds, colleges, cable, and rural urban news.
- MOVE Lorain County should connect with LOVE, Inc.

## **August 21, 2018 – United Way of Greater Lorain County (City of Lorain)**

### Where do you or others need transportation?

- Doctors & medical appointments, grocery stores, and work.
- People lose their jobs if they do not have transportation.

### What areas are difficult to get to because of transportation issues?

- There are no other options to get around safely.
- They want to visit Avon Commons on a bicycle but the roads are not bicycle friendly.
- They want to make cross county trips.
- In Lakewood there are many low speed roads but not as many in Lorain County to get to other cities by bicycle.

### What types of transportation do you use?

- Car, bike, and walk.
- It is hard to figure out how to use the local transit system.
- Safe & Reliable taxi service, Pegasus Transit, and Provide A Ride.

### What do you like about the transportation you use?

- I like my car because it works.
- My bike since Lorain has some of the best bike lanes.

### What accommodations do you need, if any?

- Bike racks on busses.

### What is the greatest transportation challenge you face?

- Connectivity. There are gaps (for bike riders) trying to get to Avon Commons.
- There are not enough low speed roads (for bike riders).
- Safe sidewalks.
- Reliable transportation.
- Consistent transportation.
- Giving a voice to the people who are underserved.

### When you (or someone you know) has a barrier and cannot get transportation, what happens?

- Get a ride with a friend.
- People can get gas cards from some health and welfare organizations.

### If you lost your driver's license tomorrow, what is your plan for transportation?

- Use Uber or Lyft.
- Walk to work.
- Carpool to work.

What makes using transportation “user friendly” to you?

- Transportation that is reliable and consistent every day.
- Easy to pay and easy to use such as using a pass that can be scanned on a bus or other transportation system.
- Use of a phone app.

What would make transportation services more accessible in Lorain County?

- We need to go where people are underserved.
- We need to be fiscally conservative.
- It is a challenge to access the County offices for a reduced bus pass.
- Collaboration with the public libraries and court systems.

## **September 6, 2018 – Ohio Business College (City of Sheffield)**

### Where do you or others need transportation?

- All over.
- Many students need transportation in the evening.
- People need to go to grocery stores such as Aldi's, Shop-A-Lot and to go out to eat.
- People need rides to hospitals and medical appointments.
- People at the low-income high rises need rides.

### What areas are difficult to get to because of transportation issues?

- Getting to medical appointments if they are disabled.
- Doctors' appointments
- Getting to work.

### What types of transportation do you use?

- Motorcycle, Uber/Lyft or walk.
- Sidewalks are an issue as many people walk to Lorain County Community College.

### What do you like about the transportation you use?

- Walking because it is good exercise.
- Use Uber/Lyft because it is safe.
- My personal car because it allows freedom.
- It was nice when I could use transit. I was able to use it for everything because my family didn't drive.

### What accommodations do you need, if any?

- People need wheelchair access. Sometimes the first step on a bus is too high.

### What is the greatest transportation challenge you face?

- Construction and potholes.
- Walking across a busy street.
- There are no crosswalks to get to Lorain County Community College.

### When you (or someone you know) has a barrier and cannot get transportation, what happens?

- Call a friend.
- If it is close by, then I walk.
- People don't clear sidewalks and end up walking in the street. If you walk in the street, you can get a ticket for jay walking as a result.

### If you lost your driver's license tomorrow, what is your plan for transportation?

- Panic.
- Walk, carpool or quit my job.
- Take a leave of absence from work.

What makes using transportation “user friendly” to you?

- Regular schedule.
- The use of technology, apps, and websites that are kept up to date.

What would make transportation services more accessible in Lorain County?

- Websites.
- The use of Googles and reviews.
- More sidewalks.
- Using United Way’s 211.

## **September 10, 2018 – First Church of Oberlin UCC (Oberlin)**

### Where do you or others need transportation?

- Lorain County Community College, Cleveland Clinic, Green Circle Growers, and Cleveland doctors' appointments.

### What areas are difficult to get to because of transportation issues?

- Yes, and it depresses people when they cannot get transportation.

### What types of transportation do you use?

- Kendal bus, limo service to get to Cleveland Clinic downtown, Lorain County Transit, and Uber & Lyft.
- Kendal at Oberlin is looking at using the Go Go Grandparent app.

### What do you like about the transportation you use?

- My car is convenient to use and I can go anytime I want.

### What is the greatest transportation challenge you face?

- Obtaining funding for transportation. The voters keep voting down tax initiatives.
- There are a lot of options for transportation but it is not coordinated.
- People vote down the taxes because they are opposed to paying taxes. There is also a mistrust of government.

### When you (or someone you know) has a barrier and cannot get transportation, what happens?

- They have to get aid.
- Jobs won't come in to the County if people can't get to work.

### If you lost your driver's license tomorrow, what is your plan for transportation?

- Kendal at Oberlin has a bus.
- If it is in Oberlin, then we can walk or ride a bike.

### What makes using transportation "user friendly" to you?

- A regular schedule.
- Reasonable fees.
- It is reliable.
- A system that runs every ½ hour so it is easy to remember.
- Running ads about the service that is available.
- Make it convenient to purchase tickets for public transportation.

### What would make transportation services more accessible in Lorain County?

- Service to the smaller communities.
- It should be connected to Cleveland.
- There should be a more positive focus than a negative focus.
- Marketing and advertising of services.
- Diversity in transportation options.
- Involving technology as long as it is simple.

## **September 13, 2018 – Avon Public Library (Avon)**

We had very limited time at this location. It became more of a discussion about the lack of public transit. Many public transportation supporters were in the room. As a result, we skipped many of the questions. Since the discussion focused on getting to work, school and social activities, we had a brief discussion about Enterprise Van Pool and also NOACA's Gohio Commute.

### Where do you or others need transportation?

- Transportation is needed to get to jobs and school.
- My daughter has a disability and she is unable to get to social events.
- There is a serious lack of transportation in Lorain County, especially for our children who are disabled.

### What areas are difficult to get to because of transportation issues?

- Work.

### What types of transportation do you use?

- Dial a friend or family member.
- Walk.
- There is a transportation service bus for seniors in North Ridgeville.
- My child is disabled and I had a difficult time getting him to school. I had to go through the County government to ask for an Uber gift card. It was a very lengthy process. By the time we were granted the gift card my circumstances changed and I was able to get him where he needed to go.
- Because we live on the boarder of Lorain County and Cuyahoga County, my son has many activities in Western Cuyahoga County and it is difficult to get him to those events and activities.

### What makes using transportation “user friendly” to you?

- It needs to be convenient.
- It needs to be reliable.
- There are some challenges using paratransit services.

## **Stakeholder Meeting Discussions**

MOVE Lorain County conducted 11 personal stakeholder conversations about transportation needs and gaps in Lorain County. This is not a comprehensive list of stakeholders as more were desired but there was not enough time to conduct all the interviews. Interviews will continue to take place to help shape the Coordinated Transportation Plan for Lorain County as it continues evolving.

The organizations interviewed are as follows:

- Abbewood – Independent Living Center
- Independence Village – Independent Living Center
- LifeCare Ambulance
- Lorain County Alcohol and Drug Abuse (THE LCADA WAY) Services
- Lorain County Board of Mental Health
- Lorain County Developmental Disabilities
- Lorain County Public Health
- Lorain County Veterans
- Office on Aging
- Pegasus Transit
- The Lucy Idol Center
- The Nord Center
- Wesleyan Village – Independent Living Center

## **Notable Comments & Observations:**

- Medicaid discussion was a part of many of the discussions.
- Many organizations coordinate services with LifeCare.
- Both Veterans and Medicaid transportation can only take people from their home to doctor's appointments. There may be cases where the patient needs medication (a top 5 "need" on the community surveys) from a local drugstore but transportation offered through Medicaid and Veterans Services are not supposed to take them.
- Break down the proverbial "personal territory" and learn how to collaborate more to expand transportation options.
- People with disabilities and seniors have no options "after hours" and on weekends.
- Transportation for non-emergency and non-essential destinations i.e. department store, grocery shopping, banks, food bank, Jobs & Family Services, Lorain County Community Action Agency, and visiting family is not available.
- Getting people to work and school was a big concern in most of these conversations.
- Dial-a-ride service needs to improve and should not just be for medical appointments.
- Timely service to appointments is important. This includes dropping an individual off at an appointment but also picking them up. When service is not reliable people will skip

appointments. If a person has a mental health issues and skips appointments because of the lack of reliable transportation, this can lead to a serious problem.

- Developing a Lorain County Uber-type service could possibly fill gaps and unmet transportation needs.
- Availability and cost are some of the biggest challenges to providing transportation services in Lorain County.
- It is important to focus on the elderly, disabled and low-income resident of Lorain County and assist them with access to transportation options.
- Seniors (age 60 and older) can receive rides twice a month through the Lorain County Office on Aging, depending on availability.
- Locating funding for transportation services is a challenge.
- Making information available about transportation options could be a huge improvement.
- It is important to foster a culture of collaboration among organizations, non-profits, and businesses so we can provide more transportation options and close the gaps in service.
- The State of Ohio encourages Volunteer Transportation services.
- A program called Circulator could be one solution to some of the transportation needs ([www.Circulator.com](http://www.Circulator.com).)
- Some individuals use 911 if they need transportation. This can be costly to the individual or hospital.
- It is important that we think outside the box and be innovative regarding transportation services for Lorain County.
- In Cuyahoga County, all the senior centers collaborated and created one senior transportation service called Senior Transportation Connection.
- Rural areas need transportation services.
- Pick up and drop off locations need to be comfortable.
- Safe routes throughout the County are a challenge, especially in rural communities.
- Including bike racks on busses would improve transportation options, also incorporating technology too!
- There should be a means of collecting and sharing data regarding transportation in one location.
- There are some transportation services that are reducing their wheelchair van services.
- One service provider has the equipment and technology to expand transportation but is a for-profit organization that is challenged with obtaining funding.
- Residents (Independent Living Center) would like weekend transportation but it is not always offered.
- It would be great if all the communities, especially the senior transportation services, would coordinate services together to provide a transportation system.

## Challenges to Coordinated Transportation

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

The lack of transportation options is a major source of frustration for non-profit organizations, private businesses looking for employees, and medical centers trying to take care of patients. The population of Lorain County is growing older, with a median age rising from 36.5 to 40 between 2000 and 2010. In that same time frame, the demographic between 45-64 grew 31.1% and the demographic over 64 grew 21.2%. As people grow older, it is increasingly difficult to operate a car, so alternative means of traveling are imperative.

In 2014, it was estimated that 14.2% of Lorain County residents lived beneath the federal poverty level; 13% of Lorain County households were reported as not owning a car. At a public transportation forum in 2015, it was reported that in order to successfully own and operate a car, an individual would need to earn \$15 an hour.

Many businesses and private organizations realize the need for transportation options to sustain their operations. However, the local public transit system was reduced from 14 to 4 routes by 2010. Although the 2013 League of Women Voters survey indicated that 42% of county residents reported using public transportation to get to work, very few people, especially those who are low-income, can utilize public transportation to get to work with its limited scope of transit routes.

There has been a difference of opinion by voters in the County regarding the use of tax increases to support a transit system due to different political beliefs between rural communities and urban centers. Maintaining a robust, effective, and efficient transportation system requires funding and constant commitment. With funding through the FTA 5310, we can begin to close gaps and unmet needs specifically for seniors and low-income and disabled residents of Lorain County, without increasing local taxes. Moreover, this approach will also serve to establish a foundation for the future construction of a transportation system which can support all county residents who desire alternative transportation options and support economic growth in Lorain County, when people have alternative access to jobs, medical services, and retail shopping areas.

## Summary of Unmet Mobility Needs

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

**Exhibit 1: Prioritized Unmet Mobility Needs**

<b>Rank</b>	<b>Unmet Need Description</b>	<b>Method Used to Identify and Rank Need</b>
1	Improve awareness of transportation options	Survey and Round Table input
2	Increase access to grocery stores, and drugstores	Survey and Round Table input
3	Increase access to doctors and medical services	Survey and Round Table input
4	Improve transport for elderly and disabled	Survey and Round Table input
5	Increase ride-share options	Survey and Round Table input
6	Increase bike paths and bike-friendly roads	Survey and Round Table input
7	Improve sidewalks for walking-friendly roads	Survey and Round Table input
8	Develop and implement a Mobility Management Program	Coordinated Plan Planning Committee
9	Continue 5310 funding	Round Table input
10	Coordinate county-wide efforts	Survey and Round Table input

## V. Goals and Strategies

### Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, the MOVE Lorain County developed the following strategies to address the gaps and unmet transportation needs. Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting this unmet need expressed by the public and stakeholders. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be accomplished. Nonetheless, these strategies have been tailored to 5 of the identified primary gaps and needs.

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

## Goal #1: INCREASE AWARENESS OF TRANSPORTATION OPTIONS

**Need(s) Being Addressed:** The lack of knowledge about available transportation services and options within Lorain County, specifically to access grocery stores, medical appointments, job access, educational opportunities, and social events.

### Strategy 1.1:

Develop and manage a “one-stop shop” program to increase awareness and improve access to transportation options in Lorain County. (Customer Service)

**Timeline for Implementation:** Present to January 2021

#### Action Steps:

- Develop a full marketing plan to include:
  - Brand/identity creation
  - Distribution/awareness plan: flyers/pamphlets, posts with tear-offs, multimedia, hyperlinking with local community
  - Use of Facebook & Instagram and other social media outlets
- Disseminate information widely and through targeted outlets to educate the community about transportation options to make it easier for people to find services.
- Create a public listing of transportation options to increase awareness of what is available now and a process to update the information.
- Incorporate an automated system, web analytics, count calls, for syncing online data with utilization of services

**Parties Responsible for Leading Implementation:** Lorain County Mobility Manager, Lorain County Coordinated Transportation Plan Taskforce

**Parties Responsible for Supporting Implementation:** Ohio Department of Transportation, Federal Transit Administration, United Way of Greater Lorain County, MOVE Lorain County

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

**Potential Cost Range:** Dependent on project

**Potential Funding Sources:** The Lorain County Mobility Management Program

#### Performance Measures/Targets:

- Number of website visits
- Number of distributed materials
- Number of distribution/partner organization information outlets

## **Goal: #2 DEVELOPING AND IMPLEMENT A MOBILITY MANAGEMENT PROGRAM**

**Need(s) Being Addressed:** To identify unmet needs and gaps in transportation services to improve access to jobs, medical facilities, educational centers, while also supporting the local economy.

### **Strategy 2.1:**

Create a Lorain County Taskforce on Transportation (now called the Transportation Advisory Committee or TAC Committee), 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. (Leadership)

**Timeline for Implementation:** Present to January 2021

### **Action Steps:**

- Develop a Lorain County Mobility Management Program
- Hire a Full-Time Mobility Manager
- Foster relationships and collaborations between public/nonprofits and private industry; provide transit that benefits them economically (e.g. shopping, services).
- Improve relations/communication between the general public and policy makers.
- Coordinate with non-profits (i.e. United Way), existing transportation providers and employers; agencies i.e. Veterans services, etc. that are serving target markets to assess needs and available services.
- Explore funding/provision of services by private businesses that will benefit department stores, shopping centers, medical providers, schools, and employers to provide services (i.e. shuttles) to connect to existing transportation.
- Increase knowledge of current state/future possibilities

**Parties Responsible for Leading Implementation:** Lorain County Coordinated Transportation Plan Taskforce

**Parties Responsible for Supporting Implementation:** Ohio Department of Transportation, Federal Transit Administration, United Way of Greater Lorain County, MOVE Lorain County

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

**Potential Cost Range:** \$100,000

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, local banks

**Performance Measures/Targets:**

- Hiring of a full-time Mobility Manager or Consultant
- Level of response from stakeholders
- Increased local funding to support coordinated efforts
- Increased coordination relationships within Lorain County

## Goal #3: EXPLORE DATA COLLECTION AND PLANNING SYNERGIES

**Need(s) Being Addressed:** Reducing the duplication and costs that support planning efforts utilizing existing resources for efficient transportation options.

### 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. (Data Collection & Planning)

**Timeline for Implementation:** January 2020 – December 2024

### Action Steps:

- Identify potential natural synergies
- Explore opportunities to collect data such as number of trips, where people are going, by the transportation provider, hours of services, and utilization rates
- Identify strategies to eliminate or reduce duplication in services.

**Parties Responsible for Leading Implementation:** Lorain County Mobility Manager

**Parties Responsible for Supporting Implementation:** Lorain County Mobility Manager, Lorain County Coordinated Transportation Plan Taskforce

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

**Potential Cost Range:** Depending on project

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, Local Stakeholders

### Performance Measures/Targets:

- Local Stakeholder Response
- Number of training sessions by stakeholders
- Number of public training sessions

## Goal #4: COORDINATE EDUCATIONAL TRAINING PROGRAMS

**Need(s) Being Addressed:** Reducing training costs incurred by organizations independently paying for transportation driver training. Also, to improve individuals' comfort levels with utilizing available transportation services through training.

### 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. (Transportation Services)

**Timeline for Implementation:** Present to December 2024

### Action Steps:

- Identify potential natural synergies
- Identify common training sessions
- Ensure people providing transportation are culturally competent and trained to provide safe rides to individuals

**Parties Responsible for Leading Implementation:** Lorain County Mobility Manager

**Parties Responsible for Supporting Implementation:** Lorain County Mobility Manager, Lorain County Coordinated Transportation Plan Taskforce , United Way of Greater Lorain County, MOVE Lorain County

**Resources Needed:** Funding, staff time, technology, training

**Potential Cost Range:** Depending on project

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, Local Stakeholders & Private Organizations

### Performance Measures/Targets:

- Local Stakeholder Response
- Number of training sessions by stakeholders
- Number of public training sessions

## Goal #5: EXPLORE TRANSPORTATION PILOT PROJECTS

**Need(s) Being Addressed:** Unavailability of affordable public transportation services connecting residents to job access, health care, social events, and educational opportunities.

### 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. (Transportation Services)

**Timeline for Implementation:** Present to December 2024

### Action Steps:

- Explore the opportunity for an innovative project that would:
  - Ensures safety and security for riders
  - Give options for “On demand” travel service
  - Promote efficient utilization of resources
  - Strive for fiscally strong system
- Develop a funding pool dedicated to purchasing transportation passes, tickets, tokens, rides, and vouchers for employment access via a participating transportation provider and enhance transportation service levels

**Parties Responsible for Leading Implementation:** The Lorain County Mobility Manager, The Lorain County Coordinated Transportation Plan Task Force

**Parties Responsible for Supporting Implementation:** The Lorain County Coordinated Transportation Plan Task Force, United Way of Greater Lorain County, MOVE Lorain County

**Resources Needed:** Funding, staff time, contract services, publications or printing, local cash, technology, capital needs

**Potential Cost Range:** Depending upon project

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, Local Stakeholders, Private Organizations, State of Ohio general funds, Ohio Elderly and Disabled Fare Assistance Program, Lorain County Jobs and Family Services, Lorain County Board of Mental Health

**Performance Measures/Targets:**

- Identify possible pilot projects
- Complete at least one budget for the pilot projects
- Determine funding sources to support the pilot
- Expansion of services

## VI. Plan Adoption

The Lorain County Coordinated Transportation Plan will be submitted by December 1, 2018 to ODOT. Prior to submissions there will be a 30-day public comment period beginning on October 22, 2018. The MOVE Lorain County Board, along with other community supporters will vote and indicate support of adopting this plan at a public meeting prior to submission.



Mobility and Opportunity for a Vibrant Economy (MOVE) Lorain County  
RESOLUTION

**A RESOLUTION SUPPORTING THE 2019 LORAIN COUNTY COORDINATED TRANSPORTATION PLAN TO  
BE SUBMITTED TO THE STATE OF OHIO DEPARTMENT OF TRANSPORTATION.**

- WHEREAS, people with specialized transportation needs have rights to mobility. Older adults, individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives. These services which are provided by public and private transportation systems and human service agency programs are essential for travel to work and medical appointments, to run essential errands, or simply to take advantage of social or cultural opportunities; and
- WHEREAS, under the FAST Act, projects funded by Federal Transit Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program must be included in a locally developed, coordinated public transit-human services transportation plan; and
- WHEREAS, the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program provides operating and capital assistance funding to provide transit and purchase of services to private nonprofit agencies, and to qualifying local public bodies that provide specialized transportation services to elderly persons and to people with disabilities; and
- WHEREAS, a local committee with participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public met on Wednesday, November 28, 2018; and
- WHEREAS, the local committee reviewed and recommended through consensus a 2019 Lorain County Coordinated Transportation Plan to be submitted to the State of Ohio Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED BY THE MOVE Lorain County:

That this resolution takes effect immediately upon its adoption.

ADOPTED BY THE MOVE LORAIN COUNTY THIS WEDNESDAY, NOVEMBER 28, 2018 AS EVIDENCED BY THE AUTHORIZING SIGNATURES BELOW.

  
\_\_\_\_\_  
Victor Leandry, El Centro de Servicios Sociales

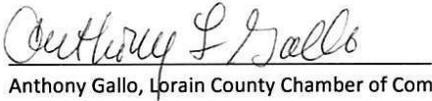
11/28/18  
Date

  
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Mark Hullman, MOVE Lorain County Treasurer

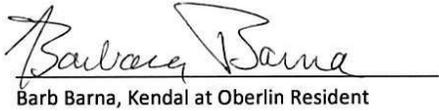
11/30/2018  
Date

  
\_\_\_\_\_  
Frank Whitfield, Lorain County Urban League

11/28/18  
Date

  
\_\_\_\_\_  
Anthony Gallo, Lorain County Chamber of Commerce

11/28/18  
Date

  
\_\_\_\_\_  
Barb Barna, Kendal at Oberlin Resident

11/28/18  
Date

  
\_\_\_\_\_  
Alex Moen, Lorain County Resident

11/28/18  
Date

  
\_\_\_\_\_  
Christine Matusik-Plas, United Way of Greater Lorain County

11/28/18  
Date

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Date

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Date

## MOVE Lorain County adopts regional transportation plan

Kevin Martin — [The Morning Journal](#)

Nov 28, 2018



Mobility and Opportunity for a Vibrant Economy, also known as [MOVE Lorain County](#), officially adopted its five-year Lorain County Coordinated Transportation Plan.

In a Nov. 28 meeting at the [United Way of Greater Lorain County](#), 642 Broadway in Lorain, MOVE's Board of Directors signed a resolution supporting the adoption of the 130-page plan to submit to the Ohio Department of Transportation on Dec. 1.

MOVE Lorain County was formed in 2015 following a transportation forum hosted by [Lorain County Community College](#), which was created to address area transportation gaps.

"Since then, our plan has been to keep the conversation of transportation in the forefront and to find ways out of the box where we can be creative and bring more

transportation to Lorain County,” said Victor Leandry, MOVE’s board chair. “It’s been a hard three years in trying to move the needle.

“Everybody sitting at this table knows how challenging it is to deal with transportation. So, it’s not a problem to fix, and it’s very challenging.”

Leandry, who is executive director of [El Centro de Servicios Sociales](#) in Lorain, said bringing the community together and addressing transportation for Lorain County and is just the beginning.

“This is a big deal for Lorain County having this coordinated transportation plan,” he said. “This is a big step forward. We have a long way to go, but this is a step forward.”

Sharon Pearson, a mobility management consultant with MOVE Lorain County, said there is a strong support for the plan from area nonprofits.

After receiving numerous letters of support from area nonprofit organizations, MOVE Lorain County will head into 2019 hoping to receive funding from the Federal Transit Administration’s 5310 program called Enhanced Mobility of Seniors and Individuals with Disabilities.

This funding targets the needs of underserved populations including seniors and people with physical disabilities.

If approved, the funding will become available in 2020.

During 2019, MOVE Lorain County will focus on creating a database of transportation services and to continue researching a volunteer transportation system, Pearson said.

Board member Frank Whitfield joked that finally signing the resolution felt like the Declaration of Independence and is an opportunity to put Lorain County’s shared vision for transportation into action through documenting current services and work to promote them.

“What is our shared vision that nonprofits can align with, the government can align with,” asked Whitfield, who is president and CEO of the Lorain County Urban League. “And Sharon (Pearson) and her brilliance found this opportunity with the mobility management plan, and that is what we’re doing.

“This is a great opportunity in Lorain County to come up with a vision that meets the needs of all people, and I’m really excited. I’m proud of the work that’s been done, but we have a year now.”

## MOVE Lorain County drafts transit plan



By [Bruce Walton](#) | The Chronicle-Telegram

Published on Nov. 29, 2018 | Updated 1:54 p. m.

LORAIN — After months of planning and meetings, MOVE Lorain County officially adopted its coordinated transportation plan.

Mobility and Opportunity for a Vibrant Economy met Wednesday afternoon at United Way of Greater Lorain County to officially adopt the plan before submitting it to the Ohio Department of Transportation by Saturday's deadline. The coordinated transportation plan will be submitted to ODOT as a part of an application for grant money to fund it.

The plan hopes to create a mobility manager program, which would act as a conduit for all the transportation programs in the county, connecting residents to the different nonprofits.

"I'm very excited and I am confident that we're going to be able to get some funding here in Lorain County to be able to do what I think MOVE always originally wanted to do," MOVE consultant Sharon Pearson said, "which is to try and figure out solutions to some of the transportation problems in Lorain County."

Five to six letters of intent, which allow the organization to apply for grant funding in January, were submitted to ODOT, Pearson said.

"Older adults, individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives," the letter read.

"These services which are provided by public and private transportation systems and human service agency programs are essential for travel to work and medical appointments, to run essential errands, or simply to take advantage of social or cultural opportunities."

The grant awards are expected to be announced by early spring, with recipients getting the funds by January 2020.

Contact Bruce Walton at (440) 329-7123 or [bwalton@chroniclet.com](mailto:bwalton@chroniclet.com). Follow him on Facebook [@BWalton440](#) or Twitter [@BruceWalton](#).

## Appendix A: List of Planning Committee Participants

The planning committee consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. More information about the planning committee is available upon request by contacting Sharon Pearson, MOVE Lorain County Consultant.

### Agency Representation

Name	Agency
William Oliver	Carlisle Township Trustees
Pam Fechter	City of Avon
Councilperson Marcus Madison	City of Elyria
Council Member Brenda Davis	City of Elyria
Mayor Holly Brinda	City of Elyria
Phillip Dore	City of Lorain
Jeff Armbruster	City of North Ridgeville
Carrie Handy	City of Oberlin
Mayor John Hunter	City of Sheffield Village
Cindy Andrews	Community Foundation of Lorain County
Nick Turner	Congresswoman Marcy Kaptur Office
Victor Leandry	El Centro
Jim Wall	Elyria City Schools Superintendent Office
Rae-Lin Jones	Enterprise Rideshare
Sherman Jones	Facilitator
Karen Kilgo	Flat Rock Homes
Megan Pettibone	Green Circle Growers
Ed Harder	Kendal at Oberlin
Barbara Thomas	Kendal at Oberlin
Cynthia Kushner	LCCC Administration
Selina Gaddis	LCCC Administration
Anthony Rumph	LCCC Student
James Johnson	LCCC Student Senate
Sijoon Jude Jeon	LCCC Student Senate
Danielle Porter	LCCC Student Senate
Eric Skinner	LCCC Student Senate
Amy Szmania	LCCC Wellington Campus
Nicholas Vaughn	LifeCare Ambulance
Don Schiffbauer	Lifecare Ambulance
Cheryl Gorham	Linking Employment, Abilities, and Potential (LEAP), Inc.
Dan Haight and Ruby Foster	Lorain County Alcohol and Drug Abuse Services (THE LCADA WAY),
Jeff Miller	Lorain County Board of Developmental Disabilities
Kathleen Kern	Lorain County Board of Mental Health

Tony Gallo	Lorain County Chamber/MOVE Lorain County Board
Commissioner Matt Lundy	Lorain County Commissioners
Jackie Boehnlein	Lorain County Community Action Agency
Deborah Porter	Lorain County Community College (LCCC) Student Senate
Elizabeth Boardwine	Lorain County Metropolitan Housing Authority
Lauren Burgess	Lorain County Office on Aging
Kat Bray	Lorain County Public Health
Sara Tille	Lorain County Public Health
Frank Whitfield	Lorain County Urban League/Move Lorain County Board
Terry Stone	Lorain County Veterans Services
Tad Peck	Lucy Idol Center
Catherine Woskobnik	Mercy Hospitals
Mark Hullman	MOVE Lorain County Board
Barbara Barna	MOVE Lorain County Board
Alex Moen	MOVE Lorain County Board
David Blevins	Murray Ridge Production Center
Sara White	NOACA
Bev Burtlaff	NOACA
Darren Hamm	Oberlin Center for the Arts
Tita Reed	Oberlin College Administration
Tania Boster	Oberlin College Bonner Center
Jessica Holtsberry	Ohio Business College
Theresa Yuzon	Pegasus Transit, Inc.
Marcus Atkinson	Resident
Julie Chase-Morefield	Second Harvest Food Bank of North Central Ohio
Dorena Gilchrist	The Nord Center
Eric Morse	The Nord Center
Marco Cuevas	United Way of Greater Lorain County
William Harper	United Way of Greater Lorain County
Kristen Jones	Wesleyan Village

In addition to participants listed above, the planning committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting a planning committee, MOVE Lorain County and other planning committee members also conducted a wide variety of activities designed to increase involvement of community stakeholders in identifying community resources, addressing community needs, and setting goals and priorities. More information about these efforts that occurred is available upon request. To request additional information please contact:

Sharon Pearson  
 MOVE Lorain County

PHONE: 440-707-6477

Email: [MOVELorainCounty@gmail.com](mailto:MOVELorainCounty@gmail.com)

## Appendix B: List of Annual Reviews and Plan Amendments

It is required that this plan be reviewed by the planning committee annually. For more information on when the next annual review will occur, how to be involved in the annual review process or to request information on how to make changes or corrections to this plan between annual reviews, please contact:

Sharon Pearson

MOVE Lorain County

PHONE: 440-707-6477

Email: [MOVELorainCounty@gmail.com](mailto:MOVELorainCounty@gmail.com)

## Appendix C: Annual Review

Provide a brief description of any annual reviews that have occurred, including a summary of the review meeting and a brief summary of any changes were made.

### Amended December 2020 – Appendix L

- Quarterly 2020 Reports Through 3<sup>rd</sup> Quarter 2020
- Updated Transportation Provider List
- 2020 News Reports
- 2020 Transportation Advisory Committee (TAC) Meetings
- 2020 Transportation Needs Survey Results
- Pilot Project Summaries
- Coordinated Transportation Plan Updated Goal Status
- 2021 Lorain County Mobility Management Goals
- Opportunities to Close the Gap on Unmet Transportation Needs

### Annual Update November 2021 - Appendix M

- Quarterly ODOT Reports and Letter of Intent
- Links to Transportation Advisory Committee (TAC) Meeting Recordings
- Pilot Project Summaries
- 2021 Transportation Needs Survey Reports
- Coordinated Plan Review Committee List & Recordings
- Updated Lorain County Coordinated Plan Strategies (by the Committee)  
2021 Lorain County Mobility Management in the News

### Annual Update November 2022 - Appendix

- Letter of Intent
- Links to Transportation Advisory Committee (TAC) Meeting Recordings
- Pilot Project Summaries
- 2022 Transportation Needs Survey Reports
- Coordinated Plan Review Committee List & Recordings

- Updated Lorain County Coordinated Plan Strategies (by the Committee)
- MOVE Lorain County Update Approval
- 2021 Lorain County Mobility Management in the News

## Appendix D: Definitions

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

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

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

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

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

**Planning Committee** – (indicate if the planning committee has another formal name) The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

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

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

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

**Section 5307 Program** – The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.

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

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

## Appendix E: Invitation Letter

### MOVE Lorain County

c/o Sharon Pearson, Mobility Management Consultant

264 North Pleasant Street

Oberlin, OH 44074

Email: [moveloraincounty@gmail.com](mailto:moveloraincounty@gmail.com)

Phone: 440-707-6477

Website: [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org)



May 7, 2018

Greetings!

**MOVE (Mobility and Opportunity for a Vibrant Economy)** invites you as a representative of your organization to participate with us in a planning committee to develop a new type of transportation system for Lorain county. This model was developed by the Ohio Department of Transportation (ODOT) to assist small urban and rural communities like those in Lorain County to develop their own plans that would address specific, local transportation needs. Called a “Coordinated Transportation Plan”, this model for transportation planning has been successful in improving modes and convenience of transportation for similar communities in Southern Ohio. Moreover, the plan has been successful in reducing costs and increasing access to modes of transportation appropriate for older adults, people with disabilities, and other populations without readily available transportation.

The goal of our Coordinated Transportation Plan is first to identify a realistic view of Lorain County’s transportation strengths and needs. A second goal is to establish a single location for a multi-organizational bank of transportation data that will be accessible to all groups and residents in Lorain County. Finally, and most important, our goal is to devise plans that would improve modes of transportation for all Lorain County residents.

Developing this plan would involve considering many types of transportation such as biking, walking, ridesharing, and public transit. Doing so necessitates participation by a range of organizations, including, but not limited to, municipal governmental agencies, non-profits, and for-profits. Working together, these organizations and agencies can better identify transportation needs and suggest ways of meeting those needs. Representatives that have already agreed to participate include: Victor Leandry, El Centro De Servicios, Inc; Bill Harper , United Way of Lorain County; Tony Gallo, Lorain County Chamber of Commerce; Frank Whitfield, Lorain County Urban League; Dr. Kathleen Kern, Board of Mental Health; Jadera Patton, Neighborhood Alliance; and Mark Hullman, MOVE Lorain County.

This is an exciting opportunity for your organization to offer help in identifying transportation needs and working toward solutions. Your input is valuable. Your time is valuable. The planning committee will meet no more than five times in the next eight month period.

Please join us with others at the initial planning committee meeting:

**May 24, 2018**  
**2:00 to 4:00 pm**  
**Lorain County Community College**  
**Spitzer Conference Center Rooms 207/208**

We look forward to seeing you on May 24, 2018. Please RSVP by May 18, 2018 to Sharon Pearson at by email: [moveloraincounty@gmail.com](mailto:moveloraincounty@gmail.com) or by phone at 440-707-6477. If you have any questions or require additional information, please contact Sharon Pearson.

We look forward to seeing you.

Sincerely,

Sharon Pearson,  
Mobility Management Consultant  
MOVE Lorain County

cc: MOVE Lorain County Board

## Appendix F: Meeting Agendas



### **Lorain County Coordinated Transportation Plan**

**Meeting 1: Establishing the Planning Approach**  
Thursday, May 24, 2018; 2:00 – 4:00 pm  
Lorain County Community College  
Spitzer Center Rooms 207/208

**Objectives:**

- Understand MOVE Lorain County's Mission & Vision
- Understand the importance of a Coordinated Transportation Plan
- Provide an overview of the planning approach
- Explain the asset inventory and needs assessment data collection process
- Identify representatives to serve as agency contacts

**I. Welcome**

- Victor Leandry, Chair of MOVE Lorain County
- Sherman Jones, Facilitator

**II. Participant Introductions**

**III. Overview of Coordinated Transportation Plan & History**

- Sharon Pearson, MOVE Lorain County Mobility Management Consultant
- Barb Barna, Coordinated Transportation Plan Steering Committee Member

**IV. Participant Engagement – Sherman Jones, Facilitator**

**V. Next Steps, Questions, and Adjourning Meeting**

- Homework – Asset Inventory  
By Alex Moen, Coordinated Transportation Plan Steering Committee Member

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## **Lorain County Coordinated Transportation Plan**

**Meeting 3: Preparing for Community Input**  
Thursday, August 30, 2018; 2:00 – 3:30 pm  
Lorain County Community College  
Spitzer Center Rooms 114

### **Objectives:**

- Review of where we are in the planning process
- Review Survey Information collected through Needs Assessment
- Examine Transportation Options
- Brainstorm Transportation Goals

- I. **Introduction of Participants (15 Minutes)**
- II. **Summary of the June 28<sup>th</sup> Meeting (10 Minutes) - Sherman Jones, Facilitator**
- III. **What did the Needs Assessment and One on One Interviews reveal? (10 Minutes) – Sharon Pearson, Mobility Management Consultant**
- IV. **Presentation: Gohio Carpool – Beverly Burtzloff, NOACA (15 Minutes)**
- V. **Presentation: Enterprise Rideshare – Rae-Lin Jones, Enterprise (15 Minutes)**
- VI. **Roundtable Discussions (25 Minutes) – Sherman Jones, Facilitator**
- VII. **Next Steps, Questions, and Adjourning Meeting (5 minutes)**

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## Lorain County Coordinated Transportation Plan

**Meeting 4: Preparing for Community Input**  
Thursday, September 27, 2018; 2:00 – 4:00 pm  
Lorain County Community College  
Spitzer Center Rooms 114

### Objectives:

- Review the Coordinated Transportation Plan Process
- Prioritize categories of need for targeted populations in Lorain County
- Brainstorm potential strategies to address needs and establish action plan steps
- Review the Planning Process and Timeline for Completion

- I. **Introduction of Participants**
- II. **RECAP: Coordinated Transportation Plan Process**
- III. **Summary of the August 30<sup>th</sup> Meeting**
- IV. **RECAP: What did the Needs Assessment and One on One Interviews reveal?**
- V. **Roundtable Discussions: Coordination Strategies**
- VI. **Roundtable Report Out**
- VII. **Next Steps, Questions, Signed Commitment, and Adjourning Meeting**

October 5 – Letter of Intent Due for FTA 5310 for Organizations & Coordinated Transportation Plan

October 22 – Draft of Coordinated Transportation Plan for 30 Day Public Review

Late November – MOVE Lorain County Adopts Coordinated Transportation Plan

December 1 – Final Plan Submitted

January 2 – March 1, 2019 – FTA 5310 Applications Available

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## Appendix G: Meeting Summary & Minutes

# Lorain County Coordinated Transportation Plan Meeting Summary

### Meeting 1: Establishing the Planning Approach

Thursday, May 24, 2018; 2:00 – 4:00 pm

Lorain County Community College

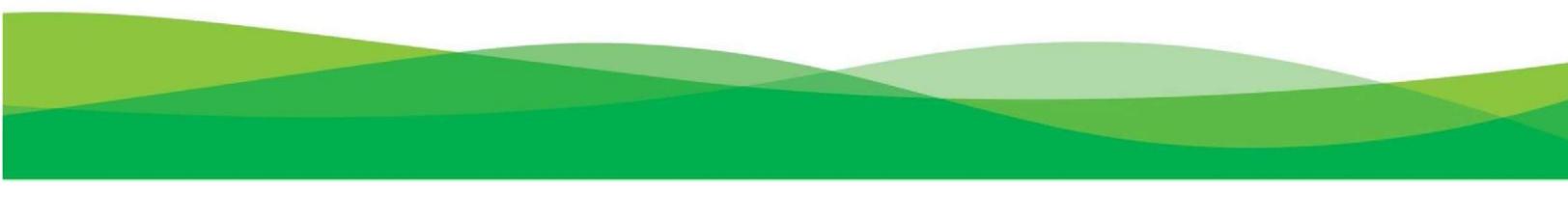
Spitzer Center Rooms 207/208

**How many individuals in this room have used public transportation before?** – Everyone raises their hands.

**How many individuals have used public transportation in Lorain County?** – Only about half of the hands in the room are raised.

**How many individuals know people who are regular users of Lorain County public transportation?**  
– Less than a quarter of the hands in the room are raised.

### Discussion question 1: What are the opportunities for transportation services in Lorain County?

- a. Technological Advances- mode of transportation, or method used to route transportation options where people need it.
  - b. Bridge The Great Divide- between those who have personal vehicles, and those who do not/choose not to.
  - c. Opportunity to assist service organizations to serve their communities better.
  - d. Educate people on how to use transportation, possibly through development days.
  - e. Educate people on bike lanes! What are the usage/benefits?
  - f. Utilize idle vehicles so that the maximum amount of riders can be served. Also cross ridership whereby Agencies pick -up more than just their own service users.
  - g. Explore models of transportation services provided in other communities.
  - h. Improve the usage and rider experience of current services.
  - i. Collaborate with like organizations to leverage resources and lower expenses.
  - j. On-demand medical transit. Transport: adults and kids to school, seniors to supermarkets/shopping, individuals to jobs utilizing structured routes.
  - k. An opportunity to focus on transportation needs in communities outside of urban hubs.
  - l. An opportunity to focus on younger generations and their mobility needs.
- 

**Discussion Question 2: What are the potential gaps and unmet needs as related to transportation services in Lorain County?**

- a. Basic needs: 65+ don't have adequate access to their own neighborhoods
- b. Gaps of service delivery re: on-time reliability
- c. Lack of dedicated general funding
- d. Lack of pressure on Columbus and ODOT to support transportation and transportation funding in areas such as ours. Most funding dedicated to larger big city urban centers.

**Discussion Question 3: Who is not at the table that should be included?**

- a. LCCC Representatives
- b. Workforce Development, Job and Family Services
- c. Labor Unions
- d. Senior Living Organizations
- e. State Representatives
- f. Community members re: riders/end users
- g. Large County Employers
- h. Young People (Millennials)
- i. Religious Organizations

**Discussion Question 4: How can the community and constituent groups best be engaged?**

Rich discussion was enjoyed by attendees with several best practice ideas shared. This question will be continued and examined more closely in future meeting discussions. • • •



# Lorain County Coordinated Transportation Plan- Notes

## Meeting 1: Establishing the Planning Approach

Thursday, June 28, 2018; 2:00 – 3:30 pm

Lorain County Community College

Spitzer Center Rooms 114

### Objectives:

- Collect completed transportation services surveys.
- Create an end goal vision
- Establish process for engaging targeted populations
- Develop FAQs for the Coordinated Transportation Plan

### I. Introduction of Participants

### II. Summary of the May 24<sup>th</sup> Meeting

Recap of the first meeting, see notes from May 24, 2018 meeting for information covered.

### III. What is the end goal?

The goal is to coordinate services, possibly through a one-call/click system. This is the reason we are asking for organizational asset forms. The final product should be stress free, personal, and on demand. The current idea for the Lorain County Coordinated Transportation Plan is that we will create a low tech version of a one click transportation system database.

Informative video demonstrating a one—call/click system is shown. You can view this video by accessing the power point from the June 28, 2018 meeting.

### IV. Questions about the Coordinated Transportation Plan

Q: Has there been any discussion on expanding LCT? Is there a limit on how far LCT can expand, the amount of available routes?

Q: What will be the cost for individuals who receive transportation services and how is affordability being addressed throughout the coordinated transportation plan?

Q: At this point how do we make something happen regarding transportation? How do we help people?

Q: How can employers become more involved?

Q: Is there any thought to entities contributing to a pot and having a priority service for their constituents?

• • •



Q: How does this plan differ from 211? Can we reduce duplication?

Q: Is there a thought pro move to a needs based to a want based transit program?

Q: Would you be able to take requirements of the coordinated plan so we can all see it?  
Interactive map?

We need to value transportation that may require an investment-

Q: Are we able to connect our plans with our bordering counties?

Q: Are we looking at all areas/modes/forms/demographics for transportation?

Q: What do you see already as what we would consider as the low hanging fruit? Short term successes?

## V. **Roundtable Discussions** (30 Minutes) – Sherman Jones, Facilitator

Roundtable question: What input do you have the needs survey?

- Give a range for the low-income question.
- Look at identifying major locations underneath “places I need to go”
- Include Uber/Lyft
- Refine the age ranges
- Create different questions to target different groups
- Included a student and unemployed option
- An option to opt into working with this group to help develop the plan
- Include a question that asks if they are interested in using public transportation even if they do not right now?
- Include this question- What type of transportation would you use?
- Ask where the individual lives, or ask for the zip code
- Should there be a question asking if the person is retired?
- Do we need to know the persons sex/gender?
- We should include a household size question
- Can individuals complete a survey on behalf of a household?
- Add a question about how they want to access transportation information

## VI. **Next Steps, Questions, and Adjourning Meeting (5 minutes)**

There will be 1-hour public meetings held at various locations in the county in July and August. The next planning meeting is on August 30 at 2 p.m. at Lorain County Community College.

Next steps include finalizing and distributing the Needs Survey to the community in person and digitally. Members of the planning committee will be asked to submit at least 10 completed Needs Surveys by August 1, 2018.



# Lorain County

## Coordinated Transportation Plan

### Meeting 3: Preparing for Community Input Notes

Thursday, August 30, 2018; 2:00 – 3:30 pm

Lorain County Community College

Spitzer Center Rooms 114

#### Objectives:

- Review of where we are in the planning process
- Review Survey Information collected through Needs Assessment
- Examine Transportation Options
- Brainstorm Transportation Goals

#### I. Introduction of Participants

#### II. Summary of the June 28<sup>th</sup> Meeting

A summary of the previous meeting can be found in the notes from the June 28<sup>th</sup> planning meeting.

#### III. What did the Needs Assessment and One on One Interviews reveal? Sharon Pearson shared what the Needs Assessment and One on One Interviews revealed. To see the results from the one on one interviews and needs assessments view the handouts from the August 30<sup>th</sup> planning meeting.

Attendees were asked to share their thoughts and takeaways on the survey results.

Table 1- Half of the respondents had no idea about alternate transportation options. There were also more millennial respondents than expected.

Table 2- Many of the respondents wanted a newsletter mailed to them detailing transportation options in the county. Pointed out how common social isolation is in southern Lorain County.

Table 3- Adequate representation of several generations.

Table 4- The Needs Survey revealed similar results to a study recently completed at Lorain County Community College of their students without transportation. Table 5- School and work were not listed in the top five locations that respondents needed to go. In response to the notable comments from the survey results, they asked what can we do to interact with people when they are on public transportation? Table 6- Satisfied with the amount of total respondents.

#### **IV. Presentation: Gohio Carpool –**

Beverly Burtzlaff from NOACA discussed the Gohio Carpool program. Gohio Commute, a smarter way, is a trip planning and ride matching program designed to help people commute to work or school. It also matches up riders with other riders who are going to similar places or have similar routes.

For more information on Gohio Commute visit this website <https://gohiocommute.com/#/> , or review the PowerPoint from the August 30, 2018 Coordinated Transportation Planning Meeting.

#### **V. Presentation: Enterprise Rideshare –**

Rae-Lin Jones from Enterprise car rentals spoke about a new Enterprise rideshare program. This commuter program can be shared by 5-10 employees to go to work throughout the week. Since it is a rental vehicle the coordinator of the carpool receives 200 miles of personal mileage on the vehicle as well.

#### **VI. Roundtable Discussions**

The tables were asked to discuss and share what goals the coordinated transportation planning committee should create and how to complete those goals.

Table 1- Model something after the Columbus Lime Motorized Scooter and Bike Service where you pay by the mile.

Table 2- Implementing an app that connects to United Way's 211 program that is user friendly.

Table 3- Explore strategic partnerships with hospitals and healthcare facilities. Table 4- Creating a year-round bike share program as well as a volunteer driver program. Possibly utilizing students for these two services.

Table 5- Find a way to fight the stigmas against using public transportation. How do we brand or market our transportation so that is appealing and useful to everyone? We should also address the concerns some people might have about riding with someone they don't know.

Table 6- Utilize the website to share more ideas about transportation and mobility.

Ensure that the program we use is accessible and user friendly.

#### **VII. Next Steps, Questions, and Adjourning Meeting**

At the next meeting we will be setting the goals of the Coordinated Transportation Plan. The next meeting is scheduled for Thursday September 27 at 1:00 p.m. at LCCC.

#### **Upcoming Public Meetings:**

**Thursday, September 6, 2018 @ 6 pm** – Ohio Business College

**Monday, September 10, 2018 @ 6:30 pm** – First Church of Oberlin UCC – JFO Room

**Thursday, September 13, 2018 @ 7 pm** – Avon Public Library





## Lorain County Coordinated Transportation Plan - Notes

**Meeting 4: Preparing for Community Input**  
Thursday, September 27, 2018; 2:00 – 4:00 pm  
Lorain County Community College  
Spitzer Center Rooms 114

### Objectives:

- Review the Coordinated Transportation Plan Process
- Prioritize categories of need for targeted populations in Lorain County
- Brainstorm potential strategies to address needs and establish action plan steps
- Review the Planning Process and Timeline for Completion

#### **I. Introduction of Participants**

#### **II. RECAP: Coordinated Transportation Plan Process**

Information shared on the process of creating the coordinated plan can be found in the power point from the September 27, 2018 planning meeting.

#### **III. Summary of the August 30<sup>th</sup> Meeting**

The notes from the August 30, 2018 planning meeting were shared.

#### **IV. RECAP: What did the Needs Assessment and One on One Interviews Reveal?**

Sharon Pearson shared what she learned in one on one meetings with organizations around the county. More information about what was found in these meetings can be found in previous meeting notes.

#### **V. Roundtable Discussions: Coordination Strategies**

Everyone was given the opportunity to brainstorm two major initiatives that they felt the coordinated plan should address at their tables of eight people. Each table was then asked to explain their two initiatives. Individuals were asked to pick five initiatives and goals suggested by each table that they felt would be best included in the plan.

Once the top five initiatives were identified, each table was asked to further brainstorm the action steps to accomplish the initiative and create the goal for the initiative.

#### **VI. Roundtable Report Out**

The goals that were identified and their action steps are as follows:

#### **VII. Next Steps, Questions, Signed Commitment, and Adjourning Meeting**

## Appendix H: Public Meeting Press Release & Flyers

### MOVE Lorain County

c/o *Sharon Pearson, Mobility Management Consultant*  
264 North Pleasant Street  
Oberlin, OH 44074  
Email: [moveloraincounty@gmail.com](mailto:moveloraincounty@gmail.com)  
Phone: 440-707-6477  
Website: [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org)



July 16, 2018

#### **MOVE's Transportation Survey & Public Meeting Schedule Press Release**

**MOVE (Mobility and Opportunity for a Vibrant Economy)** invites all those who live, work and play in Lorain County to participate in either the Transportation Survey or Public Meetings that are being scheduled throughout Lorain County. Your participating will assist MOVE Lorain County with achieving three goals. One is to identify a realistic view of Lorain County's transportation strengths and needs. A second goal is to establish a single location for a multi-organizational bank of transportation data that will be accessible to all groups and residents in Lorain County. Finally, and most important, our goal is to devise plans that would improve modes of transportation for all Lorain County residents.

Developing this plan would involve considering many types of transportation such as biking, walking, ridesharing, and public transit. Doing so necessitates participation by a range of people, especially seniors, people with disabilities, low-income folks, and those that would prefer to have transportation choices. Your input is valuable. Your time is valuable. We encourage you to complete a Transportation Needs Survey by visiting MOVE's website at: [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org) under the Coordinated Transportation Plan tab. We are looking for your response by August 15. It should take about 10 minutes to complete. Or please join us at one of these public meetings:

**Monday, July 30, 2018; 5:30 pm**

**Lorain County Urban League – Annual Meeting**

**Location TBD (I should know tomorrow where this being held)**

**Wednesday, August 1, 2018; 6:00 pm**

**Lorain County Community College – Wellington Center**

If you have any questions or require additional information, please contact Sharon Pearson by email at [MOVELorainCounty@gmail.com](mailto:MOVELorainCounty@gmail.com) or by phone at 440-707-6477. We look forward to your participating.



# Public Meeting

## On County Transportation Needs



### Lorain County Community College - *Wellington Center*

Wednesday, August 1, 2018 @ 6 pm



Transportation is an issue for many agencies and residents in Lorain County. MOVE Lorain County is working on a Coordinated Transportation Plan that will create a database of available services that can be shared with the general public. In addition, we are seeking to understand the unmet needs and gaps that exist even though we have these services. In association with Lorain County Community College Wellington Center, MOVE Lorain County invites the general public, and especially those who live in rural communities to this public meeting.

This is one of a series of public meetings that are taking place throughout Lorain County. Your participation assists with retaining federal funds in Lorain County.

If you are unable to attend, we also have an online survey that you can complete by visiting our website at: [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org). Click on Coordinated Transportation Plan and scroll to the bottom to complete the survey. The survey will take about 10 minutes to complete.

For questions contact Sharon Pearson by email at [MOVELorainCounty@gmail.com](mailto:MOVELorainCounty@gmail.com) or by phone at 440-707-6477



# Public Meeting

## On County Transportation Needs



**United Way of Greater Lorain County**

642 Broadway Avenue, Lorain, Ohio

**Tuesday, August 21, 2018 @ 6 pm**



Transportation is an issue for many agencies and residents in Lorain County. MOVE Lorain County is working on a Coordinated Transportation Plan that will create a database of available services that can be shared with the general public. In addition, we are seeking to understand the unmet needs and gaps that exist. In association with United Way of Greater Lorain County, MOVE Lorain County invites the general public to this meeting to understand transportation needs.

This is one of a series of public meetings that are taking place throughout Lorain County such as in the Avon, Sheffield/Elyria, and Oberlin areas to name a few. Your participation assists with retaining federal funds in Lorain County.

If you are unable to attend, we also have an online survey that you can complete by visiting our website at: [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org), there is a link on the home page to the survey. The survey will take about 10 minutes to complete.

For questions contact Sharon Pearson by email at [MOVELorainCounty@gmail.com](mailto:MOVELorainCounty@gmail.com) or by phone at 440-707-6477



# Public Meeting

## On County Transportation Needs



### Ohio Business College

5095 Waterford Drive, Sheffield Village, Ohio

**Thursday, September 6, 2018 @ 6 pm**



Transportation is an issue for many businesses, residents, and organizations in Lorain County. MOVE Lorain County is working on a Coordinated Transportation Plan that will create a database of available services that can be shared with the general public. **WE NEED YOUR HELP!** In association with Ohio Business College, MOVE Lorain County invites YOU to this meeting to help us understand the unmet needs and gaps that exist in Lorain County.

This is one of a series of public meetings that are taking place throughout Lorain County such as in the Avon, Sheffield/Elyria, and Oberlin areas to name a few. Your participation assists with retaining federal funds in Lorain County.

**PLEASE REGISTER FOR THIS EVENT ON OUR WEBSITE AT [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org)**

For questions contact Sharon Pearson by email at [MOVELorainCounty@gmail.com](mailto:MOVELorainCounty@gmail.com) or by phone at 440-707-6477



# Public Meeting

## On County Transportation Needs



### First Church UCC in Oberlin

106 N. Main Street, Oberlin, Ohio

Monday, September 10, 2018 @ 6:30 pm



Transportation is an issue for many businesses, residents, and organizations in Lorain County. MOVE Lorain County is working on a Coordinated Transportation Plan that will create a database of available services that can be shared with the general public. **WE NEED YOUR HELP!** In association with Ohio Business College, MOVE Lorain County invites YOU to this meeting to help us understand the unmet needs and gaps that exist in Lorain County.

This is one of a series of public meetings that are taking place throughout Lorain County such as in the Avon and Sheffield/Elyria areas to name a few. Your participation assists with retaining federal funds for transportation in Lorain County.

PLEASE REGISTER FOR THIS EVENT ON OUR WEBSITE AT [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org)

For questions contact Sharon Pearson by email at [MOVELorainCounty@gmail.com](mailto:MOVELorainCounty@gmail.com) or by phone at 440-707-6477



# Public Meeting

## On County Transportation Needs



### Lorain Public System Library - Avon Branch

37485 Harvest Drive, Avon, Ohio

Thursday, September 13, 2018 @ 7:00 pm



Transportation is an issue for many businesses, residents, and organizations in Lorain County. MOVE Lorain County is working on a Coordinated Transportation Plan that will create a database of available services that can be shared with the general public. **WE NEED YOUR HELP!** MOVE Lorain County invites YOU to this meeting to help us understand the unmet needs and gaps that exist in Lorain County.

Your participation assists with retaining federal funds for transportation in Lorain County.

PLEASE REGISTER FOR THIS EVENT ON OUR WEBSITE AT [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org)

For questions contact Sharon Pearson by email at [MOVELorainCounty@gmail.com](mailto:MOVELorainCounty@gmail.com) or by phone at 440-707-6477

## Appendix I: Asset Inventory Form



### Coordinated Transportation Plan- Organizational Asset Form

#### Section 1: General organizational Information

1. Name of your organization, and contact information

<b>Organization</b>	
Name	
Address	
City, State	
Zip Code	
Telephone Number	
Email Address	
<b>Survey Respondent</b>	
Name	
Telephone Number	
E-mail Address	

2. What Services does your organization provide? *Please check all that apply*

- |   |   |
|---|---|
| <input type="checkbox"/> Transportation           | <input type="checkbox"/> Job Placement          |
| <input type="checkbox"/> Health Care              | <input type="checkbox"/> Income Assistance      |
| <input type="checkbox"/> Nutrition                | <input type="checkbox"/> Residential Facilities |
| <input type="checkbox"/> Mental Health Counseling | <input type="checkbox"/> Recreation/Social      |
| <input type="checkbox"/> Adult Daycare            | <input type="checkbox"/> Information/Referral   |
| <input type="checkbox"/> Childcare                | <input type="checkbox"/> Other: _____           |
| <input type="checkbox"/> Rehabilitation           | _____   |
| <input type="checkbox"/> Job Training             |   |

3. Please estimate the number of customers your organization has served in the past twelve (12) months?

Number of Customers: \_\_\_\_\_

4. Which demographic category is your organization's primary customer? *Please check all that apply*

- |  |   |
|--|---|
| <input type="checkbox"/> Elderly (age 65 and older)            | <input type="checkbox"/> Disabled (physical, mental, visual, or other disability) |
| <input type="checkbox"/> Low-income (income below 150 percent) | <input type="checkbox"/> Other: _____   |
|  | _____   |

5. Does your organization transport Lorain County clients beyond Lorain County borders? *Please check yes or no*

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|



If you answered yes, please list the destination, location, and type of client in that table below:

Destination	Location	Clients (elderly, low-income, disabled, or other)

**Section 2: Description of Transportation Services**

6. In what manner does your organization provide transportation services? *Please check all that apply*

- Personal vehicles or agency staff
- Agency staff using agency owned vehicles
- Pre-purchased tickets, vouchers, passes for other modes of transit
- Reimbursement of mileage or auto expenses paid to clients
- Volunteers
- Information about and referral to other community transportation resources
- Other: \_\_\_\_\_  
\_\_\_\_\_

7. Out of the total number of clients served in the last twelve months what numbers of your transportation clients require special equipment or assistance for their services listed below?

Client Requires:	Number of Clients:
Wheelchair Lifts	
Car Seats	
Personal Care Attendants	
Curb to Curb Service (i.e. drivers will assist passengers to the curb of their origin or destination)	
Door to Door service (i.e. drivers will assist passengers to the entrance of their origin or destination)	
Other requirements (please specify):	

8. If you indicated in the table above that your organization’s clients require personal care attendant services, how does your organization meet these needs? *Please check all that apply.*

- In-house
- Contract: *If marked, please list contractors:* \_\_\_\_\_  
\_\_\_\_\_
- Referral
- Other: \_\_\_\_\_  
\_\_\_\_\_



9. Does your organization provide transportation services to clients? *Please mark 'yes' or 'no' for each purpose listed below. If yes, please indicate the estimated number of trips per month for each purpose. (A transportation trip is defined as a one-way trip in a transit vehicle starting at one point, and ending in another point.)*

Purpose	Yes	No	# of Trips per Month	# of Trips per year
Program at your agency				
Program at another agency				
<b>Health Related</b>				
Medical Appointment				
Mental Health Counseling				
Adult Daycare				
<b>Employment/Income</b>				
Employment				
Job Training				
Education				
Income Maintenance (food stamps/social security office/cash assistance)				
Childcare				
<b>Personal/Social</b>				
Shopping/Personal Business (e.g. grocery store or bank)				
Residential (trips supporting activities of group residences and group home residents)				
<b>Other</b>				





If you answered “no” to the last question please list the hours of your organization’s transportation services in the table below.

Days	Hours of Operation
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

14. How are clients’ transportation services scheduled?

- Standing order trips (regularly scheduled trips)
- Demand Responsive (one-time client trip based on client request)
- Advanced reservation: please specify (e.g. 24-hour notice)  
\_\_\_\_\_
- Other:  
\_\_\_\_\_

15. What tools and technology does your organization use for scheduling, dispatching, and securing reservations?

	Scheduling Vehicles	Dispatching Drivers	Securing Reservations
Two-Way Radio			
Cell Phones			
Pagers			
On-line computer system			
Telephone			
Fax			
Email			
Other:			

16. How does your organization track the transportation services it provides? *Please check all that apply*

- Paper/pencil driver logs
- Computer system, Please list software used:  
\_\_\_\_\_
- Other:  
\_\_\_\_\_



17. Does your organization require any special training for your drivers/employees? *Please check all that apply*

- Yes  No

18. If you answered yes to the above question, what type of training does your organization require? *Please be specific*

- CPR  Other: \_\_\_\_\_  
 CDL \_\_\_\_\_  
 First Aid \_\_\_\_\_

**Section 4: Collaboration**

19. In what ways does your organization currently partner with other transportation providers to deliver services to Lorain County residents? *Please mark yes or no in the below collaboration table. If yes is marked, please name the partner*

Type of Collaboration	Yes	No	Partner
Joint Grant Application			
Purchase Transportation for Clients			
Refer Clients to Other Agencies			
Other:			

Thank you very much for participating in this survey! Please submit the completed document to Sharon Pearson at [moveloraincounty@gmail.com](mailto:moveloraincounty@gmail.com) by June 28, 2018. Also, please sign the below to signify that you are understanding of the expectations of your involvement in the Coordinated Transportation Planning Committee.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



9. How do you get to your destination (*Check all that apply*)?

- |   |   |
|---|---|
| <input type="checkbox"/> I walk                       | <input type="checkbox"/> I call a social service provider |
| <input type="checkbox"/> I ride a bicycle             | <input type="checkbox"/> An app such as Uber or Lyft      |
| <input type="checkbox"/> I call public transportation | <input type="checkbox"/> I call a taxi                    |
| <input type="checkbox"/> I drive my own car           | <input type="checkbox"/> School Bus                       |
| <input type="checkbox"/> I borrow a car               | <input type="checkbox"/> Other, please list:              |
| <input type="checkbox"/> I call a friend              | _____   |
| <input type="checkbox"/> I call a family member       |   |

10. How often do you need a ride from somebody else? Please list amount of times a week or month.

11. Are you aware of transportation services available to the citizens of Lorain County (*please check one*)?

- Yes, I am aware of: \_\_\_\_\_  No

12. What would help you understand what transportation services are currently available in Lorain County (*check all that apply*)?

- |                                  |                                       |
|----------------------------------|---------------------------------------|
| <input type="checkbox"/> Website | <input type="checkbox"/> Newsletter   |
| <input type="checkbox"/> App     | <input type="checkbox"/> Other: _____ |

13. Do you use public transportation within Lorain County (*please check one*)?

- Yes, I use: \_\_\_\_\_
- No
- I am interested in using public transportation even though I do not require it at this time.

14. What type of transportation would you use (*please check all that apply*)?

- |                                     |                                       |
|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Bike Share | <input type="checkbox"/> Walking      |
| <input type="checkbox"/> Ride Share | <input type="checkbox"/> Car Pooling  |
| <input type="checkbox"/> Bus        | <input type="checkbox"/> Other: _____ |

15. In your opinion, what improvements should be made to the current transportation services in Lorain County?

16. If you do not use Lorain County's transportation services, please say why?

Thank you! For information or questions  
contact Sharon Pearson at [moveloraincounty@gmail.com](mailto:moveloraincounty@gmail.com) or 440-707-6477

## Appendix K: Newspaper Coverage

### LOCAL NEWS

#### MOVE Lorain County aims to create transportation database



By [Carissa Woytach](#) | The Chronicle-Telegram

Published on Aug. 2, 2018 | Updated 7:16 a. m.

WELLINGTON — MOVE Lorain County again is trying to fill gaps in area transportation services but is not proposing a specific transit line or tax increase as it did in 2016.

After going quiet for close to two years, Mobility and Opportunity for a Vibrant Economy (MOVE) Lorain County is working to create a coordinated transportation plan to submit to the Ohio Department of Transportation in hopes of securing federal funding through the agency for a transportation database and possible expansion of other services in the county, according to mobility management consultant Sharon Pearson.

Originally, the group had asked commissioners to place a 0.25 percent sales tax increase on the ballot to fund increased bus transportation, but commissioners instead placed a 0.25 percent sales tax increase on the ballot that would have been split between transportation needs and other county costs. Residents voted against the tax increase in November 2016, and commissioners passed the increase that December, saying otherwise some staff, including 10 to 12 sheriff's deputies, would be laid off.

After the idea of a sales tax measure for MOVE was shot down by commissioners, the group refocused before looking to its current project.

"This is completely different (than the 2016 initiative) because this is not about a sales tax," she said. "This is about what resources do we currently have, how can we promote that and what can we do to enhance the unmet needs and gaps in the county."

MOVE Lorain County is cataloging all the transportation services in the county, including nonprofit services like transportation provided by

Murray Ridge, as well as age- and location-specific buses and vans. It also is looking at rideshare companies like Uber, Lyft and Via, along with Amtrak, possible bike sharing and volunteer transportation services.

### **Coverage gaps**

While cataloguing the services available in Lorain County, MOVE is looking at where those services are falling short. One of several public input meetings the group plans to have was held Wednesday at the Lorain County Community College Wellington Center, highlighting that rural residents' needs would be taken into account in the county's coordinated transportation plan.

"What I've seen in the past when we start talking about public transit is it ends up being rural versus urban centers," Pearson said. "No matter how much money we put into a public transit system, I don't think it's ever going to be enough to get a full system that would come all the way to Wellington. ... I want to keep in mind the people in the southern (part of the) county have needs, in fact what I read is that the transportation costs for people who live in rural communities is much higher than those that live in urban centers."

Residents in attendance stressed their need for transportation to doctors' appointments and ongoing medical care in Lorain and Elyria — something they have trouble reaching if they are unable to drive themselves.

In a presentation about MOVE's work, board member Barb Barna, of Oberlin, said transit in Lorain County is underserved, with the county having several high-need populations including low-income individuals, seniors and individuals with disabilities. She said they are looking at plans used in other counties in Ohio, which will focus on rural and urban areas.

"We're not the first people to use this plan," Barna said. "This plan has been used in southern Ohio counties and has been successful in reducing costs and increasing transportation access, so there are models for us to look at and that's exactly what we're doing here."

Needs surveys are available at [MOVELorainCounty.org](http://MOVELorainCounty.org), and must be completed by Aug. 15. Questions address topics like residents' employment and income level, disabilities, possible destinations, and how they would like to get information on services available in the county.

The organization plans to have more public meetings, possibly in Lorain and Avon, to get further input from residents. Times and locations for those meetings have yet to be determined, Pearson said.

## **End goal**

While MOVE looks at services and needs in the county, its end goal is to submit a coordinated transportation plan to ODOT by mid-November for consideration. If approved, the group would be able to apply for grants starting next year, with an end goal of creating a “one-call, one-click system” to provide residents information about transportation in the county.

“The final product we want is something that should be transportation systems that are stress-free, and that are on-demand,” Barna said. “So this is a slightly different attitude than what the conventional public transportation schedules use now.”

Pearson said regardless of whether the organization is able to expand a transportation system in the county, it plans to provide the database. While the database could be available sooner — possibly through United Way’s 211 hotline — she said the earliest a transportation system could be set up is January 2020, due to the timeline surrounding federal dollars. If the group’s eventual plan is approved, 80 percent of it will be funded by federal grants, with 20 percent picked up locally by municipalities, private or nonprofit funding. Transportation systems could include walking, biking, and bike or ride-sharing, but the group is not looking to add a bus route.

“Right now we get a lot of people who say ‘Oh, there’s no transportation.’ So we’re trying to answer the question is that true? What does exist?” Pearson said. “So that’s why we’re doing the asset surveys and one-on-one interviews with various people, trying to understand what people are doing. ... I think that the one thing that’s going to definitely come out of this is a database of services that are currently available. Once we know what that is, then we can begin to look at the unmet needs and gaps that exist.”

Contact Carissa Woytach at 440-329-7245 or [cwoytach@chroniclet.com](mailto:cwoytach@chroniclet.com).

## MOVE Lorain County makes good move for public transit system | Editorial

Aug 3, 2018

Kevin Martin—The Morning Journal



MOVE Lorain County Mobility Management Consultant Sharon Pearson, right, discusses local transportation issues at LCCC Wellington Center on Aug. 1 as board member Barb Barna observes. MOVE Lorain County is gathering feedback from area stakeholders in the development of a coordinated transportation plan.

An expanded Lorain County transit system is a must for residents.

Thanks to MOVE (Mobility and Opportunity for a Vibrant Economy) Lorain County, the group is keeping the issue on the front burner since its origin in 2015.

At [a public forum Aug. 1](#) at the Lorain County Community College Wellington Center, representatives from MOVE Lorain County solicited feedback from community stakeholders on what a Lorain County coordinated transportation plan would look like.

And it's no surprise that Lorain County's diverse transportation needs continue to be the subject of ongoing community consultation.

[MOVE Lorain County](#) is gathering feedback through a survey and community forums and will submit a mass transit system proposal to the Ohio Department of Transportation in November.

Sharon Pearson, a mobility management consultant with MOVE Lorain County, said the group is strategically reaching out to all corners of the county and demographic groups to develop a targeted transportation strategy.

Pearson said the transportation department is looking at communities with transportation issues, specifically those with rural aspects to them.

One feature MOVE Lorain County is working on is a one-call, one-click system which could compile all available transportation services presently available in Lorain County, enabling users quick access to local services and the agencies providing them.

Barb Barna, a MOVE Lorain County board member, said the lack of transportation options in the area is an issue for economic development and employers with key destinations not being served.

As more and more jobs come to the suburbs and fewer people driving, mass transportation is vital for residents getting to and from work.

It's no secret cities with economic growth need employees.

### **Do the math.**

Lorain and Elyria and cities with the largest number of residents in the county, possibly will have the most people looking for work.

And to find employment, they may have to travel to Avon, Avon Lake or North Ridgeville, the cities with the most available jobs.

MOVE Lorain County says the jobs are going unfilled because people don't have transportation to get to them.

There are many reasons people don't own vehicles.

In a Jan. 23 report, MOVE Lorain County said a resident must earn \$15 an hour to "effectively own and operate a car and maintain a normal standard of living," but many of the current jobs available in the county only pay \$12.85; 15 percent below what is needed.

Owning a car also means that one has to have money for insurance, maintenance and of course, gasoline.

And not everyone can afford ride sharing services such as Uber and Lyft.

Barna said transportation in Lorain County is not very good, and it needs to change.

Lorain County needs to expand transportation alternatives to attract, develop and maintain a workforce.

If there is a good transportation system in the county, Barna said companies want to know about it to get workers to their jobs.

Also, Barna said funding issues have become a central focus with transit losing federal funding due to a lack of matching local investments and limited state funding support with Ohio being one of the lowest states in terms of supporting public transportation.

Stakeholders in attendance for the meeting at LCCC Wellington cited concerns about the ability to get to medical appointments across the county and specialized support for those with mobility issues.

MOVE Lorain has put together a list of goals for improved transportation including to identify community resources for transportation and mobility and to identify the gaps and unmet needs.

The group also is encouraging residents to participate in the Lorain County Transportation Needs Survey, which is available until Aug. 15 and can be accessed at [www.moveloraincounty.org](http://www.moveloraincounty.org).

The survey has 16 questions including asking people if they use public transportation, if they are interested in public transportation and what improvements are needed for better public transportation.

An improved public transit system is crucial for Lorain County.

POSTED ON [AUGUST 7, 2018](#) BY [WELLINGTON ENTERPRISE](#)

# MOVE: Lorain County needs public transit

**LOCAL NEWS**

**By Jonathan Delozier - [jdelozier@aimmediamidwest.com](mailto:jdelozier@aimmediamidwest.com)**

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Public transportation options aren't meeting the needs of the area's most vulnerable residents, according to one group trying to fill in some of those gaps.

MOVE Lorain County, or Mobility and Opportunity for a Vibrant Economy, was established in 2016 by area officials including Oberlin City councilwoman Sharon Pearson, county commissioner Matt Lundy, and former commissioner Betty Blair.

The group held its first public meeting in southern Lorain County Aug. 1 at the LCCC Wellington Center.

A survey meant to gauge residents' needs is underway and runs through Aug. 15. It can be found at [www.goo.gl/kmSSV9](http://www.goo.gl/kmSSV9). You can also answer questions by calling Pearson at 440-707-6477 or emailing [moveloraincounty@gmail.com](mailto:moveloraincounty@gmail.com).

Results will be used to create what MOVE is calling a coordinated transportation plan, which will be submitted to the state in hopes of expanding Lorain County's options and an avenue toward federal funds over the next five years.

Helping seniors, those with disabilities, and residents in lower income brackets has been MOVE's main focus.

For many residents living paycheck to paycheck, a broken down car can lead to sudden financial ruin, Pearson said — and owning and maintaining a car can prove to be quite difficult for anyone making under \$15 an hour.

"Once you factor in payments, insurance, and maintenance, a car can cost you around \$9,000 a year," she said. "Data also shows the cost of transportation is higher in rural areas as opposed to urban areas. We just want to ask people what they want and what they need."

Establishing a volunteer network of drivers is one idea Pearson plans to put before state officials.

Other initiatives discussed have involved biking, ride sharing, and car sharing.

In 2016, MOVE lobbied county commissioners to dedicate revenue from a 0.25 percent sales tax increase to expanding Lorain County Transit busing services, but that effort failed.

LCT bus routes have not reached Wellington since at least 2008, according to Pearson.

"We don't want this to be a rural vs. urban discussion," Pearson said. "Southern Lorain County is a different world compared to an Avon Lake. The issue of mobility is vital in a healthy economy and society and that should apply to all residents."

*Jonathan Delozier can be reached at 440-775-1611 or @DelozierNews on Twitter.*

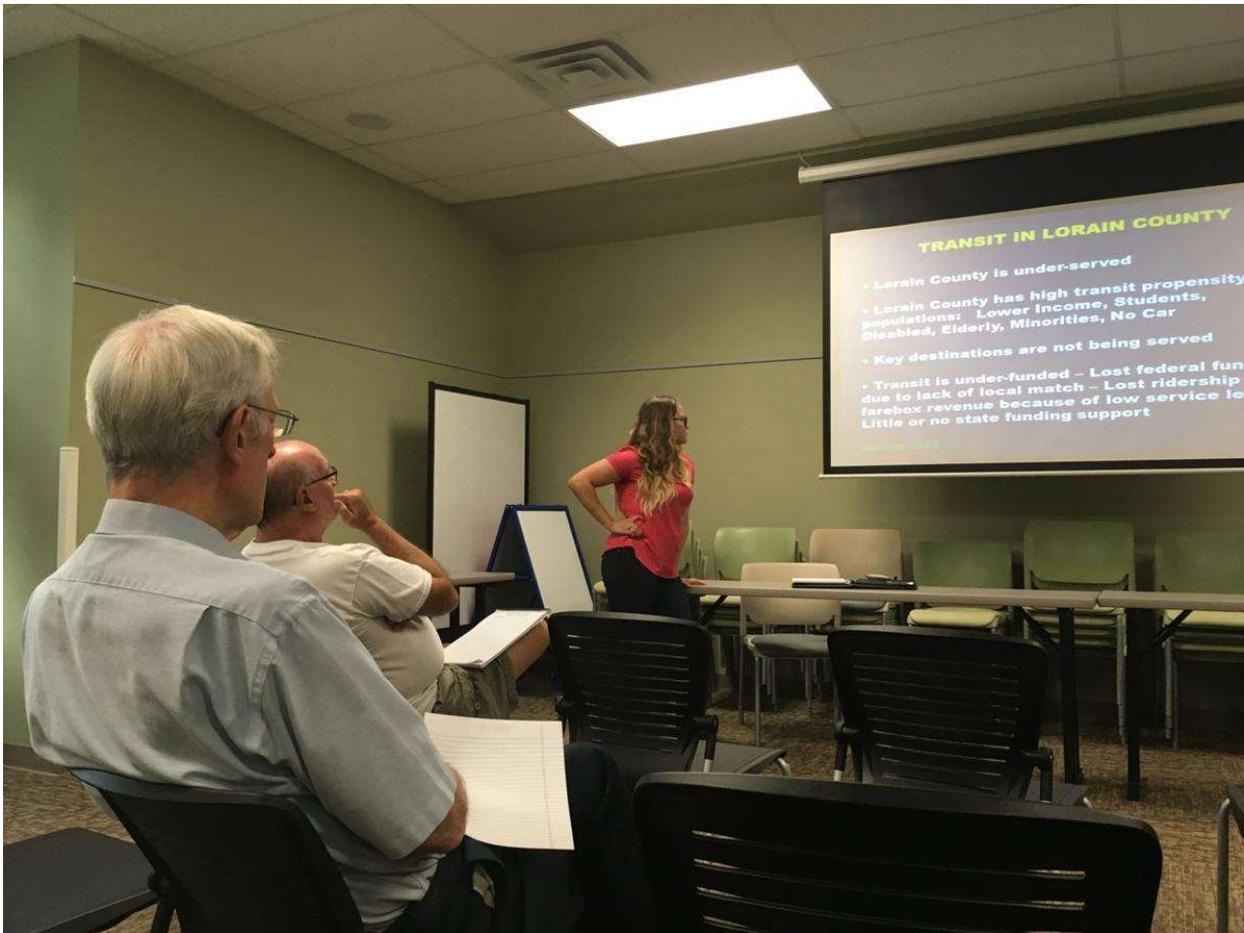
## **MOVE Lorain County looks for transportation solutions**

by Kevin Martin

Sep 13, 2018



MOVE Lorain County hosted a public input session at the Avon Public Library on Sept. 13 focusing on local transportation needs.



MOVE Lorain County hosted a public input session at the Avon Public Library on Sept. 13 focusing on local transportation needs.

[MOVE Lorain County](#) held its final public input session seeking feedback on local transportation needs Sept. 13 at [Avon Public Library](#).

With ridership for [Lorain County Transit](#) down, the organization funded through the [Community Foundation of Lorain County](#) is looking at ways to understand service gaps and diversify local transportation options.

Sharon Pearson, a mobility management consultant with MOVE, said the time is now to take transportation needs seriously with Lorain County growing.

Pearson cited statistics indicating Lorain County is gaining about 1,000 people each year, making it one of the fastest-growing counties per capita in Northeast Ohio, just behind Medina out of counties including Summit, Portage and Cuyahoga.

“The growth is just going to continue. But we only have so many roads so I see the need for transportation is going to grow and it’s not going to lessen,” Pearson said. “So that is something I think is very important for us to consider and take a look at. We can’t wait for other people to get public transit back.”

Ridership with Lorain County Transit has declined from 850,000 annually, down to around 80,000. Following the housing crash, the Lorain County commissioners were forced to cut back on public transit.

Without a dedicated sales tax in support of Lorain County transportation infrastructure, Pearson stressed it was difficult to address dedicated public transit without one and MOVE is instead focusing on building upon transportation services already in existence along with promoting ride-sharing and carpooling.

MOVE will be submitting a plan to the Ohio Department of Transportation in November for a coordinated transportation plan seeking to address gaps over the next two to five years, focusing on underserved populations such as individuals with disabilities and those living in rural areas.

“We are looking at what else we can do in Lorain County. There is such a strong need that we cannot wait for someone else to do it,” Pearson said.

Elyria resident Jeff Baxter saw numerous possibilities for local transit.

“The transportation system I think we need in Lorain (County) is very broad. It’s got to cover the disabled, the low income. It’s got to cover me and you as well. And it’s got to cover employees, shopping centers with shoppers and the return trips as well,” Baxter said.

Baxter stressed transportation funding has always been the real problem and added Lorain County should look at partnerships with larger employers such as The Cleveland Clinic and Lorain County Community College to help fund the system such as surcharges for students who use a dedicated public transit system.

## County transportation group starts creating plan



By [Carissa Woytach](#) | The Chronicle-Telegram

Published on Aug. 31, 2018 | Updated 11:13 a. m.

ELYRIA — The county's coordinated transportation plan is chugging along, with a group meeting Thursday highlighting the findings from a community-needs survey and presenting available ride-sharing options.

Mobility and Opportunity for a Vibrant Economy (MOVE) Lorain County is working to fill gaps in the county's transportation services.

After going dormant for two years after controversy with county commissioners over funding transportation through a sales tax, the group is looking to connect residents with services like transit lines and ride-share programs, while possibly adding initiatives to fill residents' needs.

To meet those needs, the group is creating a coordinated transportation plan, with input from residents, nonprofits, businesses and other entities, to be submitted to the Ohio Department of Transportation later this year.

"What this plan, what members of this committee tried to do is bring together all of those different ideas, those different leaders, those different organizations that all have a view, all have an idea, all have a thought on what needs to be done and how it needs to be done, bringing together so that we can have an effective, efficient process that helps our community, our people, move forward," facilitator Sherman Jones said.

### Survey findings

Residents' needs were identified for the plan through a survey, answered by 691 residents, from children to senior citizens. Mobility management consultant Sharon Pearson presented the results to stakeholders Thursday afternoon at the group's third formal meeting.

Of the close to 700 who took the survey, the largest age groups were 26- to 45-year-olds with 208, then 65-plus with 121 and ages 46 to 55 with 129.

While many aspects of the results weren't surprising to attendees — such as close to half the respondents were unaware of their transportation options in the county — other answers were less obvious. For example, the top five places respondents said they need to go to were the grocery store, doctor,

drugstore, family and friends, and a department store. School and work, though included in the original survey, didn't crack the top results.

"What I'm also finding from my one-on-ones and even through this survey's results is that what is missing is the quality of life," Pearson said. "There's a lot of comments about people wanting to go to the Metro Parks, visit family, without transportation services we're not able to provide that to people."

She said current services, like those through Medicaid or Veterans Affairs, only take people to their doctor's appointments — not shopping or other destinations.

"But yet if you look at this survey, where is the No. 1 place that people need to stop? (Grocery) store," she said. "But they're not going to be able to if they use Medicaid services — that's very, very interesting."

Respondents also answered that the majority of them are using their own cars to get to where they need to go — with walking, calling a family member or friend, or biking, also being used.

The top five ZIP codes to respond to the survey were in Lorain, Elyria, Oberlin, Amherst and Wellington — with the group also receiving between one and 11 surveys from Avon, Vermilion, North Ridgeville, Kipton, Grafton, LaGrange, Sheffield and Sheffield Lake.

In terms of economic status, 145 participants self-identified as low income; 272 respondents listed themselves employed full time, while 61 were part time and 121 preferred not to answer. Another 272 had an unspecified, self-reported disability.

### **Other presentations**

Beverly Burtzlaff, air quality planner for Northeast Ohio Areawide Coordinating Agency, presented the organization's Gohio Commute program.

The NOACA serves as a transportation and environmental planning agency for Cuyahoga, Geauga, Lake, Lorain and Medina counties. One of several in the state, the federally funded organization monitors air quality and sponsors projects to address transportation needs in the area it serves.

Gohio Commute encourages carpooling for work by matching groups of drivers and riders together by location. The online tool, [gohiocommute.com](http://gohiocommute.com), allows users to track the amount of carbon-dioxide emissions in car trips, and calories burned on bike rides, among other features.

Another commuter-focused program, Enterprise Rideshare, gave a short presentation on its services. Rae-Lin Jones, Rideshare sales executive, said the program allows roughly seven to 15 co-workers to meet together at a central location and split a monthly rental fee to commute in a newer-model van or SUV. The group would share driving responsibilities, and it is designed for longer commutes.

Looking ahead, MOVE will try to prioritize its goals for the next five years, solidifying what will be included in the final coordinated transportation plan. It hopes to have a draft together by Oct. 1, with the final product done a month later. The plan will go to the Ohio Department of Transportation Nov. 18, vying for money to expand or add services and meet goals outlined for the county.

"There's an African proverb that says, 'If you want to go fast, go alone. If you want to go far, go together,'" Jones said. "What we're trying to do here is to coordinate the plan to go together and not have to re-create any steps along the way and to get where we need to go."

The next public meetings are 6 p.m. Thursday at the Ohio Business College, 5095 Waterford Drive, Sheffield; 6:30 p.m. Sept. 10 at First Church in Oberlin, 106 N. Main St.; and 7 p.m. Sept. 13 at Avon Public Library, 37485 Harvest Drive. For more information, visit [moveloraincounty.org](http://moveloraincounty.org).

# MOVE Lorain County's Coordinated Transportation Plan moves forward

By Kevin Martin [kmartin@morningjournal.com](mailto:kmartin@morningjournal.com) @MJKevinMartin1 on Twitter  
Oct 3, 2018



Sharon Pearson of MOVE Lorain County speaks at LCCC on Sept. 27 at the final Lorain County Coordinated Transportation Plan meeting.

A plan to improve Lorain County transportation is moving forward.

Mobility and Opportunity for a Vibrant Economy, also known as [MOVE Lorain County](#), hosted its final coordinated transportation meeting Sept. 27 at Lorain County Community College, [1005 N. Abbe Road](#) in Elyria.

The months-long public input process has sought to elicit feedback from a broad and diverse segment of Lorain County on local transportation needs to understand where the gaps in service are.

In the process of developing a five-year plan on Lorain County transportation needs, area stakeholders presented a series of goals in the final opportunity to provide feedback.

The Lorain County Coordinated Transportation Plan wants to build upon present services available and increase public awareness and build toward improvements.

In developing a series of goals in key focus, MOVE wants to establish a Lorain County specific transportation plan targeting: marketing/promotion of transportation options; developing relationships and partnerships between the community and public/private entities; data collection; and modernizing transportation services.

In doing so, Sharon Pearson, a mobility management consultant with MOVE, said the plan is placing emphasis on the elderly, people with disabilities and those living in rural areas.

"How can we work with local leaders," Pearson said. "There's data collection and planning. We need to continue to gather data on services and information on trips.

"Because that's when the coordination actually begins; when we have all this data. We've been collecting some of this for the Coordinated Transportation Plan, but we're not done and we will continually work on gathering this data, and we need to figure out how we're going to do that."

## **The draft**

A draft of the plan will be completed by Oct. 22 at which point a 30-day public review period will open allowing citizens to read the plan and provide additional comments and feedback.

MOVE will seek letters of support from agencies and organizations during this period, Pearson said.

MOVE also has explored looking at integrating local ride sharing options including Gohio Commute and Enterprise Rideshare in expanding on the possibilities of what Lorain County transportation could look like, she said.

"One of the other things that we're going to probably want to do, which is a question that the Coordinated Transportation Plan asks, is what other innovative transportation things can we come up with that is unique to Lorain County?" Pearson asked.

The final draft of the plan will be presented to be the Ohio Department of Transportation in late November and officially submitted by Dec. 1.

A transportation survey sent out to Lorain County residents with 691 respondents provided some unexpected results.

In the category ranking the top five places respondents need to go, work and school did not factor in. The top places were going to the grocery store, visiting a doctor, going to a drug store, visiting family and friends and getting to a department store.

In terms of locations people want to travel to, respondents emphasized social activities, citing parks, including Lakeview Park and Lorain County Metro Parks, in addition to Avon Commons and Oberlin.

Additionally, 335 respondents were unaware of transportation services available in Lorain County.

## Appendix L: Letters of Support

AgriNomix  
City of Avon  
City of Lorain Veterans Council  
City of Oberlin  
Community Foundation of Lorain County  
Educational Service Center of Lorain County  
Kendal at Oberlin  
The LCADA Way  
LEAP, Inc. – Linking Employment, Abilities, and Potential  
LifeCare Ambulance  
Lorain County Board of Mental Health  
Lorain County Board of Developmental Disabilities  
Lorain County Metropolitan Housing Authority  
Lorain County Office on Aging  
Lorain County Public Health  
Lucy Idol Center  
MOVE Lorain County Board Resolution  
Neighborhood Alliance  
The Nord Center  
Oberlin Center for the Arts  
Oberlin College Bonner Center for Service & Learning  
Second Harvest Food Bank of North Central Ohio  
Wesleyan Village

## Appendix M: 2020 Coordinated Transportation Plan Updates Contents

### CONTENT

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Section 3: News Reports ..... **Error! Bookmark not defined.**

Section 4: 2020 Transportation Advisory Committee (TAC) Meetings.. **Error! Bookmark not defined.**

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Section 6: Pilot Project Summaries ..... **Error! Bookmark not defined.**

Section 7: Coordinated Transportation Plan Updated Goal Status ..... **Error! Bookmark not defined.**

Section 8: 2021 Lorain County Mobility Management Goals ..... **Error! Bookmark not defined.**

Section 9: Opportunities to Close the Gap on Unmet Transportation Needs ..... **Error! Bookmark not defined.**

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Pilot Project Update ..... **Error! Bookmark not defined.**

2021 Transportation Survey Results Summary ..... **Error! Bookmark not defined.**

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Coordinated Plan Goal/Strategy Update ..... **Error! Bookmark not defined.**

Lorain County Mobility Management 2021 In the News ..... **Error! Bookmark not defined.**

## Section 1: 2020 Letter of Intent and Quarterly Reports through October 2020

### a. Letter of Intent for 2021 Lorain County Mobility Management Program

**Form Name:** Master Letter of Intent

**Submission Time:** February 11, 2020 1:28 pm

**Organization Name** United Way of Greater Lorain County

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**Program Contact** Christine Matusik-Plas

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**Contact Title** Community Impact Director

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**County Population** Large Urbanized Area over 200,000

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**Agency Type** Private Non-Profit

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**What program are you applying for?** Mobility Management

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**What project types do you intend to apply for? (Check all that apply)** Operating Assistance (expansion of service or maintaining existing service)  
Equipment  
Computer Hardware and/or Software

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**Please select the segments of the population you serve (Check all that apply)** Low Income  
Seniors  
Individuals with Disabilities

---

**Is your agency registered with SAM (System for Award Management)?** Yes

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**What county or counties are in your service area?** Lorain

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**Financial Management**

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**Have you received operating, capitalized maintenance and/or mobility management funding from ODOT's FEDERAL programs since 2015?** Yes

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**Mobility Management**

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**Did your agency participate in the coordinated planning process for the project(s) included in your letter of intent?** Yes

**The project(s) listed in the letter of intent are included in a locally developed, coordinated public transit-human service transportation plan** No

**Please provide a description of the project(s) you are requesting**

United Way of Greater Lorain County is proposing five goals under this Letter of Intent that originate from the Lorain County Coordinated Transportation Plan and reflect the 5-Year Mobility Management Plan.

1-Develop and manage a "one-stop shop" that increases awareness and improves access to transportation options in Lorain County, particularly targeting persons with disabilities and senior citizens. This involves, in part, expanding the use of 211 to increase awareness of options and connection of riders to rides.

2-Facilitate a Lorain County Taskforce on Transportation, renamed the Transportation Advisory Committee (TAC), to support the work of the Mobility Manager in meeting the goals of the Transportation Plan. This Committee includes members of the targeted population, non-profit and for-profit organizations, and representatives of municipalities.

3-Collect and analyze transportation and rider need data continually, and thereby identify strategies to reduce duplication of services and share resources, increasing overall existing transportation resource efficiency.

4-Establish and coordinate educational programs for (a) transportation providers to reduce administrative costs, and (b) transportation users to improve and increase usage of existing transportation options.

5-Explore opportunities to develop innovative pilot projects utilizing technology accessible to target populations that allow (a) fulfillment of transportation needs cited in the most recent Transportation Needs Survey and (b) improved access to medical, education, and employment centers.

**What is the estimated amount of Mobility Management funds you are requesting to complete your project(s)?**

\$100,000

**Are you proposing any new or innovative best practices? If so, please describe the practice, how it will increase coordination, how it will achieve mobility management program goals, and how you will measure outcomes.**

This Letter of intent proposes two new practices: the expansion of a new pilot project linking disabled persons with rides to medical appointments, and exploration of a bus spur linking existing transit to riders in outlying areas in need of transportation to employment.

The Mobility Manager employed by United Way is currently piloting Circulation Health, a project utilizing an innovative software platform that allows medical personnel to schedule rides to medical appointments for elderly or disabled patients that have no transportation. This project will allow the Mobility Manager to link rides to those who need them while identifying and tracking neighborhoods with high transportation needs to better coordinate existing resources, key goals of the Lorain County Coordinated Transportation Plan. Rides are tracked in real time, with notification at driver dispatch, rider arrival, and return appointment; appointment no-show rates are tracked with medical staff; rider satisfaction is tracked at the time of ride; and aggregate data collected will be shared with partners.

The Mobility Manager is also proposing to explore two new projects that would link rural riders with employment opportunities. These involve creating bus spurs that extend existing municipal-only lines in the southern part of Lorain County with fixed transit routes in the employment corridor. Transit routes would be slightly extended for the purpose of the project; once in the employment corridor, an additional existing free bus loop would further expand rider employment options. This project would address Coordinated Transportation Plan goal 5, employment, and increase coordination with existing transportation options. Outcomes would be measured by increased ridership to places of employment.

b. First Quarter ODOT March Report

<b>Form Name:</b>	Mobility Management Report
<b>Submission Time:</b>	April 27, 2020 11:05 am
<b>Name</b>	Sharon Pearson
<b>Organization</b>	United Way of Greater Lorain County
<b>Reporting Period</b>	2020 1st Quarter

**Please give an update on the status of your goals for the quarter.**

One-Stop-Shop Goal: The partnership between MOVE Lorain County and United Way of Greater Lorain County (UWGLC), the Lorain County Mobility Management Program, has been placed at UWGLC. This partnership allows for an integrated and intimate connection with the 2-1-1 system for Lorain County. The 211 system is available online, and by phone in several languages, including Spanish, it is the primary source of our "one-stop-shop" for people seeking transportation services from non-profit organizations. Also, I am developing a hard copy comprehensive and vetted transportation provider list for distribution. The first draft was March 31st; however, this project has stalled because of the COVID-19 pandemic and due to some transportation providers shutting down. The first draft includes 25 transportation providers primarily consisting of government agencies, senior centers, and established for-profit services. There are 8 to 10 more transportation providers that could be added to the list once vetted. The goal of the vetting process is to understand the willingness to transport the public and proper basic legal documentation for the safety of those being transported.

Lorain County Transportation Taskforce: This task force is called the Lorain County Transportation Advisory Committee (TAC). This group met this past December 2019 with over 20 participants. And the March 24th has been postponed until the Spring due to COVID-19. Depending on the timeframe of the "shelter at home" order, we may need to schedule a virtual meeting.

Reduce duplication and increase efficiency: Lorain County Commissioner Sweda has suggested she and I work together and develop a Lorain County Transportation Council.

Those who serve on this Council should have a broad representation of people such as seniors, people with disabilities, low-income, rural communities, and the Lorain County workforce. Secondary areas for representation include transportation advocates, government organizations, healthcare, and educational centers.

Establish and coordinate educational training programs. The CarFit Training scheduled for April 6th that I planned to attend was postponed due to COVID-19. Meanwhile, I registered with Easter Seals for the Travel Training Certification. I have two years to complete this training. I am developing a method to communicate the Lorain County Mobility Management Program through some type of newsletter and the MOVE Lorain County website.

Explore opportunities to develop a local innovative pilot program. Before beginning my position as the Mobility Manager on January 3rd, 2020, I was working part-time at UWGLC to flush out a pilot project using an online scheduler and Lyft transportation to transport patients to medical appointments. This pilot project focus supports patients with a lack of transportation options by offering access to mental and behavioral health medical appointments. The project officially launched on February 10th but was brought to a halt the week of March 16th due to COVID-19. It seems that both riders and users of the software program are generally happy with the pilot project. As a result, we are looking to expand this pilot to include two other organizations.

We are developing a questionnaire to solicit feedback to obtain documented rider satisfaction. The software platform indicates a 75% rider connection success rate (i.e., riders that did not cancel and successfully made it to their medical appointment). This pilot was on track to provide about 1/3 more rides in month 2 with an 82% success rate by providing over 200 rides. When possible, we are planning to add two other organizations to the pilot.

**Are there any other projects that you are working on? Please summarize the details here.**

The Lorain County Mobility Management Program is slightly complicated because a portion of the County transportation efforts along with the Lorain County Transit System falls under our Metropolitan Planning Organization (MPO), known as the Northeast Ohio

Areawide Coordinating Agency (NOACA). NOACA has a Mobility Management Program that covers a 5-county region area.

Christine Matusik-Plas and I met with Grace Gallucci, Executive Director of NOACA, to discuss how we can collaborate with the two Mobility Management Programs. Gallucci admitted that NOACA would never have the capacity to work as closely with residents. So therein lies the opportunity for collaboration. One method the Lorain County Mobility Management Program plans to use is the Gohio Commute platform. There are some organizations signed up, but they have not been using it. It was suggested that the Lorain County Mobility Management Program develop a document about how NOACA can assist and support effective and efficient transportation options in Lorain County. A written agreement between the two programs can be based on this agreed-upon list of suggestions.

There is confusion about the Lorain County Mobility Management and NOACA Mobility Management Program. Also, there is a lack of understanding about the role of the Mobility Manager and the 5310 funded vehicles in Lorain Count. So, I am working to improve relationships with the Lorain County Commissioners as well. I had the pleasure to meet with Commissioner Lundy to discuss the Lorain County Mobility Management and brought some clarity and understanding about the position. I have regular meetings with Commissioner Sharon Sweda. These discussions are moving toward a greater understanding that increases transportation options and improved efficiency for all of Lorain County residents.

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<b>Older adults without disabilities</b>	0
<b>Older adults with disabilities</b>	0
<b>Other individuals with disabilities</b>	56
<b>How many individuals were provided individual-person-centered (one-on-one) transportation training?</b>	0

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**Describe any Successful Tasks:** First, Kendal at Oberlin, a senior independent living center, sponsored a Senior Transportation Forum on Friday, November 15, 2019, in conjunction with MOVE Lorain County. We asked staff and administration from 32 senior facilities, and organizations to participate in a senior transportation survey so we could understand senior transportation needs and gaps of services. We learned from the survey that it mostly matched the results of the general population's survey results in the 2018 Lorain County Coordinated Transportation plan.

During Ohio Loves Transit Week, I rode every fixed route because I had never been on the bus in the County. I mentioned this goal to Commissioner Sweda, and she offered to join me. We took a 20-minute ride with newspaper reporters and photographers. The publicity led to several great conversations about the Lorain County Mobility Management Program with an opportunity for future collaboration with the Lorain County Commissioners and others.

**Describe any challenges you faced:** It has been a challenge to get plugged into the community and be of assistance during the COVID-19 pandemic. I am developing a transportation provider resource list, which has yet to be completed since some of the providers shut down. Also, I have not been in my position long enough to be recognized as a trusted resource. Consequently, I have not been privy to many of the transportation efforts that are taking place during the pandemic. I am using this time to read and learn more about this position so I can grow my knowledge and level of influence for the future.

**What activities have you participated/hosted to update your coordinated plan?** The first Transportation Advisory Committee, scheduled for March 24, was postponed until late Spring. Meanwhile, in 2019 two events were held supporting the Lorain County Coordinated Transportation Plan.

On December 10, we held a Transportation Advisory Council (TAC) meeting to update participants about the Lorain County Mobility Management Program. This update included an overview of the Ohio

Mobility Management Program, the Coordinated Transportation goals, the Lorain County Mobility Management Program, and the status of the Circulation Health pilot project. One outcome from the meeting was the ability to link a transportation provider (Share) to an unresolved need. There were two students with disabilities in North Ridgeville who have been struggling to attend classes at Bowling Green State University Firelands Campus in Erie County. I mentioned this challenge at the meeting, and Share offered assistance.

**What meetings did you attend or host this quarter?**

- A variety of meetings associated with Circulation Health to launch this pilot project to assist those with mental and behavioral health access care.
- All MOVE Lorain County Board Meetings.
- A few meetings at NOACA, our MPO. One was to learn more about Gohio Commute and the other was a meeting with Grace Gallucci about how the Lorain County Mobility Management Program can work closely with NOACA's Mobility Management Program.
- Meetings with Kendal about their FTA 5310 Vehicle on how to make the best use of it.
- I serve on the Lorain County Chamber Board of Directors and the Executive Board of Directors. This helps me access businesses to discuss workforce transportation.
- Presented at the Homeless Task Force
- Presented to Oberlin College Environmental Studies and met with key individuals at Oberlin College.
- Lorain County Connects meetings, which is a group that meets to discuss active transportation in Lorain.
- Oberlin Safe Routes to Schools meetings
- Representatives from the Lorain County Veterans Council
- Congressman Robert Gibbs, Field Representative Jennifer Kiko.
- Met with Lorain County Commissioner Sharon Sweda and Commissioner Lundy several times.
- Presented to the Uninsured Coalition

**What tools/methods did you create/use THIS QUARTER to communicate with the public about mobility management services?**

- Website
- Attend public events
- Newspaper, TV, Radio, Podcasts
- Word of Mouth
- Promotional Items
- Attend Community Meetings
- Social Media
- Other: Gave out a lot of business cards.

**Are there any new mobility management practices that you are looking to implement? If so, explain.**

During the second quarter, the focus is on supporting workforce employment. Workforce transportation is a repeated topic that can encourage collaboration to build an effective and efficient transportation system through the lens of assisting people with disabilities, seniors, low-income, and residents in the rural communities, as the foundation for an overall system that can stimulate the county's economy.

In addition to working with the Lorain County Commissioners, the second quarter focus on workforce transportation allows for collaboration with NOACA's Gohio Commute and Employer Commuter Challenge held each year. Neither Gohio commute nor the federal commute fringe benefit program is used or even known about by most businesses and organizations in Lorain County. Working with NOACA and the Gohio Commute program is an opportunity for building partnerships for effective and efficient transportation systems.

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**Website**

www.MOVELorainCounty.com - This website has been down for a while and was recently revived at the end of this quarter, so we did not have any visitors. I am updating this website as the main source of information.

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**Analytics- total  
# of website  
visitors this  
quarter?**

0

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**Analytics- total  
# of new visitors**

0

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**Do you have one  
or more stories  
to tell this  
quarter? Use  
this box to  
share.**

This was prior to the start of the quarter but I believe the results were during the quarter. At a TAC meeting, I expressed the need for two disabled students in December that needed assistance with getting to the BGSU Campus in Erie County. Mike Bass, a representative from SHARE offered to be of assistance. I put him in touch with my contact at BGSU and they were able to get the students transferred.

This was such a great story for me because I received messages repeatedly asking me to assist with these efforts. Even State Rep Nathan Manning's office called me to get this taken care of and I did not have a good list of transportation providers at the time. I was so glad when this issue was resolved.

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**Best Social  
Media Post of  
the quarter**

My best social media post was when a community member - LeighAnn Arroyo rode the bus with me during Ohio Loves Transit. She shared this post a lot and it had over 1,400 views:

<https://www.facebook.com/LorainCountyMobilityManagement/posts/123281045897080>

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### c. Second Quarter ODOT July Report

<b>Form Name:</b>	Mobility Management Report
<b>Submission Time:</b>	July 30, 2020 2:56 pm
<b>Name</b>	Sharon Pearson
<b>Organization</b>	United Way of Greater Lorain County
<b>Reporting Period</b>	2020 2nd Quarter (Due 7/30/20)

**Please give an update on the status of your goals for the quarter.**

One-Stop-Shop Goal: Finalizing the Lorain County Transportation list has been delayed since many of the listed organization specifically provide services to seniors or people with disabilities. Many of these services have ceased operations. However, we are working on a process to add transportation entrepreneurs to the list that meet specific criteria.

Meanwhile, we are encouraging people to contact 2-1-1 for transportation needs. If needs go unmet they are recommended to the appropriate organization for assistance. If there are no organizations to address the unmet needs they are sent to the Lorain County Mobility Manager to determine if it can be addressed. Regardless, we do not have many options available yet and are still working to build resources.

Lorain County Transportation Taskforce: We held a virtual meeting on Thursday, May 28th. There are about 33 people who attended this meeting at one point or another. The meeting was recorded and made available to all attendees or those interested. At this meeting we heard from the Paradox Prize Winner - Let's Get to Work Lorain County; the NOACA Mobility Management Program; and the NOACA Gohio Commute along with status update from the Lorain County Mobility Management.

Reduce duplication and increase efficiency: As a result of attending the Virtual Shared Use Mobility Conference that took place May 2020, Tanya Castle from Spare Labs contacted me about the technology platform they present to

communities. This led to her recommending the CTAA Inclusive Mobility on Demand Grant, which we are exploring in the third quarter of the grant.

Establish and coordinate educational training programs. There is not much movement on this goal. However, Sharon Pearson was able to successfully complete her Introduction to Travel Training program.

The 2018 Lorain County Transit Redevelopment plan suggested to the Lorain County Commissioners that a Travel Training program be developed. In addition, the 2015 Lorain County Transportation Barriers Assessment also states that people do not ride the bus because they do not know how to use it. Offering this training is beneficial once people are comfortable with using public transportation.

Explore opportunities to develop a local innovative pilot program. As a result of Covid-19 the Circulation pilot project has been limping along. This is due to the medical facility moving to tele-health services and the lack of available drivers. However, we are attempting to expand the service to a new organization. We hope to expand it further once the covid-19 pandemic has subsided and there is an increase in available Lyft drivers.

**Are there any other projects that you are working on? Please summarize the details here.**

The Lorain County Mobility Management Program is supporting the Paradox Pilot Project Winners - Lets Get to Work Lorain County, which is going to be lead by the City of Oberlin. Here is a video of this project:

<https://www.youtube.com/watch?v=Z9a0PuPZaCI>. This support includes developing an Employer Toolkit that includes all available resources i.e. Gohio Commute, Commute with Enterprise, and the Federal Commuter Benefit information. We realize that many employers are not aware of these options. For this 9 to 12 month pilot to be sustainable we must use these resources.

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<b>Older adults without disabilities</b>	32
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<b>Older adults with disabilities</b>	1
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<b>Other individuals with disabilities</b>	18
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<b>How many individuals were provided individual-person-centered (one-on-one) transportation training?</b>	0
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<b>How many individuals were provided information and a referral?</b>	0
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**Describe any Successful Tasks:** As a result of the pandemic some grocery stores or shopping centers with groceries have designed the 1st hour of the stores opening to seniors and the vulnerable population during the pandemic, we developed a new short-term pilot project. We are using 5310 vehicles from Lorain County Alcohol and Drug Abuse (THE LCADA WAY) Services to transport seniors from one high-rise (Oberlin Manor) to select places to assist them with obtaining groceries. At first, we selected two locations, but they requested a third location. This new location is extremely popular among the seniors. We work closely with the building manager who lets me and the THE LCADA WAY dispatcher know how many people have signed up each day. Due to the size of the vehicle and based on social distancing suggestions from the Lorain County Public Health Department, we allow no more than 3 people each day seated staggered on the bus and they must wear face coverings. This program has been operating since April 21st. We attempted this pilot project with another facility but with no specific person to coordinate efforts on site, it was not successful. For a short period of time we also offered personal shopping to the other facility, but it did not workout either. They key to success is to involve willing and engaged partners that are on site to coordinate efforts.

**Describe any challenges you faced:**

The challenge as with all the other Mobility Manager is the covid-19 pandemic. The Lorain County Public Health Department encourages social distancing such as on a 14-passenger bus, there should be no more than 3 people. Also, over half of the organizations on our transportation provider list serve seniors or people with disabilities and they have temporarily ceased operations. So, promoting these transportation options are challenging.

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**What activities have you participated/hosted to update your coordinated plan?**

During the 3rd quarter we will send out transportation surveys again. Also, we will hold our 2nd TAC meeting to discuss the survey draft before sending them out to the public. Our goal is to have responses back by the October TAC meeting so we can evaluate them.

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**What meetings did you attend or host this quarter?**

- I attend the MOVE Lorain County Board Meetings.
  - I serve on the Lorain County Chamber Board of Directors and the Executive Board of Directors. This helps me access businesses to discuss workforce transportation.
  - Attend the Monthly Uninsured Coalition Meetings
  - Lorain Connected (Active Transportation Meeting facilitated by Lorain County Public Health - LCPH)
  - Oberlin School Travel Plan Meetings (Facilitated by LCPH)
  - Elyria Active Transportation (Facilitated by LCPH)
  - Attend the United Way of Greater Lorain County Advocacy Committee meetings.
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Their focus is on advocating for transportation.

- Attending a variety of virtual webinars and trainings.

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**What tools/methods did you create/use THIS QUARTER to communicate with the public about mobility management services?**

- Website
  - Attend public events
  - Newspaper, TV, Radio, Podcasts
  - Word of Mouth
  - Attend Community Meetings
  - Social Media
- 

**Are there any new mobility management practices that you are looking to implement? If so, explain.**

Due to covid-19, it is a challenge to be motivated or inspired to think about any new mobility management practices, besides creating newsletters to keep the public informed. We plan to have two - one for the public and one for transportation providers/community partners.

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**Website**

I added Covid-19 resources tab to the website. Also, I have been promoting more biking and walking information since we headed into summer. Our website is [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org)

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**Analytics- total # of website visitors this quarter?**

40

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**Analytics- total # of new visitors**

27

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**COVID-19 State Health  
Emergency:**

I'm very proud of working with FTA 5310 vehicles from THE LCADA WAY to pick up seniors from a high rise and take them shopping to 3 different stores. Based on the suggested requirements from the local health department only 3 people can sign up at a time. All must wear facing coverings. It seems to be a good program for the drivers of THE LCADA WAY as it appears, they are really enjoying helping this group of people from this senior apartment complex. We initially had 2 stores, but the residents requested a 3rd store, so we made that happen and it is the most popular one of the three visits. Funding that United Way of Greater Lorain County received is being used to pay for this service at cost.

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**2020-2021 CARES ACT Funding**

We are not eligible for this funding.

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**Do you have one or more stories to tell this quarter? Use this box to share.**

Nothing in addition to our senior transportation pilot using FTA 5310 vehicles that was mentioned above.

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**Best Social Media Post of the quarter**

The most popular post was the one about the Pop-Up Covid-19 Testing Centers. However, usually the <https://www.facebook.com/LorainCountyMobilityManagement/posts/171989361026248>

The Active Transportation Video was very popular:  
<https://www.facebook.com/watch/?v=253472575938776>

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#### d. Third Quarter 2020 ODOT October Report

<b>Form Name:</b>	Mobility Management Report
<b>Submission Time:</b>	October 27, 2020 11:40 am
<b>Name</b>	Sharon Pearson
<b>Organization</b>	United Way of Greater Lorain County
<b>Reporting Period</b>	2020 3rd Quarter (Due 10/30/20)

**Please give an update on the status of your goals for the quarter.**

One-Stop-Shop Goal: As a result of the ODOT Transportation Provider project, I was able to obtain a few more transportation providers for my list.

**Are there any other projects that you are working on? Please summarize the details here.**

This list is now on the [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org) website and we are constantly promoting that as the place to visit to learn about transportation options. The [MOVELorainCounty.org](http://www.MOVELorainCounty.org) website was also added to 2-1-1 so that those transportation providers that are for-profit will obtain exposure.

Lorain County Transportation Taskforce: The last TAC meeting was held on August 27th. There were about 25 people in attendance at this meeting. I always receive compliments about how engaging the meeting is because I use Mentimeter to engage attendees at the beginning of the meeting. Also, I update them on the Mobility Management Program, use video, and have a guest speaker. As a result of no in-person meetings, this allows us to use Zoom and record the meeting. The replay is added to the MOVE website for review by the public at any time.

Reduce duplication and increase efficiency: We applied for the CTAA grant with the hopes of developing innovative solutions to support our most vulnerable populations. We were among 11 applicants and were unsuccessful. As a result of placing a blurb in the monthly newsletter about this project, they informed me that we might be able to move forward with the system they currently have with little cost. And we can use vehicles sitting idle as a part of the program. This is how we can reduce duplication and increase the efficiency of transportation

options in Lorain County, while also keeping funding within the County.

Establish and coordinate educational training programs. There has not been much movement on this because of Covid-19. However, we do have plans to hold an event with at least 50 people to educate them about transportation options. A representative from a business that supports seniors approached me about getting involved with my efforts. I mentioned my idea about a virtual conference, and he is excited about it.

Explore opportunities to develop a local innovative pilot program. We are looking to work with a local provider to develop a transportation network of vehicles within Lorain County to transport people to medical appointments, grocery stores, and to work.

I am continuing to develop the Employer Transportation Toolkit to support the "Let's Get to Work Lorain County" Paradox Prize program. This toolkit is like the one that Mid-Ohio Regional Planning Commission (MORPC) put together, which was very comprehensive. Most employers in Lorain County have no idea about the available options so we are hoping this toolkit will be of assistance.

<b>Older adults without disabilities</b>	31
<b>Older adults with disabilities</b>	0
<b>Other individuals with disabilities</b>	66
<b>How many individuals were provided information and a referral?</b>	21
<b>How many individuals were provided individual-person-centered (one-on-one) transportation training</b>	0
<b>What meetings did you attend or host this quarter?</b>	<ul style="list-style-type: none"> <li>• All MOVE Lorain County Board Meetings.</li> </ul>

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- I serve on the Lorain County Chamber Board of Directors and the Executive Board of Directors. This helps me access businesses to discuss workforce transportation.
  - Lorain County Connects meetings, which is a group that meets to discuss active transportation in Lorain.
  - Oberlin Safe Routes to Schools meetings
  - Elyria Active Transportation Planning Meetings
  - I am an active participant in the ODOT Social Media, Welcoming, and Advocacy Committees
  - I held an engaging Zoom meeting on Thursday, August 27. Here is a link: <https://youtu.be/tillLo2yG32A>
  - I spent most of July working on the CTAA Inclusive Mobility for All Grant.
  - So there were a lot of meetings with our potential Transportation Planner.
  - I met with the outreach person from a local senior facility.
  - I also met with a lawyer who works with seniors. He is interested in expanding his business into Lorain County and has offered to partner with the Mobility Management Program.
  - I met with a young mother who loves to bike in Elyria. She offered to write blog posts for our website at no cost. She was excited when we promoted it. It also made one of her friends more interested and so we are meeting to discuss how she can get involved with writing articles too!
  - I attended a few regional economic development meetings to hear if they would mention transportation. They did not but
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they did mention a desire for equity. However, they will not get to equity until they address transportation. This has allowed me to reach out on behalf of the ODOT Mobility Managers and start this conversation.

- I've spoken twice to two different Oberlin College Environmental Studies classes.
- I had a meeting with a church representative about volunteer transportation

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**What tools/methods did you create/use THIS QUARTER to communicate with the public about mobility management services?**

- Website
- Flyer(s)
- Attend public events
- Newspaper, TV, Radio, Podcasts
- Word of Mouth
- Send Newsletters
- Promotional Items
- Attend Community Meetings
- Social Media

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**Are there any new mobility management practices that you are looking to implement? If so, explain.**

As a result of not being awarded the CTAA Grant, we are starting a conversation with LifeCare Ambulance which has an incredible dispatch system that can be used with other vehicles in our area via a phone or tablet. The results of COVID-19 have emphasized the need to be in control of vehicles being used. Currently we are working with a great program called Circulation that uses Lyft services. However, since COVID-19, we've seen fewer available vehicles in our area. Lyft drivers desire to reside in areas that are busy. So, they tend to hover around the Cleveland area for business due to demand. By utilizing our own dispatching system and available vehicles which could include FTA 5310 funded vehicles, we could have more control and develop a robust transportation network. We are all excited about the possibility of this effort.

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<b>Website</b>	<ul style="list-style-type: none"> <li>• <a href="https://www.MOVELorainCounty.org">https://www.MOVELorainCounty.org</a>.</li> <li>• I added the list of Transportation Providers:</li> <li>• <a href="https://www.moveloraincounty.org/transportationoptions">https://www.moveloraincounty.org/transportationoptions</a></li> <li>• Here are the TAC Meetings and other videos: <a href="https://www.moveloraincounty.org/coordinated-transportation-plan">https://www.moveloraincounty.org/coordinated-transportation-plan</a></li> <li>• I have two people who have volunteered to write blogs:</li> <li>• <a href="https://www.moveloraincounty.org/blog">https://www.moveloraincounty.org/blog</a></li> </ul>
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<b>Analytics- total # of website visitors this quarter?</b>	317
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<b>Analytics- total # of new visitors</b>	256
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<b>COVID-19 State Health Emergency:</b>	I have an awesome relationship with our Public Health Department and share a lot of their information, especially as it relates to Covid-19.
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<b>2020-2021 CARES ACT Funding</b>	We did not receive CARES Act funding.
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<b>Do you have one or more stories to tell this quarter? Use this box to share.</b>	<p>As a result of promoting the 2020 Lorain County Transportation Needs Survey, I received about 3 calls from older adults in need of transportation. One gentleman stood out. I specifically remembered his last name was Noffsinger because he told me that when he sings Karaoke, he always tells the guy "He is No F'in Singer." LOL! He is 75 or 80 years old and last fall had to be without a car for 5 months. He needs to get to a doctor's appointment to get a shot in his back. He was unable to go because he did not have transportation, nor did he know about what was available. I was able to identify that he lived closed to the transit route. Also, I was able to let him</p>
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know he can request a paratransit ride for as little as a \$1 each way. He was not aware of this. He also offered to let others know about the service. He informed me that when he didn't have a vehicle how expensive it was to take a transportation provider. It would have cost him over \$100 roundtrip to drive him about 20 miles. He pays \$400 in rent and his income is a little over \$800 so that would not work for him. He was such a pleasure to speak to.

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**Best Social Media Post of the quarter**

This is the post that I created encouraging people to participate in the 2020 Lorain County Transportation Needs Survey.

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**Personal Development**

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**Learning Objectives**

I started to take Introduction to Human Centered Design. However, due to my vacation and current workload, I have been unable to keep up. This class was recommended by CTAA and IDEO.org. I am taking a personal class through MindValley.com called Speak & Inspire. It is about learning how to inspire when I speak and get out of my own way. This class is by Lisa Nichols. United Way is offering a Lunch and Learn series about Difficult Conversations each Thursday for 6 weeks. I am participating when I can in this training as well.

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## Section 2: Updated 2020 Transportation Provider List

Updated as of October 2020

Flat Rock Homes, Inc.	HST, Elderly/Disabled (For Program Participants ONLY!)	Karen Kilgo	419-483-7330 x1104	kkilgo@flatrockhomes.org	24/7 (closed program)	24/7 365 days a year
Home Instead Senior Care	Essential Transport (For Program Users Only)	Marny Fannin & Kim Th	440-353-3080	marny.fannin@homeinstead.com	M-Su	24 hours
LifeCare Ambulance, Inc.	Emergency Transportation; Elderly and Disabled (E&D); Veteran Transportation	Joseph Spriestersbach	440-365-1147	JSpriestersbach@lifecareambulance.com	M-Su	24 hours
Lynx EMS LLC	Emergency Transportation	Stephen Roberts	513-978-6383	stephenroberts@lynx911.com	24/7	24 Hours
Open Arms Transportation	NMT/NEMT	Thelma Lampkins	216-339-0037	openarmstransportation@yahoo.com	Monday - Saturday	6:30 am until 6:30 pm
Our Lady of the Wayside	HST	Terry Davis	440-934-6007	tdavis@thewayside.org	Mon - Friday	9 am and 4 pm
Physicians Ambulance Svc., Inc., DBA Physicians Medical Transport Team	NMT/NEMT	Scott D. Wildenheim	216-870-0181	swildenheim@physiciansambulance.com		
Provide A Ride	NMT/NEMT	Mike Simms	888-288-7050		M-Su	24 hours
Vermilion Share A Ride Program	Elderly and Disabled (E&D)		855-612-5176			
Visiting Nurse Association of Ohio	Elderly and Disabled (E&D); Essential Transport	Home Assist VNA	216-931-1500	Marketing@vnaohio.org	M-Su	24 hours
Alpha Care LTD	NMT	Todd Roby	440-225-8402	troby@alphacarelorain.com	Mon - Friday	7 am - 5 pm
City of Amherst	Elderly and Disabled (E&D)	Carrie Adams	440-988-2817	officeonaging@amherstohio.org	M-F	9 am - 2 pm
City of Avon	Elderly and Disabled (E&D)	Caryn Tovtin	440-934-7433	caryntovtin@hotmail.com		

City of North Ridgeville	Elderly and Disabled (E&D) over the age of 60	Kitty Wawszkiwicz	440-353-0857	<a href="mailto:kwawsk@nridgeville.org">kwawsk@nridgeville.org</a>	M-F	8a-4:30p
City of Wellington	Elderly and Disabled (E&D)	Marla Lent	440-647-4626 ext 5	<a href="mailto:mlent@villageofwellington.com">mlent@villageofwellington.com</a>	M-F	Monday, Tuesday and Saturday: 9 am to Noon Thursday & Friday: 9 am to 4 pm: Wednesday: Social Trips Only
El Centro de Servicios Sociales	Elderly and Disabled (E&D)		440-277-8235			
Goodwill Industries of Lorain County			440-244-3174			
Kendal at Oberlin	Elderly and Disabled (E&D)	Ed Harder	440-775-9832	<a href="mailto:eharder@kao.kendal.org">eharder@kao.kendal.org</a>	M-F or as needed for residents only	8:30am - 5pm
Lorain County Board of Developmental Disabilities	Elderly and Disabled (E&D) (For Medicaid Waiver Receiptients Only)	Jeff Miller	440-324-2366	<a href="mailto:jmiller@mrpcinc.com">jmiller@mrpcinc.com</a>	M-Su	12 hours a day, 4 hours on Sat
Lorain County Jobs and Family Services	HST		440-284-4446		Monday - Friday	7:45 am - 4:20 pm
Lorain County Office on Aging	Elderly and Disabled (E&D)	Marlene Calco	440-326-4826	<a href="mailto:mcalco@lcoa.org">mcalco@lcoa.org</a>	M-F	8a-4:30p
Lorain County Transit	Public Transit	Pam Novak	440-329-5525	<a href="mailto:pnovak@loraincounty.us">pnovak@loraincounty.us</a>	M-F	5:30a-6:30p
Lorain County Veterans Services	Veteran Transportation (For Veterans Only)	Howard Hixon	440-284-4624	<a href="mailto:vetstransportation@loraincounty.us">vetstransportation@loraincounty.us</a>	M-F	8a-4:30p
Lorain Senior Center	Elderly and Disabled (E&D)	Jeanne	440-288-4040	<a href="mailto:lorainseniors@centurytel.net">lorainseniors@centurytel.net</a>		
Lucy Idol Center Inc.	Elderly and Disabled (E&D)	John "Tad" Peck	440-967-6724	<a href="mailto:contact@lucyidolcenter.org">contact@lucyidolcenter.org</a>	M-Sa	7am - 5pm, Sat as needed
North Ridgville Seniors, Inc.	Elderly and Disabled (E&D)		440-353-0857		M-F	8a-4p
The AbbeWood	Private Transportation	Wayne Russell	440-366-8980	<a href="mailto:wk Russell@centurypa.com">wk Russell@centurypa.com</a>	M-F	8:30am - 4:30pm
The LCADA Way	Elderly and Disabled (E&D), HST	Ruby Foster	440-989-4907	<a href="mailto:rfoster@thelcadaway.org">rfoster@thelcadaway.org</a>	M-F	7a-3p
The Learning Farm	NMT	Barbara Taylor	440-821-6795	<a href="mailto:baypoint39@aol.com">baypoint39@aol.com</a>		
The Nord Center		Melissa Beck	440-233-7232			
Wesleyan Village	Private Transportation	Donna Gibbons	440-284-9258	<a href="mailto:dgibbons@villageliving.org">dgibbons@villageliving.org</a>	Sun-Fri	7am - 5pm (M-F), 8:30am - 12:30pm (Sun)

YWCA Elyria	HST (For Program Participants Only)	Jeanine Donaldson	440-322-6308	<a href="mailto:jpd@elyriaywca.org">jpd@elyriaywca.org</a>	24 hours	7 days a week
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## Section 3: News Reports

 **Lorain County Mobility Management**  
August 26 · 🌐

 **State Representative Gayle Manning** ✓  
August 26 · 🌐

Yesterday, I had the opportunity to have a virtual meeting with President Ryan Aroney and Mobility Manager Sharon Pearson of [United Way of Greater Lorain County](#) to discuss transportation. I'd like to congratulate United Way for receiving a grant from the [Ohio Department of Transportation](#) to continue the Lorain County Mobility Management initiative.

The Ohio Council of YWCA's hosted a Women's Legislative Reception. I am thankful for the opportunity to attend. I enjoyed

 **United Way of Greater Lorain County**  
361 followers  
1mo · 🌐

This week TRANSPORTATION has been a recurring theme for the challenges our community faces. Let's hear from Lorain County Mobility Manager, Sharon Pearson.

"I remember growing up, you had to have a car. So that's why I'm very passionate about the work I do now."

DAY THREE | STOP ONE: Elyria Transportation Center  
Lorain County Mobility Management

FEATURING: Sharon Pearson, Lorain County Mobility Manager

Do you want to help increase access to transportation options in Lorain County?  
Visit <https://lnkd.in/gPS-jsw>



1:24 / 1:45

Here is the link to the above video: <https://www.linkedin.com/posts/united-way-of-greater-lorain-county-this-week-transportation-has-been-a-recurring-activity-6719990292180824064-tSf7>

FEATURED

## Lorain County commissioner, mobility manager ride on bus route

By Jordana Joy [jjoy@morningjournal.com](mailto:jjoy@morningjournal.com) @MJ\_JordanaJoy on Twitter Jan 27, 2020



Lorain County Commissioner Sharon Sweda, right, speaks with a Lorain County Transit bus driver before taking a ride on t Route 1 through Lorain and Elyria on Jan. 27 in an effort to better understand the transportation need in the county.

Jordana Joy - The Morning Journal

A handful of bus riders met county representatives Jan. 27 during a ride through Lorain and Elyria.

Lorain County Commissioner Sharon Sweda and Sharon Pearson, Lorain County mobility manager with United Way of Greater Lorain County, rode on the Lorain County Transit Route 1 bus line in an effort to better understand transportation needs in the county.

In speaking with a bus driver and riders during a short stint on the bus, Sweda said she was impressed by the bus line's accessibility and lively atmosphere.

She said she decided to join Pearson in her plans to ride the buses after consistently meeting with her for over a year.

"You can't talk about it if you don't really know it intimately," Sweda said. "So, I said, 'Well, I'm going to ride with you.'"

The main issue with public transit is the lack of state funding that would pull different resources and transportation expansions together, the commissioner said.

"The point is that so many different organizations are talking about transportation, and yet we aren't connecting any dots," Sweda said. "They're all working in little silos rather than working together, and I think that stems a lot from the fact that we don't have the good state funding to draw it all together and create the guidelines and the working structure."

Pearson said only three percent of state funds are allocated to transportation.

"One of the things that we found out is a lot of people aren't aware of all the options that exist," she said on the state of transportation services in the county. "One of my primary jobs is to make a list of all the transportation jobs that are out there."

Pearson also works with the community to test pilot projects to see what sticks for transportation services.

A recent addition to transportation services was provided in partnership with Lorain County Veteran Services, which now allows those who served the country to ride on any route at any time for free.

In the first month of service after its implementation Nov. 11, Sweda said veteran ridership improved 33 percent and was up to 40 percent by the end of 2019.

"We had 215 fixed route riders and 59 dial-a-ride, so that made 274 just from Nov. 11 through the end of the year," she said.

The county is looking to involve Second Harvest Food Bank of North Central Ohio with implementing bus stops at its city pantry outreach food drop points.

"From time to time, they go into the community because the community can't always get to the food bank," Sweda said. "The problem that we have is while they may get there, they're walking with groceries and no transportation to carry all those groceries."

"... It's small steps, but it's ways to expand what we got going."

Sweda said better public transit can keep senior citizens independent, take transportation burdens off families and improve access for residents.

Jordana Joy

@MJ\_JordanaJoy on Twitter

[https://www.morningjournal.com/news/lorain-county/lorain-county-commissioner-mobility-manager-ride-onbus-route/article\\_f32473d2-4133-11ea-9797-cf11b3a807f7.html](https://www.morningjournal.com/news/lorain-county/lorain-county-commissioner-mobility-manager-ride-onbus-route/article_f32473d2-4133-11ea-9797-cf11b3a807f7.html)

## **Lorain County Mobility Management Program highlights transportation options**

Staff report news@morningjournal.com

@MorningJournal on Twitter Jan 29, 2020



Metro Creative Connection

A new mobility management program has launched in Lorain County to coordinate existing transportation options.

The Lorain County Mobility Management Program is an impact initiative of United Way of Greater Lorain County in partnership with MOVE Lorain County and funding from the Ohio Department of Transportation, according to a news release.

Sharon Pearson was hired as the Lorain County mobility manager to identify community resources for transportation, analyze gaps and unmet needs within those resources and determine the best approaches to address those gaps and unmet needs, the release said.

Pearson will serve as one of over 30 mobility managers across the state of Ohio.

She has worked on transportation efforts in Lorain County since 2012, when she worked for the Oberlin Project, an effort to improve the resilience, prosperity and sustainability of the city.

Pearson is one of the founding members of MOVE Lorain County and was hired as a consultant for the organization from October 2017 through December 2019.

"I know first hand what it is like to be without a car of my own," she said. "It was a very stifling feeling not being able to go where I needed and at the times I needed to go.

"It is important to understand the transportation needs in Lorain County and to promote options that fit those needs. It is also crucial to develop pilot projects to determine long term solutions that improve the quality of life and health for residents, while also supporting the activities that increase economic activity throughout Lorain County."

The goals of the Lorain County Mobility Management Program are to increase awareness of transportation options, ensure transportation options are included in planning efforts, collect transportation data, coordinate educational training programs and develop pilot projects that improve unmet needs and gaps in transportation services, the release said.

The Mobility Management program focuses on seniors ages 65 and older, people with disabilities and low-income residents.

"We're proud to host the Lorain County Mobility Management Program and continue our partnership with MOVE Lorain County," said United Way of Greater

Lorain County president and CEO Ryan Aroney. “We consistently hear from our community that transportation is one of the biggest barriers to success and this new initiative allows us to thoughtfully align the resources that are already available, collect and study data that will show the areas of greatest need, and then work on a plan to fill in gaps.”

The Lorain County Mobility Management Program will kick off efforts by participating in the “Ohio Loves Transit” Campaign from Feb. 10-14 in association with the Ohio Public Transit Association.

The goal of this state-wide campaign is to highlight the role of transit as an economic engine in many communities throughout Ohio.

Although Lorain County’s transit route currently is limited, it benefits nearly 50,000 people in Lorain County every year.

To keep updated about the Lorain County Mobility Management Program and its role in the “Ohio Loves Transit” campaign, visit [uwloraincounty.org](http://uwloraincounty.org).

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Staff report

@MorningJournal on Twitter

[https://www.morningjournal.com/news/lorain-county/lorain-county-mobility-management-program-highlightstransportation-options/article\\_e32b3a9c-42a5-11ea-b554-3bc4a5c75e87.html](https://www.morningjournal.com/news/lorain-county/lorain-county-mobility-management-program-highlightstransportation-options/article_e32b3a9c-42a5-11ea-b554-3bc4a5c75e87.html)

FEATURED ARTICLE on SUNDAY

## **MOVE Lorain County founder takes social justice approach to transportation**

By Jordana Joy [jjoy@morningjournal.com](mailto:jjoy@morningjournal.com)

@MJ\_JordanaJoy on Twitter Jul 25, 2020



*Sharon Pearson, mobility manager of United Way of Greater Lorain County, has a strong past in the city of Oberlin. Raised city, she has also worked more than two decades for the city, Oberlin College and on other projects. She stands under the pavilion at the Oberlin Underground Railroad Center, a project she helped organize.*

Jordana Joy - The Morning Journal

For Sharon Pearson, serving under-represented groups and those needing transportation goes hand-in-hand.

Raised in Oberlin and having dedicated decades of her career to the city, Pearson has recently undertaken a county-wide approach to her need to help others.

After working for the city of Oberlin for over two decades, Pearson is now with United Way of Greater Lorain County as the Lorain County mobility manager to help improve transit.

Her passion regarding transportation started when she started in 2011 with The Oberlin Project, where she was a program coordinator and undertook sustainable transportation in the city.

Pearson said she has made an effort to bring a social justice lens to the work she does with transportation.

"It's not the easiest thing to always work on, but I always find it to be probably the most fulfilling to me," she said.

### **Oberlin upbringing**

Pearson's parents, Jim and Loris, came to Oberlin when Jim had the opportunity to be an air traffic controller at the Cleveland Air Route Traffic Control Center in the 1960s.

Growing up, Pearson said her education in middle school sparked her interest in equity issues.

Particularly in seventh grade, she learned that Oberlin College was the first in the nation to adopt a policy to admit African Americans and award degrees to women.

That information, Pearson said, was powerful to learn.

It was early in her career that she then took on a part-time position with the city of Oberlin, working up from a secretary for the buildings and grounds director to office manager for the administration.

Pearson said she also had an opportunity to work as a prevailing wage coordinator for the city, making her responsible to be sure contractors were paying employees well and advocated for minority-owned businesses.

This work was some of her proudest with the city, she said.

"I got to be known as a very, very tough prevailing wage coordinator, because I made sure those contractors were paying those wages," Pearson said.

Additionally, she served on Oberlin City Council for six years until 2019.

When she worked for The Oberlin Project through Oberlin College, Pearson said it was important for her to understand the pressures of the people she was serving.

Having moved into downtown Oberlin at the time with her offices across the street, Pearson sold her car and biked, walked or carpooled for three or four years.

"I really forced myself to understand what it was like to live without a car, even though I could afford one," she said.

### **Projects for the underdogs**

One of the biggest projects Pearson said she has worked on is the Oberlin Underground Railroad Center, which will serve as a community gathering space once completed.

"I knew I had to be a part of that project because I was able to not just learn about history, but really give homage to history by being involved in that project," Pearson said.

At the time she got involved in 1999, she said many committees were involved in the creation of the project, which sparked controversy on its proposed location.

Pearson said she remembers sitting in at the council meeting that discussed the issue, with arguments for the African American and slave rescuers' sides.

"It was very explosive, but it was very interesting at the same time, where people were being honest about minorities in the community and how they were being viewed," she said.

Pearson said the project's decided location at 265 S. Main St. in Oberlin was an appropriate one, since the neighborhood it has been built in was historically Black.

"I was really just excited about that," Pearson said. "People truly learn their sense of place, and by learning history so that it resonates with you, you want to stay and be part of a change."

She said Juneteenth and Kwanza events have been recommended to be held at the facility.

### **Working now**

Now, Pearson takes this work that started in Oberlin and has brought it to the county, hired on as a mobility management specialist to improve transportation where it needs it most.

Pearson said lack of reliable transportation can cause locals loss of job opportunities and unemployment, among other factors.

She said those who need these services most are often voices heard the least, which is why she has dedicated her career to understanding and addressing those concerns.

While it remains hard work and is challenging at time, Pearson said she doesn't view it that way.

"I've never looked at it that way," she said. "I've looked at it as if I don't do it, who will do it?"

Jordana Joy

@MJ\_JordanaJoy on Twitter

[https://www.morningjournal.com/news/lorain-county/move-lorain-county-founder-takes-social-justiceapproach-to-transportation/article\\_92eb7bd2-c2de-11ea-a7f3-df5ef871a13f.html](https://www.morningjournal.com/news/lorain-county/move-lorain-county-founder-takes-social-justiceapproach-to-transportation/article_92eb7bd2-c2de-11ea-a7f3-df5ef871a13f.html)

## FEATURED ARTICLE

### **United Way of Greater Lorain County adapts to pandemic, promotes county**

By Richard Payerchin [rpayerchin@morningjournal.com](mailto:rpayerchin@morningjournal.com)

@MJ\_JournalRick on Twitter Oct 16, 2020



Norma Sanchez, left, volunteer engagement manager for United Way of Greater Lorain County, speaks with agency President and CEO Ryan Aroney on Oct. 15, 2020, to prepare for a volunteer event scheduled for Oct. 17. The clothing there was donated for United Way's Collect, Sort, Deliver Impact Initiative partnership with the Lorain Public Library System to provide clothing for people to wear for job interviews. This month, United Way published its annual report and created an online pep rally with agency partners.

Richard Payerchin - The Morning Journal

United Way of Greater Lorain County ended its fiscal year with adaptation to a global pandemic and began its next fundraising campaign with a celebration of local success stories.

October was homecoming month for the agency, 642 Broadway in downtown Lorain.

This month, United Way of Greater Lorain County published its annual report for its 2019 fiscal year that ended June 30.

The agency also had an online pep rally and staff confirmed plans to continue looking for ways to serve the community during the novel coronavirus pandemic.

The COVID-19 shutdowns and stay-at-home restrictions of March arrived as United Way was heading into the final quarter of its fiscal year.

“Like everybody, it was just a big adjustment,” said agency President and CEO Ryan Aroney, who worked as United Way’s marketing and engagement director and took over the leadership role Dec. 1.

“From a programming standpoint, it’s been, how do we deliver the services in a new way?” Aroney said.

The first action was to ensure people had a way to find accurate information about services available.

From March to June, United Way’s 211 information line fielded 926 calls related to specific needs of COVID-19, according to the annual report.

The agency’s United Community Assistance Network, or UCAN program, offers year-round access to emergency financial help for rent, utilities or other emergency basic needs of families.

It was built to respond to crisis situations.

“We never knew it would be a global health pandemic,” Aroney said.

UCAN helped 97 households avoid utility shutoffs.

The pandemic pushed back the federal income tax filing deadline from April 15 to July 15.

United Way's Free Tax Prep Coalition helped local taxpayers save \$413,322 in tax preparation costs and bring back more than \$1.86 million in tax refunds to contribute to the local economy, according to the annual report.

## **Homecoming**

The COVID-19 pandemic forced United Way of Lorain County to suspend this year's annual campaign kickoff.

The event traditionally is a community party with campaign leaders, staff, students and area business representatives gathering at Mike Bass Ford in Sheffield Village.

Staff did not want to cancel it, but knew it could not happen this year, said Ashley Renée Hampson, marketing and engagement director for United Way.

They considered ways to reinvent the party for the current times, while capturing the spirit of the kickoff, which also coincides with football season.

That led to the Homecoming Week with United Way publishing its own "Pep Rally" video with highlights from local game changing partners, Hampson said.

"We wanted to highlight those super awesome people that impact our community in a variety of ways," she said.

Social distancing and masks may slow the spread of COVID-19, but did not stifle the enthusiasm for agency partners, Hampson said.

With a number of people working from home, the video created a unique opportunity to connect with people in a more personal way, she said.

"When we started reaching out to our partners, we were blown away by how interested everyone was in doing it," Hampson said.

## **All on board**

The video includes some lighthearted moments, but participants said transportation remains Lorain County's biggest challenge for people in need.

COVID-19 added another level of difficulty to help people get around, find out the needs and let them know about existing resources, said Sharon Pearson, a public transit advocate, who this year started as the agency's mobility manager.

"People know that there's an issue, but many people have just sat at home suffering and not knowing where to go," Pearson said.

United Way and The LCADA Way worked with Lorain County Public Health to use THE LCADA WAY Way vehicles to take three people shopping during designated senior shopping times on Tuesdays, Wednesdays and Thursdays, she said.

The project worked and showed transportation programs sometimes need creativity, not necessarily a fleet of new buses, to help, Pearson said.

Also, United Way of Greater Lorain County is conducting a new transportation survey to create a new mobility management plan.

#### More Information: United Way of Greater Lorain County

To learn more

United Way of Greater Lorain County is headquartered at 642 Broadway, Lorain. The agency can be reached by calling 440-277-6530 or visiting [uwloraincounty.org](http://uwloraincounty.org).

The agency's annual report was published online in an interactive format with links to more information about its programs.

Ryan Aroney, agency president and CEO, will host an online chat about United Way's Middle School

Community Collaboratives. The session will be 12:15 to 1 p.m. Oct. 22 via the agency's YouTube channel.

United Way of Greater Lorain County currently is conducting an online transportation survey to develop the Lorain County Mobility Management program.

The free survey is for anyone who wants to weigh in about transportation issues in Lorain County.

Richard Payerchin

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Richard Payerchin covers Lorain City Hall, business news and other interesting stories for The Morning Journal. Reach the author at [rpayerchin@MorningJournal.com](mailto:rpayerchin@MorningJournal.com) or follow Richard on Twitter: @MJ\_JournalRick.

[https://www.morningjournal.com/news/lorain-county/united-way-of-greater-lorain-county-adapts-to-pandemicpromotes-county/article\\_eaa1c840-0fe6-11eb-af96-37e750926004.html](https://www.morningjournal.com/news/lorain-county/united-way-of-greater-lorain-county-adapts-to-pandemicpromotes-county/article_eaa1c840-0fe6-11eb-af96-37e750926004.html)

## Lorain County transportation group publishes plan, seeks comments

[Staff report news@morningjournal.com](mailto:news@morningjournal.com) [@MorningJournal on Twitter](#)

Dec 5, 2020



Metro Creative Connection  
Metro Creative Connection

Lorain County residents can comment on the local 2020 Coordinated Transportation Plan.

“Transportation is a critical component of the communities in Lorain County,” the plan’s executive summary said. “Transportation provides access to jobs, education, health care, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life.”

The [plan is posted online](#) at [MOVELorainCounty.org](http://MOVELorainCounty.org), the website for MOVE Lorain County, which is short for Mobility and Opportunity for a Vibrant Economy, in partnership with United Way of Greater Lorain County and Lorain County Mobility Management.

Comments may be sent to Sharon Pearson, Lorain County Mobility Manager at United Way of Greater Lorain County, 642 Broadway, Lorain, 44052, or to [sharon.pearson@uworaincounty.org](mailto:sharon.pearson@uworaincounty.org).

Residents should return comments by Dec. 14.

The plan is the latest version of a document created in 2019, the first year Lorain County developed its own plan to work with the Northeast Ohio Area Coordinating Agency covering Avon, Avon Lake and North Ridgeville, according to the plan executive summary.

Because Lorain County is a small urban and rural county, the Ohio Department of Transportation encouraged counties to create their own plans for increasing awareness and access to transportation options for Lorain County residents.

The plan will seek to accomplish this by:

- Increasing understanding and awareness of transportation needs
- Coordinating transportation options to meet needs
- Building sustainable and healthy communities

This plan fulfills the requirements of the Federal Transit Administration under the Fixing America's Surface Transportation, or FAST, Act, signed into law as a reauthorization of surface transportation programs through fiscal year 2020.

According to requirements of the Fixing America's Surface Transportation Act, locally developed, coordinated public transit-human services transportation plans must be updated to reflect the changes established by the Fixing America's Surface Transportation Act legislation.



**Staff report**

## Social Media Strategy:

Currently the Lorain County Mobility Manager posts on Facebook, Twitter, and LinkedIn along with the MOVE Lorain County Facebook page. The structure posts for each week (which adjust from time to time) are as follows:

- Saturdays – Senior, People with Disabilities or Covid-19 Safety Posts
- Sundays – Food or Grocery Shopping Options
- Mondays – Mobility Management Mondays: Mobility Management Awareness Facts and Info
- Tuesdays – Ohio Mobility Management Posts
- Wednesdays – Workforce Wednesdays: Workforce Transportation Information
- Thursdays – Thank You Thursdays or Transportation Provider Spotlight
- Fridays – Fun Fact Fridays or General Transportation Information

#### **Section 4: 2020 Transportation Advisory Committee (TAC) Meetings**

As a result of Covid-19, we scheduled three of the four TAC meetings.

All the 2020 Transportation Meetings were recorded. They are as follows:

1. Thursday, May 28, 2020
2. Thursday, August 27, 2020
3. Thursday, November 12, 2020\*

The November 12<sup>th</sup> meeting was essentially a Transportation Coordinated Planning meeting. We reviewed the results of the 2020 Transportation Needs survey and the updated structure for the 2020 Lorain County Coordinated Plan.

Links to these recorded meetings are sent out via eNewsletter and email. They are also posted on Facebook and on the MOVE Lorain County website. Here is a link to all our 2020 TAC/TCC meetings:

<https://www.moveloraincounty.org/coordinated-transportation-plan>

## Section 5: 2020 Transportation Needs Survey Results

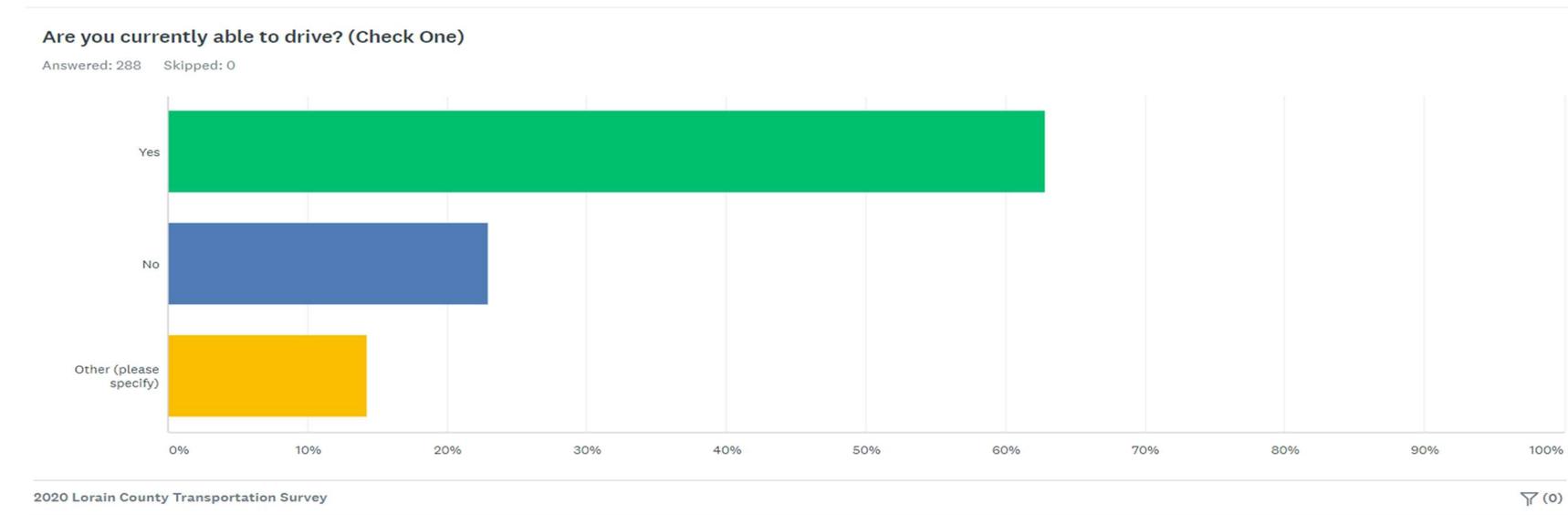
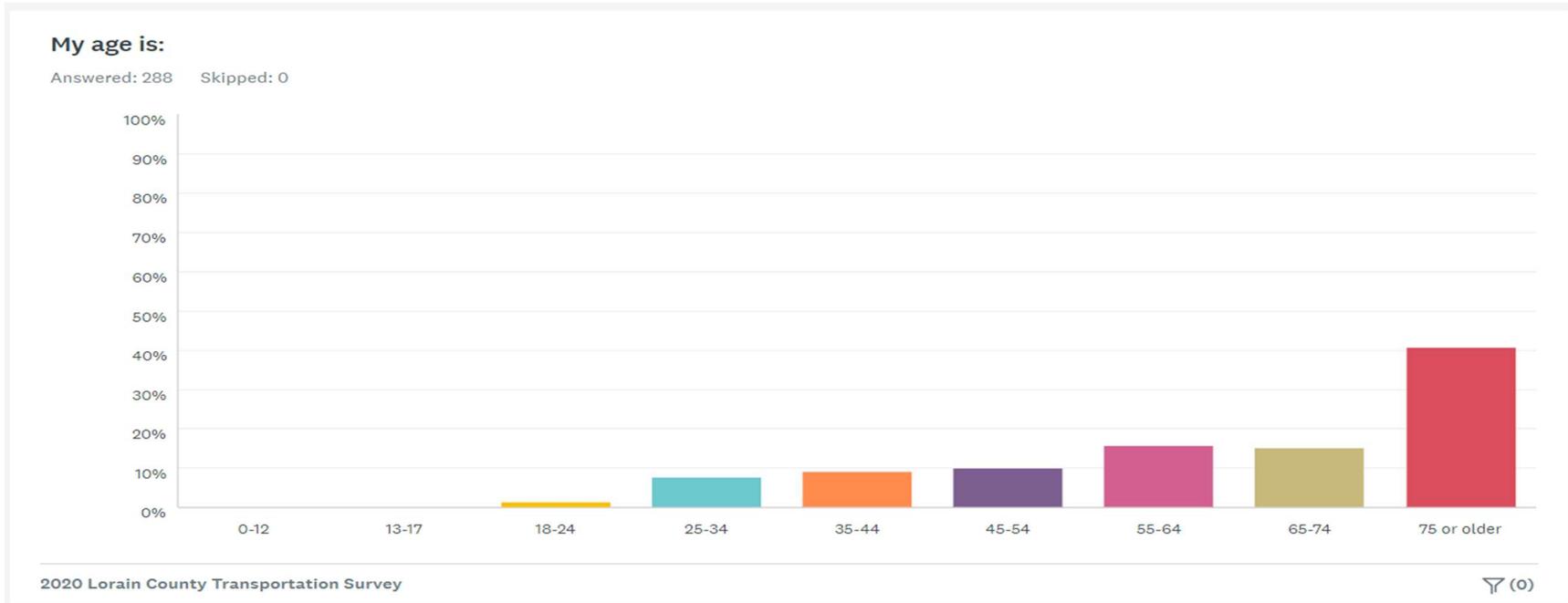
In 2020 we had 288 respondents to the Transportation Needs Survey. In 2018 we had 691. We believe that participation was lower this time around due to several factors: Covid-19; the election and the Census. However, we were able to secure most of the responses from seniors, people with disabilities and low-income. This is due in part to our partners at Neighborhood Alliance. They provide over 500 meals to people at their homes. We were able to secure about 100 survey responses. Also, we had assistance from Kenda at Oberlin and the Office on Aging which secured another 75 responses. We obtained nearly 100 electronic survey responses.

The other column is high due to many people skipping the question on the paper surveys; so, there is not many additional other responses in that column.

When we complete the survey again here are some areas of improvement:

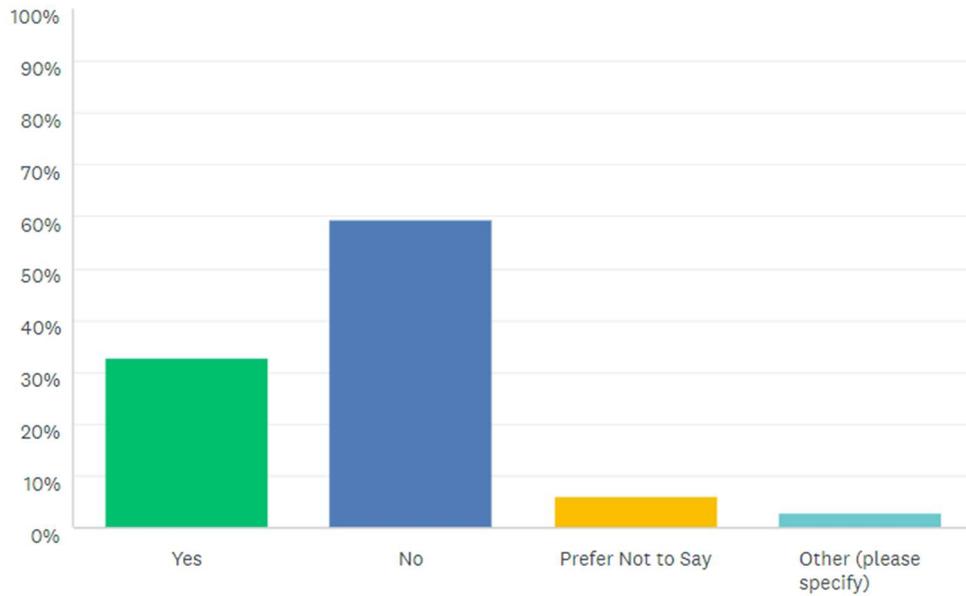
- We found that many people responding on paper skipped the Zip Code question. We need to make that more prominent.
- We did not include “retired” as a current employment status. So many of the respondents that retired unemployed or non-of the above are merely retired.
- Many survey respondents stated that a taxi service or private transportation is expensive. There should be a follow up question asking what a fair cost for one way and round-trip transportation.
- We should identify more channels and outlets to distribute the transportation survey in the future.

# Here are the 2020 Transportation Needs Survey Results



### Do you consider yourself a person with a disability?

Answered: 288 Skipped: 0

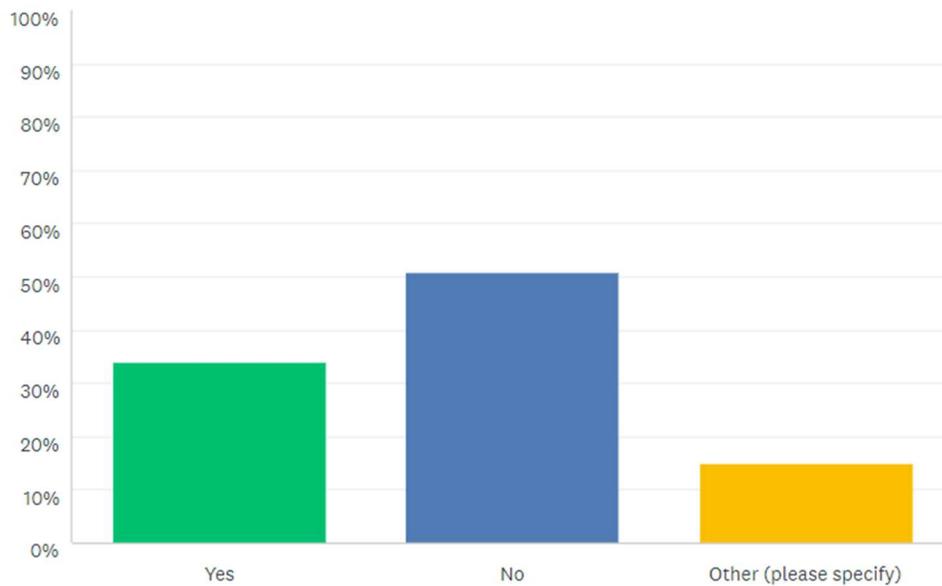


2020 Lorain County Transportation Survey



### Do you consider yourself a person of low income? (Check One)

Answered: 288 Skipped: 0

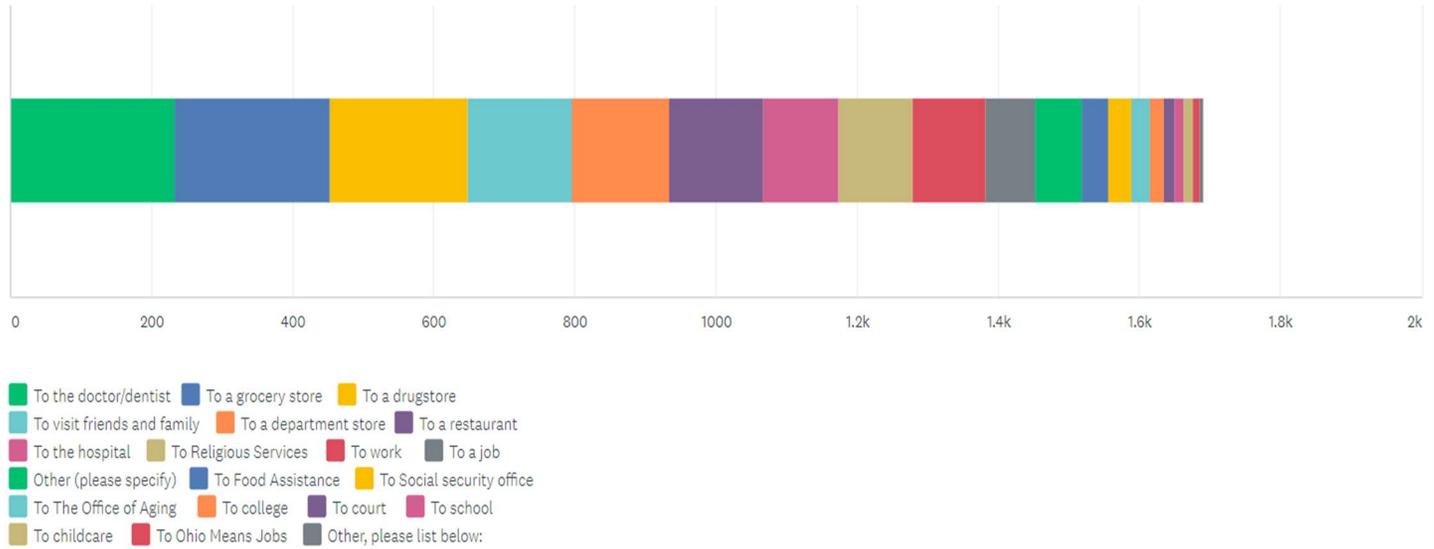


2020 Lorain County Transportation Survey



### Places I need to go (Check All That Apply):

Answered: 288 Skipped: 0

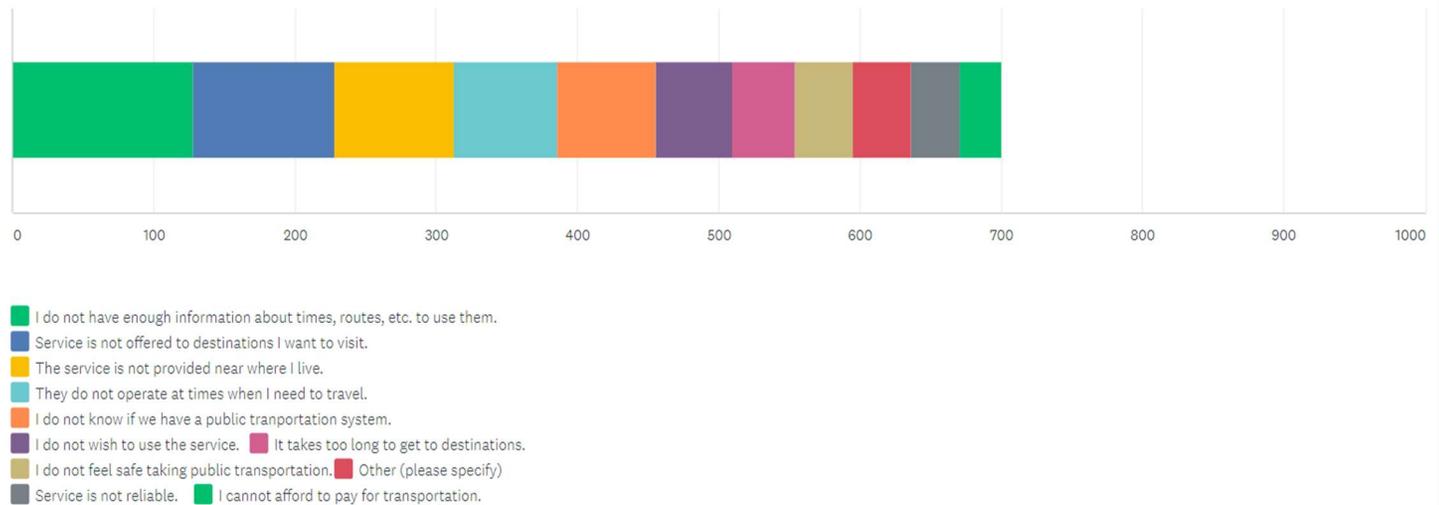


2020 Lorain County Transportation Survey

🔍 (0)

### Which of the following statements are true for you? (Check all that apply)

Answered: 288 Skipped: 0

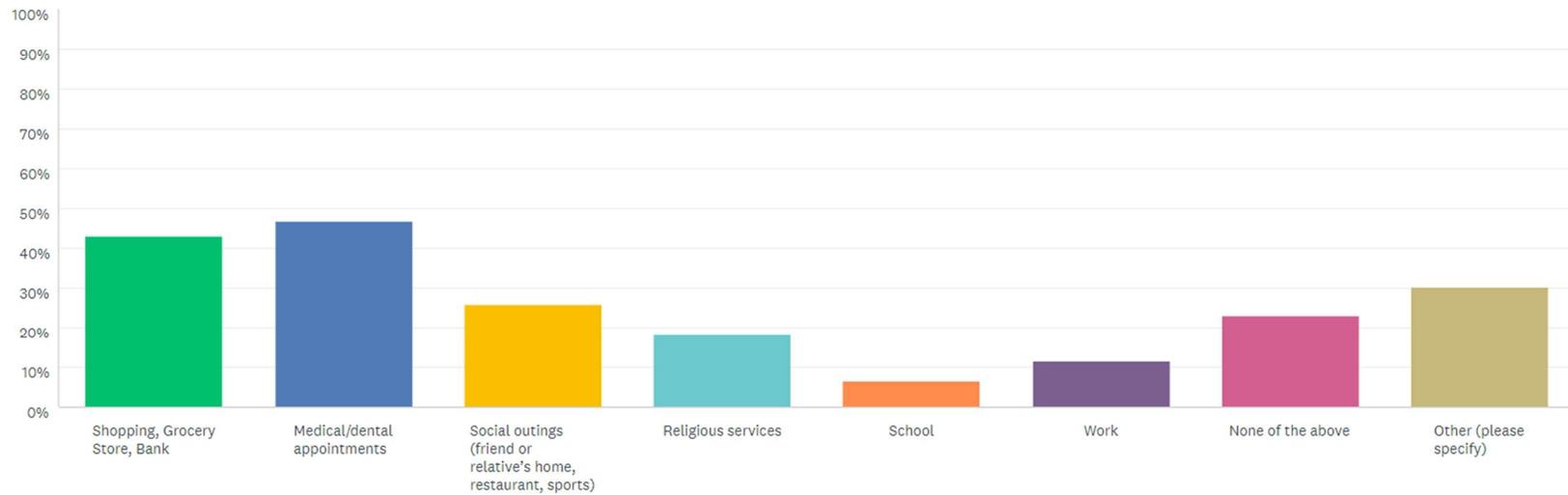


2020 Lorain County Transportation Survey

🔍 (0)

Over the next 1-3 years, to which of these destinations do you anticipate needing transportation because you will be unable to get there? (Check All That ...)

Answered: 288 Skipped: 0

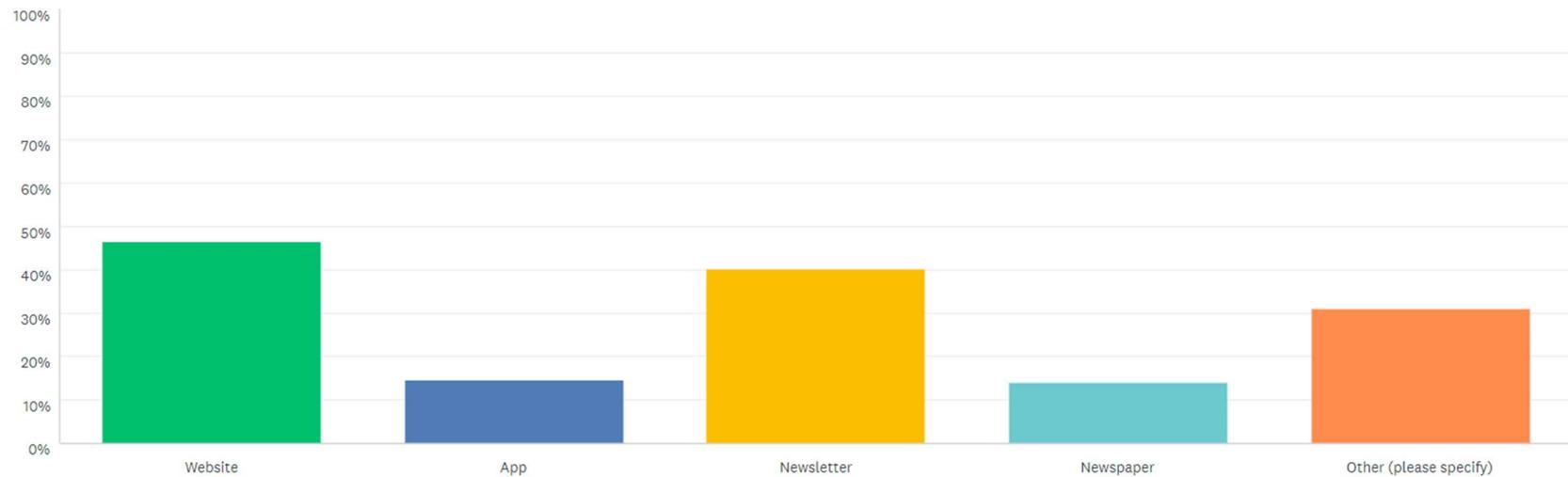


2020 Lorain County Transportation Survey

0

How do you prefer to receive information about available transportation services in Lorain County? (Check All That Apply)

Answered: 288 Skipped: 0

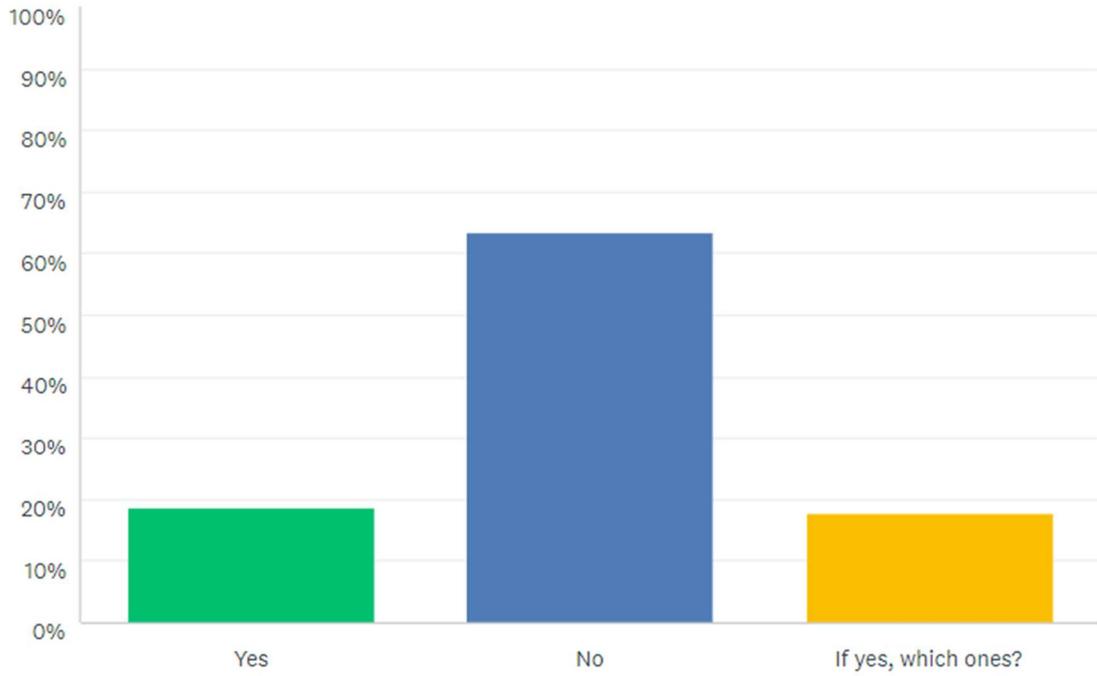


2020 Lorain County Transportation Survey

0

### Are you aware of transportation services available in Lorain County? (...)

Answered: 288 Skipped: 0

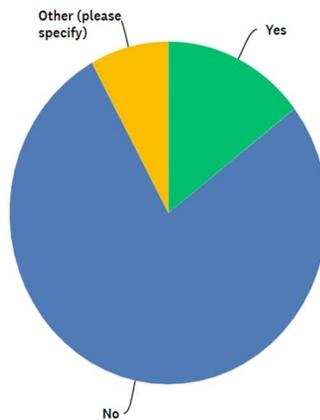


2020 Lorain County Transportation Survey

🔍 (0)

### Have You heard about the Lorain County Mobility Management Program? (Check One)

Answered: 288 Skipped: 0



2020 Lorain County Transportation Survey

🔍 (0)

## Section 6: Pilot Project Summaries

### a. Circulation Pilot Project

The service fee and management of this pilot project is funded by The Nord Family Foundation. The actual ride cost is paid for by The Nord Center. This was an idea of the Nord Family Foundation. They believed that United Way of Greater Lorain County would be the ideal organization to manage this pilot program. Initially we were hoping that Medicaid funds could be used to support the transportation cost. However, current Ohio regulations only allow a specific group of registered transportation providers.

Prior to starting Sharon Pearson, spoke with a representative from St. Vincent's Hospital in Cleveland about their experience with using this service. They found that the success rate was 70 – 80% versus clients using other methods of transportation which was 30 – 40% success rate.

We started this program February 10, 2020. In the first month there were 142 successful rides. During that time ride success was 72.8%. A handful of clients that rated the system have given it 5-stars. The accounting portion of this pilot is much easier for The Nord Center to manage so staff is happy as well.

Due to Covid-19, there has been a decline in in-person appointments. Since February 10, 2020 there have been 339 client rides at a 75.2% success rate.

**Pilot Pros:** Through Circulation the staff at Nord can track and determine if a client has been picked up. They will also be alerted if the location of the client. A heat map can be created to determine where people are coming from. This can assist with determining where new facilities or transportation services are needed. The staff is happy with the simplified accounting. The clients are happy with the personal service.

**Pilot Cons:** We are not in control of the Lyft vehicles which can pose a few issues. The further away from Cleveland and more into rural areas can pose a problem for finding available vehicles. Lyft drivers only make money when they are transporting. The Lyft may not have the patience to wait for a person to respond before taking off. This means the Nord Center staff must rebook in the system which is easy to do

to find another driver. However, since Covid-19, there may not be as many drivers available.

**Possible Solution:** We learned that utilizing vehicles that we do not control like Lyft and Uber during bad weather or times of a pandemic can reduce service if no vehicles are available. So it is important to continue using technology and work with a local organization like LifeCare Ambulance Services, using their dispatching system to utilize existing and idle vehicles such as FTA 5310 vehicles, church vans, taxi companies and other human health and service agency vehicles to transport people. This is not an effort to take over transportation but enhances our current transportation system. Also, it will keep transportation funding circulating within Lorain County and we have more control over available vehicles. If no vehicles are available, then we could also use transportation network providers as a backup. And these vehicles can easily access rural communities and possibly cross over into Cleveland for much-needed medical appointments.

### **b. Senior Shopping Pilot**

As a result of Covid-19, many seniors were having trouble with accessing food. This is due to friends and family keeping a safe distance from this vulnerable population. So, we developed a plan to work with the Office on Aging and the Lorain County Alcohol and Drug Abuse Services known as THE LCADA WAY (former recipient of FTA 5310 funding for vehicle) to provide transportation services to a specific senior apartment complex. Staff consulted with the Lorain County Public Health to determine the safest method to provide this service for this vulnerable population.

It was agreed that all participants must sign up ahead of time. Every Monday the apartment complex manager emails me and THE LCADA WAY (vehicle operator) how many people each day will be shopping. We allow 3 people on a 14-passenger vehicle with masks that sit socially distant. The travel days are Tuesday, Wednesday, and Thursday during the senior shopping, compromised immune system, or vulnerable population shopping hours, which usually are the first hour of the store opening. Initially we had services on Monday to Apple Market and Tuesday to Flinger's. However, it was suggested that seniors be transported to a cheaper shopping store, so Apples was replaced by Marc. Also, there was a request

for seniors to shop at Dollar General. Since that request has been made, the Dollar General has been the most successful shopping day.

This pilot was funded because of a grant from NiSource – Columbia Gas. The drivers are happy to support seniors in the community. The seniors from the apartment building are happy to get out in the community to pick up necessities. The vehicle is also equipped for people who may have a wheelchair. Since April 21, we have provided 79 rides for the seniors of the Oberlin Apartment High Rise in Lorain.

**Pilot Pros:** The program is moving along well. At times seniors have spoke up about their needs and we were able to add Dollar General on the list, which is the most popular shopping day. This pilot has provided us the evidence that we can collaborate in non-traditional methods on transportation projects and using idle vehicles to create a transportation network.

**Pilot Cons:** If one of the three of us is not available, we may forget to email about the numbers of people for each week. Or someone forgets to email all three of us about whether trips are needed or not. In October, the requests for trips slowed down. So when people were ready to go shopping, an email was sent to me but not to THE LCADA WAY and so no bus showed up that week. I am making an effort to fix this issue by adding a calendar reminder each Monday for the three of us that must communicate. But the use of technology such as with Circulation would greatly improve this service.

**Possible Solution:** The LifeCare Pilot could possibly be the missing technology piece we need for a smoother process. However, this small pilot, that was developed because of COVID-19, showed to use that we can create a transportation network to support the most vulnerable population at a low cost or no cost, with funding support.

### **c. LifeCare Dispatching Pilot**

The Lorain County Mobility Management Program in association with United Way applied for the CTAA Inclusive Mobility for All Grant. We enlisted the expertise of Tim Rosenberger of Parsons Brinkerhoff, a Transportation Planning and Consulting firm from Cleveland, Ohio. He is also the consultant that assisted Lorain County Commissioners with the 2018 Lorain County Transit Redevelopment Plan. One win

for this project was that we secured a Letter of Support from the Lorain County Commissioners, which was a huge step in the right direction and moving toward creating a collaborative spirit regarding transportation needs. Unfortunately, we were not awarded the grant, although we were only 1 of 11 from within the United States that applied.

Through the monthly Lorain County Mobility Management eNewsletter, Joe at LifeCare took notice of this project. He informed me he thought it was an interesting project and it could be something that LifeCare could use their customized dispatching software to recreate and connect with idle vehicles in Lorain County through a cell phone or tablet. This led us to further conversations, which resulted in the development of a small pilot with The Nord Center.

Our goal is to start off using LifeCare vehicles to fully understand how this local transportation technology can operate with a few test runs of clients for the Nord Center. Next, we expect to expand this service to include THE LCADA WAY vehicles for a test run. Once we work through any issues, we can possibly expand this service to include other vehicles and other organizations that need transportation solutions.

**Pilot Pros:** We will have more control over vehicles and can have transportation options also available in rural communities. This is important because we have learned through the Circulation pilot that uses Lyft that during wintery days and the pandemic that at times it could be a challenge using services that are not within our efforts to control. In addition, drivers will be familiar with Lorain County and its people. Another important factor is transportation funding will continue to circulate within Lorain County because of developing a transportation network using Lorain County vehicles. If we need to change anything with the technology that LifeCare can make those changes to the dispatching software to fulfil those needs. This is not an effort to take over the current transportation network but to enhance what is already available.

**Pilot Cons:** This is in the discussion phase at this moment. The question is how inexpensive can rides be priced. During the November 12 TAC meeting, it was suggested that a transportation fare of \$2.50 one way or \$5.00 roundtrip would be a fair price to pay. Perhaps there is funding to support this program as we expand. How can we build a network of willing partners, such as organizations that already

have FTA 5310 vehicles but have not had to share their vehicle, so they can be used as a part of this transportation network? How can we develop a shared ride so vehicles are not picking up one person at a time and comply with HIPPA laws. We need to be effective and efficient with this on-demand ride service, while also being sustainable and reducing vehicle pollution.

**Pilot Solution:** We need to move forward on this pilot to work out any issues. We already know that Mercy Hospital was spending \$60,000 a year on taxi vouchers. That is just one of three major hospital systems. We also know that UH Hospital will have transportation needs as well, which is another opportunity to network with them. There is money going into the system. However, we may be able to apply for CTAA grant or other special transportation functions in the future.

#### **d. Paradox Prize – Let’s Get to Work Pilot Support**

The City of Oberlin and others combined 5 Paradox Prize applications to develop the Let’s Get to Work Pilot Program. This is not a pilot project that was generated by the Lorain County Mobility Management Program. However, this is a project that has been promoted and supported by the Mobility Manager. This program was scheduled to begin in September. However, due to COVID-19, it has been delayed until January 2021.

This pilot is a collaborative effort among 11 different partner organizations who represent government, social service agencies, transit, employers, and educational institutions. The goal is to develop a 24/7 workforce transportation solution consisting of three components - expansion of daily transit service, new nighttime service and carsharing. The common service area (touches 8 political subdivisions in Lorain County).

The City of Oberlin (pilot leader) surveyed 90 employers pre-Covid-19 and learned there were 690 jobs available. According to Ohio Means Jobs Lorain County – 1500 employers in service area with 1279 job postings pre-Covid-19. Also, at this time Ohio Means Jobs Lorain County said there were 3,998 people seeking a Job and receiving unemployment compensation. Pilot partner agencies have at least 225 people who need to get to work.

**Pilot Pros:** The workforce transportation issues are a major barrier especially to low-income and people of color. Many businesses are struggling to find workers that have reliable transportation. This is a great opportunity to assist with filling the 400 jobs that will be developed because of the development of Carvana, which is in the service area of this pilot. Workforce dollars might be able to be used to support a route for this pilot project for people living in the service area. In addition, the City of Oberlin is leading this charge with addressing the environmental aspects of transportation by including electric shared-use vehicles through SWAY that can be used to transport people between 6 and 9:30 pm when the Lorain County Transit service is not operating. This is an opportunity to understand electric vehicle range anxiety, charging station usage, and just the acceptance of green and clean transportation vehicle usage.

**Pilot Cons:** Many employers are not aware of this pilot. They are also not aware of the available options to assist them with helping ideal candidates access jobs using reliable transportation. This pilot has funding for only 9 months but they hope to expand it for 12 months or longer. They need another \$20,000 to support the full pilot proposal and extend it to 12 months. The goal is if this pilot is successful that it become a regular route. One of the factors that could slow down this process is that there has been a change of leadership with the Lorain County Commissioners. A new relationship must be built with the incoming leadership to gain LCT support and possibly workforce dollars to support this transportation pilot project.

**Pilot Solution:** The Lorain County Mobility Management Program is developing an Employer Transportation Toolkit to assist area employers with understanding the transportation options that are available. It is important to develop a good working relationship with the two new Lorain County Commissioners to help them understand the Lorain County Mobility Management Program and the various pilots being operated to support economic growth within Lorain County. With enough support, possibly we can find the funding to secure the additional \$20,000 needed for this the success of this important pilot.

## Section 7: Coordinated Transportation Plan Updated Goal Status

### 1. Increase Awareness of Transportation Options

Established Deadline: January 2021

#### **Action Steps:**

- Develop a full marketing plan to include:
  - Brand/identity creation
  - Distribution/awareness plan: flyers/pamphlets, posts with tear-offs, multimedia, hyperlinking with local community
  - Use of Facebook and other social media outlets
- Disseminate information widely and through targeted outlets to educate the community about transportation options to make it easier for people to find services.
- Create a public listing of transportation options to increase awareness of what is available now and a process to update the information.
- Incorporate an automated system, web analytics, count calls, for syncing online data with utilization of services

#### **Performance Measures/Targets:**

- Number of website visits
- Number of distributed materials
- Number of distribution/partner organization information outlets

Goal Completion: 30%

**Reason:** A log has been developed and brand awareness is created through social media, but it is not a true marketing plan, which we should develop for the Mobility Management Program. Our 2020 Transportation Needs Survey still indicates that more than half of people are not aware of current options. Visits to the websites and Facebook are increasing. I do not believe that Instagram is where our target market is and should not be a social medial channel to focus on at this time. We need to create a physical information packet for those who do not have access to technology. So it is important to determine some distribution channels/outlets for information. But we must continually explore these options to increase awareness.

This will be easier once the pandemic is over.

## 2. Developing & Implement a Mobility Management Program

Established Deadline: January 2021

### **Action Steps:**

- Develop a Lorain County Mobility Management Program
- Hire a Full-Time Mobility Manager
- Foster relationships and collaborations between public/nonprofits and private industry; provide transit that benefits them economically (e.g. shopping, services).
- Improve relations/communication between public and policy makers.
- Coordinate with non-profits (i.e. United Way), existing transportation providers and employers; agencies i.e. Veterans services, etc. that are serving target markets to assess needs and available services.
- Explore funding/provision of services by private businesses that will benefit department stores, shopping centers, medical providers, schools, and employers to provide services (i.e. shuttles) to connect to existing transportation.
- Increase knowledge of current state/future possibilities

### **Performance Measures/Targets:**

- Hiring of a full-time Mobility Manager or Consultant
- Level of response from stakeholders
- Increased local funding to support coordinated efforts
- Increased coordination relationships within Lorain County

Goal Completion: 70%

**Reason:** The development of the Lorain County Mobility Management Program will be ongoing. There will always be a need to foster relationships. Despite the Covid-19, most of the action tasks have been completed. An area of focus is continuing to

nurture relationships and increasing knowledge of current state/future possibilities. Also increased local funding support is important as well.

### 3. Explore Data Collection & Planning Synergies

Established Deadline: December 2024

#### **Action Steps:**

- Identify potential natural synergies
- Explore opportunities to collect data such as number of trips, where people are going, by the transportation provider, hours of services, and utilization rates
- Identify strategies to eliminate or reduce duplication in services.

#### **Performance Measures/Targets:**

- Local Stakeholder Response
- Number of training sessions by stakeholders
- Number of public training sessions

Goal Completion: 30%

**Reason:** We are beginning to explore planning synergies with small pilot projects such as Circulation, THE LCADA WAY/Senior bus pickups, and LifeCare Ambulance dispatching. Due to Covid-19 we are limited on our scope for the moment. Starting in December, we will have an operating pilot that may be the basis for expanding this goal.

## 4. Coordinate Educational Training Programs

Established Deadline: December 2024

### **Action Steps:**

- Identify potential natural synergies
- Identify common training sessions
- Ensure people providing transportation are culturally competent and trained to provide safe rides to individuals

### **Performance Measures/Targets:**

- Local Stakeholder Response
- Number of training sessions by stakeholders
- Number of public training sessions

Goal Completion: 10%

**Reason:** I have become a travel trainer, which is specifically mentioned as a benefit to Lorain County Transit in the 2018 Lorain County Transit Redevelopment Plan. However, due to COVID-19 we have not addressed collaborative training sessions for various organization drivers. We learned that LifeCare can offer training services. This is an area to explore further in 2021 to assist with reducing costs for of driver training through a collaborative approach. Meanwhile, we will seek ways to virtually assist people with understanding how to use available services in a safe manner. Various transportation surveys and reports dating back to 2015 and including the 2020 Transportation Needs survey indicates that understanding how to use available services is an issue. We can begin to address this in the Employer Transportation Toolkit and the physical transportation options brochures that are being developed.

## 5. Explore Transportation Pilot Projects

Established Deadline: December 2024

### **Action Steps:**

- Explore the opportunity for an innovative project that would:
  - Ensures safety and security for riders
  - Give options for “On demand” travel service
  - Promote efficient utilization of resources
  - Strive for fiscally strong system
- Develop a funding pool dedicated to purchasing transportation passes, tickets, tokens, rides, and vouchers for employment access via a participating transportation provider and enhance transportation service levels

### **Performance Measures/Targets:**

- Identify possible pilot projects
- Complete at least one budget for the pilot projects
- Determine funding sources to support the pilot
- Expansion of services

Goal Completion: 15%

**Reason:** We have successfully identified and launched pilot projects in 2020. We launched Circulation February 2020. As a result of Covid-19, we launched a small pilot with a senior apartment building and THE LCADA WAY in a safe manner, using Lorain County Public Health Guidelines. And we plan to launch a pilot with LifeCare Ambulance Services that will allow us to use idle vehicles and FTA 5310 vehicles to create a transportation network utilizing their dispatching services. This latest pilot project can expand transportation service while also keeping all the money for transportation circulating locally. We need to eventually include and user friendly “on-demand” process and payment system. In addition, we need to identify potential and current funding circulating in the County to support transit and encourage redirection of those funds to support this in-County transportation network.

## Section 8: 2021 Lorain County Mobility Management Goals

- ❖ **Travel Training**: Increase travel training presentations 50% by June 2021. (Presentations, Speakers Bureau; Senior Facilities, CarFit opportunities)
- ❖ **Awareness**: Increase awareness of transportation options that can lead to pilot projects and solutions that improve transportation services. Work with Buckeye Health (and others) on an event with at least 50 people by December 2021.
- ❖ **Collaboration & Workforce**: Promote Gohio Commute and encourage 10 Lorain County organizations to become active participants.
- ❖ **Education**: Attend at least 3 major conferences to support efforts to improve transportation opportunities in Lorain County.
- ❖ **Rural Communities**: Increase engagement and understanding of the senior and disabilities population of rural communities by 25% through targeted surveys and engagement.

## Section 9: Opportunities to Close the Gap on Unmet Transportation Needs

As a result of the 2020 Transportation Needs Survey, our ODOT virtual site visit with Oliva Hook on November 17, 2020; and after serving as the Mobility Manager since January 2020, here are some opportunities to proactively close the gap on unmet transportation needs:

- Possibly create a formal Transportation Advisory Committee (TAC) Group in 2021 with designated representatives from various groups affiliated with Lorain County. Specific User Groups to target for the TAC Committee are:
  - Medical & Food Committee – To understand the needs and concerns as to how to connect the most vulnerable populations with food and medical appointments, especially due to the pandemic. These are the two greatest needs that we have found over the past 3 years based on community transportation needs surveys. We must continue these types of discussions to close the gap on these unmet transportation needs. There could be a committee that already exists that I can plug into such as the United Way of Greater Lorain County UCAN or the Collaboratives so there is not a need to develop another committee to manage.
  - Rural County Representation: One of the other major goals, which is also been a challenge to organize and penetrate is the rural transportation needs. There should be a committee dedicated to these needs. Perhaps this could be a discussion topic on the quarterly TAC meetings, or it could be a specific group. Either way, it is especially important for us to hear the voices of the rural community.
  - Subgroup possibilities:
    - Transportation Provider Meetings – To assist with building collaboration. Assist with vetting the Lorain County Mobility Management brochure. To groom for inclusion in the LifeCare Ambulance Transportation Network. To understand the needs of the providers and to make sure to serve as the liaison between the

public and the transportation providers.

- Workforce Transportation Meetings – To address the needs of employers within Lorain County and assist them with obtaining a diverse yet reliable employees which could increase economic development opportunities for Lorain County. MOVE Lorain County can play a major role along with the Let's Get to Work Lorain County Pilot Project. They can review the Employer Transportation Toolkit booklet.
- Transportation Forum/Event Committee: It appears a few people know and understand all the various resources that are available to Lorain County. It would be wise to hold a meeting to distribute this information to community leaders more broadly. This could be a joint effort with MOVE Lorain County since per their by-laws, they are to hold an annual meeting in the 4<sup>th</sup> quarter of each year.

## Appendix N: 2021 Coordinated Transportation Plan Updates Contents

### Contents

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## Lorain County Mobility Management Quarterly ODOT Reports (Starting from 2020 4<sup>th</sup> Quarter Report)

### A: 4th Quarter 2020 Report to ODOT

<b>Form Name:</b>	Mobility Management Report
<b>Submission Time:</b>	January 28, 2021
<b>Name</b>	Sharon Pearson
<b>Organization</b>	United Way of Greater Lorain County
<b>Reporting Period</b>	2020 4 <sup>th</sup> Quarter (Due 1/30/21)

#### List the mobility management projects & goals for the year

Develop and manage a "one-stop shop" program to increase awareness and improve access to transportation options in Lorain County. (Customer Service)

Create a Lorain County Taskforce on Transportation, to include non-profit and private organizations along with members of the public and targeted populations to support the work of the Lorain County Mobility Manager and ODOT Coordinated Transportation Plan Guidelines. (Leadership)

Through continually collecting data and planning, identify strategies to eliminate or reduce duplication in services, thereby allowing more efficient utilization of existing resources. (Data Collection & Planning)

Establish and coordinate educational training programs for (a) transportation providers to reduce administrative cost, and (b) transportation users to improve usage of transportation options. (Transportation Services)

In October we were able to develop a list of transportation providers and list them on the MOVE Lorain County.org website. Also, we have been promoting 2-1-1 Lorain as a method people can use to find out about transportation options in their area. The Lorain County Mobility Management Program was listed on 2-1-1 as well, as an option.

Our goal was to hold 4 meetings but due to Covid-19, and not knowing how everything would shake out in 2020, we were able to hold 3 meetings virtually. All meetings are recorded and listed on the MOVE Lorain County.org website.

United Way of Greater Lorain County makes it a practice to use measurements to determine a project or practice needs to be adjusted. We are continually looking at different measurement points to determine if the direction of the Lorain County Mobility Management Program is a success. We measure Facebook likes, pilot project participation, and how many rides the MM is connecting to people in need. Also, we conducted a Countywide Transportation Survey to update the 2020 Coordinated Plan. We determined the same needs still exist as they did in 2018 when we conducted the first Countywide Transportation Study.

We have yet to work on establishing a group training to reduce costs for individual organizations. However, we do have the potential to accomplish this with LifeCare Ambulance. They have a training center. However, the Mobility Manager did receive Travel Training in 2020. She is planning to develop a virtual program to promote this training.

We were able to successfully start 3 pilot projects, which has offered a lot of insight.

- 1.) We started the Circulation Health pilot February 2020. The program was in full swing until the pandemic hit. It has still be operating but under limited capacity.
- 2) We started a senior transportation service for a Senior Apartment Complex using FTA 5310 vehicles to take seniors shopping during the senior shopping hours. We have been abiding by the local health department guidelines to keep everyone safe.
- 3) In December we started working with LifeCare Ambulance services to take people to doctor's appointments at the Nord Center, similar to the Circulation Health. We are considering moving the Circulation Health to a local service to keep more money within the County and have more control over drop off and pickup services.

### **Financial status update**

Due to the pandemic, we did not spend all our funding. So we are anticipating that those funds are able to be used in 2021 to complete projects that we were not able to complete.

We are concerned that with Olivia Hook gone that there may be challenges with processing invoices in a timely manner.

**Are there any other projects that you are working on? Please summarize the details here.**

We started working on a transportation pilot with LifeCare Ambulance Services using their dispatching system and vehicles. However, we consider the 2nd phase of using FTA 5310 vehicles or other smaller personal vehicles. Our focus is currently on health care services. However, this pilot project has the potential to expand for workforce transportation efforts as well. We are developing a transportation brochure, transportation guidebook (with a list of transportation providers); and an Employer Transportation Toolkit in 2021.

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<b>Older adults without disabilities</b>	24
<b>Older adults with disabilities</b>	0
<b>Other individuals with disabilities</b>	89
<b>How many individuals were provided information and a referral?</b>	0
<b>How many individuals were provided individual-person-centered (one-on-one) transportation training</b>	3

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**Describe any Successful Tasks:**

We were able to start a pilot project with LifeCare Ambulance service to provide transportation to patients going to mental health and behavior health appointments. We have been providing this service using Circulation Health but it

has been a bit of a challenge because they see Lyft drivers. And Lyft drivers are not always available, especially in the more rural areas. By using LifeCare Ambulance, we have more local control of customer service and vehicles. However, we are needing to work through the technology as I don't have access to the data as I had with Circulation Health. But then again, it's a pilot project, and can work through these issues. Our next goal is to link with other dormant or not as busy vehicles in Lorain County.

**Describe any challenges you faced:**

The main problem is the Covid-19 pandemic. We had a great senior shopping program with a senior apartment complex but it appears seniors are not going out as much as they were and so we did not have many who used this FREE service in December as a result. We are seeking to include providing transportation service in our rural communities. The Nord Center, which is working with us using the Circulation Health and LifeCare pilot to transport people, have reduced in-person meetings. So transportation is not taking place as much as we hoped. So the pilot is moving slower than expected. We have had a change in two of the three Lorain County Commissioners. Also, the Commissioners hired a new County Administrator and they replaced a lot of staff members throughout the County. This is important because I had relationships with a lot of these people. And I had lots of support from one of the County Commissioners that was voted out. But I am in the midst of building relationships with all of them again.

**What activities have you participated/hosted to update your coordinated plan?**

We distributed a Countywide Transportation Survey. We worked with a local non-profit organization that provides meal delivery to seniors and they added a hard copy of the survey. We were able to receive about 20% back. Prior to distributing the survey, I presented the questions to the Transportation Advisory Committee in August. I was able to obtain feedback to make adjustments to the survey. Then in November, I presented the survey results to them before sending it out to the general public and updating the Coordinated Transportation Plan. Since we have been virtual, I have not put together a formal agenda and do not have minutes. However, all our meetings in 2020 (we had 3 due to the pandemic) have been recorded and placed on our website at [www.MOVELorainCounty.org](http://www.MOVELorainCounty.org) for people to review.

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**What meetings did you attend or host this quarter?**

- I hosted one TAC Meeting
- I work closely with our Lorain County Public Health Department and attend the following meetings: Lorain Connected (active transportation); Oberlin Safe Routes to School/School Travel Plan; Elyria Active Transportation Plan; Live Health Oberlin, & Live Healthy Lorain County
- Attended Jobs Ohio & Team NEO Meetings regarding Workforce Transportation and Equity
- Phone call with former Lorain County Commissioner Sharon Sweda
- Transportation Pilot Discussion with LifeCare Ambulance & Nord Center
- Phone call with State of Ohio Representative for District 56 - Joe Miller - Workforce Transportation
- Meeting with Valerie Lefler - Foenix Mobility Rising
- MOVE Lorain County Board
- Uninsured Coalition Meetings
- OPTA Board Meeting
- MOVE Ohio Coalition Meetings
- Attended an Outreach Opportunity at a local Church in person
- Lorain County Chamber Board meetings
- ODOT Ohio MM Advocacy, Social Media, and Welcoming Committee meetings

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**What tools/methods did you create/use THIS QUARTER to communicate with the public about mobility management services?**

- Website
  - Flyer(s)
  - Attend public events
  - Newspaper, TV, Radio, Podcasts
  - Word of Mouth
-

- 
- Send Newsletters
  - Promotional Items
  - Attend Community Meetings
  - Social Media
  - Trade Show/Fairs
- 

**Are there any new mobility management practices that you are looking to implement? If so, explain.**

One of the main areas of focus in 2021 is Workforce Transportation. This is for several reasons: 1) The President of the Lorain County Chamber Board is the new Chair of MOVE Lorain County Board, an organization I work with very closely. His interest is in workforce transportation. 2) The newly elected Commissioners are interested in economic development. So to build a solid foundation, this will be my main area of focus with them. 3) Carvana is coming into Lorain County and there will be 600 jobs available. It is important we use this opportunity to prove the benefits of the Lorain County Mobility Management program while also helping to help people in Lorain County obtain employment because they have transportation options. 4) The Paradox Prize pilot officially started, which focuses on workforce transportation. So I am making an effort to support that project as best I can.

**Website**

[www.MOVELorainCounty.org](http://www.MOVELorainCounty.org). On this website I added the Transportation Survey Results. Also, updates that were submitted to the Coordinated Plan are located there too for the community to review.

**Analytics- total # of website visitors this quarter?**

229

**Analytics- total # of new visitors**

216

**COVID-19 State Health Emergency:**

I've already spoken about this but we have been operating a Senior Shopping shuttle for seniors at an apartment complex. They go during the Senior Shopping hours three days a week. We are also adhering to social distancing guidelines and masks. On a 14 passenger vehicle, we only allow 3 people. Everyone must wear masks and be socially distant. Although we have offered this since April as the pandemic gets worse, this service has been used infrequently in December and no rides in January. We are trying to expand this program to a senior facility in the rural area of our County but they have a community van this started operating again.

And we are hearing that seniors don't want to get up and dressed that early to take advantage of the shopping hours. Instead, they are learning to order their groceries and have them delivered.

### **2020-2021 CARES ACT Funding**

We did not receive CARES ACT funding

### **Best Social Media Post of the quarter**

The best Social Media post is the one where I encouraged the Lorain County Commissioners to offer FREE rides for voting. It had 1.3 thousand views. 37 post clicks and 42 reactions: <https://bit.ly/3EDkAOe>

### **Personal Development & Learning Objectives:**

United Way hosted a Lunch and Learn series, which started in October called "How to Have Difficult Conversations." Here is the information: Thursdays October 15, 22, 29, November 5, November 12, from 12 - 1 PM: "Difficult Conversations: How to address what matters most" This is just one of many training sessions I took during the 4th quarter of 2020. But this one stood out because it was one that was very useful, especially with the pandemic and political climate these days.

## B: 1st Quarter 2021 Report to ODOT

<b>Form Name:</b>	Mobility Management Report
<b>Submission Time:</b>	April 27, 2021
<b>Name</b>	Sharon Pearson
<b>Organization</b>	United Way of Greater Lorain County
<b>Reporting Period</b>	2021 1 <sup>st</sup> Quarter (Due 4/30/21)

### **Please give an update on the status of your goals for the quarter.**

We had hoped to increase one-on-one in-person travel training opportunities. However, due to the pandemic, we have not been able to provide this service in person. Instead, we plan to produce a travel guide with some written instruction to serve as a part of this travel training service.

We have been assisting the Get to Work Lorain County (Paraodx Prize winner) with promoting their service on Social Media. In fact, the Workforce Wednesday post about the expanded workforce transit service was one of the most popular posts on our Facebook page. This pilot project began January 2021. Unfortunately, there is no data for that month. But in February this service provided 374 trips. The trip amount increased to 389 in March. The Oberlin Connector service increased from 2 days a week to 5 days a week, which also includes nighttime service, mainly for the purpose of assisting people from Oberlin gain access to jobs throughout a small pilot section of Lorain County.

Another goal is to increase the percentage of involvement by participants in rural communities. A request of people associated with groups in the area has been made but not much success yet.

Three major conferences have been identified to attend in 2021: Ohio Civil Rights Transportation Symposium (April 2021); OPTA Conference in Akron, Ohio (September 15 - 17, 2021); OPTA Peer Conference at Salt Fork (October 2021) and the CTAA Conference in Richmond, VA - (November 7 -11, 2021).

We are very proud to collaborate with the Lorain County Public Health on discussions surrounding transportation services for underserved and vulnerable populations in Lorain County. As a result of having funds leftover from another transportation

project to support low-income folks with transportation, we were able to begin plans for using some of those funds to assist low-income, persons with disabilities, and those living in rural communities without transportation to vaccine clinics around the County. The vaccine transportation service will begin in the 2nd quarter starting in April.

**Are there any other projects that you are working on? Please summarize the details here.**

We are partnering with the Lorain County Public Health to provide FREE transportation for low-income, persons with disabilities, and rural Lorain County residents so they can get to vaccine clinics. Lorain County Transit is also working with us since they received State funding to provide free transportation. So I am coordinating some of these transportation services, and even being on-site at all the clinics through the end of June. We have yet to develop a Transportation Guide and other promotional materials. This is also kick-starting these efforts so we can get these items in the hands of people who need them most.

<b>Older adults without disabilities</b>	12
<b>Older adults with disabilities</b>	0
<b>Other individuals with disabilities</b>	64
<b>How many individuals were provided information and a referral?</b>	0
<b>How many individuals were provided individual-person-centered (one-on-one) transportation training</b>	5

**Describe any Successful Tasks:**

We restarted the Senior Shopping. It ceased to exist from November until March 2, 2021. We are using The LCADA Way which has been a past recipient of FTA 5310 funds vehicles to transport. We are coordinating vaccine clinic rides at no cost due to left over funding from another transportation project that we have not been able to fully implement due to the pandemic. The Lorain County Mobility Manager is working with MOVE Lorain County Executive Committee to establish a pilot project with Ohio Means Jobs to help fill job openings and cover transportation services. This pilot will be operated for a few months and then results presented to a group of employers.

**Describe any challenges you faced:**

Lack of funding to move forward on advancing to the next level, to include technology. Booking rides has been manual but it would be more useful and easier to collect data if we could incorporate technology.

**What activities have you participated/hosted to update your coordinated plan?**

A Transportation Advisory Committee meeting was held on March 11th. Began to prepare the TAC Committee for the annual transportation survey, which will be conducted this summer.

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**What meetings did you attend or host this quarter?**

- Commute w/Enterprise Representative
  - Moving Ohio Forward - Sustainable Transportation
  - One Hope Presentation for Challenged Youth
  - Oberlin Safe Routes to Schools
  - Lorain County Chamber Annual Meeting
  - United Way Advocacy Committee (focus is on transportation)
  - Elyria Active Transportation Plan
  - State of the City Elyria & Lorain Mayor's Meeting
  - Lorain County Coffee & Conversations Chats
  - NOACA Lunch & Learn
  - Buckeye Health Lorain County Meetings
  - Lorain County Senior Network
  - Meeting with Oberlin College Students
-

	<ul style="list-style-type: none"> <li>• Oberlin Community Services Luncheon</li> <li>• Economic Justice Committee</li> </ul>
<p><b>What tools/methods did you create/use THIS QUARTER to communicate with the public about mobility management services?</b></p>	<ul style="list-style-type: none"> <li>• Website</li> <li>• Flyer(s)</li> <li>• Attend public events</li> <li>• Newspaper, TV, Radio, Podcasts</li> <li>• Word of Mouth</li> <li>• Send Newsletters</li> <li>• Promotional Items</li> <li>• Attend Community Meetings</li> <li>• Social Media</li> </ul>

**Are there any new mobility management practices that you are looking to implement?**

If so, explain. Coordinating the use of FTA 5310 vehicles and our Ambulance service. We would like to use the Ambulance service to dispatch vehicles for transportation. We are currently using it for the vaccine clinics. However, we could use this service for hospital patients and also the workforce. Mobility Management

**Website**

[www.MOVELorainCounty.org](http://www.MOVELorainCounty.org)

**Analytics- total # of website visitors this quarter?**

611

**Analytics- total # of new visitors**

188

**COVID-19 State Health Emergency:**

We have been discussing how to transport people to vaccine clinics with the Lorain County Health Department. We are using two organizations that have received FTA 5310 vehicles - The LCADA Way and Kendal at Oberlin, along with our Ambulance Service to provide transportation. Also, we identified the pharmacies that are located on bus routes or in communities with transportation. So when people without computers/technology and transportation call 211, they can alert the person that

these pharmacies are located on routes. All schedulers have the list of pharmacies and which transportation service can access those locations.

**2020-2021 CARES ACT Funding**

n/a

**Do you have one or more stories to tell this quarter? Use this box to share.**

n/a

**Best Social Media Post of the quarter**

Ohio Vaccine Phase 1A post located here: <https://bit.ly/3GHwZm7>

**Worst Customer Story**

Due to the pandemic, we have been receiving requests for food delivery from time to time. I spoke with a lady that was disabled and could not get out of her house because of the snow. When it wasn't snowing, she has called for transportation through Medicaid, but the transportation provider never showed up.

Also, time and time again, we hear about the fact that it takes 1 to 2 hours for transportation providers through Medicaid to pick people up from their appointments. When someone is not making a lot of money and they have to choose between going to the doctor or going to work, they will skip the doctor, even if they do have FREE transportation.

**Personal Development & Learning Objectives**

I am constantly taking courses and participating in training. However, I did take the ADA Training through LTAP on Tuesday, January 26th, and received a certificate. I was an ADA Coordinator in my past life but wanted a refresher. Also, I participated in a webinar about how to engage the public virtually. This webinar was on Tuesday, February 23. It re-emphasized some of the actions I am taking to keep people engaged during virtual meetings. In March, the entire staff of United Way of Greater Lorain County participated in a 21-day Racial Equity and Social Justice Challenge. It started on March 1 and ended on March 29, 2021.

## C: 2nd Quarter 2021 Report to ODOT

<b>Form Name:</b>	Mobility Management Report
<b>Submission Time:</b>	July 23, 2021
<b>Name</b>	Sharon Pearson
<b>Organization</b>	United Way of Greater Lorain County
<b>Reporting Period</b>	2021 2 <sup>nd</sup> Quarter (Due 7/30/21)

### **Please give an update on the status of your goals for the quarter.**

One Stop Shop - I am happy to report that in addition to our online transportation options list that we are working on a transportation guide that can be handed out to people and organisations to use as a reference. We know not everyone has access to technology so this format will help us expand our one-stop shop for transportation options to more people. The goal is to have these produced and ready by August 1st.

Transportation Advisory Committee - So far 2 Transportation Advisory Committee meetings have been held since the start of the year. The most recent one was held June 10. In September the committee will review the findings from the 2021 Transportation Survey. A list of all the TAC members is being compiled. This group will receive a copy of the Transportation Guide to review for improvements and be given an update on the status of the Mobility Management program along with an invite to the September TAC meeting. Meanwhile, a targeted group of people, some of which also are part of the TAC, will be selected to assist with reviewing and updating the Coordinated Plan for 2021.

MOVE Lorain County in partnership with Lorain County Mobility Management and United Way of Greater Lorain County are exploring options to connect technology from Share Mobility and link it to existing transportation providers. The top transportation issues are accessing medical appointments within and outside of Lorain County along with having reliable transportation for work. MOVE Lorain

County is specifically looking at workforce transportation and the Lorain County Mobility Management is working with them to develop a pilot project with a few employers. Meanwhile, United Way of Greater Lorain County has funding for medical transportation that has not been expended due to the pandemic. So we are seeking to work with LifeCare Ambulance to provide transportation for medical appointments, either through LifeCare's technology or Share Mobility. This effort allows more efficient modes of transportation but also helps to keep money circulating with Lorain County using local transportation providers.

Collect & Analyze Data: We started accepting responses to the 2021 Transportation Survey in June and it extends until September 10, 2021, to update the 2019 Coordinated Transportation Plan. We are accepting information via Survey Monkey and paper documents. We have a lot of support from Neighborhood Alliance via their senior food delivery and Lorain County Jobs and Family Services. Lorain County JFS is mailing nearly 700 surveys to clients. In 2018 we received 700 responses to the survey. Last year and this year responses have been low although we have heavily advertised this survey in newspapers on the radio station and in person at community events. We have lowered our expectations of responses to between 500 and 1,000 responses.

Reduced cost and usage of existing resources/pilot projects - We have a great relationship with LifeCare Ambulance service which has assisted us with Nord Center transportation, vaccine transportation, and willingness to support our pilot project with workforce transportation. They have an interest in expanding their transportation operations as they are located at various places throughout Lorain County already and have access to technology and resources to expand operations as there is need

The major project we are working on is supporting employers with workforce transportation so they can fill the multitude of job openings. We are looking to work with Share Mobility's technology and utilizing LifeCare Ambulance vehicles.

This is a project that is being led by MOVE Lorain County in association United Way of Greater Lorain County and Lorain County Mobility Management. The chair of MOVE is Tony Gallo who is the President/CEO of the Lorain County Chamber, and the Vice Chair is Ryan Aroney who is the President/CEO of United Way of Greater Lorain County. We are also working very closely with Ohio Means Jobs of Lorain County. We are looking to pilot this effort in association with two employers who have shown interest. Once we have results, we plan to host an event with other employers and transportation providers.

**Are there any other projects that you are working on? Please summarize the details here.**

The major project we are working on is supporting employers with workforce transportation so they can fill the multitude of job openings. We are looking to work with Share Mobility's technology and utilizing LifeCare Ambulance vehicles. This is a project that is being led by MOVE Lorain County in association United Way of Greater Lorain County and Lorain County Mobility Management. The chair of MOVE is Tony Gallo who is the President/CEO of the Lorain County Chamber, and the Vice Chair is Ryan Aroney who is the President/CEO of United Way of Greater Lorain County. We are also working very closely with Ohio Means Jobs of Lorain County. We are looking to pilot this effort in association with two employers who have shown interest. Once we have results, we plan to host an event with other employers and transportation providers.

<b>Older adults without disabilities</b>	49
<b>Older adults with disabilities</b>	0
<b>Other individuals with disabilities</b>	46
<b>How many individuals were provided information and a referral?</b>	0
<b>How many individuals were provided individual-</b>	3

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**person-centered (one-on-one) transportation training**

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**Describe any Successful Tasks:**

Thanks to a donation from the Nord Family Foundation, we were able to remove barriers to get vaccinated for seniors, persons with disabilities and low-income, in cooperation with the Lorain County Public Health. by providing FREE transportation. Those who used these transportation services did not need to pre-register for their appointment since Lorain County Public Health waived the need to do so, which allowed about 60 people to get vaccinated that might not have done so otherwise. We used mostly FTA 5310 vehicles along with LifeCare Ambulance services and Lorain County Transit for this program. Our 211 operators also assisted with this project as well.

Also, I worked with Lorain County Transit to identify pharmacies offering vaccines that were located on various bus routes. We presented this information to 211 so that if people needed access to these pharmacies but did not have transportation that we could offer them that information at a reduced cost of \$1 to \$2 or FREE after LCT received funding from the State of Ohio to provide no cost transportation for those getting vaccinated.

**Describe any challenges you faced:**

The challenge that we face is that it appears half the time we scheduled to pick someone up for a vaccine clinic via LifeCare Ambulance, people would cancel when the ride showed up. We must pay LifeCare Ambulance regardless. It's not a problem now because we have a lot of funding that has not been spent due to the pandemic. However, this can be very costly in the future if we do not receive notice before a vehicle is dispatched.

Also, because of advertising these free transportation services, we are starting to get requests for FREE transportation for other locations and services, which we are not able to offer as our funding is strictly reserved for medical appointments at this time.

**What activities have you participated/hosted to update your coordinated plan?**

I held my 2nd TAC meeting on June 10th and announced the 2021 Transportation Survey was ready for responses. I requested feedback at various meetings for input on survey questions. Also, I held a few focus groups asking questions about transportation. A Coordinated Transportation Plan planning committee will be developed that will provide input and guidance on updating the plan. Some of the members of the TAC Committee will be a part of the planning committee.

**What meetings did you attend or host this quarter?**

- 
- MOVE Lorain County
  - Vibrant NEO Collaboration Panel by MPO NOACA 211 & LifeCare Meeting - Vaccine Transportation Vaccine Transportation Logistics
  - United Way Council of Community Collaborations Meeting Ohio Civil Right Transportation Conference
  - Lorain County Senior Network
  - Coordinated Transportation at Various Health Department Clinics (in person)
  - Presentation to the United Way Key Collaborative
  - Race & Equity Institute - Economic Justice/Workforce Development Lorain County Chamber Board
  - Monthly Oberlin Community Services (presented and attended) Lorain County Chamber Board
  - Lorain County Community Alliance Transportation Day Meeting with Share Mobility (several)
  - Northcoast Rotary Presentation Live Health Lorain
  - EV Green Transportation Tour

**What tools/methods did you create/use THIS**

- 
- Website
  - Mobility Management Brochure
-

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**QUARTER to communicate with the public about mobility management services?**

- Flyer(s)
  - Attend public events
  - Newspaper, TV, Radio, Podcasts
  - Word of Mouth
  - Send Newsletters
  - Direct Mail Promotional Items
  - Attend Community Meetings
  - Social Media
- 

**Are there any new mobility management practices that you are looking to implement? If so, explain.**

I am looking to connect technology from Share Mobility to local resources like FTA 5310 vehicles and/or Lorain County Transit and LifeCare to provide transportation for the workforce and for medical appointments.

The goal is to demonstrate successful operations and then encourage others to join in the movement to grow transportation services throughout the County.

**Website**     <https://www.MOVELorainCounty.org>

**Analytics- total # of website visitors this quarter?** 193

**Analytics- total # of new visitors:**     184

**COVID-19 State Health Emergency:**

As a result of having funding left over from a grant that was to be used last year, we were able to use the funding to provide FREE transportation using 5310 vehicles for vaccination locations.

**Do you have one or more stories to tell this quarter? Use this box to share.**

None at the moment

### **Best Social Media Post of the quarter**

My best post was for promoting the 2021 Transportation Survey:  
<https://bit.ly/3BEUMj0>

408 people reached, 3 shares and 15 engagements.

### **Worst Customer Story**

I don't like this question on the report because I don't think we should focus on bad situations. I prefer to keep it more positive so I will never share a bad story because our goal is to help people.

### **Personal Development & Learning Objectives**

Ohio Civil Rights Transportation Conference April 7 - 9. The most interesting part was about Hot Chicken Takeover and how they hire people with low-level felonies and other situations to help people from all walks of life get back on their feet.

On Demand Community Transportation - April 13 Design Challenge Grant - May 27  
Person Centered Design - May 27

NEO Transportation Equity Forum - June 28 NEO Transportation Equity Form Part 3 -  
June 30

## D: 3rd Quarter 2021 Report to ODOT

ODOT ceased reporting temporarily in the third quarter to revise the reporting process.

## Lorain County Mobility Management Letter of Intent for 2022 Grant

<b>Form Name:</b>	Mobility Management Letter of Intent for 2022
<b>Submission Time:</b>	February 18, 2021
<b>Name</b>	Sharon Pearson
<b>Organization Name</b>	United Way of Greater Lorain County
<b>Program Contact</b>	2021 1 <sup>st</sup> Quarter (Due 4/30/21)
<b>Contact Title</b>	Lorain County Mobility Manager
<b>Contact Email</b>	Sharon.pearson@uwloraingcounty.org
<b>Organization Address</b>	642 Broadway, Lorain OH 44052
<b>Organization Phone</b>	(440) 277-6530
<b>County Population</b>	Large Urbanized Area Over 200,000
<b>Agency Type</b>	Private Non-Profit

**What Program are you applying for:** Mobility Management

**What project types do you intend to apply for? (Check all that apply)**

Operating Assistance (expansion of service or maintaining existing service) Other:  
Mobility Management

**Please select the segments of the population you serve (Check all that apply)**

- Low Income
- Seniors
- Individuals with Disabilities
- Other

**Is your agency registered with SAM (System for Award Management)?**

Yes

**What county or counties are in your service area?**

Lorain

## **Financial Management**

**Have you received operating, capitalized maintenance and/or mobility management funding from ODOT's FEDERAL programs since 2015?**

Yes

## **Mobility Management**

**Did your agency participate in the coordinated planning process for the project(s) included in your letter of intent?**

Yes

**The project(s) listed in the letter of intent are included in a locally developed, coordinated public transit-human service transportation plan?**

Yes

**Please provide a description of the project(s) you are requesting.**

United Way of Greater Lorain County is proposing five goals under this Letter of Intent that originate from the Lorain County Coordinated Transportation Plan and reflect the 5-Year Mobility Management Plan.

Maintain and increase a "one-stop shop" that increases awareness and improves access to transportation options in Lorain County, particularly targeting persons with disabilities and senior citizens. This involves, in part, expanding the use of 211 to increase awareness of options and connection of riders to rides.

Facilitate the Transportation Advisory Council, to support the work of the Mobility Manager in meeting the goals of the Transportation Plan. The existing Council will be expanded to primarily include transportation providers, users, and key stakeholders.

Continue to collect and analyze transportation and rider need data, and thereby identify new strategies to reduce duplication of services and share resources, increasing overall existing transportation resource efficiency.

Establish and coordinate educational programs for (a) transportation providers to reduce administrative costs, (b) transportation users to improve and increase usage of existing

transportation options, and (c) employers who support new strategies to get their employees to work reliably. Explore innovative pilot projects utilizing technology accessible to target populations that allow (a) fulfillment of transportation needs cited in the most recent Transportation Needs Survey and (b) improved access to medical, education, and employment centers. This includes expanding the Circulation Health pilot model.

**What is the estimated amount of Mobility Management funds you are requesting to complete your project(s)?**

100,000

**Are you proposing any new or innovative best practices? If so, please describe the practice, how it will increase coordination, how it will achieve mobility management program goals, and how you will measure outcomes.**

This Letter of intent proposes two new practices: the continued expansion of a current pilot project linking disabled persons with rides to medical appointments, and expansion of a bus spur linking existing transit to riders in outlying areas in need of transportation to employment.

The Mobility Manager employed by United Way is currently piloting Circulation Health, a project utilizing an innovative software platform that allows medical personnel to schedule rides to medical appointments for elderly or disabled patients that have no transportation. This project allows the Mobility Manager to link rides to those who need them while identifying and tracking neighborhoods with high transportation needs to better coordinate existing resources, key goals of the Lorain County Coordinated Transportation Plan. Rides are tracked in real time, with notification at driver dispatch, rider arrival, and return appointment; appointment no-show rates are tracked with medical staff; rider satisfaction is tracked at the time of ride; and aggregate data collected will be shared with partners. Because of the Covid-19 pandemic, it has become necessary to use alternate ride providers, such as local social service agencies and ambulance providers, to fill in the rideshare gaps. We propose to continue to build this network and learn how to best localize the dispatching and vehicles to improve customer service and eliminate no-show drivers.

The Mobility Manager is also proposing to promote and expand the OberlinConnector that just began to link rural riders with employment opportunities in January 2021. This may involve creating new bus spurs that extend existing municipal-only lines in the southern part of Lorain County with fixed transit routes in the employment corridor. This project would address Coordinated Transportation Plan goal 5, employment, and increase coordination with existing transportation options. Outcomes would be measured by increased ridership to places of employment.

## 2021 Letter of Intent Goal Update

In the Letter of Intent for 2021 we proposed two new practices and here is an update on each of the projects.

### 1. A pilot project linking disabled person with rides to medical appointments.

Update: The Mobility Manager employed by United Way is currently piloting Circulation Health, a project utilizing an innovative software platform that allows medical personnel to schedule rides to medical appointments for elderly or disabled patients that have no transportation. This project will allow the Mobility Manager to link rides to those who need them while identifying and tracking neighborhoods with high transportation needs to better coordinate existing resources, key goals of the Lorain County Coordinated Transportation Plan. Rides are tracked in real time, with notification at driver dispatch, rider arrival, and return appointment; appointment no-show rates are tracked with medical staff; rider satisfaction is tracked at the time of ride; and aggregate data collected will be shared with partners.

These rides were connected via Lyft rideshare services. As a result, there were a few issues as a result. During snowy days or bad weather, there were not as many drivers available. Clients were either late to appointments or were not able to show up to their appointments at all. Second, although we were next to the Cleveland area, the further south and west into the County (the more rural parts) the service the needed the less available Lyft drivers were. Lyft and Uber drivers tend to hover near densely populated areas. Third, at times if drivers realized there were taking people to a behavioral health appointment, they would cancel the ride or not have the patience to wait.

Improvement: So, we switched the Circulation Health software with our local ambulance service Lifecare Ambulance. The Nord Center is still able to book rides using their software for clients that need rides. These vehicles are located all over the County so access to a vehicle is not an issue as it was with Lyft. In addition, the ambulance service works with this clientele and population all the time. And most importantly, we are keeping the funding circulating locally. Before with Circulation Health the company was out of Boston and the many of the Lyft drivers were coming out of Cleveland. So, we can support a local business and our local economy through this transportation service.

As a result of the success of this program we are during expanding it to use with a partner through the local Mental Health (MHARS) Board called Bellefaire. Before the end of the year, we are also working with Lifecare to temporarily provide medical appointment service for Lorain County Office on Aging until they receive their own vehicle. And we learned that the Wellington Senior Bus had an accident and due to how long it is taking to receive parts that we are working with them to provide medical trips using Lifecare Ambulance until their van is up and running as well. We can provide all these services thanks to the generous donation of the Nord Family Foundation.

## 2. A bus spur linking existing transit riders to employment.

The Mobility Manager is also proposing to explore two new projects that would link rural riders with employment opportunities. These involve creating bus spurs that extend existing municipal-only lines in the southern part of Lorain County with fixed transit routes in the employment corridor.

**Update:** This was pilot project was not a direct project of Lorain County Mobility Management but of a partnership of organizations led by the City of Oberlin.

The Mobility Management Program was a major supporter and promoter of the Paradox Prize (funded by the Fund for our Economic Future) to support bridging the gap between where low-income people worked and the jobs in Lorain County. Fortunately, a group of organizations led by the City of Oberlin, which partnered with Lorain County Transit came together and created the Oberlin Connector which supported seniors for shopping and medical trips during the day and 2<sup>nd</sup>/3<sup>rd</sup> shift workers in the evening. This pilot project has proven to be successful. Oberlin is a community of 8,296. Since January 2021 through the end of September they served 157 different individuals and provided 3,110 trips. In fact, the numbers continue to increase.

Improvements: The challenge with this project is that at times if the on-demand service is booked for a person it is a challenge to take another person at the same time. The way the system currently operates can be very costly. To make it more cost-effective it would wise for the Lorain County Commissioners to consider adding technology to allow the bus to better route services so it could handle more people at the same time. This service could also serve as a cashless option and allow people to schedule appointments and locate the estimate arrival of the bus through their phones

if they so choose. All the Counties surrounding Lorain County are a part of NEORide and are using EZFare and so it may be wise for Lorain County to consider using this service as well.

## TAC Committee Meeting Information

As a result of the pandemic, all the Transportation Advisory Committee meetings have been held via Zoom. The meeting agendas have consisted of a brief overview of the Mobility Management program including the local goals of the Coordinated Plan, a guest speaker and any updates from the Mobility Manager on pilot projects or special projects.

The meeting dates and videos are linked below along with the specific guest speaker focus for each of the meetings.

- March 11, 2021 - [https://youtu.be/gpl\\_NED27Qw](https://youtu.be/gpl_NED27Qw). This meeting focused on the vaccine rollout featuring a presentation by the Lorain County Public Health Department. We had 36 registered for this Zoom meeting.
- June 10 2021 - <https://youtu.be/3ifP2f482Pk>. This meeting focused on workforce transportation with a guest speaker from Commute with Enterprise and Share Mobility. We had 32 registered for this Zoom meeting.
- September 30, 2021 - <https://youtu.be/NoTvY3PifPQ>. We did not have a guest speaker at this meeting. The main focus was to review the findings of the 2021 Transportation Survey. We had 21 registered for this Zoom meeting.
- December 2, 2021 – This meeting was canceled as a result of the Coordinated Transportation Planning Committee that was established to review and offer input into the annual updates. The Coordinated Transportation Planning committee meet three times in the fall. Many of the members also participate in the TAC meetings.

The Zoom meeting have lacked engagement from members. And I have not received any training on how TAC meetings are to operate. But after some discussion with fellow seasoned Mobility Managers, moving forward I plan to make a few changes to these meetings.

1. To make sure that all who currently have FTA 5310 vehicles know and understand that it is critical that they have a representative attend these meetings. They have been given a free ride because they participated once every 5 years but their engagement must be annually and in most of the quarterly meetings held by the

Mobility Manager.

2. That everyone come prepared to talk about a transportation project, idea, present a speaker idea for a future TAC meeting, or update us on a transportation project or event they are working on that may be of interest and benefit to the public.

3. I hope to have an assistant to take notes and co-host the meetings so I can focus on facilitating the meeting discussion. Depending on the status of the pandemic, we may begin hybrid meeting to allow people to come to the meetings in person or continue the meetings via Zoom, as United Way has the technology that allows us to accommodate both options.

## Pilot Project Update

### Senior Shopping Shuttle

In partnership with the LCADA, a FTA 5310 vehicle owner and the Office on Aging with consultation from the Lorain County Public Health, we developed a pilot to transport seniors from the Oberlin Senior Apartment Complex in Lorain to three local stores on Tuesday, Wednesday, and Thursdays. Per Lorain County Public Health, we transported no more than 3 seniors at a time and only during the senior shopping hours, which were the first hour when the stores opened. Residents were required to wear masks on the bus and sit socially distant.

As people became vaccinated, LCADA were in need of getting back to using their vehicles and so the timeframe for the shopping shuttle was not working out. In addition, United Way of Greater Lorain County no longer had funding to operate this shopping shuttle any longer. So this pilot project concluded the end of June 2021. Over the lifetime of the pilot we were able to provide 148 rides to this one senior complex in Lorain.

### Vaccine Transportation

When opportunities for vaccinations rolled out, I worked closely with Lorain County 211 and Lorain County Transit using the Lorain County Public Health pharmacy list to identify the pharmacies that were located on various bus routes. Lorain County Transit identified the bus numbers and then we gave that information out to key organizations and submitted it to 2-1-1 in case people did not have transportation but were able to take transit to one of the pharmacies to get vaccinated. This was a quick and easy solution while we worked on the bigger plan of coordinating vehicles to transport groups of people

The Lorain County Public Health Commission Dave Covell, decided to eliminate the need to make appointment for vaccination clinics which were held at various locations around Lorain County. So we partnered with the Health Department using organizations that owned FTA 5310 organizations, Lorain County Transit, and Horizon Education Centers to loop specific low-income or struggling neighborhoods during the vaccine clinic days. In addition, I was on site for various clinics identifying people who

may have been left behind by transportation providers or who desired to get vaccinated at the last minute



### Juneteenth Trolley

Lorain County has a trolley that is under utilized. The only “teenth” Saturday in June is when Oberlin has traditionally held a Juneteenth Celebration every year (except in 2020) for as long as I can remember. Other communities have held celebrations too but in 2021 Lorain decided to hold one on the same day. So I figured it would be nice to connect the two events together through the Lorain County Transit trolley system allowing people from Oberlin to go to Lorain and people from Lorain to go to Oberlin. However, Mayor Frank Whitfield of Elyria learned about it and so we added that as a stop also. The trolley service was paid for through Oberlin College.

The use of the trolley led to use at the Third Thursday events in Elyria. They used it to talk about the history of Elyria but also invited me to talk about Mobility Management work in Lorain County.

As we drive around Lorain County I noticed that people loved riding it but also seeing it out and about. It is such a joy to be on the trolley!



## Employment Transportation

Prior to the pandemic the nation a shortage of full-time workers began to surface as baby boomers started to retire. The pandemic made it worse as some retired early. Others began to participate in the new “gig” economy so they could have more freedom from time constraints and other rules. It is rare to find a business that isn’t looking to hire yet finding employees is a challenge.

Business are starting to look at their hiring requirements and adjusting them and considering employees they may not have considered in the past, such as persons with low-level felonies, no college, etc. From my research it seems that potential employees are not only looking for good pay but for those additional perks. So this is one reason why we are considering a workforce transportation pilot with Share Mobility out of Columbus Ohio.

Share Mobility is data company that also happens to be a transportation service. They run both so they can continually update and improve their technology. When contracting with them, you can take the full package or just the software package and use their technology with local vehicles. This is what we decided to do partnering with Lifecare Ambulance, once again.

We met with Share Mobility and the two companies in Avon Lake to discuss the project. We received a list of the employees addresses so that Share Mobility could begin to determine routes. We identified routes in nearby Elyria and Lorain, which should be no more than 1 hour roundtrip service for each route. The goal is to encourage some of the current employees to use the service first. Then work to recruit unemployed people along the route to work at one of these two facilities.

There would be a nominal charge of no more than \$2 each ride to and from work, which could be a pre-tax amount in association with the Federal Commuter Tax Benefit program. We have an expense of about \$65 an hour from Lifecare to transport people using their vehicles, no matter the size, as they have anywhere from a 4 to 18 passenger vehicle. And we would eventually charge the business no more than \$500 a month to assist with paying the fee for technology.

Since this will be a pilot, we have asked the Nord Family Foundation, if we could use the funding for our medial transportation project for this workforce transportation project. They granted permission as long as we had commitment from the businesses, they would step up to the plate to help fund the project if proven successful. In addition, we are working with Ohio Means Jobs to encourage businesses that every person they hire and receiving funding for, to use the funding in their budget that was set aside for training new employees to be used for transportation, since they will be reimbursed via OMJ. We are doing our best to be creative to support this project in a variety of ways so it can be successful.

We have yet to launch this project, but it is our hope that we will launch it before the end of the year. Our goal is to operate it for 6 to 9 months. We have a lot of bystanders waiting to jump on board as partners, funders, and users of the system, which we may aid on eventually. But we feel it is important that we start with just these businesses now.

## 2021 Transportation Survey Results Summary

In 2021 we received 526 responses. This is due mostly in part to the support of the Lorain County Job and Family Services mailing out our surveys to over 100 clients each month in June, July, and August. Also, we had support again from Neighborhood Alliance and Kendal at Oberlin. For the first time ever, we also receive tremendous support from Lorain County Commissioner Michelle Hung's office and Lorain County Community Development who both promoted the survey via social media.

In 2021 we were hoping we would receive more responses than we did in 2018 since we spent money on advertising and social media posts. However, it seems that survey results have been low because of the pandemic. In addition, there have been many surveys conducted and people seem to be over-surveyed as a result of the pandemic and non-responsive.

I believe we received more responses than normal because we were wise enough to obtain a Business Reply Mail permit, which made it easier for people to reply, therefore receiving a higher response rate than normal, based on the amount of paper surveys distributed through Lorain County Jobs and Family Services.

In 2020 we had 288 respondents to the Transportation Needs Survey. In 2018 we had 691.

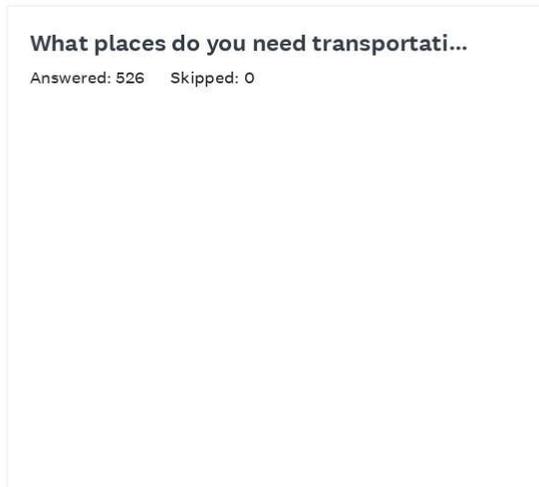
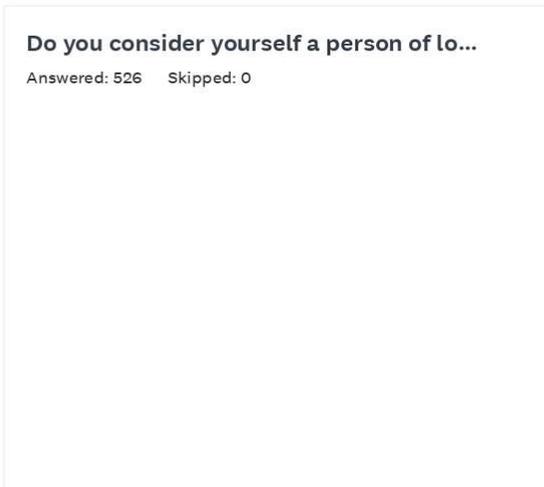
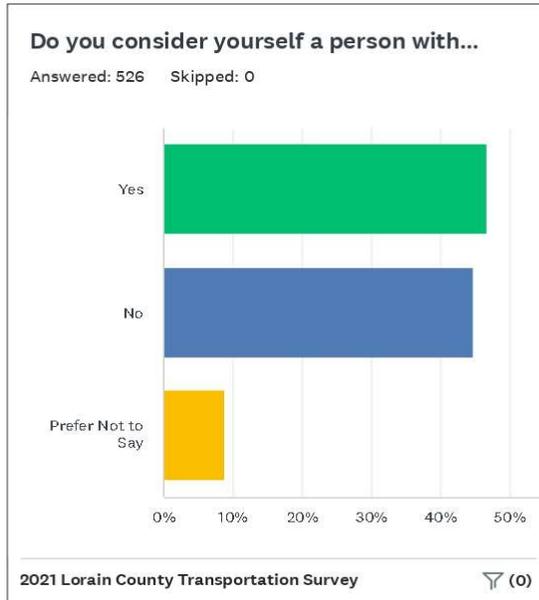
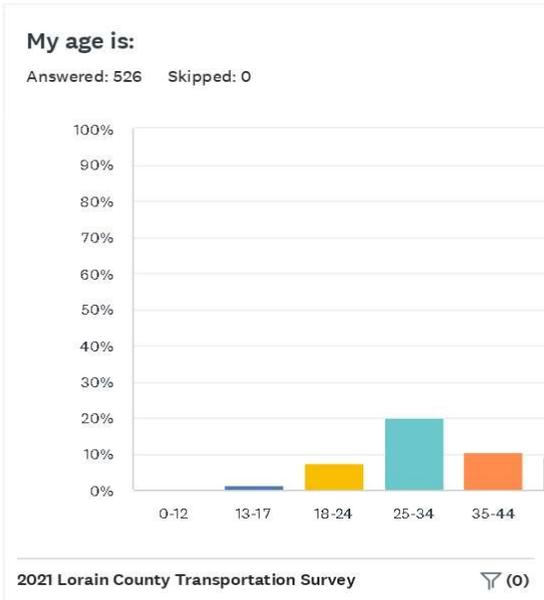
Improvements that we plan to make to future:

- Combine work and job as a question response
- Add "On Disability/SSI" as an income status. We received a lot of comments on this since it was not able to be selected.
- We need to condense the Transportation Survey; it may have been a bit too long this year. Some questions were similar.
- Revise the survey when issuing it in paper form. The larger size increased the cost to mail the survey.
- Identify government partners, libraries, LMHA, and LCCAA and others to assist with distributing the surveys, especially in rural communities for a better response.

Here is a summary of the Lorain County Transportation Survey results:

2021 Lorain County Transportation Survey

## 2021 Lorain County Transportation Survey



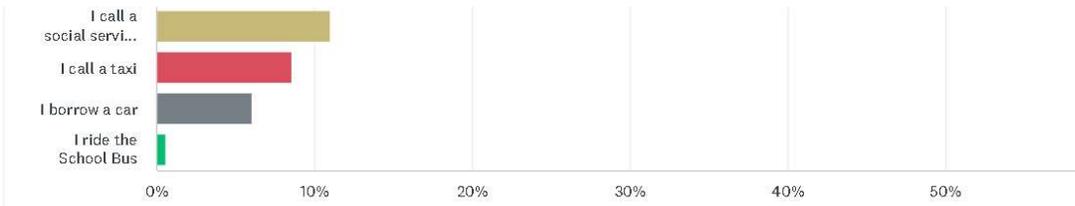
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2021 Lorain County Transportation Survey

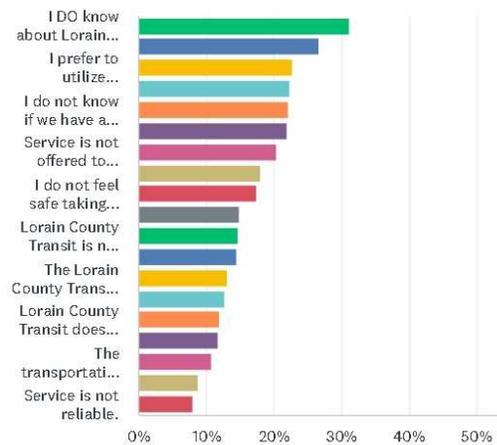


2021 Lorain County Transportation Survey

🔍 (0)

Which of the following statements are ...

Answered: 526 Skipped: 0

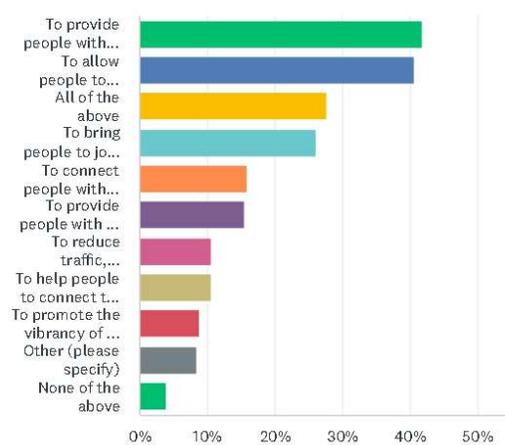


2021 Lorain County Transportation Survey

🔍 (0)

Transportation services in Lorain Coun...

Answered: 526 Skipped: 0



2021 Lorain County Transportation Survey

🔍 (0)

How do you prefer to receive information about available transportation services in Lorai...

Answered: 526 Skipped: 0



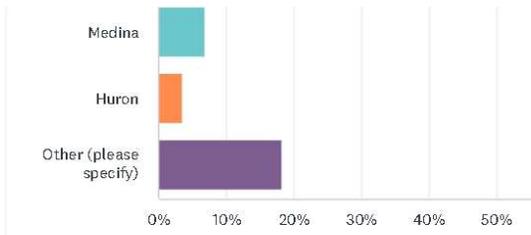
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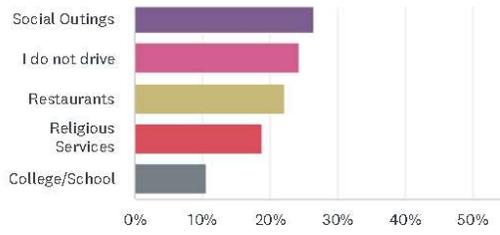
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2021 Lorain County Transportation Survey



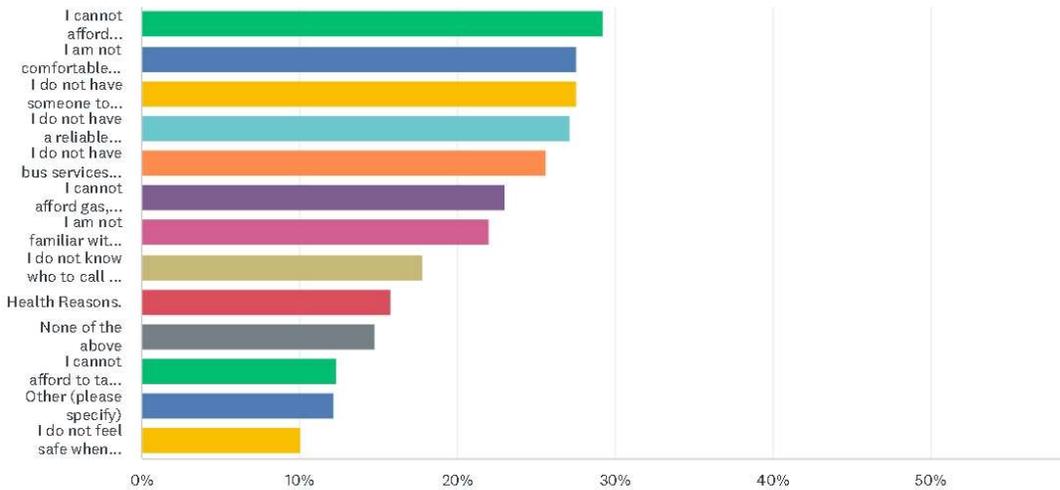
2021 Lorain County Transportation Survey (0)



2021 Lorain County Transportation Survey (0)

Other than issues due to Covid-19 pandemic, do any of the following factors prevent you f...

Answered: 526 Skipped: 0



2021 Lorain County Transportation Survey (0)

If you depend on others for any of your trips, who do you depend on, or what mode of tran...

Answered: 526 Skipped: 0



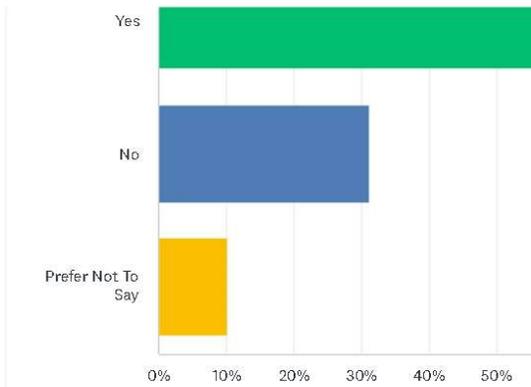
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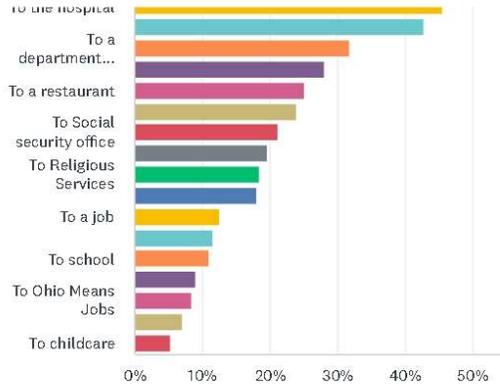
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2021 Lorain County Transportation Survey



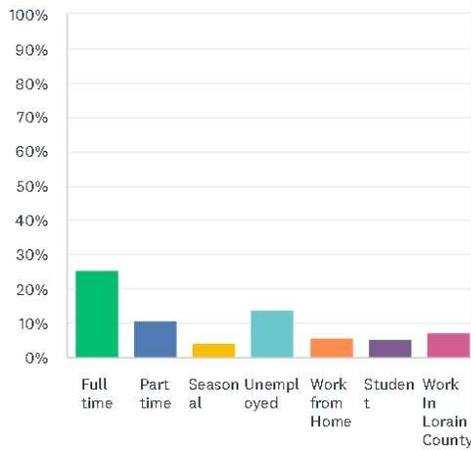
2021 Lorain County Transportation Survey (0)



2021 Lorain County Transportation Survey (0)

What is your current employment stat...

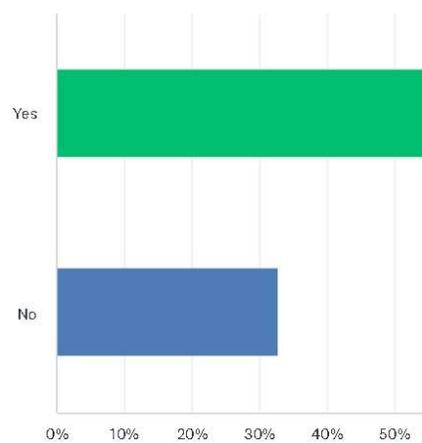
Answered: 526 Skipped: 0



2021 Lorain County Transportation Survey (0)

Do you need access to areas in neighb...

Answered: 473 Skipped: 53



2021 Lorain County Transportation Survey (0)

If you need to cross county lines, whic...

Answered: 406 Skipped: 120



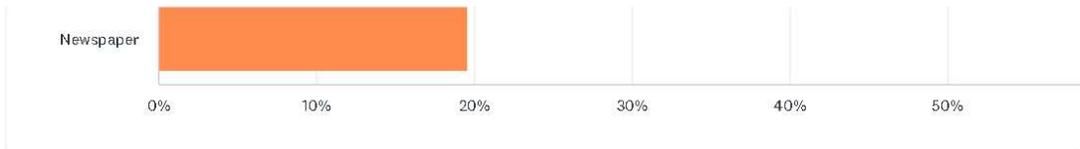
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DASHBOARD SETTINGS

2021 Lorain County Transportation Survey

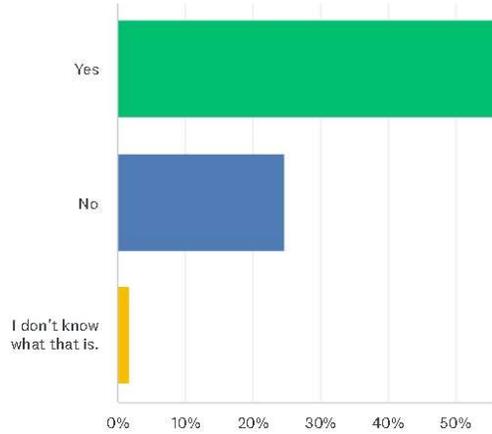


2021 Lorain County Transportation Survey

Filter (0)

Do you have a smart phone?

Answered: 491 Skipped: 35

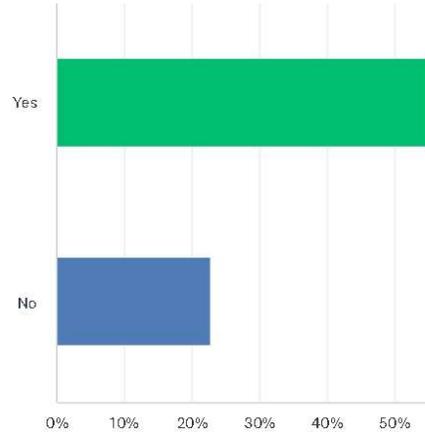


2021 Lorain County Transportation Survey

Filter (0)

Do you search the Internet on a compu...

Answered: 486 Skipped: 40



2021 Lorain County Transportation Survey

Filter (0)

Dashboard Share Link

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DASHBOARD SETTINGS

## Coordinated Plan Review Committee

So that there would be more engagement regarding the Coordinated Plan Goals and Strategies, I decided to hand pick a group of people to assist me with updating the Coordinated Plan. Some of those selected have attended TAC meetings in the past. I made sure to identify persons with disabilities, seniors, and organizations that specifically work with these communities. I also invited government agencies and our local transit organization and other transit operators and individuals that have or may use transportation services within the community.

Three meetings were scheduled and the videos of each of them are as follows:

Meeting #1: September 23: <https://youtu.be/0qK3bM-IHJo>

Meeting #2: October 14: <https://youtu.be/YhY54KTHx2I>

Meeting #3: November 18: <https://youtu.be/Bv-WWwd-19c>

This has been a group of people who have been willing to speak up and offer their input, which has been great for me. In addition, we may call them back in February to assist with developing the Letter of Intent for 2023 Grant and reviewing questions for the 2022 Transportation Survey. In 2022, I would like to begin the transportation survey process early so we can submit the updates to the Coordinated Plan in a timely manner to ODOT.

We may run the 2022 Transportation Survey March 2022 through June 2022.

## Coordinated Plan Goal/Strategy Update

### 2021 Preface to the Updated Goals

On November 18, 2021, the Coordinated Plan Review Committee collectively believed that “Goal #2 – Develop and Implement a Mobility Management Program” is completed. However, the Coordinated Planning Committee would like to ensure the below referenced action steps serve as the overarching themes for all Lorain County Coordinated Transportation Plan goals:

- Foster relationships and collaborations between public/nonprofits and private industry; provide transit that benefits them economically (e.g., shopping, services).
- Improve relations/communication between the public and policy makers.
- Coordinate with non-profits (i.e., United Way), existing transportation providers and employers; agencies i.e., Veterans services, etc. that are serving target markets to assess needs and available services.
- Explore funding/provision of services by private businesses that will benefit department stores, shopping centers, medical providers, schools, and employers to provide services (i.e., shuttles) to connect to existing transportation.
- Increase knowledge of current state/future possibilities

## Goal #1: INCREASE AWARENESS OF TRANSPORTATION OPTIONS THROUGH GRASSROOTS METHODS, TARGETED GROUPS AND ORGANIZATIONS

**Need(s) Being Addressed:** The lack of knowledge about available transportation services and options within Lorain County, specifically to access grocery stores, medical appointments, job access, educational opportunities, and social events.

### Strategy 1.1:

Develop and manage a “one-stop shop” program to increase awareness and improve access to transportation options in Lorain County. (Customer Service)

**Timeline for Implementation:** Present to January 2021

### Action Steps:

- Develop a full marketing plan to include:
  - Brand/identity creation
  - Distribution/awareness plan: flyers/pamphlets, posts with tear-offs, multimedia, hyperlinking with local community
  - Use of Facebook & Instagram and other social media outlets
- Disseminate information widely and through targeted outlets to educate the community about transportation options to make it easier for people to find services.
- Create a public listing of transportation options to increase awareness of what is available now and a process to update the information.
- Incorporate an automated system, web analytics, count calls, for syncing online data with utilization of services
- ADD Partner with grocery stores to improve access

**Parties Responsible for Leading Implementation:** Lorain County Mobility Manager, Lorain County Coordinated Transportation Plan Taskforce

**Parties Responsible for Supporting Implementation:** Ohio Department of Transportation, Federal Transit Administration, United Way of Greater Lorain County, MOVE Lorain County

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

**Potential Cost Range:** Dependent on project

**Potential Funding Sources:** The Lorain County Mobility Management Program

**Performance Measures/Targets:**

- Number of website visits
- Number of distributed materials
- Number of distribution/partner organization information outlets

## Goal #1 - Coordinated Plan Review Committee Comments (from September 23 Meeting)

- Showcase the positive stories of how transportation is working for businesses and individuals and promote those stories.
- Find individuals in Lorain County for which transportation is working and ask them how the services can be improved.
- Make the social media information more general as a part of the goal but then annually ask, as a part of the transportation survey, which social media platforms respondents are using.
- Update this goal to Increase Awareness of Transportation Options through Grassroots methods and targeted groups and organizations
- In the goal specifics include developing partnerships with grocery stores, pharmacies, government organizations, and healthcare since access to food and medical appointments have been #1 and #2 issue since 2018.

Goal: #2 DEVELOPING AND IMPLEMENT A MOBILITY MANAGEMENT PROGRAM  
COMPLETED

**Need(s) Being Addressed:** To identify unmet needs and gaps in transportation services to improve access to jobs, medical facilities, educational centers, while also supporting the local economy.

**Strategy 2.1:**

Create a Lorain County Taskforce on Transportation (now called the Transportation Advisory Committee or TAC Committee), to include non-profit and private organizations together with members of the public and targeted populations to support the work of the Lorain County Mobility Manager and ODOT Coordinated Transportation Plan Guidelines. (Leadership)

**Timeline for Implementation:** Present to January 2021

**Action Steps:**

- Develop a Lorain County Mobility Management Program
- Hire a Full-Time Mobility Manager
- Foster relationships and collaborations between public/nonprofits and private industry; provide transit that benefits them economically (e.g. shopping, services).
- Improve relations/communication between the general public and policy makers.
- Coordinate with non-profits (i.e., United Way), existing transportation providers and employers; agencies i.e. Veterans services, etc. that are serving target markets to assess needs and available services.
- Explore funding/provision of services by private businesses that will benefit department stores, shopping centers, medical providers, schools, and employers to provide services (i.e., shuttles) to connect to existing transportation.
- Increase knowledge of current state/future possibilities

**Parties Responsible for Leading Implementation:** Lorain County Coordinated Transportation Plan Taskforce

**Parties Responsible for Supporting Implementation:** Ohio Department of Transportation, Federal Transit Administration, United Way of Greater Lorain County, MOVE Lorain County

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

**Potential Cost Range:** \$100,000

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, local banks

**Performance Measures/Targets:**

- Hiring of a full-time Mobility Manager or Consultant
- Level of response from stakeholders
- Increased local funding to support coordinated efforts
- Increased coordination relationships within Lorain County

## Goal #2 – Coordinated Plan Review Committee Comments (October 14 Meeting)

The Committee believes this goal has basically been completed. Although the committee believed this goal to have been completed, they want to make sure to keep the applicable aspects of the action steps moving forward. These steps might be included within a new goal. Should this be a new goal or does the group trust that these items will be carried out by the Mobility Manager:

- Foster relationships and collaborations between public/nonprofits and private industry; provide transit that benefits them economically (e.g., shopping, services).
- Improve relations/communication between the public and policy makers.
- Coordinate with non-profits (i.e., United Way), existing transportation providers and employers; agencies i.e., Veterans services, etc. that are serving target markets to assess needs and available services.
- Explore funding/provision of services by private businesses that will benefit department stores, shopping centers, medical providers, schools, and employers to provide services (i.e., shuttles) to connect to existing transportation.
- Increase knowledge of current state/future possibilities
- The goal that impacts those who are most vulnerable is the last one: “increase knowledge of current state/future possibilities” which maybe should be a separate goal on its own especially since the world is changing so much now. We need the Mobility Manager to stay on top of the changes and stay aware of future possibilities.

## Goal #32: EXPLORE ANALYZE DATA COLLECTION AND PLANNING SYNERGIES

**Need(s) Being Addressed:** Reducing the duplication and costs that support planning efforts utilizing existing resources for efficient transportation options.

### **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. (Data Collection & Planning)

**Timeline for Implementation:** January 2020 – December 2024

### **Action Steps:**

- Identify potential natural synergies
- Explore opportunities to collect data such as number of trips, where people are going, by the transportation provider, hours of services, and utilization rates
- Identify strategies to eliminate or reduce duplication in services.

**Parties Responsible for Leading Implementation:** Lorain County Mobility Manager

**Parties Responsible for Supporting Implementation:** Lorain County Mobility Manager, Lorain County Coordinated Transportation Plan Taskforce

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

**Potential Cost Range:** Depending on project

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, Local Stakeholders

### **Performance Measures/Targets:**

- Local Stakeholder Response
- Number of training sessions by stakeholders
- Number of public training sessions

## NEW Goal #2 (formerly Goal #3) - Coordinated Plan Review Committee Comments (October 14 Meeting)

- ADD ACTION STEP: Use technology to identify duplications of services and to reduce redundancies of transportation services.
- ADD ACTION STEP: Present to government bodies (i.e., township trustees, City Council, County) and organizations the Coordinated efforts, resources, and funding that are impacting the targeted Lorain County residents and the opportunities to partner for improvement.

## Goal #43: COORDINATE EDUCATIONAL TRAINING PROGRAMS

**Need(s) Being Addressed:** Reducing training costs incurred by organizations independently paying for transportation driver training. Also, to improve individuals' comfort levels with utilizing available transportation services through training.

### **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. (Transportation Services)

**Timeline for Implementation:** Present to December 2024

### **Action Steps:**

- Identify potential natural synergies
- Identify common training sessions
- Ensure people providing transportation are culturally competent and trained to provide safe rides to individuals
- ADD explore other transit travel trainer sites for ideas on how to assist people with using the local transit system
- ADD Create social media posts to train people how to use bus services that can be promoted on other social media sites

**Parties Responsible for Leading Implementation:** Lorain County Mobility Manager

**Parties Responsible for Supporting Implementation:** Lorain County Mobility Manager, Lorain County Coordinated Transportation Plan Taskforce, United Way of Greater Lorain County, MOVE Lorain County

**Resources Needed:** Funding, staff time, technology, training

**Potential Cost Range:** Depending on project

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, Local Stakeholders & Private Organizations

**Performance Measures/Targets:**

- Local Stakeholder Response
- Number of training sessions by stakeholders
- Number of public training sessions

### NEW Goal #3 (formerly Goal #4) - Coordinated Plan Review Committee Comments (October 14 Meeting)

The committee would like to make sure the travel training focuses on helping people who might not have used Lorain County Transit fixed route service. This also led to a discussion about creating a new goal that focuses on securing funding to improve infrastructure and technology to make local transit more rider friendly.

- Provide virtual travel training (i.e., video training)
- Set up training for specific groups to teach them how to use Lorain County Transit (i.e., LCCC, LMHA, etc.)
- Create shareable media posts for government agencies and organizations to share to support travel training for Lorain County Transit or other modes of transportation

## Goal #54: EXPLORE TRANSPORTATION PILOT PROJECTS

**Need(s) Being Addressed:** Unavailability of affordable public transportation services connecting residents to job access, health care, social events, and educational opportunities.

### **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. (Transportation Services)

**Timeline for Implementation:** Present to December 2024

### **Action Steps:**

- Explore the opportunity for an innovative project that would:
  - Ensures safety and security for riders
  - Give options for “On demand” travel service
  - Promote efficient utilization of resources
  - Strive for fiscally strong system
- Develop a funding pool dedicated to purchasing transportation passes, tickets, tokens, rides, and vouchers for employment access via a participating transportation provider and enhance transportation service levels

**Parties Responsible for Leading Implementation:** The Lorain County Mobility Manager, The Lorain County Coordinated Transportation Plan Task Force

**Parties Responsible for Supporting Implementation:** The Lorain County Coordinated Transportation Plan Task Force, United Way of Greater Lorain County, MOVE Lorain County

**Resources Needed:** Funding, staff time, contract services, publications or printing, local cash, technology, capital needs

**Potential Cost Range:** Depending upon project

**Potential Funding Sources:** ODOT 5310, ~~5311, 5316~~ Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, Local Stakeholders, Private Organizations, State of Ohio general funds, Ohio Elderly and Disabled Fare Assistance Program, Lorain County Jobs and Family Services, Lorain County Board of Mental Health

**Performance Measures/Targets:**

- Identify possible pilot projects
- Complete at least one budget for the pilot projects
- Determine funding sources to support the pilot
- Expansion of services

NEW Goal #4 (formerly Goal #5) - Coordinated Plan Review Committee Comments  
(October 14 Meeting)

- Share the pilot project with City Councils

**NEW GOAL #5:** Secure Resources and Upgrade the Infrastructure to make Public Transit more user friendly

**Need(s) Being Addressed:** To support efforts to make local transit more user friendly.

**Strategy 5.1:**

The current atmosphere, because of the pandemic, has been supportive of public transportation. Public transportation has Federal funding support and could possibly obtain up to a 40% increase in funding through the Federal Infrastructure Bill. The funding and current support should be leveraged to make the local transit system more user friendly for those who rely on fixed routes and for those who desire to use local transit fixed routes but have yet to do so.

**Timeline for Implementation:** Ongoing

**Action Steps:**

- Add technology to make using transit user friendly for banked and unbanked population
- Add services to improve rider experience such as pull cords, signage, and other best practices
- Continually seek funding and opportunities to improve service for the user experience

**Parties Responsible for Leading Implementation:** Lorain County Commissioners

**Parties Responsible for Supporting Implementation:** Lorain County Commissioners in partnership with The Lorain County Mobility Manager, The Coordinated Transportation Review Committee, MOVE Lorain County, NEORide Membership

**Resources Needed:** Funding, staff time, contract services, local cash, technology, and capital needs

**Potential Cost Range:** Depending upon project

**Potential Funding Sources:** ODOT Operations, OPT2 Funding, Private Sector, County Area Foundations, Local Stakeholders, Private Organizations, and State of Ohio general funds

**Performance Measures/Targets:**

- Ridership
- Customer Service Reports

This is the 2021 Lorain County Coordinated Planning Meeting Committee of people who participated in at least one of the three schedule meetings.

Ruby Foster	The LCADA Way
Jeff Miller	Lorain County Board of Developmental Disabilities
Franca Curci-Winiasz	The Nord Center
Marcus Atkinson	MOVE Lorain County
Marlene Calco	Lorain County Office on Aging
Barb Barna	Kendal at Oberlin/MOVE Lorain County
Christine Matusik-Plas	United Way of Greater Lorain County
Mike Longo	Ohio Means Jobs
Jerry Armstrong	Goodwill of Lorain County
Natasha Cresap	Lorain County Community Development
Jackie Boehnlein	Lorain County Community Action Agency
Ryan Aroney	MOVE Lorain County/United Way of Greater Lorain County
Sara White	Northeast Ohio Area Coordinated Agency
Pam Fechter	City of Avon Planning Department
Dawn Calvert	City of Elyria Planning Department
Carrie Handy	City of Oberlin - Planning & Development
Drew Crawford	City of Elyria - Planning and Zoning Administrator
Sara Tillie	Lorain County Public Health
Matt Brady	United Way of Greater Lorain County
Joe Spriesterbach	LifeCare Ambulance
Tad Peck	The Lucy Idol Center
Pam Novak	Lorain County Transit
Bill Vasil	Crew Trak Software

## Lorain County Mobility Management 2021 In the News

### Lorain County officials ponder effects of Amtrak expansion

*The Amtrak station in Elyria sits empty the morning of Feb. 26, 2021. Officials and transportation advocates around Ohio are pondering how expanded service by Amtrak could benefit the state. A potential expansion includes more trains running between Cleveland and Toledo, with stops in Elyria.*

By [RICHARD PAYERCHIN](#) | [rpayerchin@morningjournal.com](mailto:rpayerchin@morningjournal.com) | The Morning Journal  
PUBLISHED: February 27, 2021 at 10:00 a.m. | UPDATED: July 15, 2021 at 5:32 a.m.  
An expansion of Amtrak trains in Ohio could include more passenger rail service running through Lorain County.

Those transportation options could be good for local residents who want to travel elsewhere or for visitors who arrive in Elyria. But Lorain County Commissioner Matt Lundy said no new services are likely without willing partnerships from the railroads.

The issue has come up for discussion in Ohio communities in the last month. The Ashtabula Star Beacon reported on [a meeting between that city's leaders and Amtrak representatives who proposed expanding the rail route between Cleveland and Buffalo, with a stop there](#).

The exchange included information about that line and four other new routes around Ohio, with trains running from Cleveland west to Toledo and Detroit, south to Columbus and south to Pittsburgh. Another route would connect Cincinnati and Indianapolis, then Chicago. [All Aboard Ohio, an advocacy group for transportation choices, began publicizing the possibilities](#).

“It’s all aspirational, of course at this point,” said Ken Prendergast, public affairs director for All Aboard Ohio. “Until there’s actually some funds spent to develop this thing, it’s all aspirational.”

## **All aboard**

By population, Ohio is the largest state in the nation without a passenger rail program, Prendergast said. Getting it started would take legal and financial resources, he said. But, this could be Ohio's best, easiest shot at establishing a robust passenger rail system in a relatively short amount of time.

If the Ohio Department of Transportation requests it, Amtrak would cover 100 percent startup costs and second-year costs, then dropping to 90 percent, 80 percent, and 50 percent over the next three following years.

"This is the softest, easiest pitch that Ohio could ever get thrown at it, and for it to hit," Prendergast said. "So, I'm hopeful that Ohio's going to be willing to step up to the plate for this one because I don't know if they're going to get a better deal than this."

## **Aspirational**

There was information from Ashtabula and public response to it. Amtrak hinted at potential growth of "corridor routes," but Prendergast and Amtrak acknowledged there is no formal plan yet for the rail line in Ohio.

"Frequent and reliable corridor routes of typically less than 500 miles represent the fastest growing segment of Amtrak service," said Amtrak spokesman Marc Magliari, from the train service's Chicago office. "Population growth, changing demographics, travel preferences and environmental concerns all point to new opportunities for intercity passenger rail.

"We have developed a visionary plan to expand rail service across the nation, providing service to large metropolitan areas that have little or no Amtrak service. "We are working with our state partners, local officials and other stakeholders to understand their interests in new and improved Amtrak service and will be releasing that plan soon. We will call on Congress to authorize and fund Amtrak's expansion in such corridors by allowing us to cover most of the initial capital and operating costs of new or expanded routes."

## **Adding options**

Railroad transportation could connect Lorain County to other places, said Sharon Pearson, mobility manager for [United Way of Greater Lorain County](#), and Tony Gallo, president of the [Lorain County Chamber of Commerce](#).

It also helps for sustainability because trains can move more people than cars. Train passengers can do work while riding -much more safely than glancing at a cellphone while driving, said Pearson, who has become an advocate for public transit and transportation options in the county.

Federal regulators are pushing more and more highway safety and traffic deaths could go down if more people were riding trains. It costs money for communities to build more roads, then maintain them, Pearson said. "When we can create things like trains and we have mass transit where more people can board it, I just think that it's a money saver, it creates a safer environment, it allows people to more easily, freely move throughout the state of Ohio and it would be a huge economic boost," she said. Amtrak is not local commuter rail, so it may not connect residents to jobs in the next town over like a local bus system would.

If people arrived by train in Elyria, they also would need local transportation to get to places like Lorain's waterfront or Oberlin College. But more options can help to get people to the area, Gallo said, especially for people who may not want to fly or take a bus.

"I don't see how adding another mode of transportation or enhancing another of transportation to and from our community would ever be harmful," he said. "Giving people options to get here, I think is what everybody would want."

## **Being realistic**

The [Lorain County Transportation Center](#), landed in the "[Ohio Passenger Rail Assessment of Needs](#)," a 2017 paper by [All Aboard Ohio](#) suggesting investments to help get riders on trains and trains into cities.

A diagram shows a two-track, two-platform built onto the county-owned train station at 40 East Ave. in Elyria. That project is dead, has been dead and is not moving forward

because the railroads and Amtrak are not being reasonable in their negotiations, Lundy said. "I'm certainly all in favor of looking at all options for transportation alternatives," he said.

But Amtrak and the railroads want Lorain County taxpayers to cover costs of repairs that the railroad companies should have made years ago, Lundy said. Amtrak has not proposed a long-term lease that would justify a large local investment, he said.

Local residents have not been clamoring for more rail lines, Lundy said. "We've been asked time and time again if we are revisiting that, or will revisit that," he said. "My response is, that is a dead issue, and I'm not promoting it to go forward simply because you have to have willing partners and the railroad is not a willing partner to work with us, and Amtrak was not a willing partner to work out a reasonable arrangement. "It's disappointing, but it's reality."

### Public Health turns focus to transportation for COVID-19 vaccine clinics

Jason Hawk and Laina Yost  
The Chronicle-Telegram

Apr 02, 2021 6:00 AM

People without vehicles in Lorain County could face challenges getting to vaccine clinics. That's why Lorain County Public Health is working to get people a ride to a clinic if they need it.

Sara Tillie, a program manager at LCPH, said staff members have been working with Lorain County's mobility manager to fill the gaps for people who don't have access to transportation.

Lorain County does not have a countywide transportation system, and without that ride, many people who live too far from a clinic may have to skip an available appointment.

Tillie said the first step has been making sure clinics are within walking and biking distance of homes and apartments, particularly in communities like Elyria, Lorain and Oberlin.

LCPH has offered clinics at Elyria High School and Second Baptist Church. It's also been to New Russia Township Hall near Oberlin and several school buildings in Lorain.

Lorain and Oberlin have several upcoming clinics scheduled in April. As of Thursday evening, Elyria had no first-dose vaccine clinics scheduled yet for April.

Elyria Mayor Frank Whitfield said he's working with LCPH to find accessible sites in town for mass vaccination clinics.

He's also been in touch with Lorain County Health and Dentistry about how it can help provide better access, too.

"With the lack of transportation in the county, we know the short-term solution has to be to make the locations more accessible," Whitfield said.

But for those not within walking or biking distance, Tillie said they are working with Lorain County Transit and other partners to run shuttle loops in high-density communities.

Lorain County Mobility Manager Sharon Pearson said she wants to provide rides for people who may fall through the cracks, especially people of color, those from low-income households, or vulnerable people with mobility limitations who live alone and have no relatives.

The United Way's 211 phone line is also being used to connect people in need with transportation options for vaccine appointments, she said.

Pearson said some people don't have access to the internet to schedule appointments, or have trouble making the online system work for them.

When they call 211 for help, a series of questions about accessibility help determine whether transportation assistance might be a good fit, Pearson said.

In some cases, that's as simple as mapping out convenient bus routes to a pharmacy where shots are being given. In others, people may be eligible for rides provided by certain Medicaid programs.

Tillie said staff members also are working with LifeCare's dispatch system so people can dispatch a ride if needed. They're making use of buses and vans from Lorain County Transit and other organizations.

The LCADA Way has 13 vans on hand that it hasn't been able to use as much during the pandemic. President Dan Haight said the agency has used them to run a senior meal delivery program, but it also now is planning to use them to get people to clinics.

Haight said people can use the service by going through United Way's 211 number. He said LCADA's mission is to remove barriers to treatments, which falls directly in line with providing rides to clinics. In fact, Haight said his agency drove more miles in the 2019-20 year than Lorain County Transit did.

"We're glad to play a part in this," he said.

Kendal at Oberlin also volunteered a large passenger van toward the effort.

CEO Barbara Thomas said the vehicle, which was bought specifically for community outreach projects, will probably be used to provide rides to people in the Wellington area.

"We know that we're a bubble here at Kendal, but we also know the community needs to achieve the herd effect to get immunity," she said. "That's important to us. We want the community to be restored."

Riders will be required to wear masks en route to and from their vaccination appointments, and seating will be socially distanced.

Thomas said she is confident those safety steps will keep drivers and passengers safe and healthy.

The tricky part could be making sure people get a ride to a clinic that's close to them. Tillie said that's where Lorain County Public Health comes in to make sure spots and extra vaccines are available.

"We're being a lot more thoughtful in that as long as you can get to the bus, and get to the clinic, we'll make sure they have vaccines available," she said.

Tillie said it's the most vulnerable populations that don't have access to rides. She said the aim is to remove as many barriers as possible to make sure people can get the vaccine, and get it at the same time as everyone else.

LCPH is also making sure people who are homebound can get vaccines. The organization is using its own list of homebound clients, but it also is working with area organizations.

The Lorain County Office on Aging is assisting older adults to access vaccine clinics, Executive Director Lauren Ksiazek said.

"There are two main barriers we are seeing: transportation and homebound status," she said.

For adults who cannot leave home because they are unable to move freely, the Office on Aging is collecting their names and contact information and forwarding it to Lorain County Public Health. From there, county health workers call to arrange an in-home vaccination visit.

"It's been a blessing that they are now able to do this," Ksiazek said. "It was a concern we heard from many of our clients."

Lorain County Public Health will be promoting its transportations more in April, so Tillie said people should stay tuned.

Contact Jason Hawk at [news@lcnewspapers.com](mailto:news@lcnewspapers.com). Contact Laina Yost at [lyost@chroniclet.com](mailto:lyost@chroniclet.com).



The screenshot shows the website for the National Center for Mobility Management (NCMM). The header includes the NCMM logo and navigation links: About Us, Grants and Opportunities, News, Mobility Management, Training, and Knowledge Center. A search bar is also present. The main content area features an article titled "Public Health turns focus to transportation for COVID-19 vaccine clinics" dated 04/02/2021. The article text states: "People without vehicles in Lorain County could face challenges getting to vaccine clinics. That's why Lorain County Public Health is working to get people a ride to a clinic if they need it." There is a link to "Open Article" below the text.

## Free rides available for COVID-19 vaccine clinics May 8 in Lorain, Elyria

Lorain High School, 2600 Ashland Ave., will be the site of one of two simultaneous 1,000-person vaccine clinics against the novel coronavirus pandemic 9 a.m. to 4 p.m. May 8, 2021. No advance reservation is necessary to get the shots there or at the other clinic at Elyria High School. Anyone who needs a ride to the clinics can call 211 to arrange a pickup and ride home.

By [RICHARD PAYERCHIN](#) | [rpayerchin@morningjournal.com](mailto:rpayerchin@morningjournal.com) | The Morning Journal

PUBLISHED: May 6, 2021 at 3:15 p.m. | UPDATED: July 15, 2021 at 5:33 a.m.

Free rides are available and no appointment is needed for adults who want to get a coronavirus vaccine May 8 in Lorain or Elyria.

Meanwhile, state figures show South Lorain is at the bottom of the Lorain County list for the percent of population who has received the shots against COVID-19.

The central part of the city isn't much better, either.

[Lorain County Public Health](#) will hold simultaneous 1,000-person vaccine clinics from 9 a.m. to 4 p.m., May 8, at Lorain High School, 2600 Ashland Ave., and Elyria High School, 601 Middle Ave.

Advance reservations are available online through [loraincountyhealth.com](http://loraincountyhealth.com), but not necessary.

The clinics are expected to have several hundred open time slots for anyone who walks in, said Lorain County Public Health Commissioner Dave Covell.

On May 8, attendees may choose between getting the Moderna vaccine, which requires two shots, or the Johnson & Johnson single-dose shot.

The injections are free and no health insurance is needed.

No advance sign-ups are required for anyone using the free transportation available, said Covell and Sharon Pearson, county mobility manager at United Way of Greater Lorain County.

“One of the barriers that we’ve had is that people can’t always make an appointment so they want to kind of go get one at the last minute,” Covell said. “This is an opportunity to do that.

“Now that we have more vaccine – we have plenty of vaccine – that’s a barrier we can take down, so we’ll be able to accept anybody walking in the door.”

If people need a ride to one of the clinics, the easiest way to arrange transportation is by calling 211.

Riders must wear face masks and maintain six feet of space between people.

The bus transportation is available through a partnership among the Nord Family Foundation, United Way of Greater Lorain County and Lorain County Public Health.

Pearson called it a great example of how transit can operate in Lorain County when agencies join their resources to tackle it.

On May 8, there will be shuttle buses with stops including the Lorain Public Library System Main Library Branch, 351 W. Sixth St. in Lorain, and various residences of the Lorain Metropolitan Housing Authority.

### **Mapping vaccines**

The county health department shared a map prepared by the Ohio Department of Health to show the percentage of the population that has received the vaccine by postal ZIP code.

As of April 27 in Lorain County, Avon had the greatest vaccination rate, with 59 percent of people vaccinated in the 44011 ZIP code.

Avon Lake's 44012 ZIP code was a close second at 58.6 percent inoculated.

By contrast, South Lorain's 44053 ZIP code had 24.7 percent of the population getting the shots, the lowest rate in the county.

Central Lorain's 44052 ZIP code has more people than Avon or Avon Lake, but a lower vaccination rate at 27.6 percent.

Amherst, Vermilion, Elyria and Lorain's west side all had larger vaccination rates.

Victor Leandry, executive director of El Centro de Servicios Sociales Inc., noted the disparity in a May 4 community meeting with South Lorain's Ward 6 Councilman Rey Carrion.

South Lorain is known for its Latino community.

Leandry, along with University Hospitals, have spoken out against a COVID-19 scam with a bogus homemade remedy marketed to Lorain's Spanish speaking residents.

Central and South Lorain tend to have higher rates of poverty than other communities in Lorain County.

As a whole, 42 percent of Lorain County's population had at least one dose of the vaccine as of April 27, according to the state figures.

The state map shows the border of Lorain County over various ZIP codes, including some that are in neighboring Cuyahoga, Medina, Ashland, Huron or Erie counties.

Lorain County Mobility Management calls on public to help address transportation needs through survey



By [MORNING JOURNAL](#) | [morningjournal@dfmdev.com](mailto:morningjournal@dfmdev.com) |

PUBLISHED: June 18, 2021 at 11:00 a.m. | UPDATED: July 19, 2021 at 6:33 p.m.

The Lorain County Mobility Management is calling on the public to help address transportation needs through an annual survey.

The 2021 Lorain County Transportation Survey is open and accepting responses through Sept. 10.

All who live, work or spend time in Lorain County are invited to participate and share their transportation needs, according to a news release.

The survey is being conducted by [Lorain County Mobility Management](#) (LCMM), an impact initiative of United Way of Greater Lorain County in partnership with MOVE Lorain County.

Survey responses will become part of the updated Coordinated Transportation Plan, which helps inform the Lorain County Transportation Advisory Committee and MOVE Lorain County on transportation needs and develop solutions which enhance access to medical appointments, pharmacy and grocery stores, and the workplace, according to the release.

Modes of transportation evaluated within the survey include but are not limited to biking, walking, ridesharing and public transit.

“The goal of LCMM is to provide information on transportation options and to close the gap on unmet transportation needs in Lorain County,” said Sharon Pearson, Lorain County mobility manager at United Way of Greater Lorain County. “Past transportation survey results have provided valuable insight which have resulted in pilot projects that assist all who want or need transportation, with a focus on assisting older adults, persons with disabilities, low-income and the workforce.”

With funding from the [Nord Family Foundation](#), the Lorain County Mobility Management recently partnered with [LifeCare Ambulance Services Inc.](#) and [Lorain County Public Health](#) to respond to the transportation barrier to vaccination clinics, the release said.

LifeCare began a curb-to-curb, wheelchair accessible transportation service to and from the vaccination clinics at no cost to clients, according to the release.

“We can only fix problems of which we are aware,” said Joe Priestersbach, director of communications at LifeCare Ambulance and member of the MOVE Board of Directors. “The survey gives focus to the issues facing the population of the county on a daily basis and helps us develop programs that will strengthen us and be beneficial to the community.”

The 2021 Lorain County Transportation Survey is available online at [uwloraincounty.org/transportationsurvey](http://uwloraincounty.org/transportationsurvey) or by texting ‘TRANSPORTLC’ to 41444.

For a paper survey, contact Pearson via email at [sharon.pearson@uwloraincounty.org](mailto:sharon.pearson@uwloraincounty.org) or phone at 440-707-6477.

## All aboard! Free trolley to transport visitors between Juneteenth events

The Chronicle-Telegram

Jun 16, 2021 5:00 AM

A trolley will provide rides between Juneteenth events planned Saturday in Oberlin and Lorain.

The free transportation service will run from 2:30 to 7 p.m. Seating is limited, and riders must wear masks.

Juneteenth commemorates the date when slaves in Galveston, Texas, were freed June 19, 1865. They were the last to have their freedom recognized, two years after President Abraham Lincoln signed the Emancipation Proclamation.

Oberlin's Juneteenth celebration will run from 9 a.m. to 6 p.m. on the south side of Tappan Square, with the theme "African Americans: The Struggle, the Fight for Freedom, and Still Yet Invisible."

It will feature music, food trucks and vendors, and at noon a parade will pass down College Street.

The Lorain County Metro Parks' Juneteenth Bluesfest will be held at Lakeview Park in Lorain from 3-7 p.m.

The free event is billed as "a salute to America's most enduring musical form and the people and culture that nurtured it from its roots in Africa to Lorain County."

"In the beginning was the blues, and it took root in America and created other music: urban blues, jazz, gospel, swing, rock 'n' roll, rhythm and blues, country and hip-hop," Elyria and Lorain YWCA Director Jeanine Donaldson said in a Metro Parks news release.

The trolley will run routes between Oberlin, Lorain and Elyria. Approximate times are:

- 2:30 p.m. — Oberlin (Wilder Hall) to Elyria (Court Street)
- 2:50 p.m. — Elyria (Court Street) to Lorain (Lakeview Park)
- 3:30 p.m. — Lorain (Lakeview Park) to Elyria (Court Street)
- 3:50 p.m. — Elyria (Court Street) to Oberlin (Wilder Hall)

- 4:30 p.m. — Oberlin (Wilder Hall) to Elyria (Court Street)
- 4:50 p.m. — Elyria (Court Street) to Lorain (Lakeview Park)
- 5:30 p.m. — Lorain (Lakeview Park) to Elyria (Court Street)
- 5:50 p.m. — Elyria (Court Street) to Oberlin (Wilder Hall)
- 6:15 p.m. — Oberlin (Wilder Hall) to Oberlin (Westwood Cemetery) for the Maafa commemoration
- 7 p.m. — Oberlin (Westwood Cemetery) to Oberlin (Wilder Hall)

Trolley service is provided by the Bonner Center for Community-Engaged Learning, Teaching and Research, and Lorain County Mobility Management.

### Lorain County survey catalogues transportation gaps

MOVE hopes to solve problems holding back people from thriving

Metro Creative Connection

By [KEVIN MARTIN](#) | [kmartin@morningjournal.com](mailto:kmartin@morningjournal.com) | The Morning Journal

PUBLISHED: August 30, 2021 at 5:23 p.m. | UPDATED: August 30, 2021 at 5:25 p.m.

MOVE (Mobility and Opportunity for a Vibrant Economy) Lorain County is continuing its work in developing enhanced transportation options for residents through its 2021 survey of the community.

The organization made up of stakeholders in multiple sectors is asking the community to complete the 2021 Lorain County Transportation Survey.

“The responses to these surveys are included in the Lorain County Coordinated Transportation Plan, updated annually,” said Sharon Pearson, Lorain County mobility manager. “It also ensures that state ODOT (Ohio Department of Transportation) funding will continue to flow into Lorain County and improve transportation options.”

On Aug. 30, Pearson said that one of MOVE Lorain County partners, the Lorain County Office on Aging, is in the process of conducting a needs assessment and is interested in hearing from individuals 60 and older to understand its feedback on transportation options.

For MOVE Lorain County, the focus is on developing solutions and continuing to lay the foundation for a vibrant future.

It's asking community partners to complete the 15-minute survey.

The 2021 survey closes Sept. 10 and MOVE Lorain County is aiming to get 1,000 responses.

Funded by the United Way of Lorain County and ODOT, Move Lorain County focuses on seniors and low-income individuals in developing transportation alternatives and resources.

The Lorain County Transportation Guide provides a list of currently available resources in the county from service providers including local governments, nonprofit organizations and more.

MOVE Lorain County approved its 130-page coordinated transportation plan, and is funded through an \$80,000 grant from ODOT to identify gaps and facilitate interconnections.

Pearson previously stated lack of access to transportation is a problem across the county, in both rural and urban areas, and it's a challenge many take for granted.

"Lack of reliable transportation can affect an individual's ability to access community settings such as a job, school, grocery store or medical appointment," she said.

"Promoting and developing transportation options for individuals in Lorain County can result in improved health conditions, reduced costs related to workplace absenteeism and cost savings for medical providers attributed to missed appointments."

Text TRANSPORTLC to 41444 to receive a link to the survey or visit [MOVELorainCounty.org](http://MOVELorainCounty.org) and click the link on the homepage.

Also, you can contact Pearson at 440-707-6477.

## 2021 Lorain County Transportation Survey open for input through Sept. 10

The Chronicle-Telegram

Jul 14, 2021 6:00 AM

The 2021 Lorain County Transportation Survey is open and all those who live, work or spend time in Lorain County are invited to take the survey and share their transportation needs.

The deadline for responses is Sept. 10.

The survey is being conducted by Lorain County Mobility Management, an impact initiative of United Way of Greater Lorain County in partnership with MOVE Lorain County.

Survey responses will become part of the updated Coordinated Transportation Plan, which is intended to inform the Lorain County Transportation Advisory Committee and MOVE Lorain County on transportation needs and develop solutions that enhance access to medical appointments, pharmacy and grocery stores and the workplace.

Modes of transportation evaluated within the survey include, but are not limited to: biking, walking, ride-sharing and public transit.

“The goal of LCMM is to provide information on transportation options and to close the gap on unmet transportation needs in Lorain County,” said Sharon Pearson, mobility manager at United Way of Greater Lorain County. “Past transportation survey results have provided valuable insight which have resulted in pilot projects that assist all who want or need transportation, with a focus on assisting older adults, persons with disabilities, low-income and the workforce.”

LCMM recently partnered with LifeCare Ambulance Services Inc. and Lorain County Public Health to respond to the transportation barrier to vaccination clinics, using funding from the Nord Family Foundation.

LifeCare began a curb-to-curb, wheelchair-accessible transportation service to and from the vaccination clinics at no cost to clients.

“We can only fix problems of which we are aware”, said Joe Spriestersbach, director of communications at LifeCare and a member of the MOVE board of directors. “The survey gives focus to the issues facing the population of the county on a daily basis and helps us develop programs that will strengthen us and be beneficial to the community.”

The 2021 Lorain County Transportation Survey is available at [uwloraincounty.org/transportationsurvey](http://uwloraincounty.org/transportationsurvey) or by texting "TRANSPORTLC" to 41444.

For a paper survey, send an email to [sharon.pearson@uwloraincounty.org](mailto:sharon.pearson@uwloraincounty.org) or call (440) 707-6477.



## Appendix O: 2022 Coordinated Transportation Plan Updates Contents

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## Share Mobility Workforce Transportation Pilot

Each year the Lorain County Mobility Management has focused on a specific pilot project. For example, 2022 was the year of Workforce Transportation. In 2017 and 2018, at the annual Economic Summit, an event hosted by the Lorain County Chamber of Commerce surveyed Lorain County employers indicated that transportation was one of the top 3 needs to obtain workers.

The pandemic of 2020 and 2021 resulted in many older adults retiring, leaving businesses and other organizations desperate to hire workers. Finding a company or organization that isn't looking to hire is rare, yet finding employees is a challenge. The 2022 transportation survey also showed that an increasing number of Lorain County residents are seeking alternative transportation modes for work as gas, and the expense of new and used car prices were rising.

Businesses are starting to look at their hiring requirements, adjusting them, and considering employees they may not have considered in the past, such as persons with low-level felonies, no college, or sordid backgrounds. In addition, research shows that employment seekers are looking for good pay and those additional perks. So this is one reason why we are considering a workforce transportation pilot with Share Mobility out of Columbus, Ohio.

Share Mobility is a data company that is also a transportation service. They run both so they can continually update and improve their technology. When contracting with them, you can purchase the complete suite of services or use their software and technology with local transportation providers. The latter is what we decided to do, partnering with LifeCare Ambulance.

We met with Share Mobility and the two companies in Avon Lake to discuss the workforce transportation pilot project. First, share Mobility received a list of employee addresses from both organizations to identify possible transportation routes with a specific focus on Elyria and Lorain. Current employees were encouraged to use the service and share first-hand experiences with co-workers. Next, the aim was to recruit unemployed people along the route to work at one of these two facilities.

After the 6 to 9 month pilot project was complete, employees would pay \$2 for each

ride to and from work, which could be a pre-tax amount associated with the Federal Commuter Tax Benefit program. The cost would be \$2 because that is the current cost to ride Lorain County Transit.

We have an expense of about \$45 an hour from LifeCare to transport people using their vehicles, no matter the size, as they have anywhere from a 4 to 18 passenger vehicle.

Also, once the pilot was complete, each participating business would pay about \$500 a month plus the ride-per-hour cost for their specific employees. This amount would assist with paying the fee for technology. Additional funding above United Way's expenses would be used to match the 20% funding needed for the Lorain County Mobility Management program.

United Way of Greater Lorain County received funding through the Nord Family Foundation for a medical transportation pilot. Unfortunately, much of this funding was leftover due to the pandemic. United Way asked Nord Family Foundation if these surplus funds could be used for the pilot project and were granted, as long as there was a plan to sustain the project once funding were expended.

MOVE Lorain County, a Lorain County Mobility Management Program partner in association with United Way of Greater Lorain County, with coordination from Sharon Pearson, Lorain County Mobility Manager, led this workforce transportation pilot project.

MOVE Chair Ryan Aroney (United Way of Greater Lorain County, President/CEO); former MOVE Chair Tony Gallo (Lorain County Chamber President/CEO); and new MOVE member Mike Longo (Director of Ohio Means Jobs Lorain County) met to develop a plan.

This team decided to ask two employers, Thogus and Avient in Avon Lake, Ohio, to set aside the funding from Ohio Means Jobs when hiring new employees to pay for the transportation pilot once the grant funding was completely expended.

The next step was to hire people to fill open positions in these organizations. These organizations tried hiring events on their own with little to no success. The suggestion was to work with trusted organizations such as Lorain County Urban

League and El Centro de Servicios Sociales to encourage their constituents to apply for these jobs with FREE transportation making \$15 to \$18 an hour. The turnout for both events was successful, but we also learned some valuable lessons mentioned later in this update.

**Lorain County: Thogus, Avient offer free transportation for new workers  
Job fairs Jan. 27 in Elyria, Feb. 10 in South Lorain**



(Metro Creative Connection)

By RICHARD PAYERCHIN | The Morning Journal

PUBLISHED: January 26, 2022 at 4:10 p.m. | UPDATED: January 26, 2022 at 4:12 p.m.

Avon Lake-based polymer giant Avient and plastic fabricator Thogus want to hire workers who can get free transportation from Lorain and Elyria.

The Lorain County Urban League will host the first of two open hiring events for the companies seeking workers for open second- and third-shift jobs.

The event runs from 4 to 7 p.m., Jan. 27, at the Urban League office, 200 Middle Ave. in downtown Elyria.

The second takes place from 4 to 7 p.m., Feb. 10, at El Centro de Servicios Sociales Inc., 2800 Pearl Ave. in South Lorain.

Workers can qualify for at least six months of free transportation through a collaboration with the companies and United Way of Greater Lorain County, the Lorain County Chamber of Commerce and transit advocacy groups Move Lorain County and Lorain County Mobility Management.

## JOB OPENINGS WITH FREE TRANSPORTATION

Two companies in Avon Lake - Thogus and Avient - are hiring for multiple positions on 2nd, 3rd, and weekend shifts. These companies pay living wages starting \$15/hr and \$18/hr, plus shift premiums. Daily transportation will be provided from neighborhoods in Elyria and Lorain. Both companies offer full benefits including medical, dental, vision and paid time off, and both companies are offering special sign-on bonuses.



[www.thogus.com/careers/](http://www.thogus.com/careers/)  
visit the link or scan the QR Code  
for specific details and to apply

### Inspection Operator Positions

Starting Pay: \$15.00/hr

#### Shift Schedules:

Weekday: WORK Mon-Fri, OFF Sat/Sun

Weekend: WORK Thursday through Monday, OFF Tuesday/Wednesday

-OR-

WORK Saturday through Wednesday, OFF Thursday/Friday

2nd Shift: 4:00 p.m. - 12:30 a.m.    12hr Nights: 6:30 p.m. - 7:00 a.m.  
3rd Shift: 12:00 a.m. - 8:30 a.m.    12hr Days: 5:30 a.m. - 7:00 p.m.



[www.avient.com/careers/](http://www.avient.com/careers/)  
visit the link or scan the QR Code  
for specific details and to apply

### Production Operators

Quality Technicians

Maintenance Technicians

Starting Pay: \$18.00/hr

#### Shift Schedules:

Several 2nd and 3rd shift opportunities available!

2nd Shift: 2:00 p.m. - 10:00 p.m.  
3rd Shift: 10:00 p.m. - 6:00 a.m.

## TRANSPORTATION

Thogus and Avient have been working with community partners on a low-cost private transportation program that will launch in early January.

The vehicles will be provided by LifeCare and will be vans and small shuttles. The app to access the rides works similar to Uber/Lyft where you can request the ride in advance only on the days you need a ride.

The transportation will be FREE during a 6-9 month trial period. After the trial, there will be a low cost of just \$2 per ride which can be payroll deducted after you have completed your ride.

## HOW TO GET HIRED

Simply show up to either of the hiring events prepared for a job interview and you can leave with a job offer! Learn about both companies and the job you would be doing from current employees. Drop-in job interviews will be held on-site and job offers will be made right there during the event.

## HIRING EVENTS

**Lorain County Urban League**  
200 Middle Ave STE 200  
Elyria, OH 44035  
Thursday, January 27  
4:00 - 7:00 pm

**El Centro**  
2800 Pearl Ave  
Lorain, OH 44055  
Thursday, February 10  
4:00 - 7:00 pm



Workforce transportation has been happening in Cleveland for some time, but has not yet spread to Lorain County, said Sharon Pearson, Lorain County mobility manager, United Way of Greater Lorain County.

Pearson has been interested in transportation since 2012, long before the economic and employee issues that have arisen due to the novel coronavirus pandemic.

Employers need to offer perks to attract workers “because it’s not just about the money anymore, it’s what else can you give?” she said.

## OPORTUNIDADES DE EMPLEO CON TRANSPORTE GRATIS

Dos empresas en Avon Lake – Thogus y Avient – están contratando para llenar varios puestos de 2o turno, 3er turno y turnos de fin de semana. Estas empresas pagan un salario digno de \$15/hr y \$18/hr, más primas de turno. El transporte diario se proveerá desde los vecindarios en Elyria y Lorain. Ambas empresas ofrecen beneficios que incluyen seguro médico, cobertura dental y de visión, tiempo libre pagado y ambas empresas estarán ofreciendo bonificación de inicio de sesión.



[www.thogus.com/careers/](http://www.thogus.com/careers/)  
visita el enlace web o escanea el código QR para más detalles y para solicitar empleo





[www.avient.com/careers](http://www.avient.com/careers/)  
visita el enlace web o escanea el código QR para más detalles y para solicitar empleo



**Operador de Inspección**  
Pago Inicial: \$15/hr  
**Horario de Turnos:**  
Entre Semana: DÍAS DE TRABAJO lun-vier, DÍAS DE DESCANSO sáb/dom  
**Fin de Semana:**  
DÍAS DE TRABAJO juev-lun, DÍAS DE DESCANSO mart-miérc  
-O-  
DÍAS DE TRABAJO sáb a miérc, DÍAS DE DESCANSO juev/vier  
**2o Turno:** 4:00 p.m. - 12:30 a.m.    **12-hrs de Noche:** 6:30 p.m.-7:00 a.m.  
**3er Turno:** 12:00 a.m. - 8:30 a.m.    **12-hrs de Día:** 6:30 a.m.-7:00 p.m.

**Operadores de Producción**  
**Técnicos de Calidad**  
**Técnicos de Mantenimiento**  
Pago Inicial: \$18/hora  
**Horario de Turnos:**  
¡Varias oportunidades de 2o y 3er turnos disponibles!  
**2o Turno:** 2:00 p.m. – 10:00 p.m.  
**3er Turno:** 10:00 p.m. – 6:00 a.m.

**TRANSPORTE**  
Thogus y Avient han estado trabajando con colaboradores de la comunidad en un programa de transporte privado de costo mínimo que se lanzará a principios de enero.  
Los vehículos serán proporcionados por LifeCare y se utilizarán furgonetas y servicio lanzadera. Se usará una aplicación móvil para aquellos que necesiten solicitar transporte. La aplicación funciona similar a Uber/Lyft, donde se puede pedir transporte días antes que se necesite.  
El transporte será GRATIS durante el periodo de prueba de 6-9 meses. Después del periodo de prueba, habrá un costo de solo \$2 por transporte que puede ser deducido de tu sueldo después que se haya concluido tu transporte.

**COMO SER CONTRATADO O CONTRATADA**  
¡Simplemente, asiste a cualquiera de los dos eventos de empleo, preparado o preparada para una entrevista y podrás recibir una oferta de trabajo! Empleados de las dos empresas estarán presente para informarte sobre las compañías y los puestos disponibles. Las entrevistas se llevarán a cabo en el mismo sitio y las ofertas de empleo se harán durante el evento.

**EVENTOS DE CONTRATACIÓN**

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200 Middle Ave STE 200  
Elyria, OH 44035  
Thursday, January 27  
4:00 - 7:00 pm

**El Centro**  
2800 Pearl Ave  
Lorain, OH 44055  
Thursday, February 10  
4:00 - 7:00 pm













Move Lorain County is using software from Share Mobility with transportation from LifeCare Ambulance Inc.

Routes are curb-to-curb, so riders catch the bus at a designated location. Riders don’t have to ride in an ambulance – LifeCare uses sport-utility vehicles, vans or buses carrying six to 18 passengers, Pearson said.

The program is a test run that started with 2022.

So far, just four workers have used it, Pearson said.

More employers are interested and the supporters hope it catches on and grows, she said.

Lorain County Chamber of Commerce President Tony Gallo endorsed the program Jan. 26 during his keynote address at the Chamber's annual meeting. "Both Thogus and Avient have offered the free transportation to current employees as a way to promote this service and as a way for them to suggest to family members, friends and neighbors that the company is a good place to work and provides a living wage, benefits and transportation," Gallo said. The job fairs are free and open to the public.

Anyone attending should be ready for an interview. Jobs start at \$15 an hour at Thogus and \$18 an hour at Avient.

Article link: <https://www.morningjournal.com/2022/01/26/lorain-county-thogus-avient-offer-free-transportation-for-new-workers/>

Flyer for Job Fairs in Partnership with Lorain County Urban League and El Centro  
(This flyer was produced in English and Spanish)

## JOB OPENINGS WITH FREE TRANSPORTATION

Two companies in Avon Lake - Thogus and Avient - are hiring for multiple positions on 2nd, 3rd, and weekend shifts. These companies pay living wages starting \$15/hr and \$18/hr, plus shift premiums. Daily transportation will be provided from neighborhoods in Elyria and Lorain. Both companies offer full benefits including medical, dental, vision and paid time off, and both companies are offering special sign-on bonuses.



[www.thogus.com/careers/](http://www.thogus.com/careers/)  
visit the link or scan the QR Code  
for specific details and to apply

### Inspection Operator Positions

Starting Pay: \$15.00/hr

**Shift Schedules:**

**Weekday:** WORK Mon-Fri, OFF Sat/Sun

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WORK Saturday through Wednesday, OFF Thursday/Friday

**2nd Shift:** 4:00 p.m. - 12:30 a.m.    **12hr Nights:** 6:30 p.m.-7:00 a.m.

**3rd Shift:** 12:00 a.m. - 8:30 a.m.    **12hr Days:** 6:30 a.m.-7:00 p.m.



[www.avient.com/careers](http://www.avient.com/careers/)  
visit the link or scan the QR Code  
for specific details and to apply

### Production Operators

### Quality Technicians

### Maintenance Technicians

Starting Pay: \$18.00/hr

**Shift Schedules:**

Several 2nd and 3rd shift opportunities available!

**2nd Shift:** 2:00 p.m. - 10:00 p.m.

**3rd Shift:** 10:00 p.m. - 6:00 a.m.

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The vehicles will be provided by LifeCare and will be vans and small shuttles. The app to access the rides works similar to Uber/Lyft where you can request the ride in advance only on the days you need a ride.

The transportation will be FREE during a 6-9 month trial period. After the trial, there will be a low cost of just \$2 per ride which can be payroll deducted after you have completed your ride.

## HOW TO GET HIRED

Simply show up to either of the hiring events prepared for a job interview and you can leave with a job offer! Learn about both companies and the job you would be doing from current employees. Drop-in job interviews will be held on-site and job offers will be made right there during the event.

## HIRING EVENTS

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Thursday, February 10  
4:00 - 7:00 pm



United Way of  
Greater Lorain County



Lorain County Urban League helps provide accessible career opportunities  
Event offers transportation to work for employees



Job interviews were held on site during the job hiring event. (Aliah Kimbro — The Morning Journal)

By ALIAH KIMBRO | [akimbro@morningjournal.com](mailto:akimbro@morningjournal.com) | The Morning Journal  
January 30, 2022 at 10:00 a.m.

The Lorain County Urban League has partnered with local entities to provide employment opportunities.

A job fair that included free transportation was held Jan. 27 at the Lorain County Urban League office in Elyria. Two companies in Avon Lake, Thogus and Avient, participated with both companies seeking part-time and full-time employees.



Residents visit the Lorain County Urban League hiring event on Jan. 27. (Aliah Kimbro — The Morning Journal)

“There are 100 positions open between these two companies,” said Lorain County Urban League President and CEO Parris Smith. “We’re really excited to get people to apply today and at the next hiring event.”

The initiative is a collaboration between Avient, El Centro, Lorain County Chamber of Commerce, Lorain County Mobility Management, Lorain County Urban League, Move Lorain County, Ohio Means Jobs, Share Mobility, United Way of Lorain County and Thogus.

Drop-in interviews were held on-site and job offers were made during the event.

Thogus and Avient worked in tandem with community partners on a low-cost private transportation program that launched earlier this month.

“The goal is to help underemployed or unemployed individuals be able to apply for these positions in Avon Lake,” said Smith. “Since we know transportation is a barrier in our community we are also able to provide that for free during the trial period.”



Residents visit the Lorain County Urban League hiring event on Jan. 27. (Aliah Kimbro — The Morning Journal)

LifeCare provided vans and small shuttles as vehicles for the program. Riders can schedule their rides in an app similar to popular ridesharing apps, where they can request rides days in advance based on their need.

The transportation will be free during a six- to nine-month trial period. After the pilot, rides will be \$2 for both ways; which employees can opt to have payroll deducted after ride completion.

The next hiring event will be on from 4 to 7 p.m. Feb. 10 at El Centro, 2800 Pearl Ave, in Lorain.

For more information on that event, call El Centro at 440-277-8235.

Link to article: <https://www.morningjournal.com/2022/01/30/lorain-county-urban-league-helps-provide-accessible-career-opportunities/>

Below is an article regarding this pilot project that was published in the Lorain County Chamber magazine:

### Pulse Magazine Article – March 2022

#### Being Able to Get to Work

The conundrum is one Lorain County has been grappling with long before the word “pandemic” became part of our vocabulary: How do residents travel to other parts of the county to get to work when they don’t live on fixed bus routes?

The solution is in sight. Launched in January, the Shared Mobility Transportation Pilot Project provides van transportation to employees living in Lorain and Elyria who work at Thogus Products and Avient Corp. in Avon Lake. The transportation service uses software from the Columbus-based Share Mobility platform and is connected to vehicles provided by LifeCare and Safe and Reliable for all shifts. Employees can sign up on a tablet or smartphone and meet their ride at a centralized location close to their home.

During the pilot project, the service is being offered for free and is provided in partnership with organizations that include United Way of Greater Lorain County, Lorain County Chamber of Commerce, OhioMeansJobs and MOVE Lorain County. Beginning in September, riders will pay \$2 per trip.

“The service is something we’ve all been talking about for awhile,” says Ryan Aroney, president and CEO of United Way of Greater Lorain County. “It essentially operates like Uber or Lyft, activating idle vehicles in the community to pick up people needing to get to work. The idea is to do that efficiently through routes so that the vans fill with people who live in the same neighborhoods and travel to employers who are in close proximity of each other.”

To launch the project, a heat map was created that depicted the neighborhoods where existing Thogus and Avient employees reside. Currently, seven workers use the service to travel to jobs at both manufacturing firms. “The Shared Mobility Transportation Pilot Project program has helped us

touch base with a population we wouldn't otherwise be able to reach," says Erin Hlavin, director of human resources at Thogus. "It removes the barriers of folks being late or calling off because they don't have a ride to work."

Hlavin adds that shared transportation also reduces the carbon footprint, which makes it a win-win-win for the employer, employee and the environment.

Aroney applauds the way Thogus and Avient have stepped up to the plate to make the program a success.

"The process of working with the manufacturing companies has been heartwarming," says Aroney. "And I choose that phrase carefully. They were deemed essential through the pandemic and their businesses are successful — and yet they're losing money every moment they don't have people to fill jobs they have open. There's an urgency to those companies to fill those jobs. And with that urgency, they've started to think outside of the box in terms of how to fill those jobs. But they're doing it with empathy, seeing an opportunity to not only fill open positions, but also do it in a way that transforms our community, that reaches into neighborhoods that have a higher poverty level, and gives access to living-wage jobs to people who might not otherwise have that access."

The Shared Mobility Transportation Pilot Project concludes at the end of August, but Mike Longo, director of the Lorain County Workforce Development Agency — the organization that provides oversight to OhioMeansJobs in Lorain County — explains plans are in the works to ensure the transportation continues. Known for providing services to employers and job seekers, OhioMeansJobs manages a program in which companies become eligible to receive funding for on-the-job training dollars. Thogus has committed to using the funding to find transportation solutions for employees. "We're seeing interest from other employers who have heard about the project," Longo says. "As long as they see that it's a means to attract qualified employees, I don't see why they would want it to end."

Sharon Pearson, one of the founders of MOVE Lorain County — an advocate

for mobility solutions that improve the economy and quality of life for residents — serves as Lorain County’s mobility manager based out of United Way of Greater Lorain County. Pearson works with civic leaders to increase awareness of transportation options. She collects transportation data, coordinates educational training programs and develops pilot projects designed to improve unmet needs and gaps in transportation services. “Employers need to look at transportation as a benefit, not an afterthought,” Pearson says. “The reason is that younger workers want to move where they have transportation options. In order to get people to work, to school, to child care or to the grocery store, Lorain County needs transportation. When you strip it all away, that’s the key to everything.”

Link to article here: <https://www.pulselorainmag.com/featured/filling-today-s-jobs>

## Workforce Transportation Luncheon

It was one of the goals of the Lorain County Mobility Manager to hold an event regarding transportation that 50 or more people attend. This event, coordinated by MOVE Lorain County in association with the Lorain County Mobility Manager, involved nearly 100 people attending this luncheon.



**MOVE**  
LORAIN COUNTY  
MOBILITY & OPPORTUNITY FOR A VIBRANT ECONOMY

PRESENTS

**Innovative Transportation Solutions**  
» A conversation about filling open jobs «

THURSDAY  
**MAY 19TH, 2022 • LCCC SPITZER CONFERENCE CENTER**

**TIME**

- 11:00 - 11:30 Registration and Lunch
- 11:30 - 1:00 Program

**TICKET/SPONSOR INFORMATION**

- \$20 Individual Tickets
- \$300 Table Sponsor (1 table for 6 and recognition at event)
- \$1,000 Event Sponsor (2 tables for 6, primary upfront seating, and recognition at event)
- Lunch will include soup and salad bar

**REGISTRATION**  
[uwloraincounty.org/moveluncheon](http://uwloraincounty.org/moveluncheon)

For questions, please contact MOVE Lorain County treasurer Alexis Clark-Amison at [acamison@ehyriaywca.org](mailto:acamison@ehyriaywca.org) or 440 315-7015

**MOVE**  
LORAIN COUNTY  
MOBILITY & OPPORTUNITY FOR A VIBRANT ECONOMY

IN PARTNERSHIP WITH

**United Way**  
United Way of Greater Lorain County

**LORAIN COUNTY**  
182811 (10/2021)

## Workforce Transportation Pilot Lessons Learned

Some employers were hiring anyone willing to take a job. Unfortunately, this led to most initially hired quitting their jobs. Those employed were not aware of the labor-intensive work environment associated with the job. Or they did not have the soft skills or needed additional wrap-around services

Throughout the workforce transportation pilot, we were constantly updating guidelines for employees using the workforce transportation pilot. For example, most people would wait until the last minute to book their rides, although their schedule stayed the same. It was required to schedule rides by the 15th of the month for the current month and the following month. They were to cancel through the app if they were not going to work that day.

We also had issues with employees waiting until the last minute to board or board late, which caused others yet to be picked up to arrive late for work. As a result, Avient set up a three-strike rule that if the person caused the ride to be late three times, they would be unable to use the workforce transportation program for a set amount of time.

LifeCare Ambulance (the primary provider) had employee hiring issues and could no longer support the 2nd and 3rd shifts. Most of those hired were for the 2nd and 3rd shifts. As a result, Avient and Thogus went two weeks without transportation of employees working the 2nd and 3rd shifts.

Transportation providers need to have the phone number of the employees, and the employees need a phone number to call in case of an issue locating each other. We had this happen several times before we decided to exchange phone numbers.

Starting with one shift and slowly expanding to other shifts, especially for businesses that operate three shifts a day 24/7, to work out issues is a better way to begin a workforce transportation pilot project. Then, expand the program to include more shifts slowly to address issues.

To sustain this workforce transportation pilot, MOVE Lorain County prepared a proposal to the Lorain County Commissioners to use ARPA funding to support the project by hiring a Workforce Transportation Coordinator. The workforce

Transportation Coordinator would manage issues, become familiar with the software, and grow the program to include many other business organizations that desired to be a part of this pilot. As a result of not having a Coordinator, issues that came up had to be resolved by the Mobility Manager and the HR person of the organization to work through when there were issues.

Also, it was the goal of MOVE Lorain County to work with Lorain County Transit and ask them to contract services to transportation providers, using the funding from the employers as a match to pull down Federal and available State funding. Using untapped Federal and State funding for the workforce transportation pilot would help Lorain County Transit use available funding that it has yet to be able to access while also supporting more businesses and the economic vitality of Lorain County.

## The 2022 Lorain County Mobility Management Transportation Survey

In the Fall of 2021, I regularly met with Commissioner Lundy and Lorain County Transit Finance Manager Pam Novak about transportation in Lorain County. They asked me to work with them to conduct a transportation survey and obtain information from riders about their experience and needs. It was so exciting that they approached the Lorain County Mobility Management to partner on these efforts.

However, the response was considerably low despite advertising several different methods, including the monthly newsletter, Neighborhood Alliance meal delivery, self-addressed stamped envelopes with transportation surveys, through the Lorain County Office on Aging monthly newspaper, the Rural-Urban, on Lorain County.com and the partnership with Lorain County Transit.

In 2018 we received 691 returned surveys; in 2020, there were 288; and in 2021, we received 526. But in 2022, we had only 149 survey responses despite our best efforts, which included a slightly longer timeframe to respond to the survey. Some of this is because there needed to be an intern available to assist me with promoting the transportation survey as was available in 2021.

Here are some newspapers articles published promoting the Lorain County Transportation Survey:

### [Lorain County wants input on transportation needs](#)

By HEATHER CHAPIN | hchapin@morningjournal.com | The Morning Journal  
March 10, 2022 at 4:00 p.m.

Residents are urged to complete the 2022 Lorain County Transportation Survey that officials are distributing throughout the county.

The survey is open and responses will be accepted until July 1.

“All who live, work, or spend time in Lorain County are invited to participate and share their transportation needs,” according to a news release.

Lorain County Mobility Management, which is working with Lorain County Transit and the Lorain County commissioners, are conducting the survey.

“I’m very excited about this collaboration with the county commissioners,” said Sharon Pearson, manager for the Lorain County Mobility Management at United Way of Greater Lorain County.

This is the first year the county commission board will play a part in the survey process, Pearson said.

“We are really excited to be working with the Lorain County commissioners to assist with making slight adjustments that focus on some of the needs that have surfaced from previous transportation survey(s),” she said. “Past transportation surveys have indicated that access to food, medical and crossing county lines must be addressed, especially for seniors, persons with disabilities, and low-income residents.

“Also, further emphasis on workforce and education transportation is important for the continued economic vitality in Lorain County.”

The last survey was conducted in 2018 where 700 residents responded.

Half of the respondents had no knowledge of some of the services offered through the county, Pearson said.

Unlike the previous surveys, this year’s questionnaire will include inquiry on what locations people in the county need to go, she said.

Pearson said she hopes the results of the survey will help improve the transportation needs for the county, for not only senior citizens, disabled persons and low-income residents, but also the working people who don’t have access to transportation.

“Survey responses that align with the Lorain County Transit Redevelopment Plan will be taken into consideration for possible transit improvement opportunities within the constraints of the Lorain County Transit budget,” the

release said.

Eighty-percent of the county's transit budget is funded through the Ohio Department of Transportation, Pearson said.

Survey responses will be included in the updated Coordinated Transportation Plan, which informs the Lorain County Transportation Advisory Committee (TAC) and MOVE Lorain County on transportation needs.

"Our goal is to develop solutions which enhance access to medical appointments, pharmacy, grocery stores and the workplace," the release said. "Modes of transportation evaluated within the survey include, but are not limited to biking, walking, ridesharing and public transit."

The Lorain County Mobility Management agency was successful piloting two new programs recently in an attempt to better serve the public with transportation needs, Pearson said.

One of the programs began in January, is funded by the Nord Family Foundation, and partners with Share Mobility, of Columbus, which connected its software to available vehicles through LifeCare Ambulance Service to provide increased services, Pearson said.

"This workforce transportation pilot is a six-to nine-month free workforce transportation to primarily fill open positions on second and third shifts at Thogus and Avient in Avon Lake, she said.

This pilot began early January and has included several job fairs. Another pilot program was utilized during the coronavirus pandemic for senior citizens to obtain essential items such as groceries, Pearson said.

While the program now is over, she said, "that worked really well."

"I believe we are making a real difference here," said Joe Spriestersbach, director of communications at LifeCare Ambulance and member of the MOVE Board of Directors. "The goal was to connect people within our county with jobs available in our county who otherwise may not have had access.

“We have seen people from Lorain County working in other counties start with these Lorain County based companies already, and hope to see these numbers grow.”

There are several methods to participate in the transportation survey.

Participants can text TRANSPORTLC to 41444 to receive a link to the survey. For a paper survey, contact Pearson via email at [sharon.pearson@uwloraincounty.org](mailto:sharon.pearson@uwloraincounty.org) or by phone at 440-707-6477.

Newspaper link: <https://www.morningjournal.com/2022/03/10/lorain-county-wants-input-on-transportation-needs/>

### [Lorain County Mobility Management, transit need responses for survey](#)

By EDITORIAL STAFF | [News@MorningJournal.com](mailto:News@MorningJournal.com) |  
May 16, 2022 at 7:27 p.m.

For those who live, work or spend time in Lorain County, the 2022 Lorain County Transportation Survey still is open and accepting responses through July 1, according to a news release.

Organizers of the survey are inviting the public to participate and share their transportation needs, the release said.

Lorain County Mobility Management (LCMM) in partnership with Lorain County Transit and Lorain County commissioners are conducting the survey.

Lorain County Mobility Management is an impact initiative of United Way of Greater Lorain County in partnership with MOVE Lorain County.

The goal is to develop solutions which enhance access to medical appointments, pharmacy, grocery stores and the workplace, according to the release.

Modes of transportation evaluated within the survey include, but are not limited to, biking, walking, ridesharing and public transit.

There are several methods to participate in the transportation survey.

You can text TRANSPORTLC to 41444 to receive a survey link.

Also, you can obtain the survey online at  
[www.surveymonkey.com/r/LCT2022survey](http://www.surveymonkey.com/r/LCT2022survey).

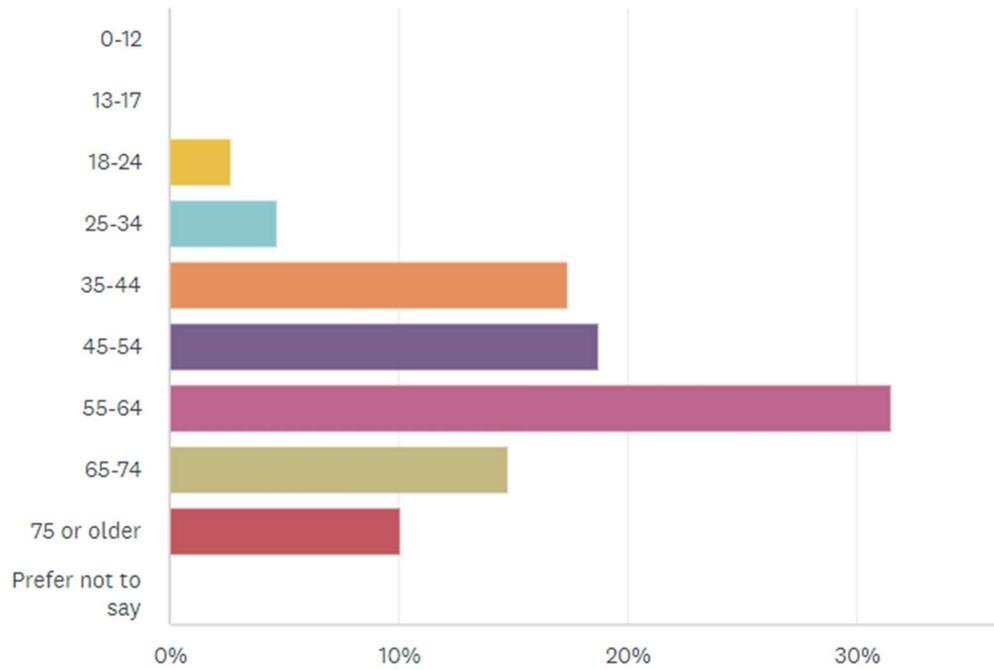
For a paper survey, contact Sharon Pearson via email at  
[sharon.pearson@uwloraincounty.org](mailto:sharon.pearson@uwloraincounty.org) or phone at 440-707-6477.

Newspaper Link: <https://www.morningjournal.com/2022/05/16/lorain-county-mobility-management-ltransit-need-responses-for-survey/>

## Transportation Survey Results Snippet

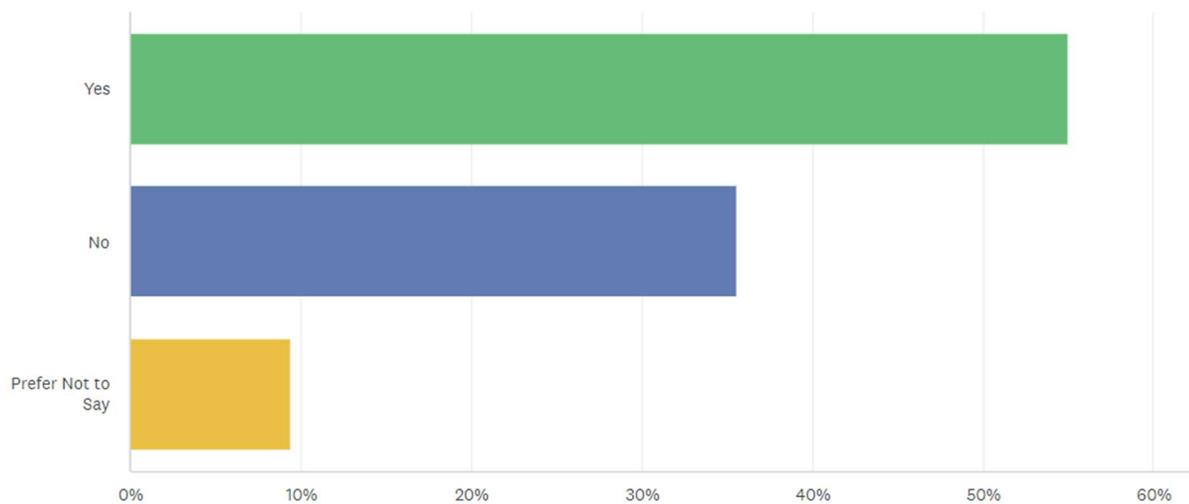
### My age is:

Answered: 149 Skipped: 0



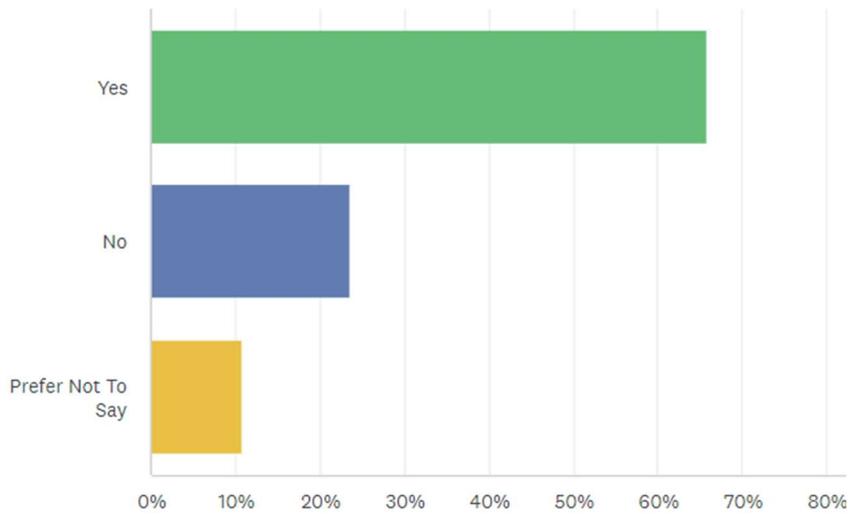
### Do you consider yourself a person with a disability?

Answered: 149 Skipped: 0



### Do you consider yourself a person of low income?

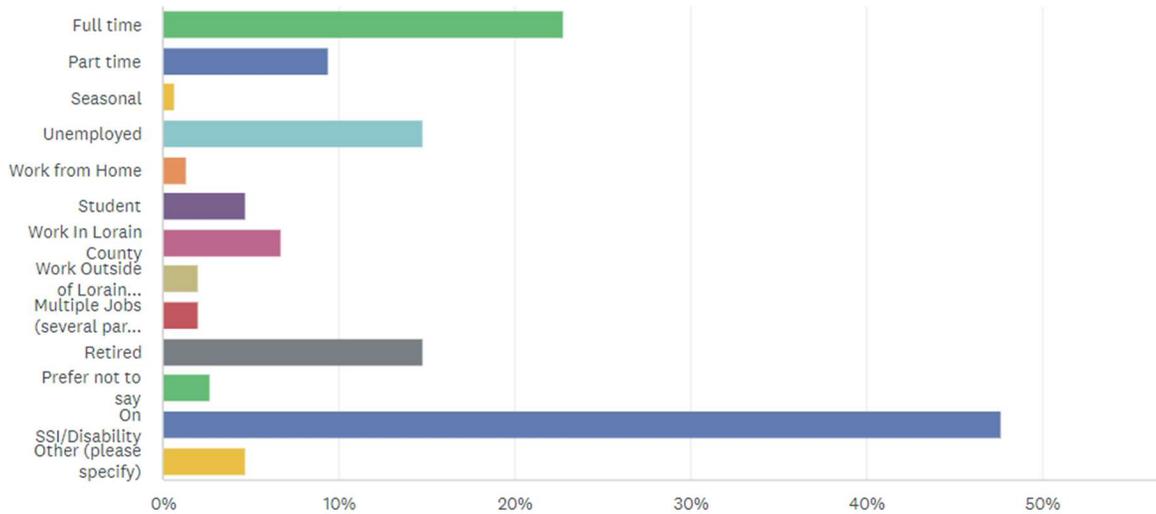
Answered: 149 Skipped: 0



2022 Lorain County Transportation Survey

### What is your current employment status (check all that apply):

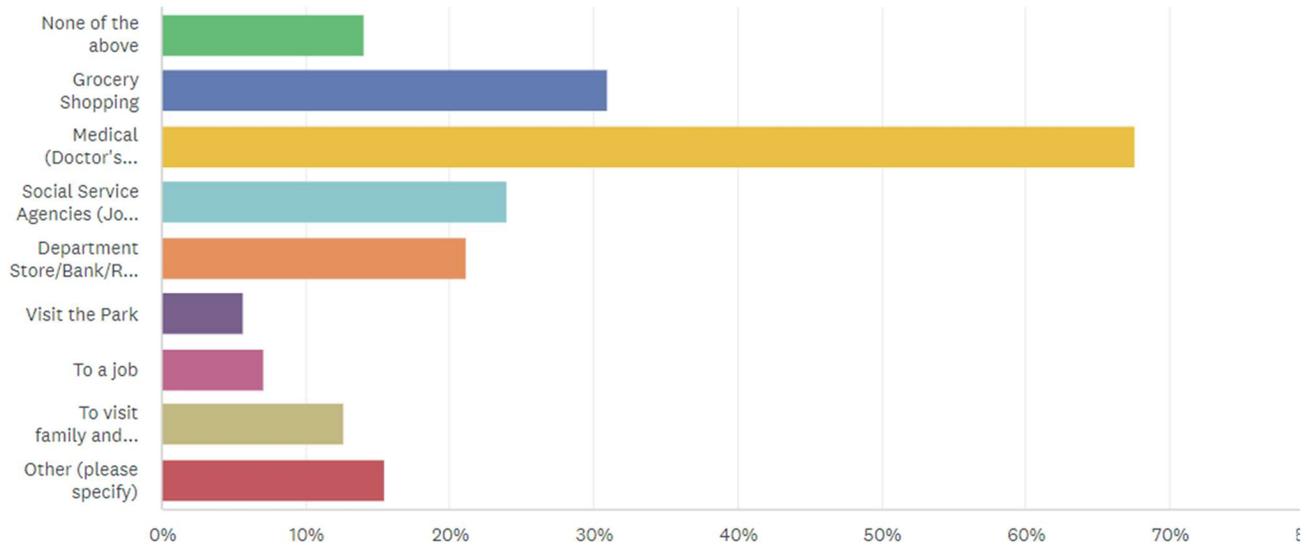
Answered: 149 Skipped: 0



2022 Lorain County Transportation Survey

### If you do use Lorain County Transit, what do you use it for? (Check all that apply).

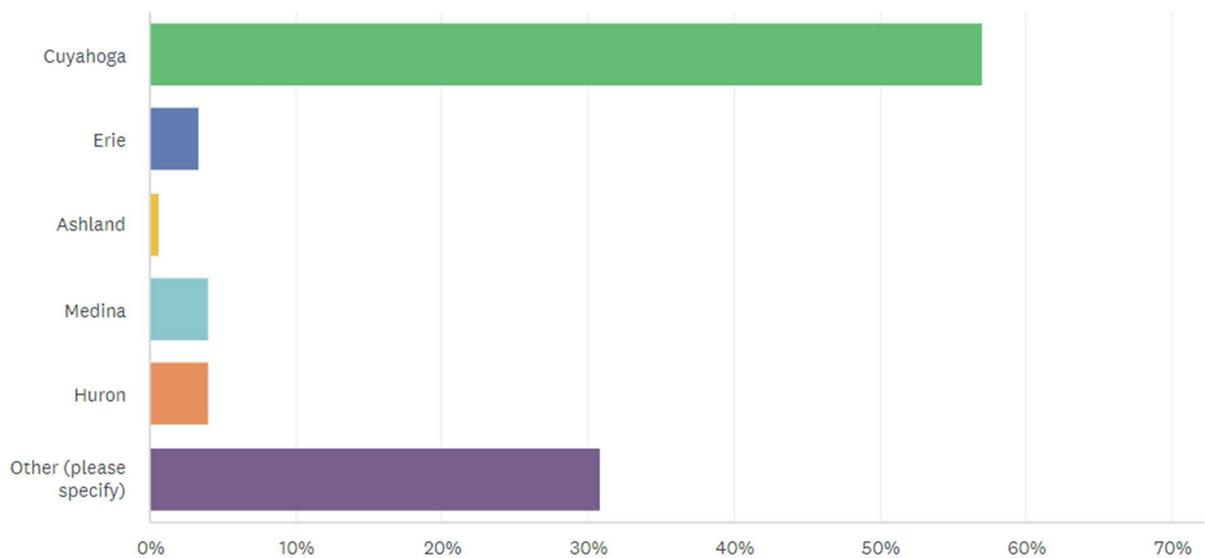
Answered: 71 Skipped: 78



2022 Lorain County Transportation Survey

### If you need to cross county lines, which counties do you need access to most?

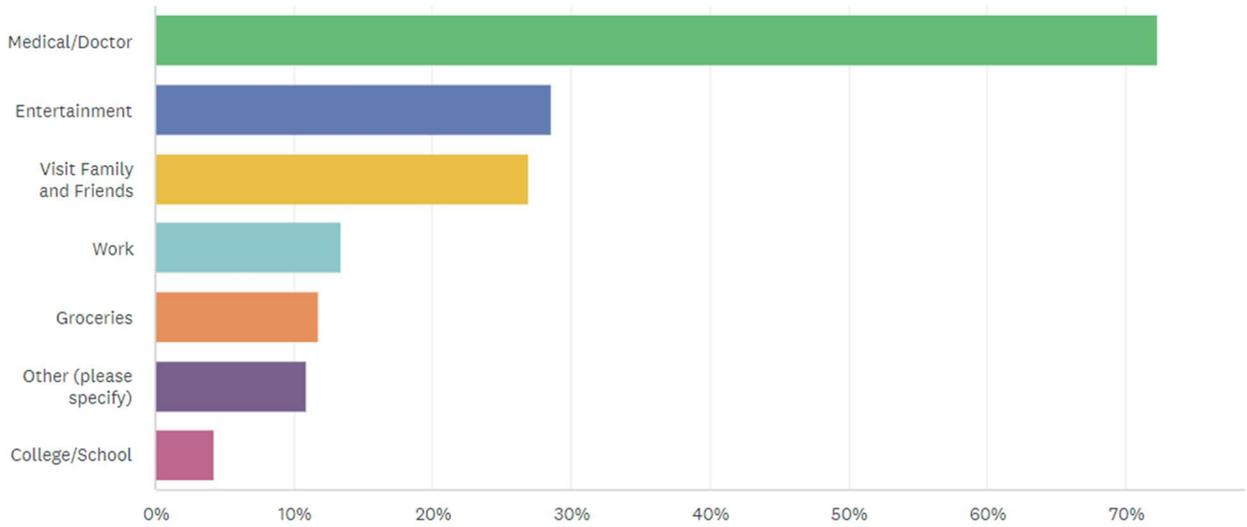
Answered: 149 Skipped: 0



2022 Lorain County Transportation Survey

### What is the purpose of needing a connection across County lines? (Check all that apply.)

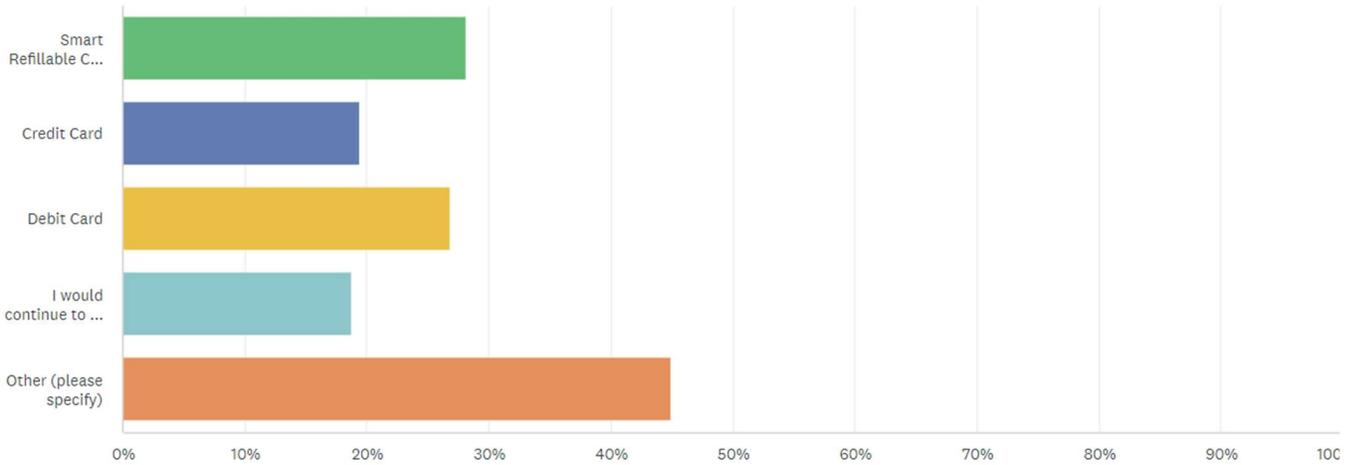
Answered: 119 Skipped: 30



2022 Lorain County Transportation Survey

### Lorain County Transit Payment: If you could pay for tickets other than cash, would it be more convenient for you? (Che...

Answered: 149 Skipped: 0

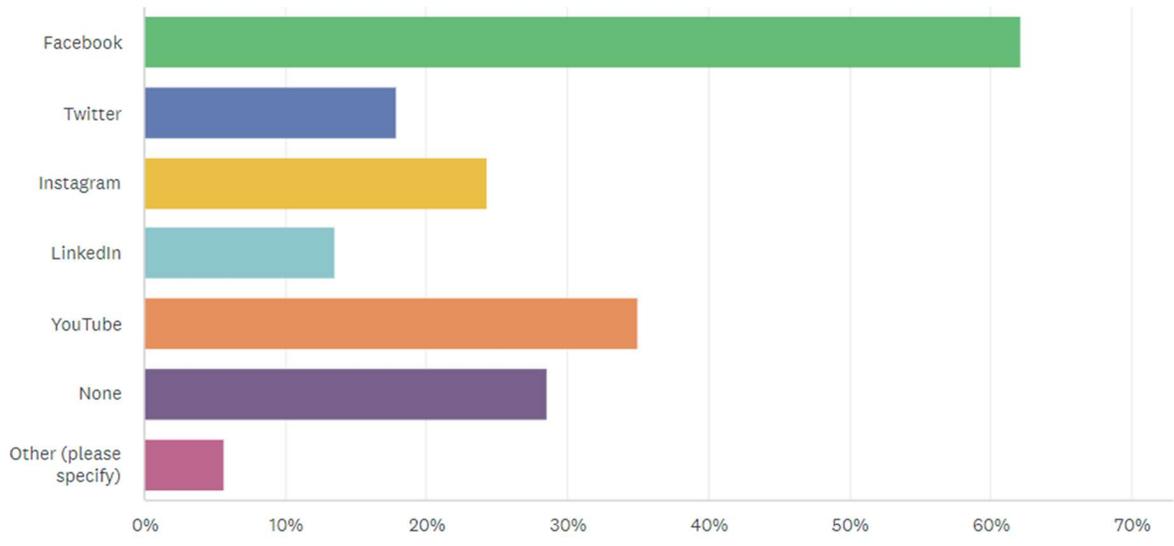


2022 Lorain County Transportation Survey



### Which Social Media services do you use, if any?

Answered: 140 Skipped: 9



2022 Lorain County Transportation Survey

## The Quarterly Transportation Advisory Committee (TAC) Meetings

The pandemic of 2020 and 2021 changed the way meetings are held. As a result, all the Transportation Advisory Committee (TAC) meetings have been held virtually with an in-person option (albeit most people have opted for the virtual option.)

These are not formal meetings. In other words, all the TAC meetings are open to the general public. A monthly newsletter is sent to nearly 1,000 people (including transportation survey takers who submitted their email for Lorain County transportation updates and news.) Regardless, primarily those who either have an FTA 5310 vehicle or non-profit organizations are the main ones that attend the meetings.

The meeting dates and videos are linked below, along with the specific guest speaker focus for each meeting.

March 17, 2022 – There were 34 Zoom registrations. The presenter at this meeting was the new Ohio MCO AmeriHealth Caritas. The meeting recording can be found here; [https://youtu.be/9FA\\_za3671s](https://youtu.be/9FA_za3671s)

June 16, 2022 - There were 31 Zoom registrations. The presentations were by NOACA about the Gohio Commute Program and Edenred regarding Commuter Benefit Program. The meeting recording can be found here: [https://youtu.be/\\_lCYtl9Zsk](https://youtu.be/_lCYtl9Zsk)

September 13, 2022 – There were 21 Zoom registrations. The presentation was by Kierra Branch from ODOT regarding the FTA 5310 program. Also at this meeting, I presented the results of the 2022 Lorain County Transportation Survey and Mobility Management Project accomplishments to date. The meeting recording can be found here: <https://youtu.be/MWzOLth0Lms>

December 6, 2022 – There were 12 Zoom registrations. This one had lower attendance because many of the regular attendees participated in the Coordinated Plan Review Committee. I shared the same information here as I did that that specific committee. I presented the updated Coordinated Plan suggestions from the Coordinated Plan Review Committee for input and feedback. The meeting recording of this meeting can be found at: <https://youtu.be/W2KG6rosz8U>

Although the virtual meeting lack engagement as the in-person meeting, the attendance remains higher than if the meeting were in person because attendees do not have to travel. Another benefit is that the presenter's section of the Zoom recordings is sectioned out and placed on YouTube for later review.

For example, Katie Abeiter from Commute with Enterprise could not be in person for the May 2022 Workforce Transportation Luncheon. However, she presented similar information at a previous TAC meeting. As a result, her presentation was trimmed from the meeting and shared via video at the MOVE luncheon.

We have emphasized to FTA 5310 recipients the importance of attending these meetings. However, we need consistent and regular emphasis from ODOT to reinforce these organizations' participation to continue receiving funding from ODOT.

## Coordinated Plan Goal/Strategy Update

In 2021, I began organizing a subset of the Transportation Advisory Committee members and others that represent various constituencies such as seniors, persons with disabilities, workforce, low-income, economic development, and our rural communities to meet and review the Coordinated Plan goals.

This is the 2021 Lorain County Coordinated Planning Meeting Committee of people who were invited to attend:

Participant	Organization Represented	Category
Ruby Foster	The LCADA Way	FTA 5310/Disabled
Jeff Miller	LC Board of Developmental Disabilities	Disabled
Marcus Atkinson	MOVE Lorain County/Transit User	Resident/System User
Maggie Jefferson	Lorain County Office on Aging	Seniors
Kim Preston	Kendal at Oberlin/MOVE	Seniors/FTA 5310
Nelly Davailia	El Centro	Hispanic Population/Seniors
Mike Longo	Ohio Means Jobs/MOVE Lorain County	Workforce
Ricardo Hernandez	Goodwill of Lorain County	FTA 5310/Low Income
Natasha Cresap	Lorain County Community Development	Economic Development
Matthew Kurtz	LC Jobs and Family Services	Low Income/Medicaid
Jackie Boehnlein	Lorain County Community Action Agency	Low Income
Sara White	NOACA	MPO
Pam Fechter	City of Avon Planning	Economic Development
Dawn Calvert	City of Elyria	Economic Development
Carrie Porter	City of Oberlin - Planning & Development	Economic Development
Sara Tillie	Lorain County Public Health	Public Health/Active Transportation

Stacy Slack	United Way of Greater Lorain County	Low Income/Homeless
Joe Spriesterbach	MOVE Lorain County	MOVE Board Member
Mike Bridge	LifeCare Ambulance	Transportation Provider
Tad Peck	The Lucy Idol Center	FTA 5310/Disabled
Pam Novak	Lorain County Transit	Local Transit Authority
Amy Anderson	Neighborhood Alliance	FTA 5310/Seniors/Low Income

Three meetings were scheduled as follows:

Meeting #1: September 29: At this meeting, the ODOT Mobility Management Program Goals and 2018 Lorain County Program goals were presented for this ad hoc committee to review. The committee also reviewed the past survey results along with the 2022 transportation survey results. The accomplishments made in 2022 were also mentioned. This meeting was to lay the foundation for future discussions.

Meeting #2: November 8: The Committee reviewed the first three goals of the plan. To assist with thinking through priorities, the video from YouTube: Why Transit Sucks in the US was presented. Find this video here: <https://youtu.be/-cjtG8DbwA>. Along with a video from the Fund for Our Economic Future regarding the plight of residents without a vehicle (video from 2016): <https://youtu.be/hg2ncRyDKGU>.

Meeting #3: November 30: The committee reviews the remaining 3 goals. In addition to assist with generating ideas, the Senior Transportation Connection video was shared with the group prior to reviewing the goals: <https://youtu.be/UbYzNuj2AnM>. The committee completed the review.

Once all the goals are reviewed and updated, the updated goals were presented to the Transportation Advisory Committee on December 6. Then MOVE Lorain County Board has final input and approval, which was received by way of a vote on Wednesday, December 8, 2022.

Organizing a specific group to review the Coordinated Plan goals has worked out well. There is more engagement than at the Transportation Advisory Committee meetings, which are more of a presentation to a group. An attempt has been made to reach out to riders to participate in the Coordinated Plan Review committee but

for one reason or another those invited rarely attend. More of an effort will be made to include these groups in the Transportation Advisory Committee meeting and the Coordinated Plan Review Committee in 2023.

## 2018 Summary of Unmet Mobility Needs

The following table describes the unmet transportation needs that were identified in 2018 and the method used to identify and prioritize each need. Needs are listed in order of their rank in highest to lowest priority.

For the most part these needs have stayed consistent since 2018 and as noted via our annual transportation survey. Unfortunately, reviewing and prioritizing these unmet needs were not part of the Coordinated Plan Review discussion but our goals continue to reflect that we are working toward closing the gap on these unmet needs.

Exhibit 1: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Improve awareness of transportation options	Survey and Round Table input
2	Increase access to grocery stores, and drugstores	Survey and Round Table input
3	Increase access to doctors and medical services	Survey and Round Table input
4	Improve transport for elderly and disabled	Survey and Round Table input
5	Increase ride-share options	Survey and Round Table input
6	Increase bike paths and bike-friendly roads	Survey and Round Table input
7	Improve sidewalks for walking-friendly roads	Survey and Round Table input
8	Develop and implement a Mobility Management Program	Coordinated Plan Planning Committee
9	Continue 5310 funding	Round Table input
10	Coordinate county-wide efforts	Survey and Round Table input

## Goal #1: INCREASE AWARENESS OF TRANSPORTATION OPTIONS THROUGH GRASSROOTS METHODS, TARGETED GROUPS AND ORGANIZATIONS

**Need(s) Being Addressed:** The lack of knowledge about available transportation services and options within Lorain County, specifically to access grocery stores, medical appointments, job access, educational opportunities, and social events.

### Strategy 1.1:

Develop and manage a “one-stop shop” program to increase awareness and improve access to transportation options in Lorain County. (Customer Service)

**Timeline for Implementation:** Present to January 2021

### Action Steps:

- Develop a full marketing plan to include:
- Brand/identity creation
- Distribution/awareness plan: flyers/pamphlets, posts with tear-offs, multimedia, hyperlinking with local community
- Use of Facebook & Instagram and other social media outlets
- Disseminate information widely and through targeted outlets to educate the community about transportation options to make it easier for people to find services.
- Create a public listing of transportation options to increase awareness of what is available now and a process to update the information.
- Incorporate an automated system, web analytics, and count calls for syncing online data with the utilization of services.
- ADD Partner with grocery stores to improve access

**Parties Responsible for Leading Implementation:** Lorain County Mobility Manager, Lorain County Coordinated Transportation Plan Taskforce

**Parties Responsible for Supporting Implementation:** Ohio Department of Transportation, Federal Transit Administration, United Way of Greater Lorain County, MOVE Lorain County

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

**Potential Cost Range:** Dependent on project

**Potential Funding Sources:** The Lorain County Mobility Management Program

**Performance Measures/Targets:**

- Number of website visits
- Number of distributed materials
- Number of distribution/partner organization information outlets

Goal #1 - Coordinated Plan Review Committee Comments (from September 23, 2021, Meeting)

- Showcase the positive stories of how transportation works for businesses and individuals and promote those stories.
- Find individuals in Lorain County for which transportation is working and ask them how the services can be improved.
- Make the social media information more general as a part of the goal but then annually ask, as a part of the transportation survey, which social media platforms respondents are using.
- Update this goal to Increase Awareness of Transportation Options through Grassroots methods and targeted groups and organizations
- In the goal specifics include developing partnerships with grocery stores, pharmacies, government organizations, and healthcare since access to food and medical appointments have been #1 and #2 issue since 2018.

**Goal #1 – Coordinated Plan Review Committee Comments (from November 8, 2022)**

- MOVE Lorain County is interested in collecting stories from bus riders. We have not yet exactly accomplished this goal from 2021.
- Create bus ride schedule for 2023 and target groups and organization. Also, tutorials on how to use services i.e. read the bus route maps
- Work more closely with targeted groups like the Coalition or Quality Aging and Lorain County Jobs and Family Services to focus on access to medical appointments in the County and neighboring counties.
- Based on the survey result, we learned that we need to create an Instagram

account and to use YouTube more to promote transportation options

## Goal: #2 DEVELOPING AND IMPLEMENT A MOBILITY MANAGEMENT PROGRAM COMPLETED

**Need(s) Being Addressed:** To identify unmet needs and gaps in transportation services to improve access to jobs, medical facilities, and educational centers while also supporting the local economy.

### **Strategy 2.1:**

Create a Lorain County Taskforce on Transportation (now called the Transportation Advisory Committee or TAC Committee), to include non-profit and private organizations together with members of the public and targeted populations to support the work of the Lorain County Mobility Manager and ODOT Coordinated Transportation Plan Guidelines. (Leadership)

**Timeline for Implementation:** Present to January 2021

### **Action Steps:**

- Develop a Lorain County Mobility Management Program
- Hire a Full-Time Mobility Manager
- Foster relationships and collaborations between public/nonprofits and private industry; provide transit that benefits them economically (e.g. shopping, services).
- Improve relations/communication between the general public and policy makers.
- Coordinate with non-profits (i.e., United Way), existing transportation providers and employers; agencies i.e. Veterans services, etc. that are serving target markets to assess needs and available services.
- Explore funding/provision of services by private businesses that will benefit department stores, shopping centers, medical providers, schools, and employers to provide services (i.e., shuttles) to connect to existing transportation.
- Increase knowledge of current state/future possibilities

**Parties Responsible for Leading Implementation:** Lorain County Coordinated Transportation Plan Taskforce

**Parties Responsible for Supporting Implementation:** Ohio Department of Transportation, Federal Transit Administration, United Way of Greater Lorain County, MOVE Lorain County

**Resources Needed:** Funding, staff time, local cash, technology, training, software  
Potential Cost Range: \$100,000

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, local banks

**Performance Measures/Targets:**

- Hiring of a full-time Mobility Manager or Consultant
- Level of response from stakeholders
- Increased local funding to support coordinated efforts
- Increased coordination relationships within Lorain County

Goal #2 – Coordinated Plan Review Committee Comments (October 14 Meeting)

The Committee believes this goal has basically been achieved. Although the committee believed this goal to have been completed, they want to make sure to keep the applicable aspects of the action steps moving forward. These steps might be included within a new goal. Should this be a new goal or does the group trust that these items will be carried out by the Mobility Manager:

- Foster relationships and collaborations between public/nonprofits and private industry; provide transit that benefits them economically (e.g., shopping, services).
- Improve relations/communication between the public and policy makers.
- Coordinate with non-profits (i.e., United Way), existing transportation providers and employers; agencies i.e., Veterans services, etc. that are serving target markets to assess needs and available services.
- Explore funding/provision of services by private businesses that will benefit department stores, shopping centers, medical providers, schools, and employers to provide services (i.e., shuttles) to connect to existing transportation.
- Increase knowledge of current state/future possibilities
- The goal that impacts those who are most vulnerable is the last one: “increase

knowledge of current state/future possibilities” which maybe should be a separate goal on its own especially since the world is changing so much now. We need the Mobility Manager to stay on top of the changes and stay aware of future possibilities.

### **Goal #2 – Coordinated Plan Review Committee Comments (November 8, 2022 Meeting)**

The committee suggested that the main points be memorialized in the job description for the Lorain County Mobility Manager:

- Foster relationships and collaborations between public/nonprofits and private industry; provide transit that benefits them economically (e.g., shopping, services).
- Improve relations/communication between the public and policy makers.
- Coordinate with non-profits (i.e., United Way), existing transportation providers and employers; agencies i.e., Veterans services, etc. that are serving target markets to assess needs and available services.
- Explore funding/provision of services by private businesses that will benefit department stores, shopping centers, medical providers, schools, and employers to provide services (i.e., shuttles) to connect to existing transportation.
- Increase knowledge of current state/future possibilities

## Goal #32: EXPLORE ANALYZE DATA COLLECTION AND PLANNING SYNERGIES

**Need(s) Being Addressed:** Reducing the duplication and costs that support planning efforts utilizing existing resources for efficient transportation options.

### **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. (Data Collection & Planning)

**Timeline for Implementation:** January 2020 – December 2024

### **Action Steps:**

- Identify potential natural synergies
- Explore opportunities to collect data such as number of trips, where people are going, by the transportation provider, hours of services, and utilization rates
- Identify strategies to eliminate or reduce duplication in services.

**Parties Responsible for Leading Implementation:** Lorain County Mobility Manager

**Parties Responsible for Supporting Implementation:** Lorain County Mobility Manager, Lorain County Coordinated Transportation Plan Taskforce

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

**Potential Cost Range:** Depending on project

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, Local Stakeholders

### **Performance Measures/Targets:**

- Local Stakeholder Response
- Number of training sessions by stakeholders
- Number of public training sessions

NEW Goal #2 (formerly Goal #3) - Coordinated Plan Review Committee Comments  
(October 14, 2021 Meeting)

**ADD ACTION STEP:** Use technology to identify duplications of services and to reduce redundancies of transportation services.

**UPDATE 2022:** LCT has joined NEO Ride a Council of governments and is working toward a cashless system that includes options for unbanked and underbanked as well. Other transit members that have this technology that surround Lorain County are Sandusky Transit, Ashland Transit, Medina Transit and Cleveland RTA. Easily purchase tickets on app.

**ADD ACTION STEP:** Present to government bodies (i.e., township trustees, City Council, County) and organizations the Coordinated efforts, resources, and funding that are impacting the targeted Lorain County residents and the opportunities to partner for improvement.

**UPDATE 2022:** Already have a request from Elyria Mayor Whitfield to speak about senior transportation, and a meeting with City Manager of Oberlin Rob Hillard about increasing efficiency and effectiveness of transportation. Need to speak with City of Lorain and County townships.

**NEW Goal #2 (formerly Goal #3) - Coordinated Plan Review Committee Comments  
(November 30, 2022 Meeting)**

- Involving more people with disabilities, seniors, and persons of color who are users of the system.
- I am beginning to receive inquiries regarding transportation. However, with the change in County government, we need proof of needs and develop an Advocacy Plan so that people can be empowered to create change.
- **MOBILITY MANAGEMENT SUGGESTION:** Create a Google form to collect ride requests that are successful but also ones that cannot be completed due to gaps in services

## Goal #43: COORDINATE EDUCATIONAL TRAINING PROGRAMS

**Need(s) Being Addressed:** Reducing training costs incurred by organizations independently paying for transportation driver training. Also, to improve individuals' comfort levels with utilizing available transportation services through training.

### **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. (Transportation Services)

**Timeline for Implementation:** Present to December 2024

### **Action Steps:**

- Identify potential natural synergies
- Identify common training sessions
- Ensure people providing transportation are culturally competent and trained to provide safe rides to individuals
- ADD explore other transit travel trainer sites for ideas on how to assist people with using the local transit system
- ADD Create social media posts to train people how to use bus services that can be promoted on other social media sites

**Parties Responsible for Leading Implementation:** Lorain County Mobility Manager

**Parties Responsible for Supporting Implementation:** Lorain County Mobility Manager, Lorain County Coordinated Transportation Plan Taskforce, United Way of Greater Lorain County, MOVE Lorain County

**Resources Needed:** Funding, staff time, technology, training

**Potential Cost Range:** Depending on project

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, Local Stakeholders & Private Organizations

**Performance Measures/Targets:**

- Local Stakeholder Response
- Number of training sessions by stakeholders
- Number of public training sessions

**NEW Goal #3 (formerly Goal #4) - Coordinated Plan Review Committee Comments (October 14, 2021, Meeting)**

- The committee would like to make sure the travel training focuses on helping people who might not have used Lorain County Transit fixed route service. This also led to a discussion about creating a new goal that focuses on securing funding to improve infrastructure and technology to make local transit more rider friendly.
- Provide virtual travel training (i.e., video training)
- Set up training for specific groups to teach them how to use Lorain County Transit (i.e., LCCC, LMHA, etc.)
- Create shareable media posts for government agencies and organizations to share to support travel training for Lorain County Transit or other modes of transportation

**NEW Goal #3 (formerly Goal #4) - Coordinated Plan Review Committee Comments (November 30, 2022, Meeting)**

This is the goal with the least amount of traction. Monthly rides to educate organizations that have constituents that ride the bus or just those who are curious has been established. This is somewhat of a travel training experience as more people understand how to use the system. In 2023, the 4th Friday of each month (except Nov and Dec will be different) will be a monthly ride along for interested people to ride with the Mobility Manager.

We are still looking into providing driver education so that FTA 5310 drivers and others desiring to participate in coordinated transportation efforts can participate in future pilot projects. We have recently identified a state-certified trainer operating in northeast Ohio interested in working with us on this goal.

## Goal #54: EXPLORE TRANSPORTATION PILOT PROJECTS

**Need(s) Being Addressed:** Unavailability of affordable public transportation services connecting residents to job access, health care, social events, and educational opportunities.

### **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. (Transportation Services)

**Timeline for Implementation:** Present to December 2024

### **Action Steps:**

- Explore the opportunity for an innovative project that would:
- Ensures safety and security for riders
- Give options for “On demand” travel service
- Promote efficient utilization of resources
- Strive for a fiscally strong system
- Develop a funding pool dedicated to purchasing transportation passes, tickets, tokens, rides, and vouchers for employment access via a participating transportation provider and enhance transportation service levels

**Parties Responsible for Leading Implementation:** The Lorain County Mobility Manager, The Lorain County Coordinated Transportation Plan Task Force

**Parties Responsible for Supporting Implementation:** The Lorain County Coordinated Transportation Plan Task Force, United Way of Greater Lorain County, MOVE Lorain County

**Resources Needed:** Funding, staff time, contract services, publications or printing, local cash, technology, capital needs

**Potential Cost Range:** Depending upon project

**Potential Funding Sources:** ODOT 5310, 5311, 5316 Operations, Ohio Developmental Disabilities Council, Private Sector, County Area Foundations, Local Stakeholders, Private Organizations, State of Ohio general funds, Ohio Elderly and Disabled Fare Assistance Program, Lorain County Jobs and Family Services, Lorain County Board of Mental Health

**Performance Measures/Targets:**

- Identify possible pilot projects
- Complete at least one budget for the pilot projects
- Determine funding sources to support the pilot
- Expansion of services

NEW Goal #4 (formerly Goal #5) - Coordinated Plan Review Committee Comments (October 14, 2021 Meeting)

- Share the pilot project with City Councils

**NEW Goal #4 (formerly Goal #5) - Coordinated Plan Review Committee Comments (November 30, 2022, Meeting)**

**ADDED:** Begin focus on rural communities with pilot programs  
Continue to encourage the local transit agency to incorporate technology into their system

## NEW GOAL #5: Secure Resources and Upgrade the Infrastructure to make Public Transit more user friendly

**Need(s) Being Addressed:** To support efforts to make local transit more user friendly.

### **Strategy 5.1:**

Because of the pandemic, the current atmosphere has supported public transportation. As a result, public transit could obtain up to a 40% increase in funding through the Federal Infrastructure Bill. Locally, this proposed additional funding should be used to improve the local transit system and create a better rider experience.

**Timeline for Implementation:** Ongoing

### **Action Steps:**

- Add technology to make using transit user friendly for banked and unbanked population
- Add services to improve rider experience such as pull cords, signage, and other best practices
- Continually seek funding and opportunities to improve service for the user experience

**Parties Responsible for Leading Implementation:** Lorain County Commissioners

**Parties Responsible for Supporting Implementation:** Lorain County Commissioners in partnership with The Lorain County Mobility Manager, The Coordinated Transportation Review Committee, MOVE Lorain County, NEORide Membership

**Resources Needed:** Funding, staff time, contract services, local cash, technology, and capital needs

**Potential Cost Range:** Depending upon project

**Potential Funding Sources:** ODOT Operations, OPT2 Funding, Private Sector, County

Area Foundations, Local Stakeholders, Private Organizations, and State of Ohio general funds

**Performance Measures/Targets:**

- Ridership
- Customer Service Reports

**NEW Goal #5 - Coordinated Plan Review Committee Comments (December 6, 2022, Meeting)**

The committee thought it was a great idea to focus on making transit friendlier and the specific items that should be addressed. The goal of a transit agency should be dynamic so that ridership increases.

The 2018 Lorain County Coordinated Plan expires at the end of 2023. Sharon Pearson, Lorain County Mobility Manager is forming a team of people to rewrite the Lorain County Coordinated Plan for 2024 – 2029. She will include the MOVE Lorain County Board along with the Lorain County Office on Aging as part of the team.

## Lorain County Mobility Management Letter of Intent for 2023 Grant

We end the Coordinated Plan Review updated with the Letter of Intent for 2023 and the goals and project slated for 2023.

Formstack Submission For: SF/CY 2023 Letter of Intent  
Submitted at 02/23/22 3:13 PM

Organization Name:	United Way of Greater Lorain County
Program Contact :	Christine Matusik-Plas
Contact Title:	Community Impact Director
Contact Email:	christine.matusikplas@uwloraincounty.org
Organization Address:	642 Broadway Avenue Lorain, OH 44052
What is your primary county of service?:	Lorain
Organization Phone:	(440) 277-6530
Do you operate public transit service?:	No
Service Area:	Urbanized Area
Do you offer half fare for seniors and/or individuals with disabilities?:	
Agency Type:	Private Non-Profit
Is your agency registered with SAM	Yes

(System for Award Management)?:

Which project types do you intend to apply for? (Check all that apply):

Which project types do you intend to apply for? (Check all that apply) :

Computer Hardware and/or Software  
Mobility Management  
Pilot Demonstration Projects

Does your agency have experience administering federal funds?:

Does your organization have a financial management system that allows identification of all federal awards received and expended and the Federal programs under which they were received?:

Does your organization have a financial management system and records that identify adequately the source and application of funds for federally-funded activities? (These records must contain information pertaining to Federal awards, authorizations, obligations, unobligated balances, assets, expenditures, income and interest and must be supported by source documentation.):

Does your organization's financial management system have effective control over, and accountability for, all funds, property, and other assets? (Your organization must adequately safeguard

all assets and assure that they are used solely for authorized purposes.):

Does your organization's financial management system allow for the comparison of expenditures with budget amounts for each federal award?:

Does your organization's financial management system have written procedures to implement the requirements of Section 200.305 Payment? :

Does your organization's financial management system have written procedures for determining the allowability of costs in accordance with Subpart E - Cost Principles and the terms and conditions of the federal award?:

If you answered "No" to any of the questions, please describe your organization's capacity to meet the requirements of 2 CFR 200 § 200.302 Financial management and § 200.303 Internal controls.:

Is this project to start a new Public Transit System?:

Please select the segments of the population served by this project (Check all that apply):

Please select the period of performance for this project:

Is the operating service expansion project included in a Locally Developed Coordinated Public Transit-Human Services Transportation Plan "Coordinated Plan"?:

List the planning goal(s) associated with the operating expansion project and which page(s) it is included on in the coordinated plan:

How would you utilize operating assistance to expand your service?:

What is the estimated federal funds needed for your operating project?:

What is the estimated state funds needed for your operating project?:

Please describe the service area for your operating project:

Please describe the process used for determining this project is necessary and would achieve local, state, and/or federal goals. For example, is this project included in a coordinated plan, needs assessment, transit development plan, agency 4 year capital and operating plan, etc.:

Please list the local stakeholders that are

in support of this expansion:

Please select the period of performance for this project:

Please select the segments of the population served by this project (Check all that apply):

Is the operating preservation project included in a Locally Developed Coordinated Public Transit-Human Services Transportation Plan "Coordinated Plan"? :

List the planning goal associated with the operating preservation project and which page(s) it is included on in the coordinated plan:

How would you utilize operating assistance to preserve your service?:

What is the estimated of federal funds needed for your operating project?:

What is the estimated amount of state funds needed for your operating project?:

Please describe the service area for your operating project:

Please select the period of performance for this project:

Please select the segments of the population served by this project (Check all that apply):

Is the operating preservation project included in a Locally Developed Coordinated Public Transit-Human Services Transportation Plan "Coordinated Plan"? :

List the planning goal associated with the preventative maintenance project and which page(s) it is included on in the coordinated plan:

What is the estimated of federal funds needed for your preventive maintenance project?:

What is the estimated amount of state funds needed for your preventive maintenance project?:

Please select the period of performance for this project:

January 1, 2023 - December 31, 2023

Please select the segments of the population served by this project (Check all that apply):

Low Income  
Seniors  
Individuals with Disabilities  
General Public

Is this Mobility Management project included in a Locally Developed Coordinated Public Transit-Human Services Transportation Plan "Coordinated Plan"? :

Yes

List the planning goals associated with the Mobility Management project and on which page(s) it is included in the coordinated plan.:

Our planning goals for the 2023 calendar year are as follows:

1. Close the gap on unmet needs through awareness of transportation options utilizing technology and pilot projects. This Planning Goal will also be discussed further under "pilot projects". (Planning Goal #1, Strategy 1.1, page 246 of The Updated 2021 Lorain County Coordinated Transportation Plan)

Partnerships will be created with:

- Grocery Stores and other food resources
- Pharmacies
- Government Organizations
- Health Care
- Area Colleges

2. Increase knowledge of local, state, and federal funds available to improve access to transportation by all types of ride providers who serve the segmented populations (Strategy 2.1, page 249, of The Plan)

3. Explore data collection and planning synergies that allow all community stakeholders access to information across current system silos for true community-wide service planning (Planning Goal 3, Strategy 3.1, page 252 of The Plan)

4. Continue the positive relationship with local transit and work to create a user-

friendly transit system for all riders  
(Planning Goal #5, Strategy 5.1, page  
260 of The Plan)

5. Completely re-write the Lorain County  
Coordinated Plan.

The Mobility Manager will be the key county-wide contact to bring stakeholders together to achieve the goals in The Plan. Key components include outreach at community sites and events; facilitating quarterly Transportation Advisory Committee (TAC); coordinating all promotional items A significant portion of the funding request will be used for salary support of the Mobility Manager.

Please describe how you will utilize Mobility Management funding in to advance mobility options in your community:

Funds will be used for informational and promotional items, including rider route information and maps; signage; fliers; Transportation Guides and booklets; and community survey materials.

Funds will be used for the Mobility Manager's website, including the monthly newsletter, social media for events and route information, the electronic rider needs surveys, and other identified social media services.

Funds will be used for ongoing training for the Mobility Manager for user travel

training, ADA compliance, rider safety, ODOT meetings, and transit-related agency conferences; travel costs to be included.

Funds will also be used for Pilot Projects, to be described under the "Pilot Project" section.

Funds will be used to enlist a consultant to assist with rewriting the Lorain County Coordinated Plan. This will be the first re-write Lorain County has ever completed.

What is the estimated federal funds you are requesting to complete your Mobility Management project?:

100000

What is the estimated state funds you are requesting to complete your Mobility Management project? :

25000

Please describe the service area for your Mobility Management Project:

The service area for this Mobility Management Project is Lorain County, Ohio; cross-county collaboration with adjacent county service areas will also be included.

Please select the period of performance for this project:

January 1, 2023 - December 31, 2023

Please select the segments of the population served by this project (Check all that apply):

Low Income  
Seniors  
Individuals with Disabilities  
General Public

Is the Computer Hardware and/or Software project included in a Locally Developed Coordinated Public Transit-Human Services Transportation Plan "Coordinated Plan"? :

Yes

List the planning goals associated with the Computer Hardware and/or Software project and on which page(s) it is included in the coordinated plan.:

The Planning Goal associated with Computer Hardware and Software is as follows:

Explore data collection and planning synergies that allow all community stakeholders access to information across current system silos for true community-wide service planning (Planning Goal 3, Strategy 3.1, page 252 of The Plan)

Please specify which type of project you are seeking (Check all that apply):

Computer Hardware  
Computer Software

Please provide a description of the Computer Hardware Project:

This Computer Hardware Project includes a laptop for the Mobility Manager, plus a mobile scanner and printer that can be used at alternate community locations to provide access to information to the public.

Please provide a description of the Computer Software Project:

Computer software that would be included in this Funding Request is as follows:

- Mentimeter - provides real-time survey response during virtual meetings
- SurveyMonkey - provides anonymized responses to online surveys
- Canva - allows high resolution graphics

and messaging for social media  
-WIX - provides website interface for the county-wide Mobility Management website  
-Flipsnack - provides automated document repository and access services

What is the estimated federal funds you are requesting to complete your Computer Hardware project?: 0

What is the estimated state funds you are requesting to complete your Computer Hardware project? : 3000

What is the estimated federal funds you are requesting to complete your Computer Software project?: 0

What is the estimated state funds you are requesting to complete your Computer Software project?: 1500

Please describe the service area for your Computer Hardware Project: The service area for this Mobility Management Project is Lorain County, Ohio; cross-county collaboration with adjacent county service areas will also be included.

Please describe the service area for your Computer Software Project: The service area for this Mobility Management Project is Lorain County, Ohio; cross-county collaboration with adjacent county service areas will also be included.

Please select the period of performance

start date for this project:

Please describe the Alternative Fueling Infrastructure project:

What is the estimated state funds you are requesting to complete your Alternative Fueling Infrastructure project? :

Please describe the service area for your Alternative Fueling Infrastructure Project:

Please describe the process used for determining this project is necessary and would achieve local, state, and/or federal goals. For example, is this project included in a coordinated plan, needs assessment, transit development plan, agency 4 year capital and operating plan, etc.:

Please select the period of performance start date for this project:

Please describe the Advanced Technology project:

What is the estimated state funds you are requesting to complete your Advanced Technology project? :

Please describe the service area for your Advanced Technology Project:

Please describe the process used for determining this project is necessary and would achieve local, state, and/or federal goals. For example, is this project included in a coordinated plan, needs assessment, transit development plan, agency 4 year capital and operating plan, etc.:

Please select the period of performance start date for this project:

January 1, 2023

Please select the segments of the population served by this project (Check all that apply) :

Low Income  
Seniors  
Individuals with Disabilities  
General Public

Please describe the Pilot project:

Our Pilot Project directly relates to Planning Goal #1 delineated earlier in this Application for Funding.

1. Close the gap on unmet needs through awareness of transportation options utilizing technology and pilot projects. This Planning Goal will also be discussed further under "pilot projects". (Planning Goal #1, Strategy 1.1, page 246 of The Updated 2021 Lorain County Coordinated Transportation Plan)

Partnerships will be created with:

- Grocery Stores and other food resources
- Pharmacies
- Government Organizations
- Health Care

- Area colleges

The Mobility Manager has previously tested the shared use of 5310 and other agency vehicles to transport older adults and persons with disabilities to crucial medical appointments and to groceries where other transportation was not available. We've learned that organizations desire to continue this work, however, funding for driver costs has been a continued barrier. We seek to make these partnerships, as well as a funding source, a permanent part of our county's mobility services; and we seek to expand options to include rides to local colleges for low-income and/or disabled riders.

What is the estimated state funds you are requesting to complete your pilot project? :

25000

Please describe the service area for your Pilot Project:

The service area for this Mobility Management Project is Lorain County, Ohio; cross-county collaboration with adjacent county service areas will also be included.

Please describe the process used for determining this project is necessary and would achieve local, state, and/or federal goals. For example, is this project included in a coordinated plan, needs assessment, transit development plan, agency 4 year capital and operating plan, etc.:

This Pilot Project is included in the 2021 Updated Lorain County Coordinated Transportation Plan, Planning Goal #1, Strategy 1.1, page 246. This Planning Goal has been addressed over the previous three years, through the work of the Lorain County Mobility Manager, through a variety of small pilot projects.

During the process for updating the 2021 Plan, members of the community, as well as the Transportation Advisory Committee, were surveyed to learn of their priority goals for the upcoming period. Over 500 surveys were received and analyzed. Overwhelmingly, survey results identified the need to continue and further the collaboration between nonprofit organizations that have vehicles, and riders that need to access medical appointments and groceries, coordinated through the Mobility Manager. We have tested a variety of shared use agreements, liability insurance coverage and rider waivers, and dispatching services. We are now at the cusp of rolling out larger community effort that will meet rider needs as we begin to exit the pandemic.

Please select the period of performance start date for this project:

Please select the segments of the population served by this project (Check all that apply):

Please describe the Planning project:

What is the estimated state funds you are requesting to complete your planning project? :

Please describe the service area for your

**Planning Project:**

Please describe the process used for determining this project is necessary and would achieve local, state, and/or federal goals. For example, is this project included in a coordinated plan, needs assessment, transit development plan, agency 4 year capital and operating plan, etc.:

Please select the period of performance start date for this project:

Please describe the Bus Shelter project:

What is the estimated federal funds you are requesting to complete your Bus Shelter project?:

What is the estimated state funds you are requesting to complete your Bus Shelter project? :

Please describe the service area for your Bus Shelter Project:

Please describe the process used for determining this project is necessary and would achieve local, state, and/or federal goals. For example, is this project included in a coordinated plan, needs assessment, transit development plan, agency 4 year capital and operating plan, etc.:

Please select the period of performance start date for this project:

Is the Equipment project(s) included in a Locally Developed Coordinated Public Transit-Human Services Transportation Plan "Coordinated Plan"? :

List the planning goals associated with the Equipment project(s) and on which page(s) it is included in the coordinated plan.:

Please select the segments of the population served by this project (Check all that apply):

Please provide a description of the Equipment project:

What is the estimated federal funds you are requesting to complete your Equipment project?:

What is the estimated state funds you are requesting to complete your Equipment project? :

Please describe the service area for your Equipment Project:

Which project classification best fits your project?:

Please select the period of performance start date for this project:

Is the project included in a Locally Developed Coordinated Public Transit-Human Services Transportation Plan "Coordinated Plan"? :

List the planning goals associated with this project and on which page(s) it is included in the coordinated plan.:

Please select the segments of the population served by this project (Check all that apply):

Please provide a description of the project:

What is the estimated federal funds you are requesting to complete your Equipment project?:

What is the estimated state funds you are requesting to complete your Equipment project? :

Please describe the service area for your project:

Please select the segments of the population served by this project (Check all that apply):

Is the Replacement Vehicle project included in a Locally Developed Coordinated Public Transit-Human Services Transportation Plan "Coordinated Plan"?:

List the planning goals associated with the Replacement Vehicle project and on which page(s) it is included in the coordinated plan.:

Please include the age and mileage of the vehicle(s) being replaced by the replacement vehicle(s).:

What is the estimated federal funds you are requesting for your Replacement Vehicle project?:

What is the estimated state funds you are requesting to complete your Replacement Vehicle project? :

Please describe the service area for your Replacement Vehicle Project:

Please select the segments of the population served by this project (Check all that apply):

Is the expansion vehicle project included in a Locally Developed Coordinated Public Transit-Human Services Transportation Plan "Coordinated Plan"?:

List the planning goals associated with the expansion vehicle project and on which page(s) it is included in the coordinated plan.:

What is the average age of the vehicles

in your fleet?:

What is the average mileage of the vehicles in your fleet?:

What is the estimated federal funds you are requesting for your Expansion Vehicle project?:

What is the estimated state funds you are requesting to complete your Expansion Vehicle project? :

Please describe the service area for your Expansion Vehicle Project:

Please describe the Fixed Guideway Modernization project:

What is the estimated state funds you are requesting to complete your Fixed Guideway Modernization project? :

Please describe the service area for your Fixed Guideway Modernization Project:

Please describe the process used for determining this project is necessary and would achieve local, state, and/or federal goals. For example, is this project included in a coordinated plan, needs assessment, transit development plan, agency 4 year capital and operating plan, etc.:

Which of the following best describes

your facility project? (Check all that apply):

Please describe where the project is in its timeline of completion:

What is the estimated federal funds you are requesting to complete your facility project?:

What is the estimated state funds you are requesting to complete your facility project? :

Where will/is your facility located?:

Please describe the process used for determining this project is necessary and would achieve local, state, and/or federal goals. For example, is this project included in a coordinated plan, needs assessment, transit development plan, agency 4 year capital and operating plan, etc.:

Which intercity bus projects are you applying for? (Check all that apply):

Please describe how you intend to implement intercity bus funding in your service area:

What is the service area of your intercity bus project:

What is the estimated federal funds you

are requesting to complete your intercity bus project?:

What is the estimated state funds you are requesting to complete your intercity bus project? :

Please describe the process used for determining this project is necessary and would achieve local, state, and/or federal goals. For example, is this project included in a coordinated plan, needs assessment, transit development plan, agency 4 year capital and operating plan, etc.:

Do you comply with the FTA's definition of Elderly and Disabled Passengers for half fares, meaning an individual who is 65 years of age or older; an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semiambulatory capability), cannot use a public transportation service or a public transportation facility effectively without special facilities, planning, or design; or individuals presenting a Medicare card issued to that individual?:

What fare structures does this system have (zones, types of service, etc.)?:

What do you charge for standard fare?:

What do you charge seniors and/or individuals with disabilities?:

