Lorain County

Coordinated Transportation Plan

2024 – 2028

United Way of Greater Lorain County
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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Lorain County, Ohio. The original plan was developed in 2019 and updated annually in 2020, 2021, and 2022. This plan serves as the 5-year rewrite for and will also be updated on an annual basis. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Infrastructure Investment and Jobs Act (IIJA), also known as the Bipartisan Infrastructure Law (BIL). The IIJA was signed into law on November 15, 2021, as a 5-year reauthorization of surface transportation programs from Fiscal Year 2022 through Fiscal Year 2026. According to requirements of the IIJA, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the IIJA legislation. The IIJA applies new programs and rules for all Fiscal Year 2022 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:
    - Public Transportation (Lorain County Transit)
    - Senior Transportation
    - Non-Profit Transportation
    - Paratransit
    - Private Transportation
    - Active Transportation i.e. biking, walking
    - Ridesharing
    - Carsharing
    - Carpooling
    - Northeast Ohio Area Coordinated Agency (NOACA) Resources

2. Identify and Prioritize community transportation needs:
    1. Improve transportation for senior and disabled residents
    2. Improve transportation for the workforce
    3. Increase access to medical services
    4. Increase access to grocery stores
    5. Develop cross-county connections to Cuyahoga County (Greater Cleveland area)
    6. Improve education of transportation options
    7. Coordinate countywide transportation planning
    8. Leverage technology to improve transit infrastructure
    9. Improve active transportation (walking/biking)
    10. Increase rideshare availability (Uber/Lyft/etc.)

3. Establish a clear plan for achieving shared goals:

   In pursuit of the objectives outlined within the Coordinated Transportation Plan, the Lorain County Mobility Manager will actively engage with a spectrum of stakeholders, including transportation service providers, health and human service entities, non-profit organizations, private sector collaborators, educational institutions, employers, medical establishments, the public, transportation users, segmented population groups, and elected officials. By fostering robust partnerships and aligning strategic focal points, our county, municipalities, residents, businesses, social service agencies, and transportation service providers will collaboratively steer their combined efforts towards the realization of the objectives outlined in this coordinated plan.

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 services providers
- Healthcare Systems
- Employers
- Regional Planning Organizations, and
- Government Entities

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

(1) PUBLIC NEEDS SURVEY DISTRIBUTION – Transportation Surveys were distributed in digital and print mediums throughout the County. A Spanish language survey translation was completed by Daisy's Interpretation Services, LLC. Surveys were distributed with the help of the following organizations:

- Elyria Public Library System
- Grafton-Midview Library
- Kendal at Oberlin
- La Prensa (Hispanic Publication)
- Lorain County Department of Job and Family Services
- Lorain Public Library System
- LorainCounty.com
- Neighborhood Alliance
- Second Harvest Food Bank

- The Chronicle Telegram
- The Morning Journal
- The Rural Urban Record

(2) COUNTY-WIDE PUBLIC MEETING FACILITATION – Lorain County Mobility Management conducted focus groups with various stakeholder groups to discuss transportation needs. The dates and locations of the focus groups are as follows:

- 4.24.23 – North Ridgeville Senior Center
- 5.4.23 – Lorain HeadStart
- 5.10.23 – Amherst Memory Café
- 5.15.23 – LMHA International (Lorain)
- 5.16.23 – LMHA JFO (Oberlin)
- 5.18.23 – LMHA Harr Plaza (Elyria)
- 5.19.23 – Continuum of Care virtual meeting
- 5.25.23 – LPLS Columbia Branch Knitters group (Columbia Station)
- 6.7.23 – LPLS Columbia Branch Senior Care group (Columbia Station)
- 6.20.23 – Mercy Community Health and Pastors virtual meeting

(3) TRANSPORTATION ADVISORY COMMITTEE (TAC) MEETING FACILITATION – Stakeholder and public meetings were conducted to review the planning and development of the 2024 – 2028 Coordinated Transportation Plan:

- 3.28.23 – First TAC meeting at United Way of Greater Lorain County
- 6.13.23 – Second TAC meeting at United Way of Greater Lorain County
- 8.24.23 – Third TAC Meeting at United Way of Greater Lorain County
- 10.26.23 – Fourth TAC Meeting at United Way of Greater Lorain County
- 3.14.24 – Fifth TAC Meeting at United Way of Greater Lorain County

This plan was developed by Lorain County Mobility Management and the Lorain County Transportation Advisory Committee. More information about the planning committee can be found in Appendix A. Focus Group Meetings, Transportation Surveys, and Transportation Advisory Committee Meetings were held throughout 2023 and 2024 to ensure adequate feedback regarding the transportation needs listed in the Coordinated Transportation Plan.

Note that there was a change in staffing for the Lorain County Mobility Manager position beginning in January 2024. This 2024 – 2028 Coordinated Transportation Rewrite features the work of both the preceding Mobility Manager, Sharon Pearson, and the current Mobility Manager, Liz Choi.

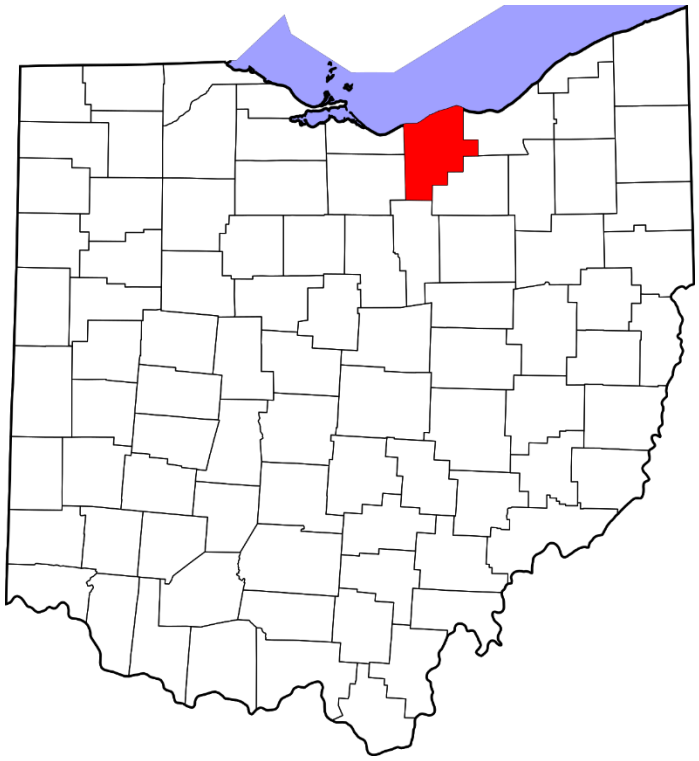
I. Geographic Area

Lorain County resides in Northeast Ohio and borders the following Counties: Ashland (south), Cuyahoga (east), Erie (west), Huron (southwest), and Medina (southeast). The Northern border of the County meets the shoreline of Lake Erie for a stretch of about 20 miles. Lorain County has a total area of 923 square miles, of which 493 square miles comprise land area.

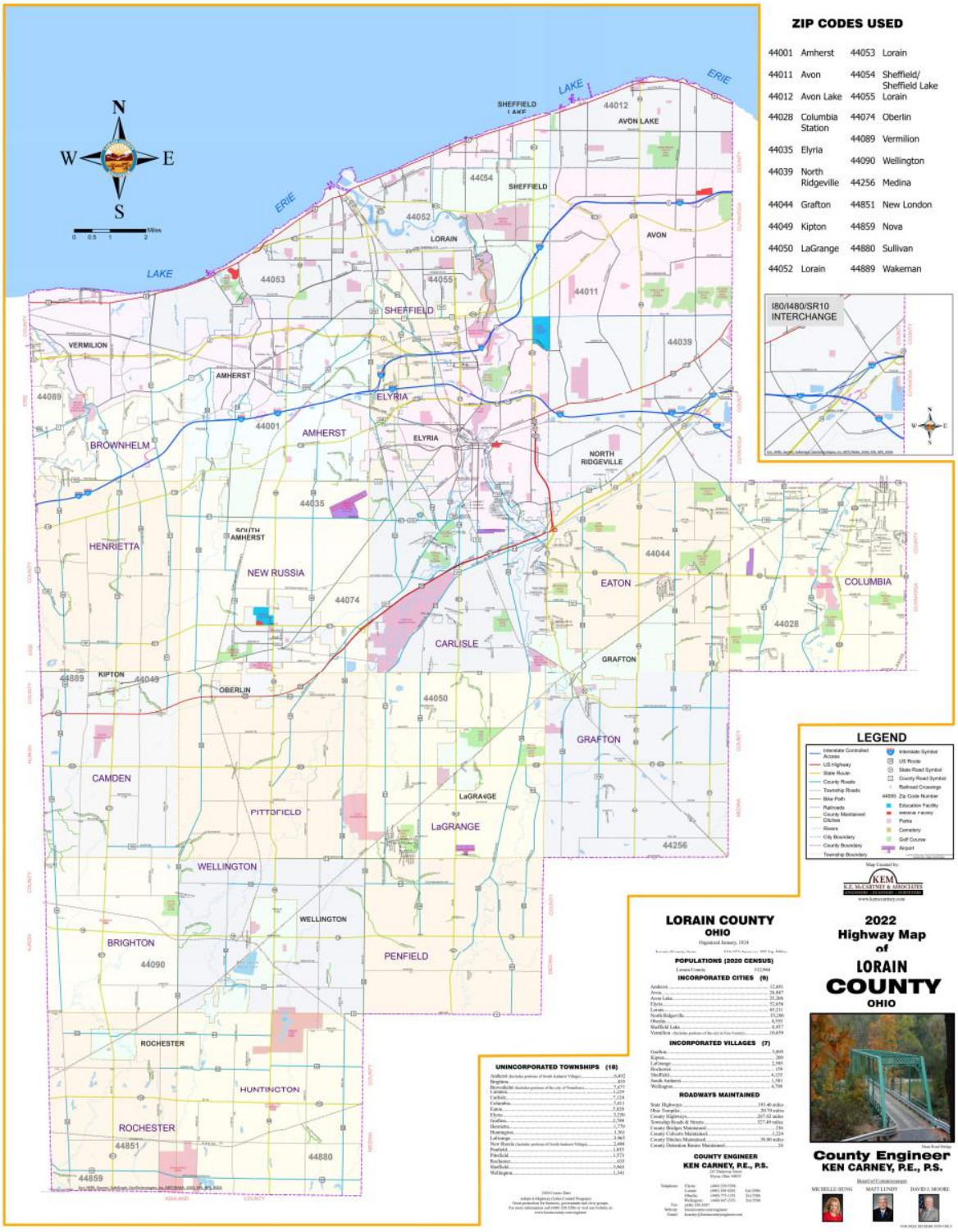
According to the 2020 US Census, Lorain County is the 9th most populated County and the 28th largest County by total land area of the 88 counties in Ohio. The population density is about 638 inhabitants per square mile. Nearly 3% of Ohio's total population lives in Lorain County.

While a significant portion of its land use is dedicated to agriculture, Lorain County has still seen an increase of 7,305 new housing units built between 2010 and 2020. The popularity of planned housing developments continues to rise.

Lorain County has higher population density within the cities of Lorain and Elyria, and medium density in the surrounding communities of North Ridgeville, Avon Lake, Avon, and Amherst. Of the roughly 312,964 people in the county, 69% live in areas of higher density and 31% are in areas of lower density.



Map 1: Basic map of the geographic area covered by the plan



*Source: 2022 Highway Map of Lorain County, [Lorain County Engineer Website]

The below chart details additional data on Lorain County's Land Use/Land Cover percentage as of 2021, as well as 2020 and 2010 Census comparisons of the top 10 largest places in Lorain County.

Land Use/Land Cover	Percent
Developed, Lower Intensity	22.00%
Developed, Higher Intensity	4.76%
Barren (strip mines, gravel pits, etc.)	0.20%
Forest	22.79%
Shrub/Scrub and Grasslands	0.48%
Pasture/Hay	13.76%
Cultivated Crops	29.15%
Wetlands	6.15%
Open Water	0.70%

Largest Places	Census 2020	Census 2010
Lorain city	65,211	64,097
Elyria city	52,656	54,533
North Ridgeville city	35,280	29,465
Avon Lake city	25,206	22,581
Avon city	24,847	21,193
Amherst city	12,681	12,021
Sheffield Lake city	8,957	9,137
Oberlin city	8,555	8,286
Columbia twp	7,411	7,040
Carlisle twp	7,124	7,500

*Source: Ohio Department of Development, Office of Research; 2021 Ohio County Profile for Lorain County

Map 2: Major trip generators in the geographic area

The map below details the locations of major trip generators in the County. Excepting locations in Oberlin and Wellington, most major trip generators are situated in the north and northeastern sections of the County. These locations include the communities of Avon, Avon Lake, Elyria, Lorain, and North Ridgeville.

It is important to note that this map is not a comprehensive list of major trip generating locations. Additional locations would include libraries, social service agencies, Metroparks, public schools, medical offices, grocery stores and other commonly visited sites within the County. It also does not show major trip generators in adjoining counties.

- Republic Engineered Products
- US Steel
- Downtown Lorain (Broadway)
- Walmart
- Mercy Hospital
- Social Security Office
- Catholic Charities
- LMHA (International)

- Ford Motor Company
- Avient Corporation

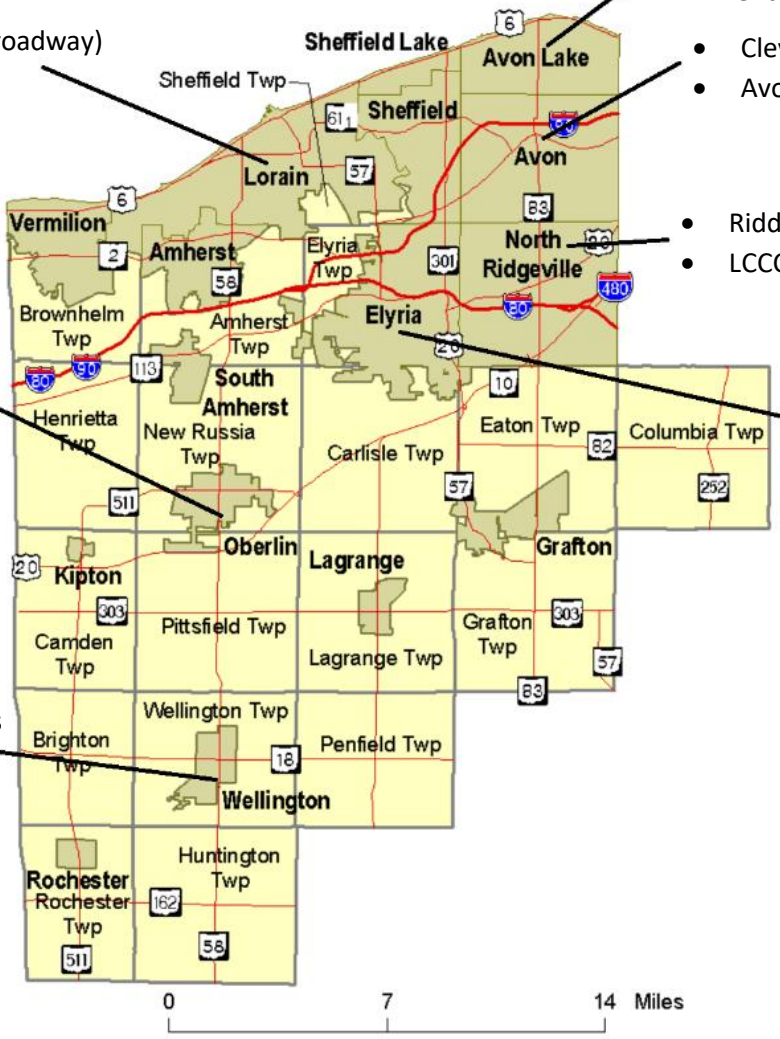
- Cleveland Clinic Hospital
- Avon Commons

- Riddell
- LCCC N. Ridgeville Campus

- Mercy Hospital
- Oberlin College
- LMHA (JFO)
- Walmart
- JVS

- Chestnut Commons
- UH Elyria Hospital
- Invacare Corporation
- Lorain County Government Offices
- Avient Corporation
- Ridge Tool Manufacturing
- State of Ohio Offices
- Lorain County Community College
- Lorain County Jobs and Family Services

- LCCC Wellington Campus
- Lorain County Fairgrounds



Most of Lorain County is traversed by vehicle using major highways with limited pedestrian options. Major highways in Lorain County include:

-  Interstate 80 (Ohio Turnpike)
-  Ohio Route 82
-  Ohio Route 83
-  State Route 113
-  Ohio Route 162
-  Ohio Route 254
-  Ohio Route 301
-  Ohio Route 303
-  Ohio Route 511
-  Ohio Route 611
-  Interstate 90 (Ohio Turnpike)
-  Interstate 480
-  U.S. Route 6
-  U.S. Route 20
-  State Route 2
-  State Route 10
-  State Route 18
-  State Route 57
-  State Route 58

II. Population Demographics

Lorain County population demographics play a key role in assessing demand for transit services over the scope of the Coordinated Transportation Plan. Population data was sourced from the United States Census Bureau's Decennial Census Results for 2010 and 2020, as well as the US Census Bureau's Population Estimates Program Results for 2022 (latest available year for estimates).

Chart 1: Total Population with Projections

Per the United States Census Bureau, Lorain County's 2020 Census population was 312,964, an increase of 11,608 (+3.85%) from the 2010 Census population of 301,356. Latest US Census Bureau Population Estimates list Lorain County's 2022 total population at 316,268.

Lorain County's 2022 Census Estimated Population of 316,268 is an increase of 14,912 (+4.9%) compared to the County's 2010 Census Population. This 4.9% increase in population outpaced the State of Ohio (+1.9%) but lagged the US overall (+7.7%).

Age Group	2010 Population	2022 Population	Percent Change
Ages 0 – 4	18,037	16,802	(6.8%)
Ages 5 – 19	62,386	58,628	(6.0%)
Ages 20 – 34	50,699	54,498	7.5%
Ages 35 – 49	63,589	58,629	(7.8%)
Ages 50 – 64	63,514	64,760	2.0%
Ages 65+	43,131	62,951	46.0%
Total	**301,356**	**316,268**	**4.9%**

According to American Community Survey (ACS) Population Data, Lorain County's population is projected to increase to 320,430 by 2030, a 2.4% increase from 2020. This is an approximate increase of about 750 residents per year through 2030. Lorain County has outpaced and is expected to continue outpacing state-level population growth. On a state level, while Ohio has increased overall population by 2.28% from 2010 to 2020, the state is expected to see a 1.56% decline in overall population by 2030.

Per Ohio Department of Development Population projections, Lorain County is one of only 3 northern counties expected to increase in population by 2050. Lorain County is expected to see a 1.45% increase compared to a statewide decrease of 5.73%. However, Lorain County will still lag far behind the expected population increase of 17.34% for the US as a whole.

*Sources: US Census Bureau QuickFacts; Ohio Department of Development, Office of Research: 2021 Ohio County Profile for Lorain County, 2021 Ohio State Profile, Projected 2050 Ohio County Populations

Total Population

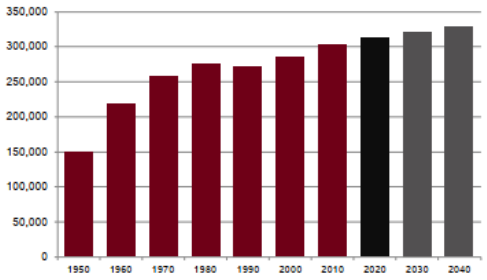
Census

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

2020	312,964

Projected

2030	320,430
2040	328,190



*Source: Ohio Department of Development, Office of Research; 2021 Ohio County Profile for Lorain County

Chart 2: Total Population by Age Group

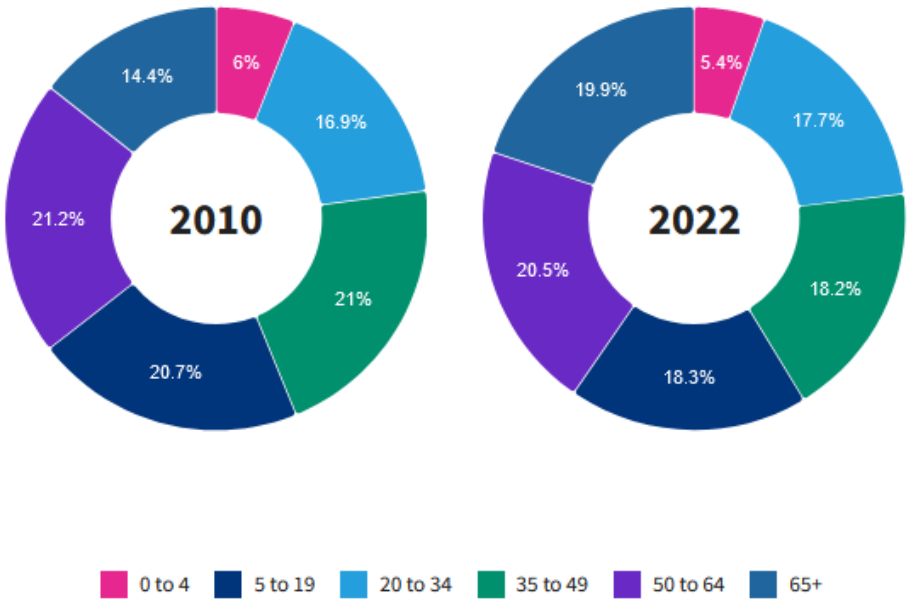
In Lorain County, 19.9% of the 2022 population is 65 years or older. Among six age groups (Ages 0 – 4, 5 – 19, 20 – 34, 35 – 49, 50 – 64, and 65+), the 65+ age group displayed the highest changes in both general population (+46.0%) and percent of total population (+38.2%) compared to 2010. The median age for Lorain County is 42.7, versus 39.9 for the State of Ohio.

Lorain County's Population by Age Group is comprised as follows:

Age Group	2010 Percent of Total Population	2022 Percent of Total Population	Percent Change
Ages 0 – 4	6.0%	5.4%	(10.0%)
Ages 5 – 19	20.7%	18.3%	(11.6%)
Ages 20 – 34	16.9%	17.7%	4.7%
Ages 35 – 49	21.0%	18.2%	(13.3%)
Ages 50 – 64	21.2%	20.5%	(3.3%)
Ages 65+	14.4%	19.9%	38.2%

Among the six age groups, the 65+ group had the largest increase as a share of the total population, increasing at a rate of 38.2% between 2010 and 2022. All other groups had a negative percent change as a share of the total population except for the 20 to 34 age group, which increased at a rate of 4.7%. The 35 to 49 age group declined at the highest rate, dropping by 13.3% between 2010 and 2022. The pie chart below details the visual change in age makeup of Lorain County between 2010 and 2022.

Age Makeup in Lorain County



*Source: Our Changing Population: Lorain County, Ohio Report - USAFacts.org, Last Updated in July 2022

Chart 3: Total Population by Race

The chart below details the racial makeup of Lorain County as of 2020 Decennial Census Data.

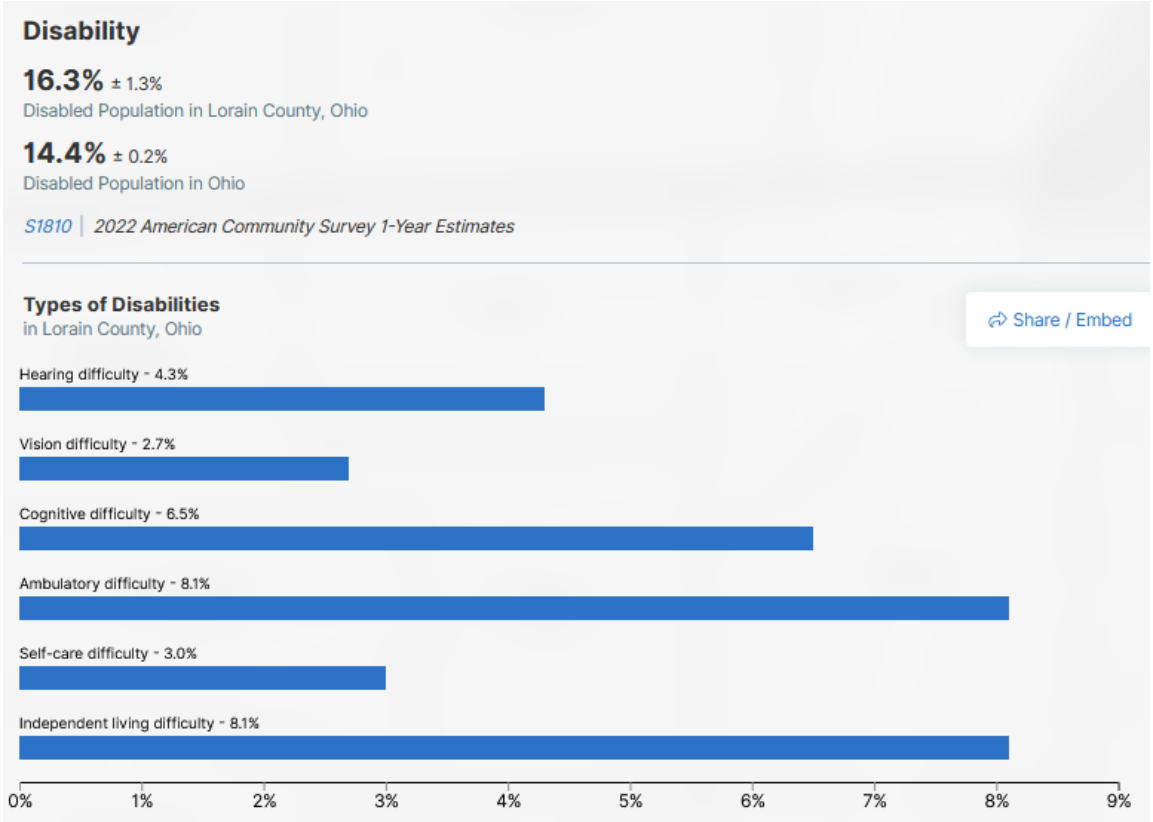
Lorain County Population by Race, US Census Bureau - 2020		
Race	**Number**	**Percent**
White alone	247,300	79.0%
Black or African American alone	24,863	7.9%
American Indian and Alaska Native alone	920	0.3%
Asian alone	3,623	1.2%
Native Hawaiian and Other Pacific Islander alone	75	0.0%
Some Other Race alone	10,177	3.3%
Population of two or more races:	26,006	8.3%
Total	312,964	100.0%

*Source: US Census Bureau, 2020 Decennial Census| P1 – Race, Lorain County

Chart 4: Number and percentage of people with disabilities

In Lorain County approximately 50,504 (16.3%) individuals self-identify as having a disability. This is slightly higher than the State of Ohio (14.4%). The table below details the percentage of each age group that self-identifies as having a disability. Senior populations (ages 65 and older) have the highest percentage of disability among all age groups. The most common types of identified disability in Lorain County are Ambulatory difficulty and Independent living difficulty.

Age Group	Percent of Age Group with a disability
Under 5 years	0.3%
5 to 17 years	9.2%
18 to 34 years	12.2%
35 to 64 years	14.5%
65 to 74 years	22.9%
75 years and over	51.1%



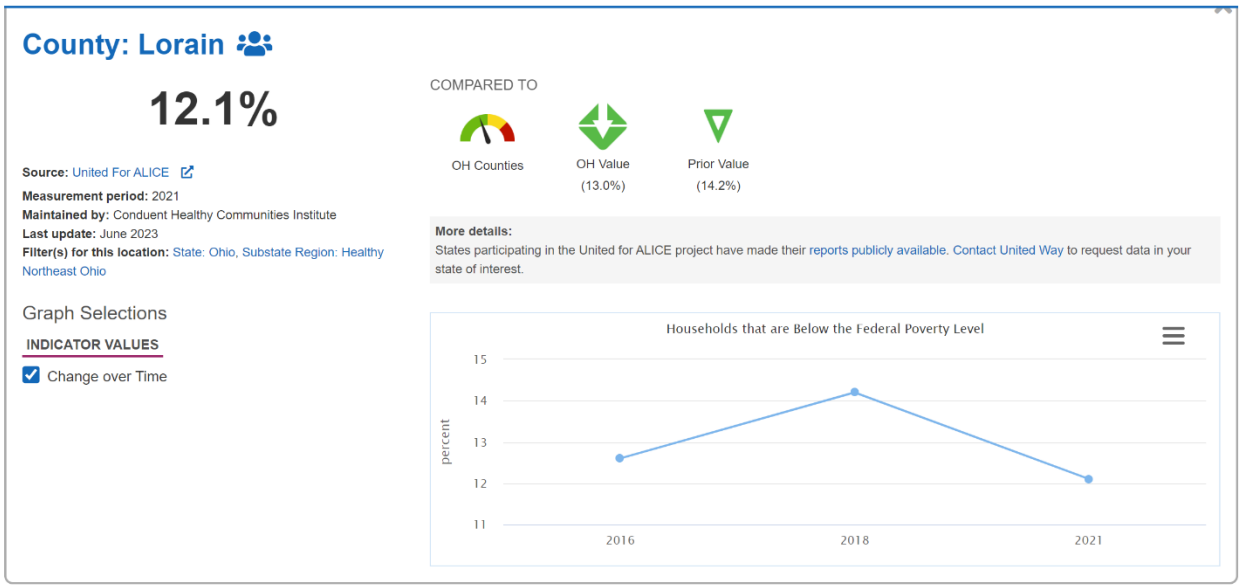
*Source: US Census Bureau, 2022 – ACS 1-Year Estimates Subject Tables: S1810 | Disability Characteristics, Types of Disabilities in Lorain County, Ohio

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

According to 2022 ACS Estimates, Lorain County has 126,500 households with an average household size of 2.43. The median household income in Lorain County was $66,330. The median nonfamily household income in Lorain County was $38,808.

*Source: US Census Bureau, 2022 – ACS 1-Year Estimates: DP02 | Selected Social Characteristics in the United States , S1901 | Income in the Past 12 Months

Most recent available data (2021) indicated that 12.1% of Lorain County households have incomes below the federal poverty level.

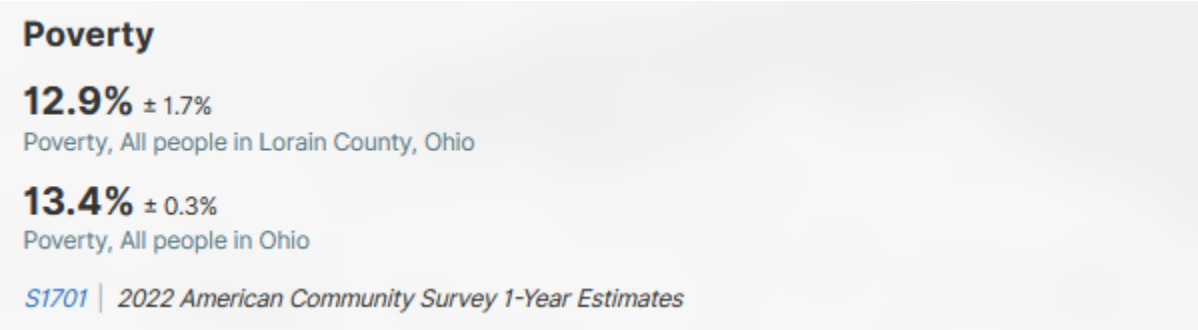


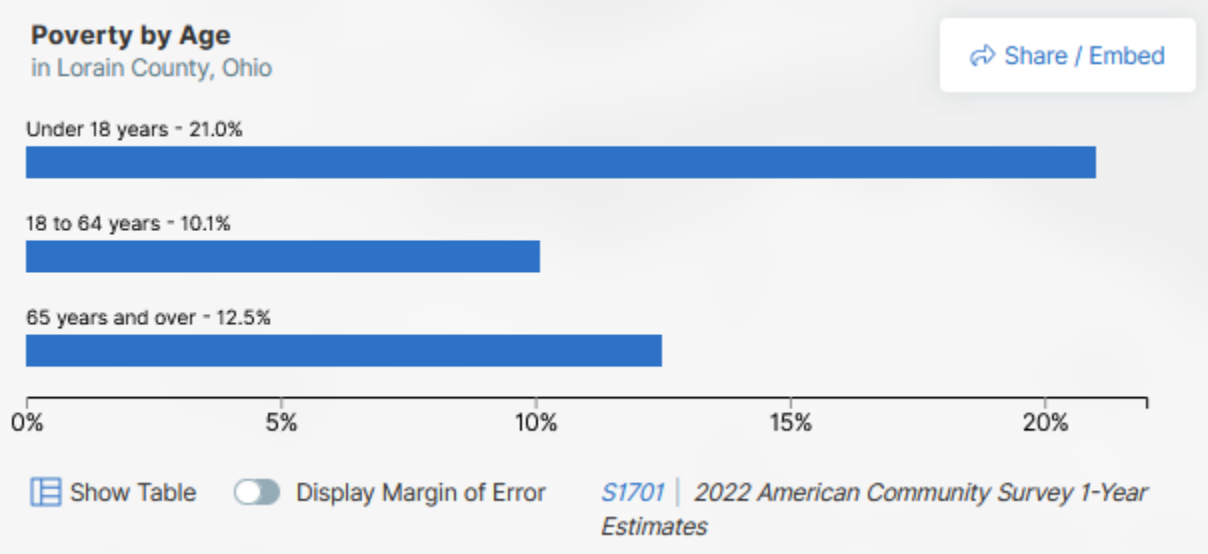
*Source: United for ALICE, HealthyNEO.org, 2023.

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

According to 2022 ACS Estimates, approximately 39,832 individuals fall below the federal poverty level in Lorain County, or 12.9% of the total population. This is slightly below the average of 13.4% for the State of Ohio.

The distribution of individuals living in poverty is led by the Under 18 Age group (21.0%), followed by 18 to 64 (10.1%) and 65+ Age Groups (12.5%).

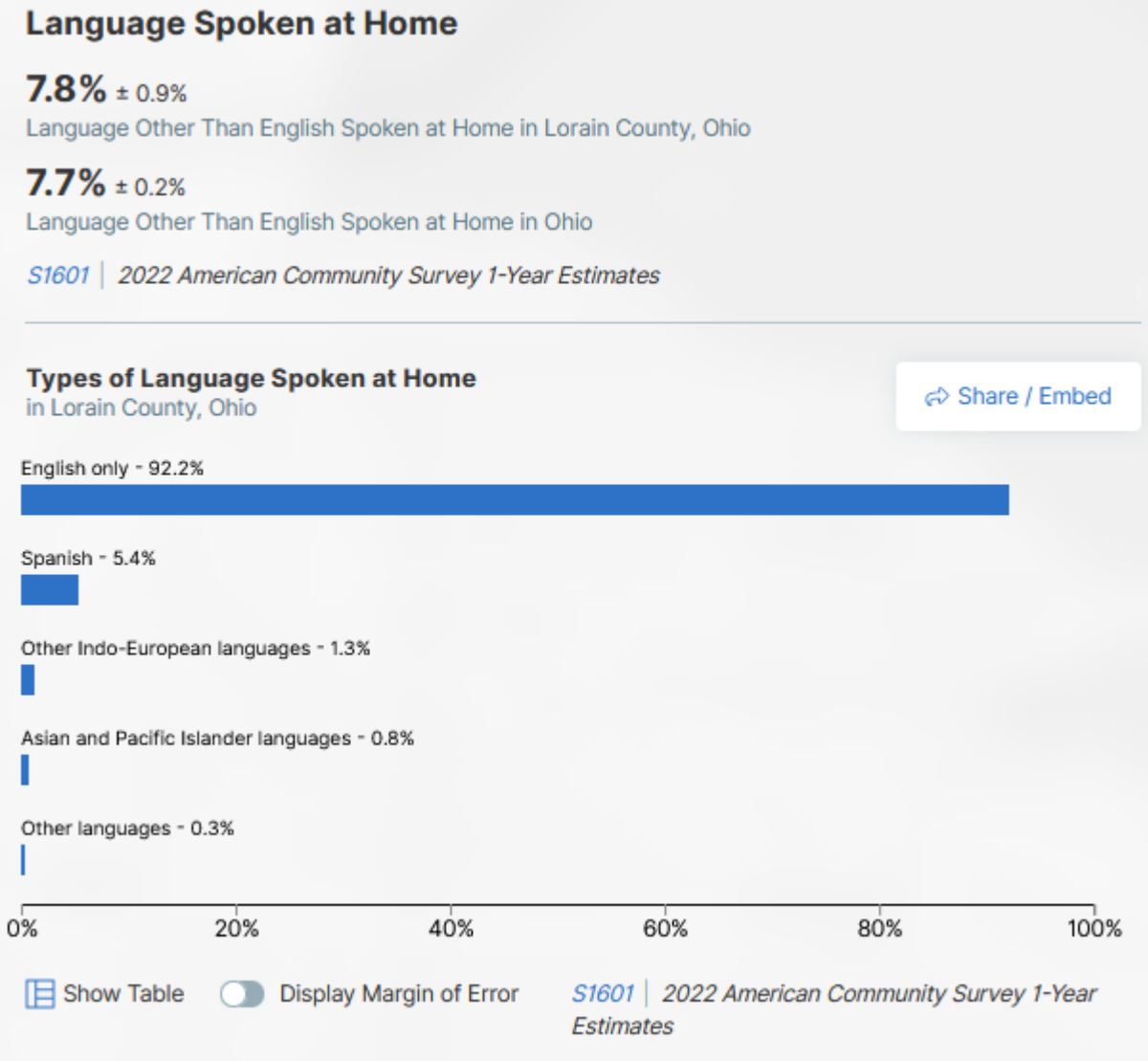




*Source: US Census Bureau, 2022 – ACS 1-Year Estimates: S1701 | Poverty Status in the Past 12 Months

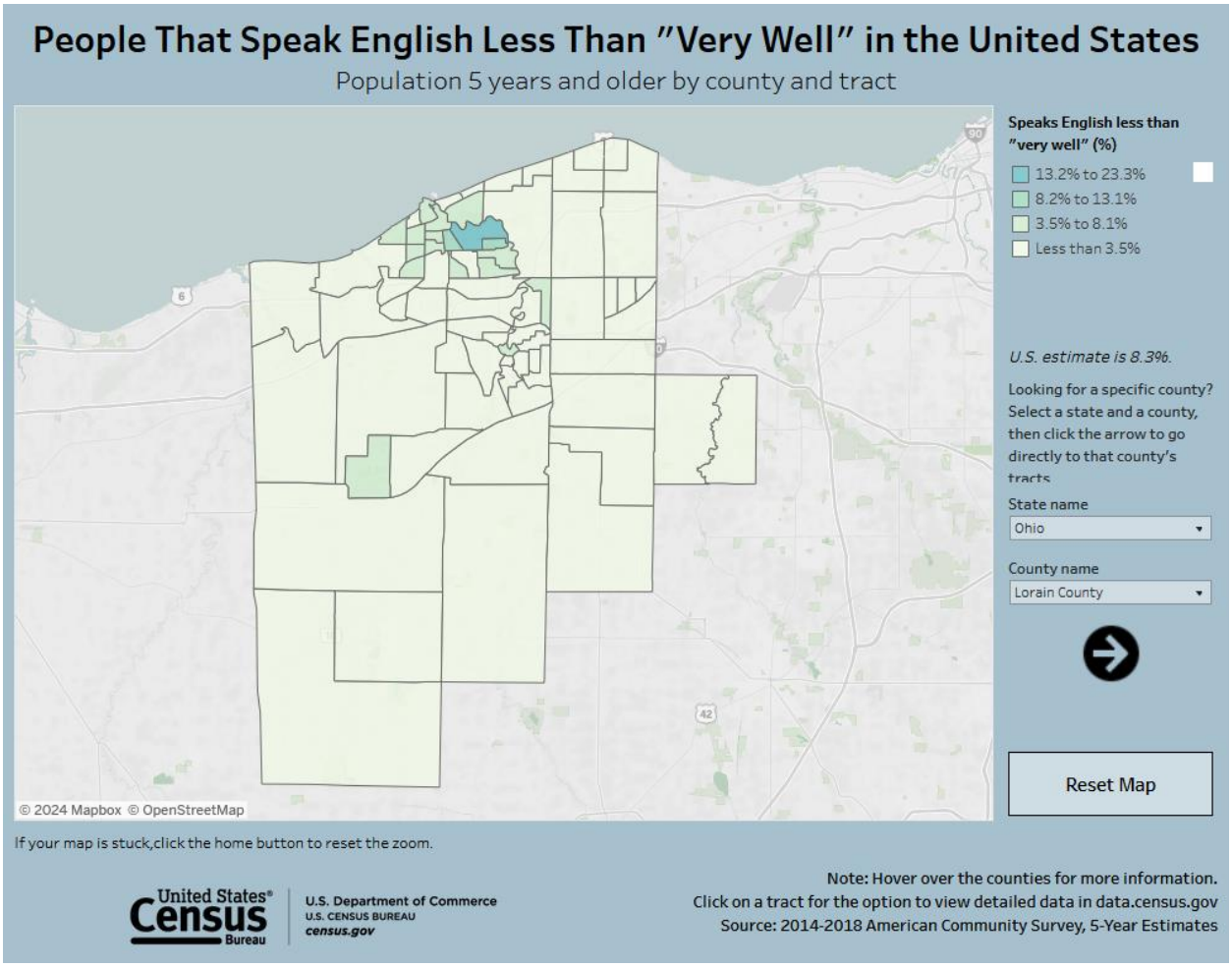
Chart 7: Percent of population that speak English "Less than very well"

According to 2022 US Census Estimates, approximately 92.2% of Lorain County residents speak only English at home, with 7.8% speaking a language other than English at home. Of that 7.8%, 5.4% speak Spanish, 1.3% speak Other Indo-European languages, 0.8% speak Asian and Pacific Islander languages, and 0.3% speak Other languages.



Approximately 2.2% of Lorain County's population speaks English less than "very well." Spanish speakers comprise 76.4% of this population, with Chinese; Russian, Polish, or other Slavic; and Other Indo-European language speakers following at ~5% each.

*Source: US Census Bureau, 2022 – ACS 5-Year Estimates: S1601 | Language Spoken at Home



*Source: US Census Bureau, 2014 – 2018 ACS 5-Year Estimates | [People That Speak English Less Than "Very Well" in Lorain County, Ohio Interactive Gallery]

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 planning committee members identified as being appropriate stakeholders.

Interviews and questionnaires were used with the identified providers.

The purpose of the interviews and questionnaires was to offer the providers 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.

Lorain County features 30 transportation providers, including Lorain County Transit, that serve a variety of public and private transportation needs.

Existing Transportation Services

The following inventory is based on the list of transportation providers listed in the updated 2023 Transportation Guide (last updated July 2023). Currently the guide is available in both digital and print formats. The guide is currently only available in English, with plans to translate into Spanish. Transportation Guides are available on the United Way of Greater Lorain County and Lorain County Mobility Management websites and are distributed to the public upon request and at community engagement events.

List of Transportation Service Providers

Name: 440 Ride
Transportation Service Type: On-Demand Private Ride Service
Other Services Provided: n/a
Contact Information: Phone: 440-453-8614 | Email: admin@440ride.com
Hours: 24/7, no advanced reservation needed
Service Area: Crosses county lines
Eligibility Requirements: None, open to the public
Website: https://www.facebook.com/440Rides

Name: A&R Senior Transport
Transportation Service Type: On-Demand Private Non-Emergency Medical Transportation
Other Services Provided: Wheelchair Accessible vehicle coming soon
Contact Information: Phone: 216-507-6985 | Email: arseniortransportllc@gmail.com
Hours: M – F: 8am – 5pm, 4-day advanced reservation required
Service Area: Cuyahoga County based, crosses county lines
Eligibility Requirements: None, open to the public
Website: None

Name: Ace Taxi (Cleveland)
Transportation Service Type: On-Demand Private Ride Service
Other Services Provided: NEMT for passengers with disabilities, vets, and seniors (non-wheelchair accessible)

Contact Information: Phone: 216-361-4700
Hours: 24/7
Service Area: Cleveland based, crosses county lines
Eligibility Requirements: None, open to the public
Website: https://www.acetaxi.com/

Name: Amherst-Elyria Taxi Service
Transportation Service Type: On-Demand Private Ride Service
Other Services Provided: None
Contact Information: Phone: 440-988-8294, 440-244-8294 | Email: Elyria_Taxi@yahoo.com
Hours: 7 days a week, 6am – 11pm, No advanced reservation required but 1-day reservation recommended for medical appointments
Service Area: Lorain County, crosses county lines
Eligibility Requirements: None, open to the public
Website: None

Name: Amherst Office on Aging
Transportation Service Type: Municipal Senior Transport
Other Services Provided: Transportation for: medical appointments, drug stores, county agency appointments, shopping, and other essential local travel needs.
Rates: $10 round trip for sites within a designated radius of Amherst City limits, $15 for trips where staff shops for groceries and/or runs errands for clients, $8 for prescription pick-up and delivery in Amherst.
Contact Information: Phone: 440-988-2817
Hours: M – F: 9am – 2pm, requires 1-week advance reservation
Service Area: Amherst City, does NOT cross county lines
Eligibility Requirements: Available exclusively to Amherst seniors
Website: https://amherstohio.org/office-on-aging/

Name: Amtrak
Transportation Service Type: Public Railway

Other Services Provided: None
Contact Information: 1-800-USA-RAIL
Hours: Dependent on schedule
Service Area: Onboarding Location: 410 East River Road, Elyria, OH 44035
Eligibility Requirements: None, open to the public
Website: https://www.amtrak.com/stations/ely

Name: CDC Transportation
Transportation Service Type: On-Demand Private Ride Service
Other Services Provided: None
Contact Information: Phone: 216-501-9651
Hours: S – Th: 6am – 6pm, requires 24-hour advanced reservation
Service Area: Crosses county lines
Eligibility Requirements: None, open to the public
Website: https://1cdctransportation.com/

Name: City of Avon Lake
Transportation Service Type: Municipal Transport, Wheelchair Accessible
Other Services Provided: Transportation available for local shopping, banks, and medical appointments; wheelchair accessible but does NOT accommodate motorized chairs of scooters
Rates: Free for Avon Lake residents
Contact Information: Phone: 440-930-4126
Hours: M – Th: 8:30am – 3pm, scheduling days are Thursday and Friday from 8am – 12pm. Requires Passenger Transportation Information Form completion in advance of first transport
Service Area: City of Avon Lake
Eligibility Requirements: Available exclusively to Avon Lake residents
Website: https://www.avonlake.org/city-services/community-transportation

Name: City of Avon
Transportation Service Type: Municipal Senior Transport, wheelchair accessible
Other Services Provided: Medical Appointments (First Priority), Avon Senior Center Activities, Grocery Stores, Pharmacies (Avon only), Banking (Avon only), Beauty Salons/Barber Shops (Avon only), Area Malls, Voting. Appointments are scheduled on a first-come, first-served basis with priority given to medical appointments. Transportation to radiation, chemotherapy, physical therapy, dialysis, etc. will be taken as scheduling allows
Rates: Free for Avon Residents 55 and older
Contact Information: Phone: 440-934-RIDE (7433)
Hours: M – F: 9am – 3:30pm, scheduling days are M – F: 9am – 2:30pm
Service Area: City of Avon
Eligibility Requirements: Available exclusively to Avon residents 55 and older
Website: https://www.cityofavon.com/159/Senior-Center

Name: City of North Ridgeville
Transportation Service Type: Municipal Senior Transport, wheelchair accessible but requires a personal caregiver to accompany rider (caregiver rides for free)
Other Services Provided: Medical appointments, banking, shopping, and activities held at the North Ridgeville Senior Center
Rates: $1.00 donation each way for local transports, $2.00 donation each way for longer distances
Contact Information: 440-353-0857
Hours: M – F: 8am – 4pm, requires advanced reservation by phone
Service Area: North Ridgeville, crosses county lines on a limited basis
Eligibility Requirements: Available exclusively to North Ridgeville residents age 60+ AND unable to drive
Website: https://www.nridgeville.org/Transportation.aspx

Name: Commute with Enterprise
Transportation Service Type: Workforce Rideshare Program
Other Services Provided: Employee vanpool program
Contact Information:
Katie Arbeiter **–** Phone: 614-595-7877 | email: katie.r.arbeiter@ehi.com;

Brooke Kimmet – Phone: 765-721-1285 | email: brooke.k.kimmet@ehi.com
Hours: Contact Commute with Enterprise for more information
Service Area: Contact Commute with Enterprise for more information
Eligibility Requirements: Contact Commute with Enterprise for more information
Website: www.commutewithenterprise.com

Name: El Centro de Servicios Sociales
Transportation Service Type: Non-Emergency Senior Door-to-Door Ride Service
Other Services Provided: Transportation to medical and social service appointments, El Dorado Senior Program Socialization Day events
Contact Information: Phone: 440-277-8235
Hours: T – TH: 9am – 4:30pm, requires 48hr advanced reservation
Service Area: Pickup and Drop off limited to City of Lorain
Eligibility Requirements: Lorain County seniors age 65 or older and enrolled in the El Dorado Senior Program. Must be able to walk and enter/exit the vehicle without assistance
Website: https://www.lorainelcentro.com/find-help

Name: Gohio Commute
Transportation Service Type: Online Workforce Rideshare planning, matching, and logging platform
Other Services Provided: Free Transportation Demand Management (TDM) assistance is available to employers to ecnourage alternative commute methods for employees
Contact Information: Phone: 216-241-2414 ext. 285 | Email: Gohiocommute@mpo.noaca.org
Hours: n/a
Service Area: Cuyahoga, Geauga, Lake, Lorain, and Medina Counties
Eligibility Requirements: None, open to the public
Website: https://www.noaca.org/regional-planning/air-quality-planning/gohio-commute

Name: Graceful Living
Transportation Service Type: Non-Emergency Medical Transportation

Other Services Provided: Serves aging and disabled individuals. Wheelchair Accessible. Provides transportation to medical/personal appointments, social events, door to door service for dialysis. Works with are assisted living and nursing facilities
Contact Information: Phone: 440-899-2617
Hours: M – F: 6:30am – 7pm, Sat: 7am – 4pm, Sun: By appointment only
Service Area: Western Cuyahoga County and Lorain County
Eligibility Requirements: None, open to the public
Website: https://www.gracefullivingllc.com/

Name: Greyhound
Transportation Service Type: Intercity Bus Transportation
Other Services Provided: n/a
Contact Information: 800-231-2222
Hours: Check website for schedule
Service Area: Intercity routes across the country, Onboarding Location: Lorain County Transportation & CS: 40 East Avenue, Elyria, OH 44035
Eligibility Requirements: None, open to the public
Website: https://www.greyhound.com/bus/elyria-oh/lorain-county-transportation-cs

Name: LifeCare Ambulance Services
Transportation Service Type: On-call medical emergency and non-emergency ambulance transportation
Other Services Provided: n/a
Contact Information: Phone: 440-323-7222
Hours: 24/7, does NOT require advanced reservation
Service Area: Crosses County lines
Eligibility Requirements: None, open to the public. Accepts Medicaid, eligible insurance, and private pay
Website: https://www.lifecareambulance.com

Name: Lorain County Bike Map
Transportation Service Type: Bicycle paths throughout Lorain County

Other Services Provided: n/a
Contact Information: n/a
Hours: n/a
Service Area: Lorain County
Eligibility Requirements: None, open to the public
Website: https://www.noaca.org/home/showpublisheddocument?id=24010

Name: Lorain County Job & Family Services
Transportation Service Type: Non-emergency medical transportation
Other Services Provided: Wheelchair accessible
Contact Information: Phone: 440-284-4355
Hours: Daily from 5am to 11pm
Service Area: Lorain County, crosses County lines if the medical facility accepts Medicaid AND the physician/medical facility provides written verification that the services provided are not available in Lorain County
Eligibility Requirements: Available exclusively for Medicaid appointments only
Website: http://www.lcdjfs.com/financial-support-services/transportation

Name: Lorain County Metroparks- North Coast Inland Trail
Transportation Service Type: Multipurpose walking, running, skating, biking path
Other Services Provided: n/a
Contact Information: Phone: 440-458-5121
Hours: Daily: 8am - Sunset
Service Area: 13 Mile Trail
Eligibility Requirements: None, open to the public
Website: https://www.loraincountymetroparks.com/north-coast-inland-trail

Name: Lorain County Office on Aging
Transportation Service Type: Senior Non-Emergency Medical Transport

Other Services Provided: Wheelchair accessible
Rates: Free, Donation recommended but not required
Contact Information: Phone: 440-326-4826
Hours: M – F: 9am – 2:30pm, requires 2-week advanced reservation. Scheduling Hours: M – F, 10am – 2pm
Service Area: Lorain County, does NOT cross county lines
Eligibility Requirements: Available exclusively to Age 60+ Lorain County residents. Eligibility assessed through initial phone call and participant must consent to services prior to the first ride.
Website: https://lcooa.org/

Name: Lorain County Transit
Transportation Service Type: Fixed Route Public Transit
Other Services Provided: Wheelchair Accessible; Dial-A-Ride – origin to destination service for medical appointments and other appointments in the County (medical appointments take priority in schedule)
Rates:
Fixed Route Bus Service: $2 Standard Fare; $1 for Seniors (65+), Persons with Disabilities, Medicare Cardholders, and Children Ages 3 through 12. $1 for Students (must show valid HS or College ID. Free for Veterans (must show valid Veterans ID). Children 2 and Under ride Free. Transfers (Limited 1 per trip) are Free.
Dial-A-Ride Fare: $9 for one-way, $18 for roundtrip. $4 for one-way, $8 for roundtrip - Students, Seniors, Persons with Disabilities, Medicare Cardholders, Children Ages 3 through 12. Veterans ride Free,
Contact Information: Phone: 440-365-0224
Hours: M – F: 5:30am – 6:30pm, does NOT operate on federal holidays; does NOT require advanced reservation. Can accommodate 2-week advance scheduling for Dial-A-Ride services
Service Area: Lorain County, does NOT cross county lines
Eligibility Requirements: None, open to the public
Website: https://loraincountyohio.gov/280/Transit

Name: Lorain County Veterans Services
Transportation Service Type: Medical Appointment Ride Service

Other Services Provided: Wheelchair accessible upon request
Contact Information: Phone: 440-284-4624
Hours: M – F: 7am – 4::30pm, requires 48hrs advanced reservation
Service Area: Lorain County, crosses county lines to select Veterans Affairs medical facilities
Eligibility Requirements: Available exclusively for veterans attending Veterans Affairs medical appointments
Website: https://www.loraincountyveterans.com/transportation/

Name: Lynx EMS, LLC
Transportation Service Type: Private Emergency and Non-Emergency Ambulance Transportation
Other Services Provided: n/a
Contact Information: Phone: 877-574-6777 | Email: ems@lynx911.com
Hours: 24/7, does NOT require advanced reservation. May schedule up to 1 month in advance
Service Area: Lorain County, crosses county lines
Eligibility Requirements: None, open to the public. Accepts eligible insurance, Medicaid when eligible for stretcher service, and private pay
Website: https://www.lynx911.com/

Name: Oberlin Connector
Transportation Service Type: Demand-Response Transit Transportation
Other Services Provided: Wheelchair accessible
Rates: $2 Fare for one-way trip. $1 for Seniors (65+), Persons with Disabilities, Medicare Cardholders, and Children Ages 3 through 12. $1 for Students (must show valid HS or College ID. Free for Veterans (must show valid Veterans ID). Children 2 and Under ride Free.
Only Cash Accepted, Exact Change Required.
Contact Information: Phone: 800-406-7541
Hours: M – F: 6am – 9pm, will provide same day reservations/trips based on availability. May schedule up to 2 weeks in advance; No service on Federal Holidays
Service Area: All trips must begin and/or end in City of Oberlin. Limited Service to portions of surrounding cities
Eligibility Requirements: None, open to the public
Website: https://www.cityofoberlin.com/for-residents/public-transportation/oberlin-connector/

Name: Oberlin Electric (EV) CarShare Program
Transportation Service Type: City CarShare Program
Other Services Provided: n/a
Rates: $14.50 one-time Motor Vehicle Record Check fee that is credited towards one hour of driving upon approval. $8/hour (plus tax). Includes electricity, insurance, and up to 25 miles of driving per hour
Contact Information: Phone: 440-775-1531
Hours: Cars are available 24/7 depending on availability
EV CarShare vehicles are located at:

- 1 vehicle: Oberlin City Hall Parking Lot (85 S. Main Street) behind the Police Department
- 1 vehicle: George A. Abram Memorial Pavilion (273 S. Main Street) next to the bike path and behind McDonalds
- 2 vehicles: A.J. Lewis Center for Environmental Studies Parking Lot (122 Elm Street) north of the solar array

Service Area: Dependent on EV range
Eligibility Requirements: Must be an Oberlin resident or Oberlin College student with a valid driver's license. Must verify driver's license online before driving
Website: https://www.cityofoberlin.com/for-residents/public-transportation/ev-carshare/

Name: Pegasus Transit, LLC
Transportation Service Type: On-Demand Private Ride Service
Other Services Provided: Wheelchair accessible
Contact Information: Phone: 440-989-2123 | Email: pegasustransitllc@gmail.com
Hours: M – F: 8am – 5pm, may provide transportation outside of normal hours upon request. Requires 48 – 72 hrs advanced reservation
Service Area: Lorain County, crosses county lines
Eligibility Requirements: None, open to the public
Website: http://www.pegasustransitllc.com/

Name: Provide-A-Ride
Transportation Service Type: Ride Service

Other Services Provided: Non-Emergency Medical Transportation, Paratransit Services, Social Services Transportation; Wheelchair Accessible
Contact Information: Phone: 216-475-1001, (888) 288-7050
Hours: 24/7, Scheduling Hours are M – F: 7am – 7pm; 2 day advance reservation (not counting holidays or weekends) is required
Service Area: Cleveland based, crosses county lines
Eligibility Requirements: None, open to the public. Accepts Medicaid, eligible insurance, and private pay
Website: https://providearide.com/

Name: Safe and Reliable Limo Services
Transportation Service Type: On-Demand Private Ride Service
Other Services Provided: n/a
Contact Information: Phone: (440) 288-5466, (440) 288-8294 | Email: safeandreliablelimo@yahoo.com
Hours: M – Sat: 6am – 6pm; Requires 4 hrs advanced reservation
Service Area: Lorain County, crosses county lines
Eligibility Requirements: None, open to the public
Website: https://www.safeandreliablelimos.com/

Name: Serenity Transportation
Transportation Service Type: Non-Emergency Medical Ambulette Transportation
Other Services Provided: Wheelchair accessible. Provides medical, dialysis, and general transportation services
Contact Information: Phone: 216-925-7955
Hours: M – Sat: 6am – 6pm, additional times available upon request. Requires 48 hr advanced reservation
Service Area: Crosses county lines
Eligibility Requirements: None, open to the public
Website: n/a

Name: Vermilion Share-A-Ride
Transportation Service Type: Curb-to-Curb Demand-Response Transportation (provided by Sandusky Transit System)

Other Services Provided: Wheelchair accessible; Discounts available to Veterans through Veterans Affairs and may be available to Seniors 60+ and People with disabilities upon online form completion
Contact Information: Phone: 419-627-0740
Hours: M – Sat: 6am – 10pm; does NOT require advanced reservation but service is available on a first-come, first-serve basis. May schedule up to 2 months in advance
Service Area: Vermilion City, crosses City lines to Meijer on Route 58
Eligibility Requirements: Available exclusively to Vermilion residents
Website: https://www.cityofsandusky.com/departments/sandusky_transit_system/dial-a-ride_paratransit.php

Name: Village of Wellington
Transportation Service Type: On-Call Senior Ride Service
Other Services Provided: Wheelchair accessible
Contact Information: Phone: 440-647-2514
Hours: M, T, Th, Sat: 9am – 12pm, Fri: 9am – 4pm; does NOT require advanced reservation
Service Area: City of Wellington, does NOT cross county lines
Eligibility Requirements: Available exclusively to Wellington Seniors age 60 and over
Website: https://www.villageofwellington.com/65/Office-on-Aging

Name: Your Taxi Service
Transportation Service Type: On-Demand Private Ride Service
Other Services Provided: Wheelchair accessible
Contact Information: Phone: 440-532-3230
Hours: 24/7, requires 4 hrs advanced reservation
Service Area: Crosses county lines
Eligibility Requirements: None, open to the public
Website: n/a

Assessment of Community Support for Transit

Lorain County is the 4th largest County in Ohio by total area and the 9th most populated county according to the 2020 Census. Approximately one-fourth of Lorain County land is urbanized with a major rural area in the southern portion of the county. Population density accordingly shifts from the more densely populated urban core in the north to the less dense, mostly rural population in the south.

Lorain County scores 0.6 out of 10 on the Center for Neighborhood Technology's AllTransit Transit Performance Score. The Transit Performance Score looks at connectivity, access to land area and jobs, and frequency of service. In comparison, Lake County reported a Transit Performance Score of 2.2 out of 10 while Cuyahoga County reported a Transit Performance Score of 7.0 out of 10.

There are several factors that can contribute to a household's lack of access to a vehicle, including income, age, and disability. Low-income households are more likely to be without a vehicle, as are older adults and people with disabilities. Lack of access to a vehicle can have a significant impact on a person's ability to get to work, school, and other essential services. It can also make it difficult to participate in social activities and be involved in the community.

Analyzing commuter patterns, less than 1 percent of Lorain County residents utilize public transportation, and approximately 22.3 percent of households reside within a half-mile proximity to transit options. Public transportation services are primarily concentrated in Lorain, Elyria, and parts of Sheffield, supplemented by an on-demand transit service in Oberlin known as the Oberlin Connector. Low transit usage statistics indicate a notable reliance on personal vehicles for Lorain County residents to get around.

In Lorain County, particularly in its rural areas, there is a widespread belief that public transit services primarily benefit urban centers and thus offer little to no advantage to rural residents. This perception has been a significant factor in the resistance to funding initiatives. Rural voters, not seeing a direct benefit to their communities, were less inclined to support increases in funding for LCT. The challenge, therefore, has been to demonstrate the broader benefits of a well-funded transit system, including its potential impact on rural areas.

The difficulties faced by Lorain County Transit (LCT) in securing funding through ballot initiatives can be attributed largely to two key factors: the lack of clarity regarding the use of funds and the perception among rural communities that they would not directly benefit from the transit system. These issues have been central to the challenges in garnering support for public transit in the county.

The 0.5% sales tax increase proposed in 2009 and 2016 (partially used for transit), as well as the transit property tax levy in 2013 failed to gain traction partly because voters were uncertain about the specifics of how their money would be used. Without a clear understanding of the benefits and allocation of these funds, County voters were hesitant to vote for such ballot measures.

The struggle to pass funding initiatives for Lorain County Transit centers on clear communication and addressing community perceptions. For successful future initiatives, it is crucial to provide transparent information on how funds will be used and to articulate the benefits of a robust public transit system for

all communities within the county, including rural areas. Addressing these issues could lead to a more supported and effective public transit system in Lorain County.

2018 Lorain County Transportation Redevelopment Plan Findings

According to the 2018 Lorain County Transit Redevelopment Plan, Lorain County Transit (LCT) has experienced a significant decline in ridership, particularly after the reduction of service levels in 2009. Data from 2007 to 2017 reveals a marked decrease in annual ridership, with a further decline in monthly ridership from 2012 to 2016. The reduced frequency of services, with two-hour intervals between trips and limited coverage for second or third shift workers, has exacerbated this trend. This decrease in ridership has subsequently impacted route productivity, measured in riders per hour or mile of service.

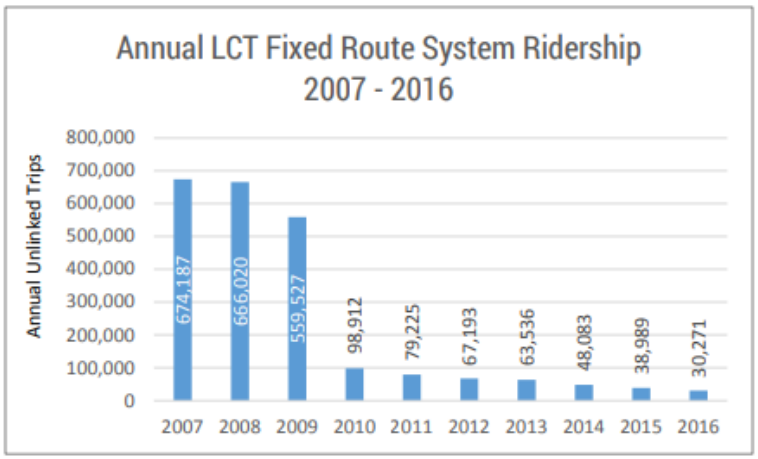


Figure 17: Annual Ridership 2007-2016

A 2013 on-board survey of LCT bus passengers provided critical insights into the user demographic and their transit patterns:

- Most riders are residents of Lorain or Elyria, primarily walking to and from bus stops, with minimal use of park-and-ride facilities.
- Most travel origins and destinations are within one block of a bus stop.
- A significant portion of riders (57%) use the transit system 3-5 times a week, while 26% use it less than once a week.
- The primary trip purposes include college/university (28%), work (16%), and K-12 school (13%).

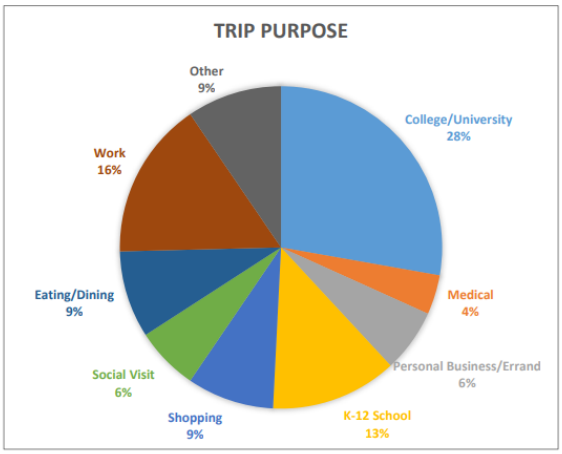


Figure 25: Trip Purpose of Current LCT Riders (based on LCT rider survey)

The profile of LCT's intra-county travelers reveals that:

- A substantial number (74%) come from households with no or only one working vehicle.
- Most (74%) do not possess a driver's license.
- 15% have a disability.
- Nearly half have an annual household income below $10,000, and 90% earn less than $25,000 annually.
- A significant proportion are students (K-12 and college/university), with 35% being employed and 28% actively seeking work.

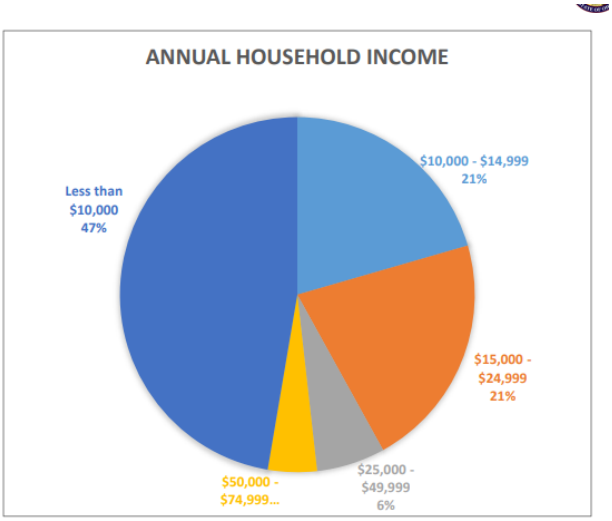


Figure 26: Household Income of Current LCT Riders (based on LCT rider survey)

LCT's service is predominantly utilized by those dependent on transit due to economic constraints, lack of vehicle access, or disabilities. This has led to a cycle where low ridership justifies service reductions, further decreasing ridership.

Employment growth in the county is concentrated in areas outside LCT's current service area, such as Avon Lake, Avon, and North Ridgeville. However, many unemployed residents live in areas served by LCT, like Elyria and Lorain. This presents an opportunity for LCT to bridge the gap between residential areas and employment hubs. Moreover, the growing elderly and disabled population in low-density areas has increased the demand for county-wide ADA paratransit services.

Regarding out-of-county commuting, a significant number of middle-income residents work in Cuyahoga County. However, only a small portion work in downtown Cleveland, and some already use existing Cleveland RTA bus park-and-ride services.

Agency Reports Support Increased Transit Options

The growing community support for public transit in Lorain County is evident in recent findings, particularly highlighted in the Lorain County Office on Aging's (LCOOA) 2022 Needs Assessment. According to this assessment, 26% of the county's population is 60 years of age and older, emphasizing the importance of reliable transportation services for seniors. Notably, the Nord Family Foundation has played a pivotal role in bolstering this support by granting LCOOA a vehicle dedicated to transporting seniors to medical appointments.

Acknowledging the increasing demand for such services, Lorain County Commissioners have further supplemented LCOOA's efforts by providing an additional vehicle. The expanded fleet has allowed LCOOA to become fully staffed and actively engaged in transporting seniors to crucial medical appointments. It's noteworthy that the surge in demand has led to a high volume of requests, particularly for medical transportation within Lorain County. However, certain limitations exist, as LCOOA does not extend its services to dialysis or physical therapy due to capacity constraints.

Lorain County Transit (LCT) plays a crucial role in prioritizing transportation services throughout the county, with a specific focus on seniors and individuals with disabilities. The commitment to serving these demographics is evident in the operational considerations, where non-medical ride requests may occasionally be displaced by urgent medical transportation needs. This prioritization underscores the dedication to meeting the unique and critical transportation requirements of seniors and persons with disabilities across Lorain County.

The Lorain County Public Health Community Health Assessment (CHA) of 2022 pinpointed transportation as a critical social determinant of health, exerting a substantial influence on healthcare access, employment opportunities, and essential services. Key findings from the CHA revealed:

- Limited Public Transportation: Lorain County grapples with restricted public transportation, particularly in rural areas. This scarcity poses challenges for individuals seeking transportation solutions for work commutes, educational pursuits, medical appointments, and other vital destinations.
- Reliance on Cars: While many Lorain County residents depend on personal vehicles for mobility, not everyone enjoys the luxury of car ownership due to financial constraints or a lack of reliable transportation options. Consequently, this imbalance may contribute to social isolation, missed medical appointments, and employment setbacks.

- Built Environment Challenges: The built environment in Lorain County presents obstacles to safe walking and biking, marked by insufficient sidewalks, crosswalks, and bike lanes.

The CHA underscored the consequential impact of transportation challenges on health outcomes. Notable observations include:

- Healthcare Accessibility: Difficulty in accessing healthcare providers results in reduced preventive care and chronic disease management.
- Economic Implications: Challenges in commuting to work elevate the risk of poverty and food insecurity.

In response to these findings, the Lorain County Public Health Community Health Improvement Plan (CHIP) outlines strategic initiatives to improve transportation challenges and enhance health outcomes. Key strategies encompass:

- Public Transportation Expansion: Efforts to widen access to public transportation services.
- Infrastructure Investment: Investment in infrastructure to create safer and more accessible pedestrian and cycling pathways.
- Financial Assistance: Provision of financial support to facilitate vehicle acquisition and maintenance.
- Promotion of Shared Mobility: Advocacy for carpooling and vanpooling as sustainable transportation alternatives.
- Community Transportation Programs: Support for community-driven initiatives aimed at improving transportation services.

The Lorain County Board of Commissioners began a seven-month process to deliver a future-focused 10-year plan that identified residents' preferred future for Lorain County. The planning process began in August 2023, leading to the release of the Lorain County Strategic Action Plan in March 2024. The Lorain County Strategic Action Plan identified the need for a "Unified Lorain County" Strategic Direction in which the County focuses on 'emerging industries' to create a 'future ready' community.

Lorain County Mobility Management participated throughout the Strategic Action Plan process, attending transportation and workforce development-related focus groups, participating in surveys, and attending the Future Summit where the official Strategic Action Plan was released to the public and presented to the community. The official Lorain County Strategic Action Plan included the introduction of six Strategic Pillars as the organizing framework to guide the 10-year plan.

These six Strategic Pillars represent major topic areas that serve as fundamental building blocks that support the future-oriented vision for Lorain County. The six pillars are listed as follows:

- Pillar 1: Promote the availability of County services
- Pillar 2: Facilitate greater County-wide collaboration
- Pillar 3: Foster a strong local workforce and education system
- Pillar 4: Support innovative industry and economic development
- Pillar 5: Facilitate creative solutions to transportation, housing, and infrastructure needs

- Pillar 6: Maintain and enhance the County's important natural resources

Of note is Pillar 5: Facilitate creative solutions to transportation, housing, and infrastructure needs. This Pillar notes that the issues of transportation (public transit), housing, infrastructure, and community amenities were brought up and discussed at nearly all engagement sessions. The plan acknowledges that these issues are complex and will require creative approaches, significant investment, and time for implementation while also recognizing that they directly correlate to overall community livability and equity for low-income households. Pillar 5 identifies the following actions:

- Action 13: Establish and facilitate multi-disciplinary taskforces to tackle transportation and housing needs.
- Action 14: Host summits that showcase available resources and best practice solutions to building community infrastructure.
- Action 15: Forecast future infrastructure needs and develop long-term investment plan.

Following the release of the Lorain County Strategic Action Plan, the Lorain County Board of Commissioners began holding public "Pillar Discussions" meant to identify existing resources and assemble stakeholders interested in joining strategic task forces related to the identified Pillars. The first Pillar Discussion, held on April 15, 2024, was intentionally chosen to highlight Transit due to the frequency with which it was mentioned as a crucial piece of Lorain County's future at nearly all engagement events. Lorain County Mobility Management attended this Pillar Discussion as an identified county resource and provided an overview of available services alongside Lorain County Transit, Via Transportation, NOACA, and GCRTA representatives. Following the Pillar Discussion on Transit, the County Board of Commissioners put out a call for stakeholders interested in joining a Transit Task Force that will serve to establish a "Call to Action" Report for future transit developments. Lorain County Mobility Management is a member of this Transit Task Force and will continue to be an active member as meetings begin and the Call to Action Report is developed.

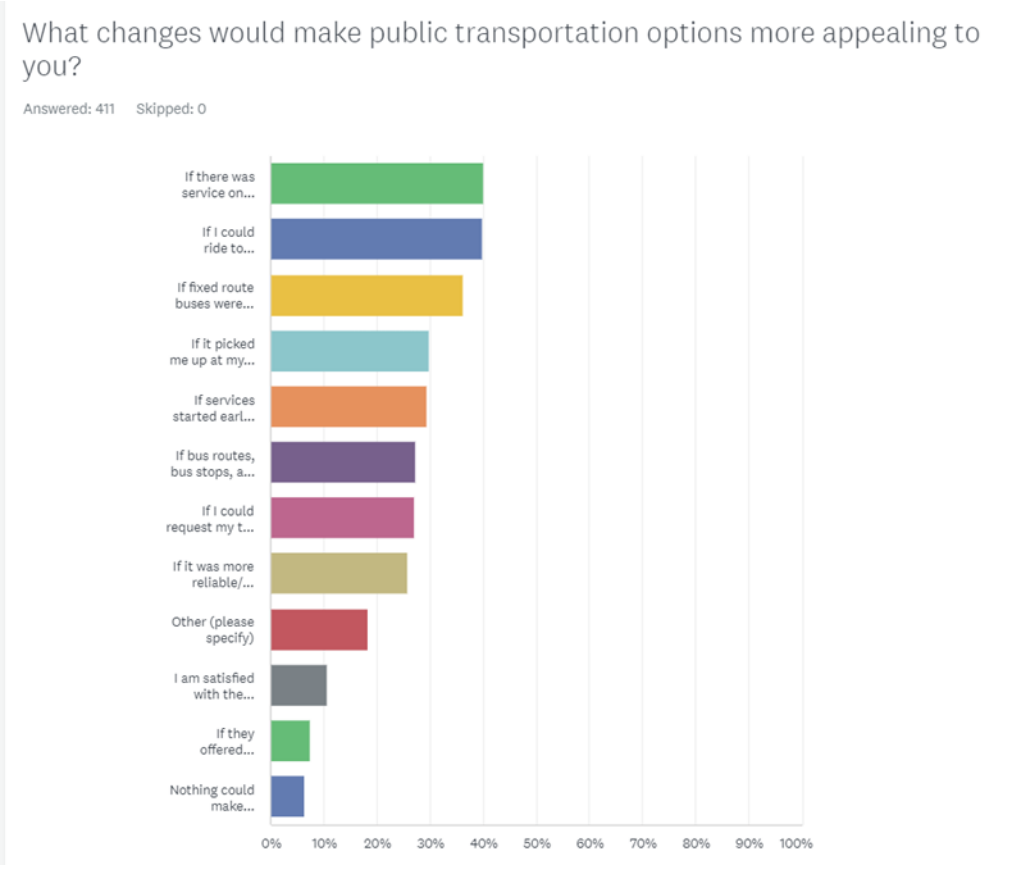
<u>Workforce Transportation</u>

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.

With workforce transportation in mind, the Share Mobility Transportation Pilot commenced in January 2022. This initiative provided van transportation to Lorain and Elyria residents working at Thogus Products and Avient Corp. in Avon Lake. Utilizing the Share Mobility platform, the service allowed employees to sign up via mobile device to coordinate rides at central locations near their homes.

During the pilot phase, the service was offered for free through collaborative efforts involving United Way of Lorain County, Lorain County Chamber of Commerce, Ohio Means Jobs Lorain County, El Centro, Lorain County Urban League, and Lorain County Mobility Management. However, beginning in September 2022, riders contributed $2 per trip.

Thogus HR Manager Erin Hlavin noted the program's positive impact on barriers to punctuality and employee transportation costs. The employees using the service were able to overcome challenges such as late arrivals or missed work due to transportation issues.
The pilot ceased operations due to the inability to scale without additional funding. However, the Share Mobility Transportation Pilot Project in Lorain County was viewed as a success and is considered necessary. The initiative effectively addressed long-standing transportation challenges by providing van transportation to employees in Lorain and Elyria who work at Thogus Products and Avient Corp. in Avon Lake. The success is evident in the positive impact on workers, overcoming barriers to punctuality and reducing transportation costs. The engagement of multiple organizations and the interest from other employers indicate the program's value and the need for such solutions to address workforce transportation challenges in the county.



ANSWER CHOICES		RESPONSES	
If there was service on weekends		40.15%	165
If I could ride to destinations in other counties outside of Lorain County		39.90%	164
If fixed route buses were available in my area or came more often		36.25%	149
If it picked me up at my house and took me directly to where I am going/no shared rides with others		29.93%	123
If services started earlier in the morning or ended later at night		29.44%	121
If bus routes, bus stops, and bus schedules were easier to understand		27.25%	112
If I could request my trip through an app or website and not just on the phone		27.01%	111
If it was more reliable/ On-time for picking me up/dropping me off		25.79%	106
Other (please specify)	Responses	18.25%	75
I am satisfied with the transportation service options currently available		10.71%	44
If they offered wheelchair or walker accessible vehicles		7.54%	31
Nothing could make transportation service options appealing to me		6.33%	26
Total Respondents: 411			

Microtransit Pilots and other Transportation Expansions

As a result of ongoing discussions and the recognized need for improved public transit services, the Lorain County Board of Commissioners approved and authorized a 1-year agreement between Lorain County Transit and Via Transportation on March 26, 2024. Via Transportation will provide turnkey services for a 1-year microtransit pilot in the Cities of Elyria and Lorain. These microtransit pilots will operate from July 8, 2024 to July 7, 2025 in both cities.

Via Transportation powers and operates similar microtransit services with a number of public transit agencies throughout the state of Ohio. The proposed microtransit pilots will feature a fleet of shared ride vehicles (minivans) that will be dynamically routed within the geofenced zones of Elyria and Lorain city limits to provide rides to the public. While the pilots will operate independently of each other within their own city limits, they will provide free transfer connections between Elyria and Lorain via the existing LCT Fixed Route buses.

With regards to accessibility, each city's vehicle fleet will include one wheelchair accessible vehicle. The contract service also includes the development of a white label microtransit rider app branded under Lorain County Transit. The rider app will feature a number of accessibility options to ensure those with mobility difficulties, language barriers, and vision/hearing impairments can utilize the services. Initial proposed service hours will run from 6:30am to 6:30pm from Monday through Friday for both cities. Microtransit fare will follow in line with existing LCT bus fares—namely, $2.00 one-way for regular riders, and $1.00 one-way for special populations like seniors, students, and persons with disabilities.

These microtransit pilots are intended to serve as a data collection opportunity to help inform potential fixed route changes/expansions for existing Lorain County Transit services. Data collection will include factors such as ride origination and destination locations, ride purpose, time of ride, and other notable

metrics. The 1-year pilots will be funded in full by the Lorain County Board of Commissioners out of existing transit-related funds at the county. See Appendix E on page 93 for a link to the Lorain County Board of Commissioner Meeting Minutes relating to these pilots.

Conclusion

In conclusion, while LCT faces challenges in ridership and service levels, there is a compelling case for expanding and improving public transit to meet the evolving needs of the community. The Lorain County population has steadily increased, with an average growth of nearly 1,000 people per year since 2010. The rising rural population, coupled with increasing poverty levels, underscores the need for an effective transportation system.

Expanding public transit is crucial for connecting lower-income, transit-dependent, and disabled residents to job opportunities, enhancing access to education, improving healthcare accessibility, and contributing to the local economy. To address these needs, innovative leadership is essential to overcome existing barriers and establish a transit system that caters to all residents. Reliable transit provides crucial economic, social, and health connections that facilitate independence and mobility.

While public transit is typically more effective in densely populated areas, low-density regions pose challenges in terms of cost-effective service. Demographic and employment trends in Lorain County were thoroughly examined to assess existing bus service and ridership potential. Focus areas for transit service expansion include lower-income workers, the unemployed seeking employment, elderly and disabled residents, students, and regional commuters.

Analysis of demographic and socioeconomic data identified promising markets, such as fast-growing communities like Avon, Avon Lake, and North Ridgeville, which would benefit from connections to major employment centers. The aging population presents an opportunity to provide demand-response and accessible transit options for seniors. Leveraging existing infrastructure while expanding into underserved markets aligns with mobility and equity goals, reducing congestion and promoting Lorain County's prosperity.

While LCT’s services have historically remained challenged by ridership and service levels, 2024 brings several potential changes in support and service that can catalyze lasting improvements. At the county level, LCT’s microtransit pilots in the cities of Elyria and Lorain will provide invaluable data that can be used to inform future fixed route and ongoing microtransit expansion. At a municipality level, cities like Lorain and Oberlin continue to explore public transportation solutions for their resident populations. The city of Lorain will utilize its upcoming microtransit pilot as additional pilot data for proposed fixed route bus services beginning in 2027 under Congestion Mitigation and Air Quality Project funds. The city of Oberlin is implementing its own EV fixed routes to supplement its Oberlin Connector services.

Ultimately, while public transportation options remain limited to the urban core of Lorain County, there is increased interest at local, county, and regional levels to find creative opportunities to improve access and service levels within and across the county. Lorain County Mobility Management continues to be a part of planning and implementation discussions throughout the county. Collaboration, communication, and transparency of data will be crucial to ensuring that ongoing transit expansions remain accessible to

the community at large. Community engagement and education will also be a major factor in ensuring sustainable ridership and encouraging further interest from residents and local officials to invest in transportation infrastructure.

Safety

As part of the 2023 Lorain County Transportation Survey, residents were asked to rate their feelings regarding public transit safety along with factors such as drivers, vehicles, cost, reliability, ease of use, and timeliness. Only 8.9% reported being very dissatisfied or dissatisfied with safety, while 30.1% were satisfied or very satisfied. However, a majority (61%) did not provide a rating for this question.

Public transit safety has not emerged as a major concern in Lorain County feedback thus far. More comments reference safety worries with rideshare services like Uber and Lyft, particularly regarding accessibility for riders with mobility devices like walkers and wheelchairs.

In a 2019 Senior Transportation Forum held at Kendal at Oberlin, we learned that walking is a very common method of getting around for residents aged 60 and older. While walking provides exercise benefits, rain, winter weather and unshoveled sidewalks in our Ohio climate can create dangerous conditions for seniors running errands on foot.

Lorain County Public Health was awarded a $200,000 federal grant through the Safe Streets and Roads for All Program (SS4A) in February 2023. This grant authorizes the creation of a countywide Comprehensive Safety Action Plan that aims to eliminate fatal and serious injury crashes for all road users under the Safe System Approach. LCPH and transportation consulting firm Toole Design are currently in the process of developing the Comprehensive Safety Action Plan. Lorain County Mobility Management is a member of the SS4A Steering Committee. The completed Comprehensive Safety Action Plan will provide valuable insights on prioritized roadway improvements across local jurisdictions that will reduce fatal and serious injury crashes across Lorain County.

Vehicles

To streamline processes and avoid duplicating efforts for vehicle owners, we refrain from requesting information that is already available in the Ohio Department of Transportation (ODOT) files. Specifically, the FTA 5310 vehicles list is within the purview of ODOT, and we acknowledge and leverage their comprehensive database. The Lorain County Mobility Manager maintains close collaboration with the ODOT FTA 5310 Program Coordinator, ensuring a seamless and coordinated approach in our efforts. This collaborative strategy enables us to optimize resources and focus on the strategic aspects of the Lorain County Coordinated Transportation Plan. There are currently 24 active and/or titled vehicles under ODOT's 5310 Program in Lorain County. 100% of these vehicles are wheelchair accessible per ODOT's vehicle catalog and procurement guidelines.

Summary of Existing Resources

Lorain County is fortunate to boast several FTA 5310 providers, offering a range of transportation options. With the inception of the Mobility Management Program, the Lorain County Transportation Guide was developed to provide transportation resource information in both digital and print formats. Despite these efforts, substantial service gaps persist in Lorain County, particularly given its rank as the 9th largest county by population and the 4th largest by size. The following list is a summary of existing service gaps:

- Scarce weekend service, especially on Sundays, leaving older adults with limited options for attending church services.
- Limited affordable transportation options for individuals with disabilities not covered by a waiver or disability program.
- LCT bus services concluding at 6 pm, highlighting a need for extended service hours into the evening.
- Requirement for exact change to ride the bus, without the option to purchase tickets using mobile apps, debit cards, credit cards, or reloadable cards.
- Limited options for affordable trips into the Cleveland area. Private providers often cross county lines but are prohibitively expensive for daily use.
- Major employers situated outside service area of LCT bus routes.
- A percentage of residents aged 60 and older walking, leaving them stranded during inclement weather.
- Rideshare vehicles often inadequately accommodate individuals with disabilities using wheelchair devices or walkers.
- FTA 5310 organizations beginning to participate in coordinated transportation efforts.
- Rural areas experiencing significant gaps in transportation services, leaving seniors, individuals with disabilities, and low-income residents with limited options.
- A lack of direct transit connections to Cleveland, despite Lorain County abutting Cuyahoga County, where many medical procedures take place.
- Although North Ridgeville and Lorain County Office on Aging provide medical transportation for seniors, it excludes physical therapy and dialysis trips due to the lack of capacity to provide weekly and frequent trips.

IV. Assessment of Transportation Needs and Gaps

To better understand the needs of Lorain County, 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.

United Way of Greater Lorain County coordinated a variety of stakeholders in the area 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 stakeholders and the public is available upon request.

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

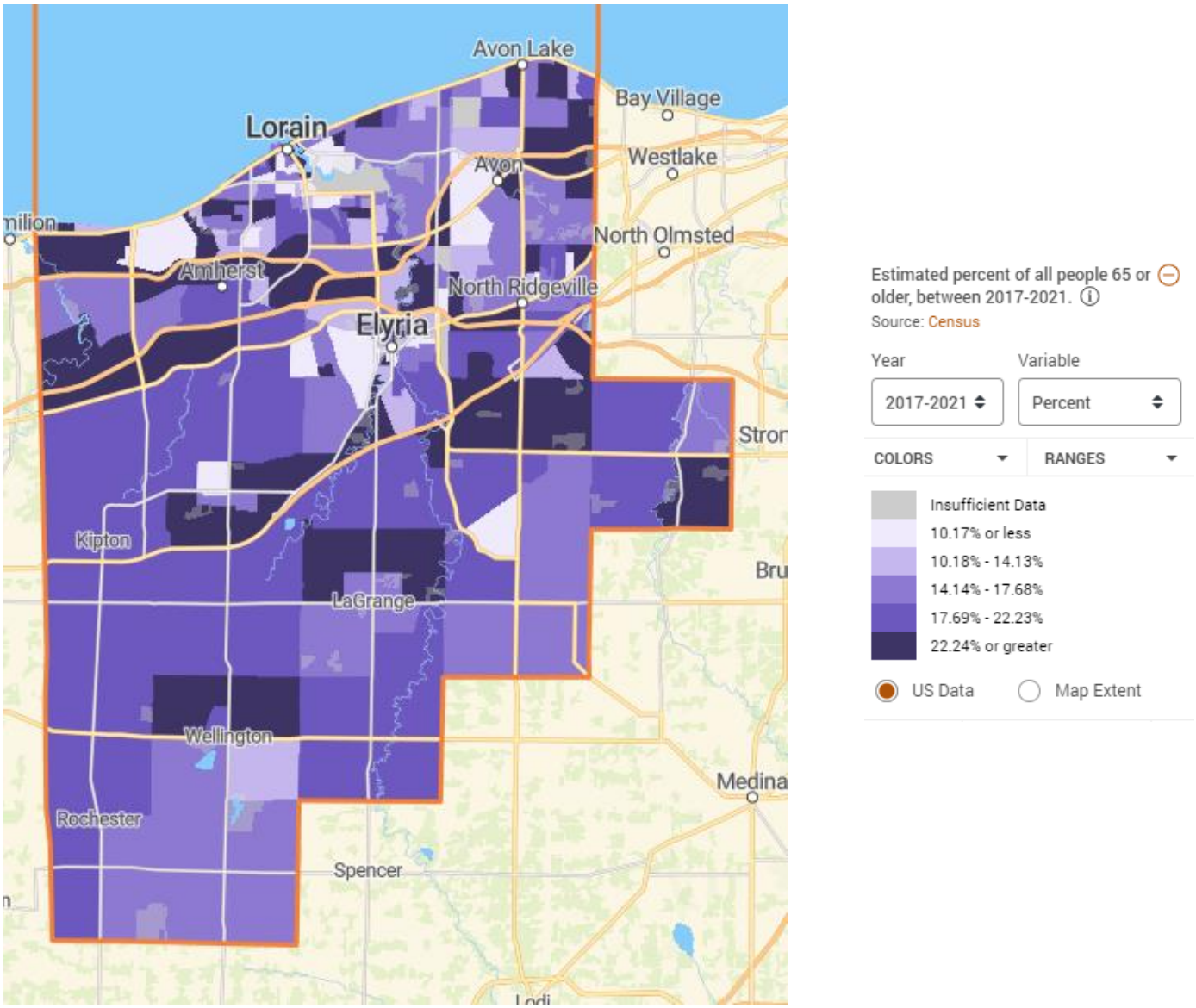
- Assessment of data and demographics
- Countywide Focus Groups
- Quarterly Transportation Advisory Committee Meetings at United Way of Greater Lorain County
- Annual Transportation Survey

Local Demographic and Socio-Economic Data

Data for each target population group was 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.

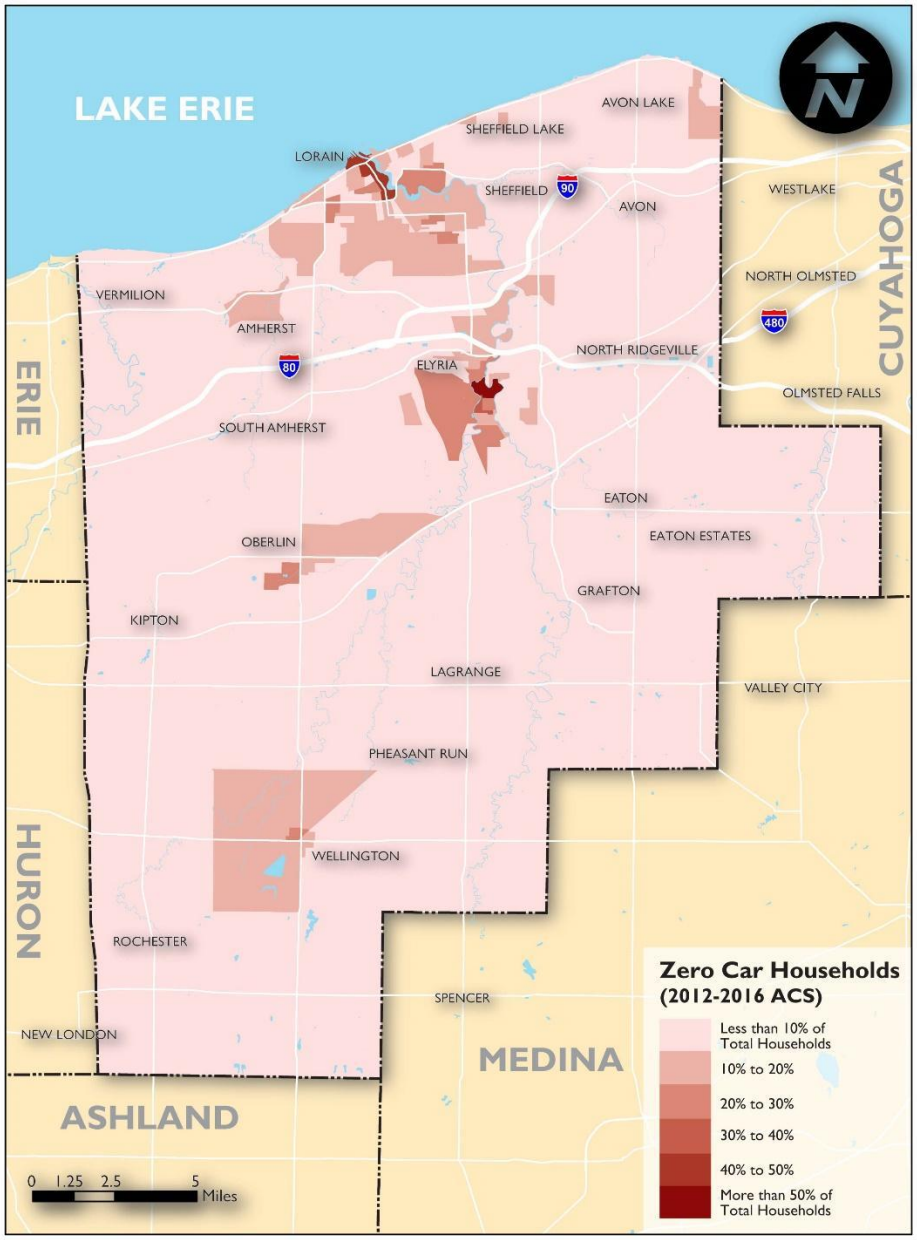
The following Exhibit 1 Illustrates the areas where the number of older adults (age 65 and older) is at or above the Lorain County average.

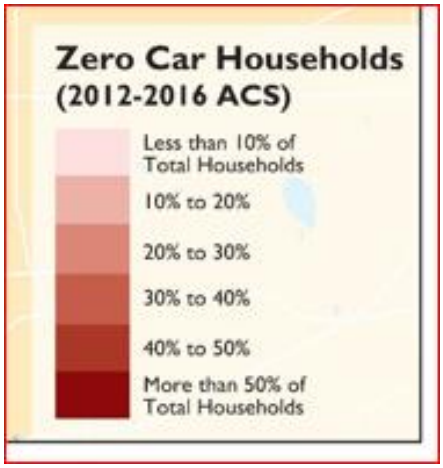
Exhibit [1]: Map of Population Density of Individuals Aged 65 and Older



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.

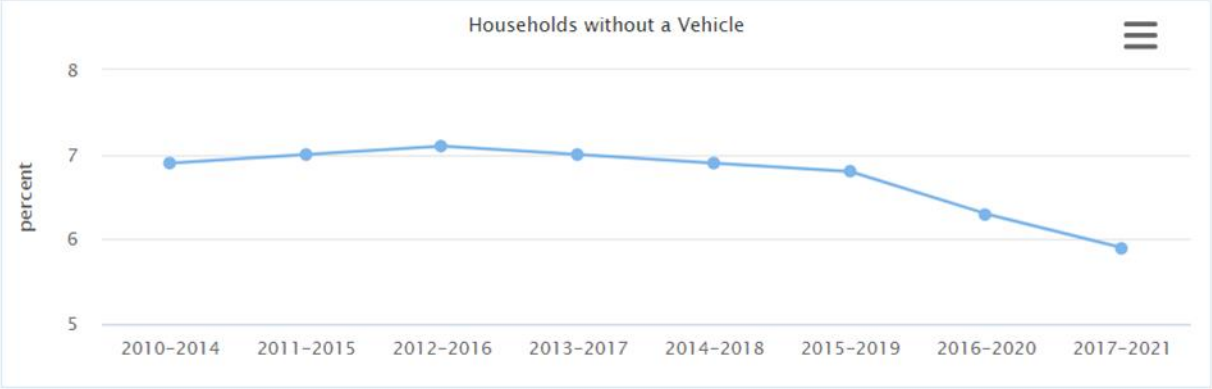
Exhibit [2]: Map of Density of Zero Vehicle Households





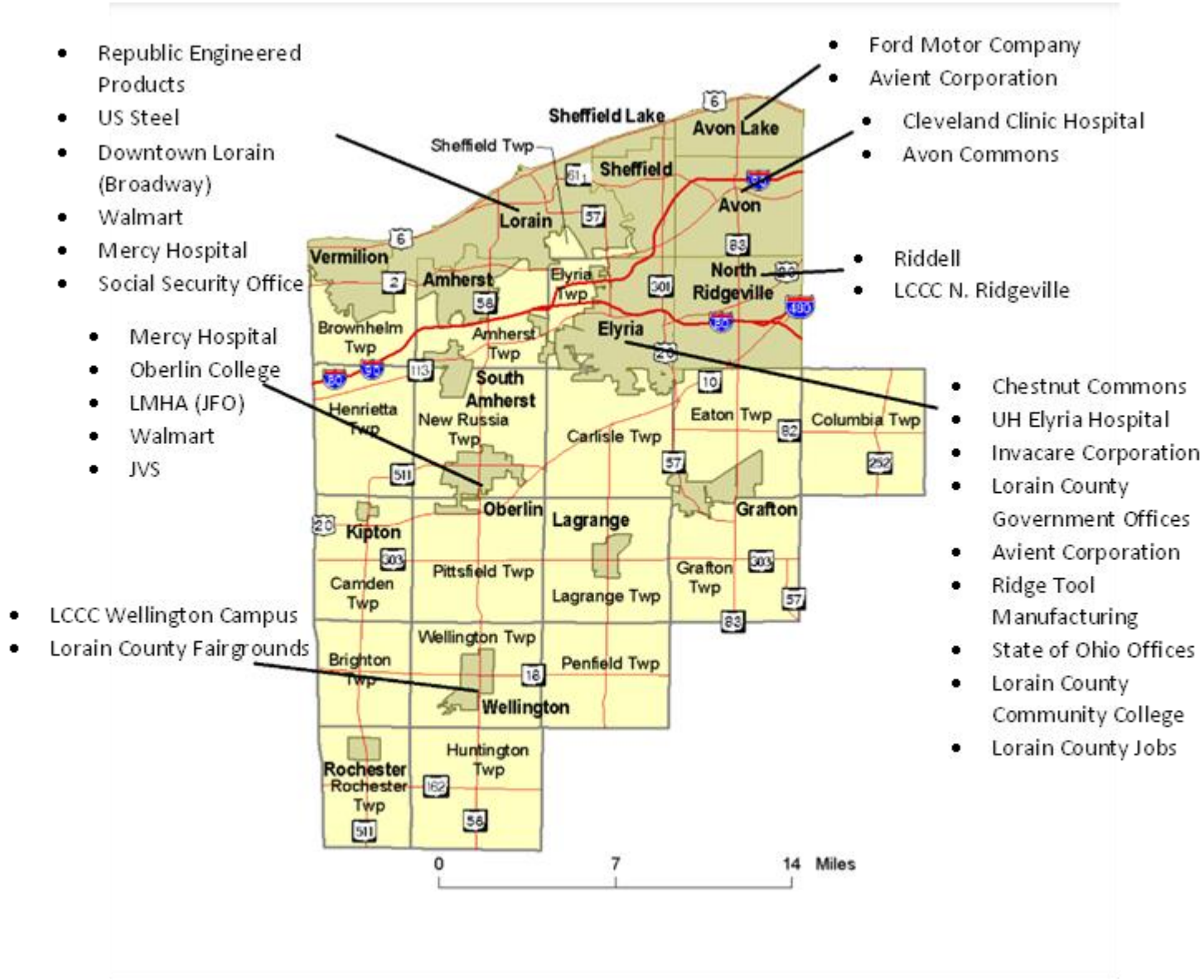
No Car Households

According to HealthyNEO.org data spanning from 2017 to 2021, there exists a growing trend of vehicle ownership among Lorain County residents. This five-year period indicates that only 5.9% of households in Lorain County lacked access to a vehicle, a rate below the State of Ohio's average of 7.5%. Despite this, the ownership of a vehicle remains a considerable financial burden. Data from the 211 United Way Dashboard indicates a notable demand for automobile assistance. 19% of Transportation Assistance calls over the February 2023 to February 2024 time period were automobile assistance related. Unfortunately, a significant 63% of these requests were unable to be resolved due to lack of available resources. Despite the high rate of vehicle ownership among Lorain County residents, financial strains and unforeseen breakdowns can leave residents with few options for transportation until their vehicle returns to service.



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

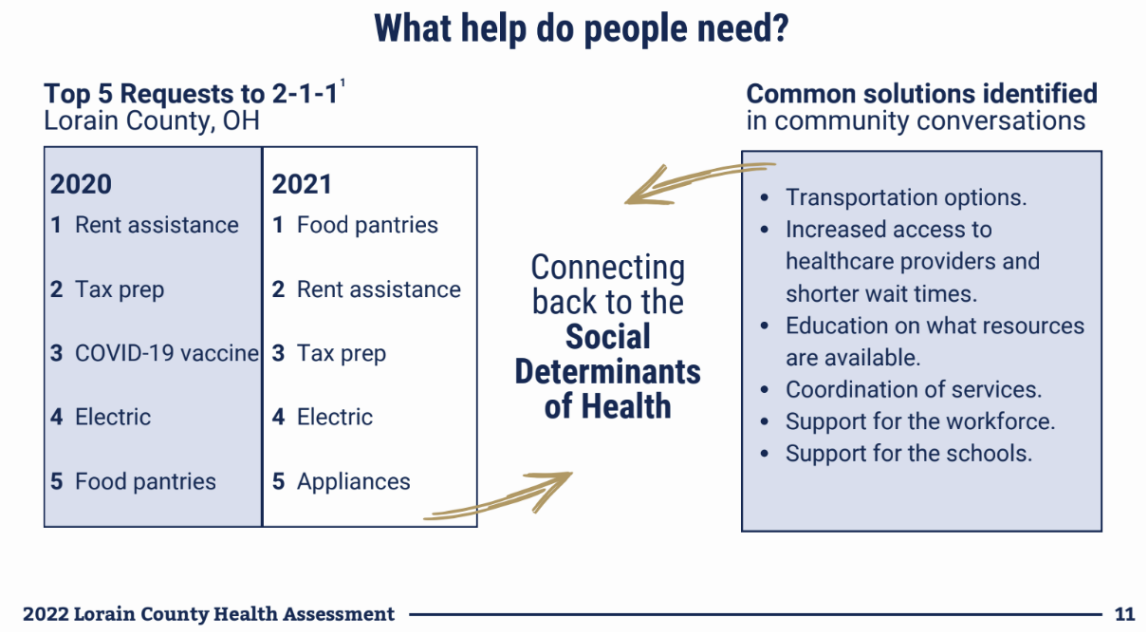


Analysis of Demographic Data

Lorain County is currently undergoing significant demographic shifts in both the aging and youth populations. Despite the presence of educational institutions like Oberlin College and Lorain County Community College (LCCC), young residents are opting not to remain in the county. There are several drivers behind this phenomenon. Overall, young individuals prefer to opt out of car ownership and are obtaining driver's licenses later in life. Young populations are shifting to reside in locations where car ownership is not a necessity. Lorain County's lack of adequate transportation options and car-dependency raises questions about retention of younger populations, as well as the broader effects on the aging population, persons with disabilities, and low-income residents.

Adding to the demographic challenges is the evolving healthcare landscape. While routine medical services are accessible within Lorain County, major medical procedures are increasingly conducted in neighboring Cuyahoga County and Cleveland, creating a transportation obstacle for individuals without personal vehicles or financial means. Cross county transportation can cost from $200 to $1,000+ roundtrip depending on health needs. The absence of direct connections between Lorain County Transit and Greater Cleveland RTA exacerbates the issue, hindering access to crucial healthcare services. Additionally, residents in southern Lorain County face a 45-minute drive to access major healthcare centers in the northern part of the county, further underscoring the transportation barrier and the financial strain associated with medical transportation costs. Senior populations tend to live on fixed incomes and have more health conditions requiring regular appointments. They are often forced to rely on family and social connections to provide rides to health appointments.

Recognizing these interconnected challenges, the Lorain County Public Health 2022 Community Health Assessment underscores the role of transportation in addressing social determinants of health. The CHA identifies accessible and affordable transportation as a key factor in improving health outcomes for vulnerable populations, linking demographic trends to broader public health considerations.



Transportation challenges also extend to persons with disabilities, despite countywide paratransit services provided by Lorain County Transit (LCT). Individuals with disabilities face the worst limitations. While there are several senior transportation programs in the County, they often require waivers or specific residential requirements, leading to the use of LCT's paratransit services. Due to LCT capacity limitations however, riders can be bumped from the paratransit schedule to prioritize medical appointment transportation. This can lead to scheduling uncertainties for seniors, people with disabilities, and other paratransit riders. Additionally, while LCT's paratransit is more affordable than alternatives like Uber or Lyft, the $9 cost each way remains a significant financial burden for those in need of specialized services.

The county's business landscape is also influenced by demographic trends, with businesses showing a preference for locations with a younger workforce. Businesses in Elyria and Lorain have relocated from urban centers to the county edge, closer to Cleveland, resulting in a shortage of workers and limited access for residents of Lorain, where a significant percentage of households lack sufficient vehicles. This transportation gap poses challenges for the local workforce and businesses, emphasizing the need for comprehensive transit solutions to address these interconnected issues.

The 2024 Lorain County Strategic Action Plan actively acknowledges the need for fostering a strong education and workforce pipeline in "Pillar 3: Foster a strong local workforce and education system". Community focus groups and a follow up Pillar Discussion on Workforce Development on Education highlighted the need to encourage the development and retention of young talent through innovative industry training and improvement of community amenities. Transportation remains a foundational building block for improving the county's challenges in improving population trends, economic considerations, and healthcare access.

General Public and Stakeholder Meetings/Focus Groups

United Way of Greater Lorain County hosted and facilitated 14 local meetings and focus groups to discuss unmet transportation needs and gaps in mobility and transportation. Two-hundred and thirty-three (233) people participated in the meetings. Of those, 27 self-identified as older adults and 12 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 meetings, Sharon Pearson, the preceding Lorain County Mobility Manager, presented highlights of historical coordinated transportation in Lorain County, and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address the unmet transportation needs and gaps in services for the area.

Following the initial presentation, the stakeholders were asked to:

- review the gaps in transportation services and needs from the previous plan,
- update and identify any gaps that were no longer valid, and

- identify new needs/gaps

The discussion focused on transportation for older adults, individuals with disabilities, and people with low incomes. However, many of the discussed topics were relevant to mobility options for the public.

After the needs/gaps list was updated, each participant was asked to rank the needs/gaps using colored dots. These dots represented a high, medium, or low priority or that the gap/need should be deleted.

Participants discussed more than ten mobility issues as a group during the meetings. Coordinated transportation stakeholders considered these unmet needs when developing transportation goals and strategies. The exhibit at the end of this section provides a summary of the unmet mobility needs per meetings and survey results.

See Appendix B on page 72 for focus group notes in full.

Surveys

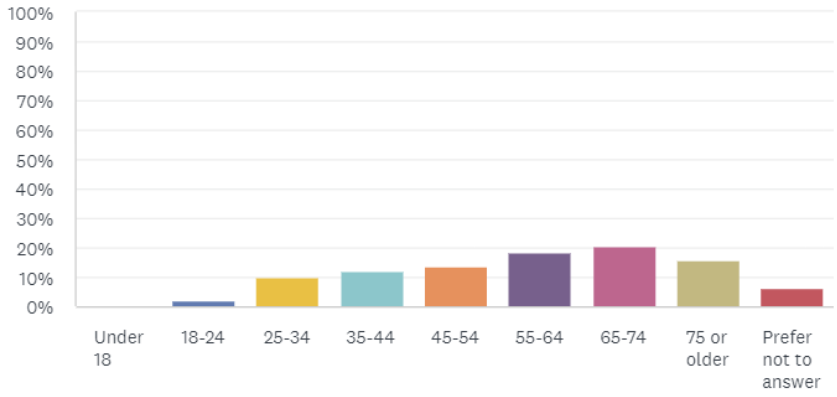
The following survey summary includes the information gained from the following surveys that were performed. 411 surveys from the public: 26% of respondents identified as individuals with disabilities; 37% of respondents identified as older adults.

See Appendix D on pages 87 – 92 for a copy of the 2023 Transportation Survey Questionnaire.

Table #1: Responses by Age

How old are you?

Answered: 411 Skipped: 0

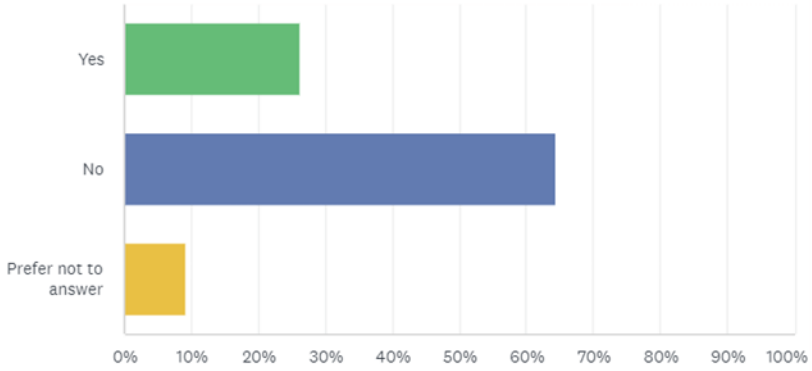


ANSWER CHOICES	RESPONSES	
Under 18	0.49%	2
18-24	2.19%	9
25-34	10.22%	42
35-44	12.17%	50
45-54	13.87%	57
55-64	18.25%	75
65-74	20.68%	85
75 or older	15.82%	65
Prefer not to answer	6.33%	26

Table #2: Persons with Disabilities

Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help you get around?

Answered: 411 Skipped: 0

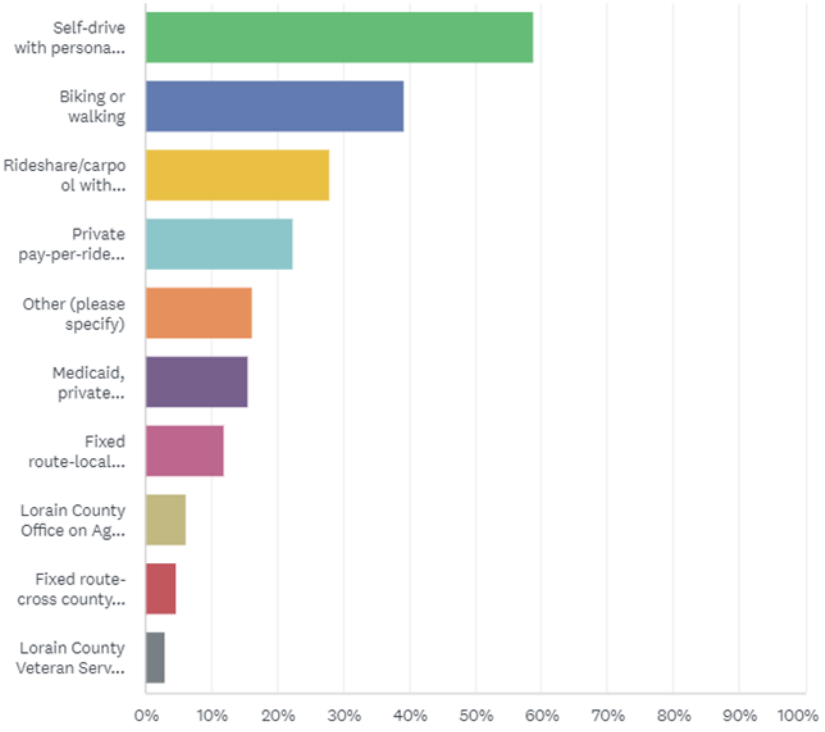


ANSWER CHOICES	RESPONSES	
Yes	26.28%	108
No	64.48%	265
Prefer not to answer	9.25%	38
TOTAL		411

Table #3: Transportation Options

What types of private, public, or eligibility-based transportation options have you or a family member used in the past 12 months? (select all that apply)

Answered: 411 Skipped: 0

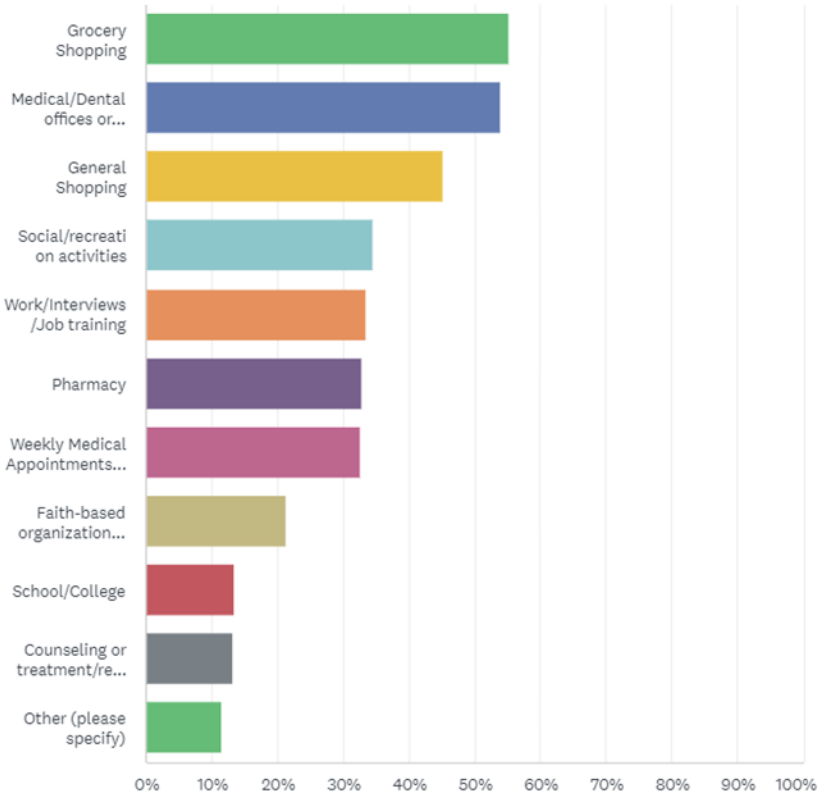


ANSWER CHOICES		RESPONSES	
Self-drive with personal or borrowed vehicle		58.88%	242
Biking or walking		39.17%	161
Rideshare/carpool with friend(s) or family member(s)		27.98%	115
Private pay-per-ride (Uber, Lyft, Taxi, etc)		22.38%	92
Other (please specify)	Responses	16.30%	67
Medicaid, private insurance or ODJFS		15.57%	64
Fixed route-local (LCT)		11.92%	49
Lorain County Office on Aging (60+ for medical appointments)		6.08%	25
Fixed route- cross county (Amtrak, Greyhound, etc)		4.62%	19
Lorain County Veteran Service Commission Medical Transportation (VA only)		2.92%	12
Total Respondents: 411			

Table #4: Destinations

Which of the following are the most commonly visited destinations you visit when transportation is available to you? (select up to three)

Answered: 411 Skipped: 0



ANSWER CHOICES		RESPONSES	
Grocery Shopping		55.23%	227
Medical/Dental offices or hospitals		54.01%	222
General Shopping		45.26%	186
Social/recreation activities		34.55%	142
Work/Interviews/Job training		33.58%	138
Pharmacy		32.85%	135
Weekly Medical Appointments (ex. dialysis, physical therapy, etc)		32.60%	134
Faith-based organizations and activities		21.41%	88
School/College		13.38%	55
Counseling or treatment/recovery programs		13.14%	54
Other (please specify)	Responses	11.44%	47
Total Respondents: 411			

Notable Survey Comments:

Below are select comments listed in the 2020 Lorain County Transportation Countywide survey. They have not been altered for spelling, punctuation, or grammar.

- "I am a medical provider in Lorain County and feel there are not enough options for our elderly population."
- "The LCT Dial-a-Ride is prompt, efficient- even in the worst winter storms. The drivers and dispatch are outstanding in their customer service"
- "They always here to pick me up and take me home and I love all the bus drivers they are nice and police and they have a smile when am on the bus"
- "I am grateful for the options I do have: as I use a walkey and my husband when he was alive used a wheel chair and the driver helped him to get in the vehicle and to his appt."
- "Lorain County Office on Aging as long as they have a driver drops you off and picks you up on time. Love them!"
- "As I age my options will change - transportion to dining in the evening, meetings or programs, play, etc will have to change or the choice will be staying home."
- "Other times you wait close to an hoir pick up and the n same for home when you have to stand and wait. My groceries would be on my rollator places like Walmart and that don't have benches."
- "I don't always get my medication on time. There are times that I am out of my meds for months at a time because of doctor issues and not being able to work it out with the pharmacy (I've also had a lot going on lately.) "
- "its important for handicapped individuals to have transportation to church and social events (for their health) I'm completely shut in except for drs appointments"
- "When I had to arrange for accessible transport for my dad, it was either VERY untimely, not at all available or cost prohibitive. I spent over$1,000 renting a wheelchair accessible van to transport him to appts in a dignified, efficient & timely manner. He was worth it but it was incredibly frustrating to have to rely on Lifecare or a van from office on aging because often late or shortstaffed & would cancel on us."
- "Car broke down and I had no way to work. All I need was to get to the Cuyahoga line to catch the RTA and had to get a private ride (taxi) and it cost $100 which was a major burden financially. I needed to use the LCT to go pick-up my car and I called the LCT people were very rude to me. They told me they could not because the place I needed to was not on their route so I had to ride a neighbors bike and the LCT passed me 2 times. I tried to get it to stop for me and it wouldn't. It finally stopped to let someone off and I got on and the bus from what I gathered was for regulars and they made specials stops for them because the drivers knew them. It was like a private taxi for a small group and the LCT is paid for by taxpayers and should be for everybody."

Challenges to Coordinated Transportation

Lorain County's unique combination of geographic, demographic, and infrastructure characteristics create several key challenges in providing coordinated transportation services to its residents. These challenges include the following:

First, the county's population is aging rapidly. The 65+ Age Group is the fastest growing Age Group by both population and share of total population (see Section II., Charts 1 and 2 for Age Demographics). Many older adults and persons with disabilities live outside the reach of fixed-route transit, creating a need for expanded demand-response and paratransit services. However, finding sustainable funding sources for these services is difficult. Secondly, younger residents are leaving the county seeking jobs and amenities in more urban areas with superior transportation options. This exacerbates workforce issues for local employers who want to attract and retain young talent. Additional workforce needs such as adequate childcare services also compound the issue.

Additionally, the county is adding approximately 1,000 residents per year through migration from neighboring Cuyahoga County. Improving connections to regional transit like RTA can aid current commuters and reduce car dependency. Currently, there are no connections between LCT and RTA systems. However, there are opportunities to connect service. For example, the Lorain County Community College North Ridge Campus in North Ridgeville is less than a mile from an existing RTA bus stop. There are no existing connections but conversations have been ongoing to find a way to bridge this gap in cross-county connection.

Existing fare systems also make it difficult to reliably use Lorain County Transit. To use LCT, a transit rider must have a bus ticket or use exact fare—cash only. For example, regular one-way fare is $2. Bus drivers currently do not have the ability to make change for $5 bills or higher. Riders have no options besides giving up the entire bill or leaving the bus to make change. Technology upgrades that can allow for mobile fares or a reloadable card system can alleviate this issue. Neighboring transit systems like GCRTA and Sandusky Transit utilize these systems. Moving to a compatible mobile fare system can enhance compatibility for transfers and increase ease of use for commuters who utilize multiple transit systems.

Garnering buy-in for transit investments can be difficult, especially for non-riders. A common sentiment among non-riders and those who do not live in areas currently serviced by fixed-routes is that they do not benefit from public transportation infrastructure improvements. It is imperative to effectively communicate the holistic and wide-ranging benefits of transportation investment to all residents within Lorain County.

Ultimately, taking an "all or nothing" approach to transit in Lorain County is not advisable. The County needs balanced investments in fixed-route, paratransit, and on-demand or microtransit service. Building partnerships between transit agencies, health providers, businesses, government entities, social service organizations and riders is key. With diverse support and thoughtful coordination, Lorain County can provide a transportation ecosystem that enables residents across all demographics to thrive.

Summary of Unmet Mobility Needs

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

Exhibit [4]: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Improve transportation for workforce	Focus Groups and TAC Meeting
2	Improve transportation for seniors & disabled	Focus Groups and TAC Meeting
3	Increase access to medical services	Focus Groups and TAC Meeting
4	Connect to Cleveland RTA	Focus Groups and TAC Meeting
5	Increase access to grocery stores	Focus Groups and TAC Meeting
6	Improve awareness of transportation options	Focus Groups and TAC Meeting
7	Add transit technology with phone options	Focus Groups and TAC Meeting
8	Improve active transportation (walking/biking)	Focus Groups and TAC Meeting
9	Coordinate countywide efforts	Focus Groups and TAC Meeting
10	Improve rideshare availability (Uber/Lyft)	Focus Groups and TAC Meeting

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Effective strategies for improving transportation in Lorain County should address the service gaps and user needs identified in this plan. As described, the gaps and unmet needs were based on information obtained from geographic analysis, stakeholder meeting and focus group participant feedback, and public survey responses.

Based on information gathered throughout the planning process, Lorain County Mobility Management developed the following strategies to address gaps and unmet transportation needs. Priority levels are assigned by considering the viability of primary funding sources available to support plan implementation in conjunction with stakeholder prioritization. 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, local stakeholders will need to commit to pursuing the strategies via public support and local match funding if they are to be accomplished. The planning process identified five overall goals and corresponding strategies for the 2024 – 2028 period.

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

Goal #1: Advocate for Improved Accessible Transportation

Need(s) Being Addressed: Improve Transportation for Seniors & Disabled Populations, Improve awareness of transportation options, Add transit technology with phone options, Coordinate countywide efforts

Strategy 1.1:

To support and encourage accessible transportation for all, especially seniors, persons with disabilities, and other underserved populations by implementing enhancements that cater to their specific needs.

- Increase focus on transportation providers that serve people with disabilities
- Advocate for improved technology that provides audio and visual announcement of transit stops on Lorain County Transit
- Encourage transportation providers to expand wheelchair accessible vehicle options
- Consider adding a cell phone app specifically to support visually impaired transportation residents that will assist with identifying a person's exact location
- Identify and encourage low-cost transportation options
- Advocate for increased transportation stop locations
- Advocate for cashless payment options on Lorain County Transit such as the use of EZFare

Timeline for Implementation: Present to June 2028

Action Steps:

Advocacy and Awareness: Advocate for improved accessible transportation by engaging with local disability advocacy groups, senior groups, and community organizations. Provide information about the importance of accessible transportation through presentations and collaboration opportunities. Encourage other human service organizations to consider accessible transportation needs in their operations and community engagement activities.

Collaboration with Stakeholders: Reach out to Lorain County Transit and relevant stakeholders (such as the National Federation for the Blind) to discuss the importance of accessibility. Establish connections with key decision-makers who can influence transportation policies.

Publicize Success Stories: Share success stories from other communities that have successfully implemented accessible transportation solutions. Highlight the positive impact that accessibility improvements have on affected residents and the overall community.

Leverage Social Media: Use social media platforms to share information about accessible transportation needs and engage with the community.

Support Legislation and Policies: Stay informed about proposed legislation or policies related to transportation accessibility. Support and advocate for measures that align with the goal of improving accessibility for seniors and individuals with disabilities.

Encourage Public Input: Request that transportation providers actively seek public input, especially from seniors and individuals with disabilities, when making decisions about transportation planning and improvements.

Parties Responsible for Leading Implementation: Lorain County Transit; Private Transportation Providers

Parties Responsible for Supporting Implementation: Lorain County Mobility Management, Local Organizations that work with Senior and Disabled Populations, 5310 Program Vehicle Owner Network

Resources Needed:

- Data and statistics regarding seniors and persons with disabilities in Lorain County and their current level of transportation accessibility
- Research on successful accessibility initiatives in other communities.
- Outreach materials, including brochures, flyers, and banners.
- Dedicated transportation to ensure community members with mobility challenges can attend stakeholder meetings.
- Training or resources on effective advocacy and community organizing.
- Funding to attend workshops or seminars on how to engage with policymakers and stakeholders.
- Resources for creating multimedia content (videos, graphics) to support advocacy efforts .

Potential Cost Range: Cost built into Mobility Management budget

Potential Funding Sources: CCAM, local and national foundations, United Way of Greater Lorain County, MOVE Lorain County, senior and disability organizations

Performance Measures/Targets:

- Measure the attendance and participation levels in community meetings, workshops, and events related to accessible transportation.
- Evaluate and measure the percentage of the strategy that has been accomplished.
- Conduct surveys or focus groups and measure the input and attendance of people with disabilities and seniors.
- Document testimonials and personal stories from community members, especially seniors and individuals with disabilities, about their transportation experiences.
    - Use these stories to illustrate the real-world impact of accessible transportation advocacy.
- Measure the number of transportation providers that offer senior discounts, travel beyond county lines and are also wheelchair accessible or provide some other incentives for people with disabilities.

Goal #2: Increase and Support Workforce Transportation Options

Need(s) Being Addressed: Improve transportation for workforce, Improve awareness of transportation options, Connect to Cleveland RTA, Coordinate countywide efforts

Strategy 2.1:

Create supportive resources that encourage employers in Lorain County to take advantage of Federal Commuter benefits and workforce transportation options. Identify workforce transportation programs that can promote talent recruitment and retention for Lorain County businesses. Work with local education partners to improve student access to training and development opportunities.

Timeline for Implementation: Present to June 2028

Action Steps:

- Work closely with the Lorain County Chamber of Commerce, Lorain County Workforce Development Agency, Ohio Means Jobs, and other workforce development partners to encourage local employers to explore employee transportation programs
- Create a Comprehensive Resource Guide: Develop a resource guide outlining available transportation options in Lorain County. Include details on public transit, shuttle services, carpooling, biking facilities, and other relevant commuting alternatives.
    - Highlight Federal Commuter Benefits in the resource guide: Educate employers about the Federal Commuter Benefits program and the advantages it offers to both employers and employees. Clearly outline the steps for implementation and participation.
- Promote Commuter Choice Awards: Advocate for employer participation in NOACA's Commuter Choice Awards. Emphasize the positive impact of sustainable commuting options on the environment, employee well-being, and corporate social responsibility.

Parties Responsible for Leading Implementation: Lorain County Mobility Management, Ohio Means Jobs, Lorain County Chamber of Commerce, Local education partners

Parties Responsible for Supporting Implementation: Lorain County Board of Commissioners, Local Main Street Organizations, NOACA

Resources Needed:

- Data and statistics regarding local, regional, and national trends for employers and employees
- Research on successful workforce development initiatives that incorporate transportation considerations in other communities
- Outreach materials for stakeholder engagement and promotion in both print and digital format
- Training and resource development on federal commuter benefits, workforce development programs, and transportation-inclusive economic development opportunities
- Funding to attend workshops and trainings to enhance knowledge of workforce development strategies and programs

- Resources for creating and coordinating media content to support workforce transportation education and engagement

Potential Cost Range: Cost built into Mobility Management budget

Potential Funding Sources: Ohio Means Jobs, Local Foundations, Local Employers, Federal Commuter Benefits Program

Performance Measures/Targets:

- Identify 5 employers willing to utilize workforce transportation options
- Measure the retention or hiring success of the 5 employers
- The completion of the Employee Transportation Resource Guide
- The number of Employee Transportation Resource Guides distributed
- Establishment of transportation program with local education partners

Goal #3: Advocate for Increased Access to Medical and Food Locations

Need(s) Being Addressed: Increase access to medical services, Increase access to grocery stores, Connect to Cleveland RTA, Coordinate countywide efforts

Strategy 3.1:

Increase access to food and medical locations (including across county lines) via efficient and affordable means. Find solutions to facilitate medical transportation across county lines. Advocate for Lorain County Transit to expand fixed-route service to connect with Cleveland RTA and reach more grocery and food locations

Timeline for Implementation: Present to June 2028

Action Steps:

- Collaborate with nonprofits to expand transportation options for medical and food access beyond fixed routes, i.e. work with Second Harvest and Neighborhood Alliance.
- Increase awareness and travel training of current fixed route locations and services that are near grocery stores and medical facilities, emphasizing affordability and efficiency.
- Engage in community outreach to identify specific needs and gaps in access to medical and food locations.
- Research, explore and identify funding opportunities to support expanded transportation services.
- Regularly assess the effectiveness of transportation options related to medical and grocery store locations, adjusting based on community needs and feedback.

Parties Responsible for Leading Implementation: Lorain County Transit, Lorain County Mobility Management

Parties Responsible for Supporting Implementation: Second Harvest, Neighborhood Alliance, Local Municipalities, Lorain County Veterans Services, Lorain County Office on Aging

Resources Needed:

- Research, data, and statistics access regarding medical service locations and food distribution centers; mapping of under-served communities that lack access to those locations
- Research on successful programs in other communities that have improved access to healthcare and food resources, e.g. community mobility hubs
- Outreach materials for stakeholder engagement and promotion, in both print and digital formats
- Training and resource development on medical transportation options, Medicare and Medicaid transportation, and funding strategies for private-public transportation partnerships
- Funding to attend workshops and trainings to enhance knowledge of medical transportation, food access strategies, and multisector collaboration
- Resources for creating and coordinating media content to support engagement, education, and promotion of transportation initiatives that provide access to medical and food locations

Potential Cost Range: Cost built into Mobility Management budget

Potential Funding Sources: Non-Profit Organizations, Local Foundations, CCAM Funding, 5310, 5307

Performance Measures/Targets:

- Map out current accessible medical and food locations on current LCT fixed-routes
- Increase access to medical locations from present day fixed-route operations by 25%
- Increase access to food locations from present day fixed-route operations by 25%

Goal #4: Advocate for Transit Infrastructure Upgrades that Improve Transit Rider Experience

Need(s) Being Addressed: Improve awareness of transportation options, Add transit technology with phone options, Coordinate countywide efforts, Improve transportation for seniors & disabled, Improve active transportation (walking/biking)

Strategy 4.1:

Advocate for improved Lorain County Transit (LCT) user experience by utilizing state funding opportunities. Leverage resources to integrate transit technology improvements such as improved signage and infrastructure amenities. Work with local partners and municipalities to improve active transportation options and integration with existing transit options. Strive to make Lorain County a regional leader for accessible, safe, and efficient transportation.

Timeline for Implementation: Present to June 2028

Action Steps:

- Advocate for user-friendly technology that improves transportation accessibility for banked and unbanked populations.
- Advocate for improved bus signage and technology that displays real-time bus tracking information
- Advocate for improved signage and contact information on existing LCT vehicles to improve communication options for riders.
- Update and refresh existing network of transit stop signage around the county to reduce confusion and provide more clear wayfinding.
- Ensure that printed materials are diverse and accessible to all community members (e.g. Spanish-language, large print, visual and hearing impaired-accessible options, etc.)
- Identify and coordinate funding opportunities for more shelters and lighting infrastructure at transit stops
  Identify and coordinate collaboration opportunities to bring together local funding sources that can act as Local Match for federal transit dollars funneled through LCT and ODOT

Parties Responsible for Leading Implementation: Lorain County Transit, Lorain County Mobility Management

Parties Responsible for Supporting Implementation: Lorain County Board of Commissioners, MOVE Lorain County, NEORide

Resources Needed:

- Research, data, and statistics access regarding transit infrastructure studies and technology developments
- Funding for workshops and trainings on transit infrastructure considerations and technology updates
- Training and resource development on transit infrastructure requirements and ongoing developments
- Training on grant programs and funding strategies that can be used to fund transit technology and infrastructure upgrades

Potential Cost Range: Cost built into Mobility Management budget

Potential Funding Sources: ODOT Transit Funding, Private sector partnerships, Local Foundations, County General Funds, State General Funds, Regional transit partners

Performance Measures/Targets:

- Track overall rider sentiment through annual surveys and focus groups

- Record the number of meetings held to discuss transit improvements that support customer service and satisfaction.
- Track and promote adoption of technology and infrastructure improvements by transportation providers

Goal #5: Coordinate Countywide Efforts by Evaluating Transportation Pilot Projects

Need(s) Being Addressed: Coordinate countywide efforts, Improve rideshare availability, Improve awareness of transportation options, Increase access to medical services, Increase access to grocery stores, Improve transportation for seniors & disabled, Improve transportation for workforce, Connect to Cleveland RTA

Strategy 5.1:

Explore opportunities to develop a local pilot program (e.g., local rideshare, volunteer transportation service) that fulfills transportation needs cited in the 2023 Transportation Needs survey and Focus Groups. Priorities include improving countywide transportation service to medical appointments, grocery stores, educational institutions, and job centers.

Timeline for Implementation: Present to June 2028

Action Steps:

- Explore the opportunity for an innovative project that would:
    - Ensure safety and security for riders
    - Give options for "On demand" travel service
    - Promote efficient utilization of resources
    - Strive for financial sustainability
    - 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
    - Increase Active Transportation – Bike Lanes and Walking Paths
    - Improve resource connection by establishing transit stops as community resource hubs

Parties Responsible for Leading Implementation: Lorain County Mobility Management

Parties Responsible for Supporting Implementation: Lorain County Transit, Lorain County Public Health, Local Partner Organizations, United Way of Greater Lorain County, MOVE Lorain County

Resources Needed:

- Dependent on pilot project
- Data and statistics access to parameters and populations served by the transportation pilot
- Training and resource development on structuring pilot transportation projects from development, deployment, and sustainability perspectives

- Funding for promotional materials and media assets related to community engagement and pilot promotion

Potential Cost Range: Dependent upon project

Potential Funding Sources: ODOT Transit Funding, Ohio Developmental Disabilities Council, Private Sector, Local 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:

- Set a target for the successful identification of at least one viable pilot project within the first 2 years.
- Track the number of individuals actively using the pilot programs for transportation needs. Set targets for increasing participation rates over time.
- Monitor the financial health of the pilot programs by regularly reviewing budget adherence and funding utilization. Set targets for maintaining or achieving fiscal strength over the pilot project duration.
- Monitor the development of bike lanes and walking paths. Set targets for the expansion of active transportation infrastructure, aiming for a certain percentage increase.
- Monitor the pilot programs' impact on improving access to essential services. Set targets for increasing the accessibility of transportation to grocery stores, medical facilities (even across county lines), and to Lorain County Employers.

VI. Plan Adoption

The 2024 – 2028 Lorain County Coordinated Transportation Plan will be submitted by June 30th, 2024 to ODOT. A draft of the 2024 – 2028 Lorain County Coordinated Transportation Plan was made available for public comment beginning February 19, 2024, and ending March 8, 2024. The Plan Draft was made available via the United Way of Greater Lorain County website and upon request.

Required stakeholders, including older adults, individuals with disabilities, representatives from public, private, and non-profit transportation and human services providers, were invited to the fifth and final TAC Meeting for the Coordinated Transportation Plan Rewrite. This TAC Meeting took place on March 14th, 2024 at the United Way of Greater Lorain County. Additional stakeholders and the general public were made aware of the meeting through targeted email and social media communications.

Lorain County Mobility Management presented the 2024 – 2028 Lorain County Coordinated Transportation Plan Draft to the Lorain County Board of Commissioners on April 12th, 2024. Following the presentation and a brief Q&A period, the Board of Commissioners unanimously voted to adopt a Resolution supporting the 2024 – 2028 Lorain County Coordinated Transportation Plan. A link to the Board of Commissioners meeting minutes and the accompanying Resolution can be found in Appendix E on pages 93 – 95.

Appendix A: List of Planning Committee Participants

The Transportation Advisory Committee consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. TAC Meeting attendance is not mandated as a formal committee but is kept open to encourage a variety of stakeholder and public participant engagement throughout the planning process. The list below details participants that have attended at least one TAC Meeting throughout 2023 and 2024.

More information about the planning committee is available upon request by contacting Liz Choi, Mobility Manager.

Agency Representation

Name	Agency
Doreen Ehlert	Ability Works
Jim Roth	Ability Works
Joe Pieciak	AmeriCab
Rick Holford	AmeriCab
Mark Ballard	City of Elyria
Veronica Newsome	City of Lorain
Joanne Moon	City of Lorain 5th Ward Council Person
Emily Lockshine	City of North Ridgeville
Carrie Porter	City of Oberlin
Patrick Hastings	City of Sheffield Lake
Marcus Madison	Cleveland Clinic
Britney Ware	Community Foundation of Lorain County
Leelan James	Community Member
Tynesha James	Community Member
Sherrie Hairston	Community Member
Shirley Barker	Community Member
Sam	Community Member/Transit Rider
Johnny Parker	Community Member/Transit Rider
Marion Parker	Community Member/Transit Rider
Naga K	Community Member/Transit Rider
Bill Vasil	CrewTrak
Daisy Soler	Daisy's Interpretation Service
Victor Leandry	El Centro
Monica Snipes-Martin	El Centro
Yvette Rivera	El Centro

Alexis Clark-Amison	Elyria YWCA
Debra Dillingham	First Transit
Whitney Oliver	Gathering Hope House
Alonzo Vance	Goodwill of Lorain County
Rick Hernandez	Goodwill of Lorain County
Weslava Pikous	Graceful Living
Kim Preston	Kendal at Oberlin
Dina Ferrer	LCCC
Joseph Martin	LCCC
Aisha Midgett	Legal Aid Society of Cleveland
David Moore	Lorain County Commissioners Office
John Gall	Lorain County Commissioners Office
Jackie Boehnlein	Lorain County Community Action Agency
Matthew Kurtz	Lorain County JFS
Maggie Jefferson	Lorain County Office on Aging
Lauren Ksiazek	Lorain County Office on Aging
Catherine Mavrich	Lorain County Public Health
Lynn Rebman	Lorain County Public Health
Kiara Williams	Lorain County Public Health
Pam Novak	Lorain County Transit
Tiffany Barker	Lorain County Transit
Mike Longo	Lorain County Workforce Development Agency
Anastasia Diamond-Ortiz	Lorain Public Library
Jack Bradley	Mayor - City of Lorain
Heather Chapin	Morning Journal
Rebecca Haywood	Neighborhood Alliance
Melissa Beck	Nord Center
Giovana Kallas	Nord Family Foundation
Nick Turner	Nord Family Foundation
Tina Kimbrough	Nord Family Foundation
Carly Coe	ODOT
Kierra Branch	ODOT
Kimberly Hazelgrove	Second Harvest
Joe Miller	State Representative (District 53)
Terri Perkins	The LCADA Way
Ruby Foster	The LCADA Way
Jose Santana	The LCADA Way

Rachel Suhy	The Nord Center
Carol Burke	Thrive!
Chris Shuster	Uber/Lyft Driver
Stacy Slack	United Way of Greater Lorain County
Tammy Bertrand	Wesleyan Village

In addition to the 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, United Way of Greater 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 the efforts that occurred is available upon request. To request additional information please contact:

Liz Choi, Mobility Manager

United Way of Greater Lorain County

(440) 538-6307

elizabeth.choi@uwloraincounty.org

Appendix B: 2023 Lorain County Mobility Management Focus Group Notes

FOCUS GROUP North Ridgeville Senior Center
Monday April 24, 2023 10am-11am

In a vibrant gathering at the North Ridgeville Senior Center on a sunny April morning, a diverse group of 14 individuals came together to delve into the intricacies of Lorain County's transportation landscape. Among them were eight seasoned members aged 60 and above, alongside a participant with a disability, all sharing a common goal: to shape the future of transportation in their community.

This assembly was a microcosm of the county's tapestry, comprising not only engaged community members and devoted caregivers but also representatives from key organizations like LCOOA, LCH, Cleveland.com, LCCC, and the City of North Ridgeville. Their collective voice was unified, carrying insights that would chart a path towards a more comprehensive and inclusive transportation framework.

The session commenced with introductions, allowing the participants to familiarize themselves with one another. Amid the introductions, a succinct overview of the Mobility Management (MM) program illuminated the gathering, highlighting its role in the overarching Coordinated Transportation Plan. This connection underscored the importance of their insights in steering the course of Lorain County's transportation future.

As discussions flowed, participants shared their awareness of the prevailing transportation dynamics within the county. An overarching sentiment emerged - a wistful reminiscence of a time when transportation options were more abundant. This consensus resonated particularly with the North Ridgeville community, where many attendees hailed from. The community's voice was unequivocal - a desire for better clarity on LCT bus routes, timings, and operational intricacies.

Among the attendees, questions surfaced about the scope of LCT routes, often finding their conclusion in Lorain and Elyria. An interesting query lingered - a historical contemplation on the existence of a North Ridgeville circular route, once traversed. Further insights were revealed through data shared by the NROOA - in 2022, they provided assistance to 47 eligible individuals who met the criteria of age and residency, a lifeline for those devoid of personal transportation options.

Crucially, participants uncovered challenges embedded within the current transportation options. Issues of accessibility, particularly for those with limited mobility, came to the fore. Caregivers, now juggling responsibilities, found orchestrating transportation schedules a formidable task. A notion emerged - the role of healthcare institutions in ensuring patient accessibility, especially for critical appointments such as dialysis and therapy.

As discussions deepened, the sentiment coalesced around the MM program's potential. Participants

voiced the need for a holistic approach, catering not just to specialized cases but encompassing the broader community. Concerns emerged over the absence of provisions for bicyclists and the lack of affordable solutions for cross-county and airport travel.

The conversation brimmed with aspirations for a transportation utopia. Visions included on-demand pickups, a flexible service catering to both crucial needs and regular commuters, and a volunteer network for ridesharing, balanced with safety considerations. Calls for incentivizing low-income employees with rideshare options and empowering employers to support their transportation needs resonated strongly.

A resounding theme was the yearning for inter-county connections, making travel seamless. The possibilities of rideshare vouchers, budget tailoring for individual communities, and investments in accessibility further enriched the discourse. Participants echoed a common refrain - a need for efficiency that grows with increased ridership, ensuring a sustainable future.

The session's energy was palpable, spirited exchanges marked by a sense of collective purpose. The meeting drew to a close, culminating in the selection of a gift card recipient, a small token of gratitude for their invaluable input. The participants were encouraged to share their thoughts through a survey, continuing their impactful role in shaping a transportation vision that would serve the community's needs and aspirations.

In this room, a microcosm of Lorain County's vibrant diversity, the blueprint for an enhanced transportation framework was etched. Their voices transcended mere discussions, painting a vision of a community-driven, accessible, and inclusive transportation landscape. A journey had begun, powered by insights from those who understood the pulse of their community best.

FOCUS GROUP Head Start Lorain
Thursday May 4, 2023 8:30am – 9:30am

Total Attendance: 14
Parents: 7
Staff: 5
Surveys: 130
Guides: 30

In a bustling meeting held at Head Start Lorain on May 4, 2023, a diverse gathering of 14 participants breathed life into Lorain County's transportation concerns. This dynamic mix encompassed parents, caregivers, and dedicated staff, offering a microcosm of the county's varied population.

Amidst this mix, seven parents and five staff members converged, driven by a shared mission—to redefine transportation dynamics in Lorain County. The clock striking 8:30 set the stage for discussions that resonated far beyond the room's walls.

The stories that unfolded unveiled a collective awareness of Lorain County's transportation fabric. Recollections painted a picture of shifting perceptions—once-familiar LCT buses had seemingly faded into obscurity, while the lack of personal vehicles posed substantial constraints on mobility. Walking and familial assistance emerged as essential lifelines when official transportation systems fell short. Concerns were voiced about the safety of ride-hailing services, particularly Uber, while a digital divide surfaced as Google Maps proved inadequate in mapping transit options. Echoes from the past resounded, reminiscing about a time when LCT buses played a central role in teenagers' lives.

These personal narratives peeled back the layers, revealing challenges etched into Lorain County's transportation fabric—Uber's convenience often came at a prohibitive cost, harsh weather conditions posed significant obstacles for pedestrians, and a surprising dependence on technology emerged as apps and mobile payments became gateways to transportation. Missed school days due to transportation issues disrupted the education journey for young learners, and frustration mounted when promises of programs like "Buy a Car" went unfulfilled. For households with a single vehicle, juggling work, school, and family commitments was a precarious dance. Navigating beyond county lines highlighted the complexities of accessing transportation solutions, while the uphill battle faced by low-income caregivers to secure transportation was palpable.

Yet, these accounts also illuminated a shared vision for a transformed transportation landscape—the allure of on-demand transportation captured hearts, promising flexibility that traditional fixed routes could not. Clarity emerged as a collective aspiration, envisioning buses as integral community components. Safety was paramount, leading to calls for secure road crossings and strategically placed bus stops. The enigma of LCT buses in unexpected locations prompted calls for clear distinctions between public and specialized services. A unanimous cry for seamless technology integration echoed, emphasizing a need for streamlined access.

This impassioned dialogue captured the urgency for transformation. Amidst these exchanges, a unanimous call for additional resources—transportation guides, newsletters, emails—demonstrated the participants' determination to remain informed and engaged.
This gathering wasn't merely a meeting—it was a chapter in Lorain County's transportation journey. With each voice contributing, this convergence painted a portrait of a community united in its pursuit of an inclusive, forward-looking transportation system. As the discussions wound down, a symphony of voices had resounded—a collective narrative weaving a clearer path for Lorain County's transportation future.

FOCUS GROUP Memory Café Amherst
May 10, 2023 10:30 – 11:30am

Total Attendance: 13
Caregivers: 11
Personally Disabled: 1
Surveys: 12
Guides: 16

On a tranquil morning in May 2023, the Memory Café in Amherst transformed into a hub of discourse, uniting a diverse group of 13 attendees. This assembly, predominantly caregivers and family members of those in Memory Care, formed a microcosm of Lorain County's populace. The air was laden with curiosity and purpose as conversations commenced at 10:30 AM.

Within the diverse congregation, 11 caregivers and one personally disabled participant engaged in a profound dialogue. The overarching objective was clear—to shape a transportation paradigm that resonated with Lorain County's essence. As introductions unfolded, the room became a canvas for shared aspirations.

The stories woven during this gathering unveiled a tapestry of perceptions surrounding transportation in Lorain County. A prevailing lack of awareness about public transportation emerged. Unreliable impressions of Medicaid service providers circulated. Echoes from a different era resurfaced, recalling the vibrant days of an AM, PM, and evening route catering to US Steelworkers. The presence of LCT buses sparked intrigue, yet the details remained elusive. Familiarity with Uber was juxtaposed with the technological barrier faced by some. The reliance on friends and family for transportation underscored existing gaps. The recollection of a Park-and-Ride in Avon illuminated past connectivity. A memory of employer-provided bus vouchers added a layer of nostalgia. The clarity of numbered and color-coded routes of yore contrasted with current ambiguities. The revelation of LCT's $4 on-demand rides expanded horizons.

Amidst the insights, participants courageously revealed hardships and barriers within the present transportation landscape. An unfolding narrative depicted a daughter's struggles to schedule reliable rides for her mother, often leading to missed events due to unreliable transportation. The absence of door-through-door services left vulnerable individuals without necessary support. The challenge of navigating large vehicle steps posed not only physical but emotional hurdles. Access to bus stops proved problematic, exacerbating overall accessibility. A prevailing negative perception about public transportation clouded potential solutions. Concerns extended beyond generations, with frustrations spanning both older adults and the younger populace. Accessibility emerged as a recurring concern, casting a shadow over the current transportation framework.

Yet, beyond these challenges emerged a vibrant vision, fueled by the participants' collective imagination.

Magnets and stickers on dormant bus stop signs aimed to rekindle connectivity. A call for clearer signage on both buses and bus stops sought to bridge the information gap. The aspiration to cross county lines or restore Park-and-Ride resurfaced. An ecosystem that prioritized environmental sustainability was envisioned, aligning with the preference for public transportation or rideshare options. Weekly routes from specific locations to key destinations garnered support, fostering accessible community connections. Advocacy for senior discounts through the Golden Buckeye Card and education campaigns found a voice. Color-coordinated routes, posted schedules, and numbered bus stops emerged as cornerstones for clarity. Active community involvement and heightened visibility were deemed vital. Integrating transportation into employee benefits gained traction. A shared desire for accessible vehicles servicing schools, employers, libraries, hospitals, and other essential points was palpable. Amid the fruitful discussions, an undertone of optimism prevailed. The group contemplated embarking on a "field trip" ride-along, promising firsthand insights. Surveys and Transportation Guides further illuminated the path ahead.

The Memory Café gathering wasn't just a meeting—it was a juncture in Lorain County's transportation narrative. With diverse voices harmonizing, this convergence painted a portrait of a community united in its pursuit of a more accessible, integrated, and people-centered transportation network. As conversations gradually receded, a symphony of ideas lingered—a shared narrative crafting a clearer trajectory for Lorain County's transportation future.

FOCUS GROUP LMHA International Plaza
May 15, 2023 9 – 10am/Noon – 1pm/3:30 – 4:30pm

Total Attendance: 9 Surveys: 7
Residents: 7 Guides: 5
Elderly: 4
Disabled: 4

Nestled within Lorain County, LMHA International Plaza set the stage for a series of meetings in May 2023, where a diverse group of residents convened to shed light on the intricate challenges they face in their quest for accessible transportation. Against the backdrop of a sunny day, participants shared their stories, offering a poignant glimpse into the real-life impact of existing transportation systems.

In attendance were nine individuals, primarily elderly residents with varying mobility needs. This group included seven residents, comprising both elderly and disabled members, representing a cross-section of Lorain County's community. The discussions spanned three sessions, each held at different times of the day, unveiling distinct facets of the county's transportation landscape.

Through these conversations, participants revealed the daily struggles they encounter while navigating the current transportation systems. These narratives highlighted the reliance on friends and family for rides to essential places, often accompanied by compensation. Despite the partnership between Pegasus Transit and LMHA, the awareness of this service remained surprisingly low among attendees.

Ambiguity surrounded Lorain County Transit (LCT) routes, with passengers uncertain about bus stops and schedules. Pedestrians, including those with mobility challenges, navigated busy roads, showcasing the lack of accessible infrastructure. Instances of passengers stranded due to delayed on-demand rides underscored the vulnerability of those with limited transportation options, sometimes leading to resorting to dialing 911 for help.

The costliness of services like Uber and Lyft emerged as a concern for residents with constrained resources. These sentiments were interwoven with a broader frustration, mirroring socioeconomic disparities within the county. Attendees connected the absence of reliable bus services with economic hardships, pointing to job losses due to transportation barriers. The reputation of LCT as "unreliable" persisted, with buses sporadically passing by without clear destinations. Long walks to access essentials and a lack of dispatcher familiarity with routes further compounded transportation challenges.

Amidst these hurdles, a glimmer of hope emerged as participants proposed education and awareness as a bridge between the community and available transportation options. The idea of organizing a training day to familiarize themselves with LCT and Pegasus services was put forth, aiming to alleviate some transportation burdens.

The day's dialogues painted a vivid picture, unveiling the complex tapestry of Lorain County's transportation landscape. Surveys and Transportation Guides served as essential tools, capturing these insights and offering the Ohio Department of Transportation a deeper understanding of the lived experiences of residents grappling with transportation challenges. Through these stories, a more comprehensive understanding of the community's needs and aspirations unfolded, guiding potential improvements in Lorain County's transportation ecosystem.

FOCUS GROUP Oberlin JFO LMHA
May 16, 2023 9 – 10am/Noon – 1pm/3:30 – 4:30pm

Total Attendance: 7 Surveys: 7
Residents: 4 Guides: 2
LMHA Employee: 1
Disabled: 3
Senior: 4

In the heart of Lorain County, a group of determined residents, predominantly seniors and individuals with mobility challenges, gathered at Oberlin JFO LMHA on a sunny day in May 2023. The clock struck nine, marking the beginning of a series of discussions that would reveal the community's deep-seated concerns about the current state of transportation.

Among those assembled were seven individuals, including four residents, three of whom were seniors, and three who identified as disabled. Despite their unique backgrounds, their experiences navigating Lorain County's transportation systems brought them together. Each session, held at 9 AM, Noon, and

3:30 PM, began with introductions, setting the stage for heartfelt dialogues.

Participants wasted no time in sharing their candid experiences with the Oberlin Connector and other on-demand services.

A common thread emerged—many residents felt compelled to compensate family or friends for rides, as their reliance on loved ones weighed heavily on them. Trips to Walmart via the LCT Oberlin Connector were marred by unpredictability. Rides were frequently bumped for medical appointments, and dispatchers changed pick-up times, leaving little room for efficient shopping. A mere five-minute delay at the store could result in passengers being stranded. Memories of the past resurfaced, highlighting the success of the once-frequent fixed routes.

A concern for the efficiency of large buses, often seen with just one passenger, prompted discussions about the potential benefits of smaller, wheelchair-accessible vehicles. The desire for group bus trips beyond Oberlin was palpable, a longing for community outings. The unpredictability of the Oberlin Connector discouraged its use, leaving residents frustrated. The requirement for in-person interviews in Lorain for Section 8 benefits left residents with no viable means of transportation. A connection to Cleveland emerged as a common need, vital for healthcare, work, education, and more.

Relying on costly Uber rides was simply unsustainable. Some residents had resigned themselves to the impossibility of reaching Cleveland, given the lack of transportation options. Walkable destinations often became hazardous due to traffic. The timing of evening buses didn't align with regular business hours, causing inconvenience. Temp agencies were seen as having a deep understanding of workforce transportation challenges. Several residents minced no words, expressing their frustration with the existing bus system. Late pick-ups, missed appointments, and unreliable wait times plagued the experiences of many.

Predictable fixed routes and increased payments for more reliable services were seen as potential solutions. Changes in insurance complicated NEMT ride arrangements. Unpleasant encounters with drivers, characterized by loud music and rudeness, left passengers stranded. A FAA worker relied on the Oberlin Connector for late-night shifts.

The prospect of using an app was welcomed, provided there was training available. Avon Commons was a frequent destination for those fortunate enough to secure a ride from family. Residents commended the effectiveness of Provide-A-Ride, occasionally supplemented by Uber or Lyft. For some, the dream of reliable transportation, even at a higher cost, seemed "wonderful."

Doctor appointments were postponed due to transportation issues. Participants emphasized that independence hinged on access to transportation. Technological limitations in scheduling posed scheduling problems. A rider had to be on the driver's "manifest" to secure a ride, leaving those not on the list stranded. The stress of using the bus system loomed large, making the journey itself an ordeal.

Independence, pride, dignity, and basic needs were intricately tied to access to transportation. The Oberlin Connector often translated to losing an entire day, with little respect for riders' time.

Throughout the discussions, residents painted a vivid picture of their struggles with the Oberlin Connector and on-demand services, describing how these challenges impacted their daily lives and their sense of being discriminated against. Sharon Pearson, moved by their stories, reached out to Oberlin City Manager and Kendal at Oberlin in search of solutions. Surveys and guides were distributed, capturing the community's resounding call for improved transportation services in Lorain County.

FOCUS GROUP Elyria Harr Plaza LMHA
May 18, 2023 9 – 10am/Noon – 1pm/3:30 – 4:30pm

Total Attendance: 6
Residents: 4
Disabled: 1
Surveys: 4
Guides: 4

In the heart of Lorain County, at Elyria Harr Plaza LMHA, a group of residents came together on a spring morning in May 2023. Their mission? To discuss and share their experiences with the county's transportation systems. Introductions were made at each of the three scheduled meetings, at 9 AM, Noon, and 3:30 PM, setting the stage for heartfelt and insightful conversations.

Despite the small gathering of six attendees, the impact of their words resonated deeply. Among the participants were four residents, one of whom identified as disabled. Their stories painted a vivid picture of their daily struggles and the challenges they faced when it came to transportation.

One resident confessed, "I thought they didn't have fixed route buses anymore." For others, the journey to Cleveland, even for basic necessities, proved arduous. One resident had a car but hesitated to use the highway and frequently dealt with the hassles of vehicle maintenance.

Medical appointments, particularly those involving multiple tests and visits to different doctors across Cleveland, posed logistical nightmares. Scheduling them all was akin to solving a complex puzzle.
A common theme emerged—many residents relied on friends and acquaintances for rides, often paying them from their own pockets. Hospital discharges were another point of concern, as arranging transportation during those vulnerable moments wasn't always straightforward.

Residents lamented the lack of transportation options within Elyria itself. "Can get from Cleveland to Geneva on the Lake but not around Elyria," one remarked. Street lighting was a concern, making walking perilous, especially in areas devoid of sidewalks. Despite reaching out to the mayor about this issue, no response had been received.

Transportation emerged as a major source of stress. Residents found it challenging to secure rides, particularly through rideshare services like Lyft. Scheduling mishaps, missed appointments, and encounters with unsympathetic dispatchers soured their experiences.

Some recalled a time when Lorain County Transit (LCT) was reliable and affordable, a service used by many. However, they noted a significant decline in service quality, coinciding with layoffs and service interruptions.

The limited hours of operation left many unable to work or seek appointments in Cleveland. The absence of a county transfer point further hindered their mobility. Relying on costly alternatives became the only option.

The experiences with services like Provide A Ride were mixed. While some residents praised the service for getting them to appointments on time, others bemoaned long waits for pick-ups. Residents who relied on friends and acquaintances for rides showcased the lengths to which they would go for transportation. One paid $100 a week for rides to work, while another embarked on a daily long walk to their workplace.

For those who cycled or walked year-round, un-plowed sidewalks were a significant concern. The absence of bus shelters added to their woes.The sentiment regarding public transportation was mixed. One resident firmly stated, "I will never go back on the bus," while another expressed frustration about the bus route not reaching their parent's nursing home.

Overall, the conversation flowed, and residents left the meeting with a clearer understanding of LCT fixed routes and the bi-weekly Pegasus transportation schedule. Surveys and guides were distributed, capturing the essence of their experiences and the urgent need for improved transportation options in Lorain County. The residents' voices were a testament to the challenges they face, illuminating the path toward a more accessible and inclusive transportation system.

FOCUS GROUP Continuation of Care Meeting
May 19, 2023 10am – Noon

In the heart of Lorain County, a meeting held on a spring morning in May 2023 brought together key representatives from various organizations. The focus was on Mobility Management and their efforts to gather valuable insights into the county's transportation landscape. The attendees, leaders within their respective organizations, were poised to share their experiences and concerns regarding transportation for their clients.

As the meeting began, one concern quickly surfaced – access to essential resources. "West Side Lorain is a food desert. There is no walkable food pantry, and these families are relying on Big Lots or dollar stores for all of their needs," one participant remarked. The lack of accessible food options painted a stark picture of the challenges faced by many residents, particularly those in underserved areas.

The discussion then shifted to employment opportunities. An inspiring story emerged: a client had secured a job starting at 5 AM, but transportation was a significant hurdle. The cost of a one-way Lyft trip amounted to a staggering $30. In response, the agency stepped in, covering a $400 transportation bill to ensure the individual could get to work. This remarkable example highlighted the critical role transportation plays in employment opportunities and economic stability.

Uncertainty lingered around discounted transportation options for clients and changes in services like CareSource no longer offering disability appointments through their transportation plan. The lack of information and clear communication channels posed a challenge for both organizations and clients. Another issue that surfaced was the reliance on mobile phones for scheduling transportation. Clients without phones struggled to access services, despite the willingness of organizations to assist if they knew who to contact. The digital divide presented a significant barrier to transportation access.

The conversation also delved into the difficulties clients faced when seeking medical care outside the county, particularly in Cleveland. Exhausting their MCP (Medicaid Managed Care Plan) rides left them without options for essential out-of-county medical appointments. The limitations on weekend rides further compounded the challenges, making it difficult to accommodate employment or social service appointments.

Amidst these challenges, a heartwarming revelation emerged – the dedication of organizational employees to their clients' well-being. Some had personally stepped up, providing rides to individuals with no other means of transportation. Their commitment underscored the vital role that human compassion plays in filling the gaps left by inadequate transit systems.

As the meeting progressed, the uncertainty surrounding the ever-changing landscape of MCPs was palpable. Organizations grappled with how to stay updated on transportation benefits and effectively communicate these changes to their clients.

The gathering of organizational leaders shed light on the complexities of Lorain County's transportation system. While challenges abound, their dedication to finding solutions and advocating for improved services was undeniable. The meeting was not merely a discussion; it was a call to action. It reinforced the critical need for accessible, reliable, and affordable transportation in Lorain County, where every journey begins with the promise of a better tomorrow.

FOCUS GROUP LPLS Columbia Branch Knitters Group
May 25, 2023 1 – 2pm

Total Attendance: 15
Guides: 15
Surveys: 15
Brochures: 5

On a bright May afternoon in 2023, the cozy confines of the LPLS Columbia Branch played host to a gathering of remarkable women, the Knitters Group, a close-knit community with a common thread – they all hailed from the wiser side of 55 and had been the drivers of their own lives, quite literally, as car owners. With an air of wisdom and experience, they shared their reflections on the transportation landscape in Lorain County.

Their stories unveiled a tapestry of experiences with transit systems in both Lorain and neighboring Cuyahoga County. One common sentiment echoed throughout the room: RTA, Cleveland's Regional Transit Authority, was a commendable service. They praised its user-friendly website, which made it easy to determine the best routes, and its efficiency as an alternative to the hassle of parking in the city. However, they did acknowledge that some routes seemed to meander unnecessarily, turning what should be a 15-minute drive into a two-hour bus odyssey.

For airport trips, these women turned to the convenience of ride-sharing services like Uber and Lyft. They found it a breeze to schedule rides to and from the airport, ensuring a hassle-free start and end to their travels.

The conversation took a more local turn when Southwest General Hospital's transportation service was brought up. Many lauded its door-to-door pickup service, which ensured timely arrivals for appointments. However, a shadow had fallen over this service post-Covid. It had become busier, leading to longer waiting times for rides home after appointments, causing some inconvenience to patients. One poignant tale emerged about an elderly friend whose driving privileges were revoked by a doctor. She had been left in the lurch without clear guidance on alternative transportation options. It was a stark reminder that access to such information is essential, especially for seniors facing mobility challenges. Wheelchair-bound individuals faced a unique set of challenges. The lack of wheelchair-accessible vehicles among friends and family limited their opportunities for rides, highlighting the need for more accessible transportation options.

A tale of economic hardship emerged as one individual shared her experience with on-demand transportation for physical therapy. The cost, at $9 each way, was simply unaffordable for frequent trips, leading her to delay necessary surgery. It was a poignant reminder that transportation costs can have a direct impact on health decisions.

In a world increasingly driven by apps and digital solutions, the older generation in the room emphasized the importance of human contact. They appreciated the option to speak with a real person to gather transportation information. While they were open to using apps, they urged the preservation of phone reservations for those who preferred that method.

A common sentiment arose concerning communication channels. The consensus was that newspapers were no longer an effective means of reaching seniors. Awareness campaigns needed more modern approaches, considering that many missed crucial information buried in the pages of the Rural-Urban newspaper.

In a bid to mobilize change, the group discussed launching a letter-writing campaign to trustees and other officials. Their aim was to encourage greater participation in Transportation Advisory Committee (TAC) meetings and other transportation planning activities. They recognized that collective action was key to driving improvements.

The meeting concluded on a hopeful note. The Knitters Group understood the value of community support, acknowledging that church groups often stepped in to provide temporary and emergency transportation when needed. They also praised local libraries as hubs of valuable resources, suggesting the possibility of organizing training classes there.

As the women bid each other farewell, a profound realization lingered in the air: the need for accessible and reliable transportation wasn't just about mobility; it was about preserving independence and the zest for life. Lorain County had heard their voices, and their stories would continue to thread the fabric of change in its transit systems.

FOCUS GROUP: Columbia Branch, Senior Care Authority
Presentation: 7 June 2023 10:30 – 11:30am

Total Attendance: 10
Lorain County Residents:6
Cuy. County Residents: 1
60+ years old: 7

The sun shone brightly on a mid-June morning as a group of seasoned individuals gathered at the Columbia Branch for a presentation by the Senior Care Authority. The topic of the day was "Safe Driving Tips," but as the discussion unfolded, it revealed a deeper concern - the challenges of getting around as one grows older in Lorain County.

In a room filled with ten attentive attendees, most of whom were over 60 years old, the conversation naturally gravitated towards the hurdles they faced in their daily lives. Small print on signs, the mysteries of school zones, and the lack of public transportation options were among their shared frustrations.

Lorain County, like many places, presented unique challenges for its senior residents. Walking or biking wasn't always a viable option, especially with the often-unpredictable Ohio weather. Sidewalk care was another issue, with construction sites posing as obstacles for those with limited mobility.

One key theme emerged from the discussion - the absence of accessible public transportation. These residents yearned for a more dependable means of getting around, one that would allow them to maintain their independence as they grew older.

As the conversation shifted towards planning for their future transportation needs, a collective vision began to take shape. Affordability was paramount, as many were living on fixed incomes. Accessibility for mobility aids, such as wheelchairs and walkers, was a non-negotiable requirement. They longed for seating areas at transportation stops, acknowledging that standing for extended periods had become more challenging.

The topic of technology also surfaced, highlighting the generational gap. While some were tech-savvy, others struggled with memory or dexterity issues that made navigating modern transportation apps and services a daunting task.

The group emphasized the importance of getting to the local library, where valuable resources and information awaited. Libraries, they noted, served as community hubs, offering more than just books. In closing, the discussion veered towards a lighter note - bus tours. The attendees were keen on organized bus trips that would allow them to explore their county and beyond, fostering a sense of adventure and community.

As the meeting wrapped up, it was evident that these Lorain County residents were eager for change. They sought a transportation system that catered to their unique needs, allowing them to age gracefully while maintaining their independence. Their voices had been heard, and their vision for the future of transportation in the county was clear. It was now up to the community to heed their call and pave the way for a more inclusive and accessible transportation system.

FOCUS GROUP: Mercy / Public Health Pastors
20 June 2023 10 – 10:45am
Total Attendance: 7

On a warm June morning, a diverse group of individuals gathered to discuss a matter that touched the very heart of their community. Pastors, public health partners, and residents convened, driven by a shared commitment to enhance public health awareness and access to resources in Lorain County. As the conversation unfolded, it became apparent that their collective goal was to bridge the gap between vital public health services and the community they served. They recognized that without widespread knowledge of these programs, meaningful changes would remain elusive.

With pride in their voices, they celebrated Lorain County's remarkable achievements. The community

had excelled in connecting its residents to essential public health services, particularly maternal health programs and initiatives to reduce infant mortality. This recognition fueled their determination to further improve the lives of their fellow citizens.

However, the group couldn't ignore a glaring issue - transportation. It was a common barrier faced by many in the community, a roadblock to accessing crucial services. One concern raised was the lack of local transportation services for individuals leaving the county jail. For these individuals, the transition back into the community was marred by the absence of reliable transportation options.

The conversation then shifted to the county's existing transit system. While it offered a lifeline to many, navigating it was far from easy. The system's complexity presented a formidable challenge, especially for those with low reading levels or other impairments. Accessing transportation became a maze, and it was often the vulnerable who found themselves lost within it.

Participants shared stories of clients waiting for hours for Provide A Ride, a lifeline for many. New mothers, in particular, faced an arduous task of preparing for an entire day's journey when seeking essential healthcare services.

Yet, an issue discussed with equal concern was the use of transportation as an excuse for missed appointments. While it was undoubtedly a barrier, the group acknowledged that it wasn't always the root cause. The complexity of the transit system often led to misunderstandings and scheduling mishaps.

To address these challenges, a survey was designed to gather crucial insights. The discussion was recorded, ensuring that the voices and concerns of the community were not only heard but also shared widely.

As the meeting drew to a close, it was clear that this group was on a mission. They envisioned a Lorain County where every resident, regardless of their circumstances, had easy access to essential public health services. Transportation, they agreed, was the key to unlocking this vision.

United by their faith, their commitment to public health, and their love for their community, these individuals left the meeting inspired and determined. They carried with them the stories, concerns, and hopes of Lorain County's residents, ready to advocate for a more accessible and inclusive transportation system.

Appendix C: 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:

Liz Choi

Lorain County Mobility Manager, United Way of Greater Lorain County

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elizabeth.choi@uwloraincounty.org

Annual Review

Note that the 2024 – 2028 Lorain County Coordinated Transportation Plan marks the first 5-year rewrite for the Lorain County Mobility Management program. Annual Reviews for the 2024 – 2028 CTP will begin in SFY2025.

Amendment

Note that the 2024 – 2028 Lorain County Coordinated Transportation Plan is a 5-year rewrite and therefore has not yet required any amendments. Future amendments will be noted here in Appendix C.

Appendix D: Copy of 2023 Transportation Survey

This survey should take about 10 minutes to complete. Thank you!

Your answers to this survey assist organizations throughout Lorain County with research, design, promotion of existing transportation options, and development of new projects. These results can lead to long-term solutions aimed at improving the quality of life and economic vitality in Lorain County and for those who live, work, play, learn, and shop here.

***Transportation options* are considered to be any mode that moves a person from one place to another (ie. walking, biking, rideshare, public fixed route transit, self-drive, private pay-per-ride, eligibility-based rides, etc.).**

*** Means *Answer is Required***

Please leave your contact information at the end of this survey for a chance to win a $100 grocery gift card!

* 1. What types of private, public, or eligibility-based transportation options have you or a family member used in the past 12 months? (select all that apply)

- ☐ Fixed route-local (LCT)
- ☐ Fixed route- cross county (Amtrak, Greyhound, etc)
- ☐ Private pay-per-ride (Uber, Lyft, Taxi, etc)
- ☐ Lorain County Office on Aging (60+ for medical appointments)
- ☐ Lorain County Veteran Service Commission Medical Transportation (VA only)
- ☐ Other (please specify)
- ☐ Self-drive with personal or borrowed vehicle
- ☐ Rideshare/carpool with friend(s) or family member(s)
- ☐ Biking or walking
- ☐ Medicaid, private insurance or ODJFS

* 2. Do you feel the transportation options available to you are adequately meeting your needs? Why or why not?

Yes

No

* 3. Is public transportation or medical/senior services transportation an option for you?

- ◯ Yes, I use it.
- ◯ Yes, but I don't use it.
- ◯ No, it is not available where I live.
- ◯ No, it does not go where I need to go.
- ◯ No, it is not available at the times or days when I need it.
- ◯ No, the vehicles are not wheelchair or walker accessible.
- ◯ I don't know what my options are.

4. If public or medical/senior services transportation is available but you do NOT use it, please select any of the following reasons that apply.

- [ ] I do not qualify for medical/senior transportation services available in my area.
- [ ] My friend(s) or family member(s) drive me where I need to go.
- [ ] I cannot afford it.
- [ ] I don't know how to use the transportation that is available.
- [ ] I have my own car and prefer to drive.
- [ ] Other (please specify)

5. If any other transportation option (except driving) were easy to use and available to you and/or your family, which of the following would cause you to use the service? (select all that apply)

- [ ] If it would save money (ex. save on gas, car maintenance or parking fees)
- [ ] If I do not have another transportation option
- [ ] If it was convenient and easy to schedule
- [ ] If it is better for the environment
- [ ] I would not use public, private or other transportation options under any circumstances
- [ ] If it is provided with wheelchair or walker accessible vehicles
- [ ] If I were not capable of driving myself
- [ ] Other (please specify)

* 6. Regarding your use of **public** transportation in Lorain County, how satisfied have you been in the past 12 months with the following:

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A
Cost	○	○	○	○	○
Availability	○	○	○	○	○
Destination Options	○	○	○	○	○
Pick-up locations	○	○	○	○	○
Drivers	○	○	○	○	○
Vehicles	○	○	○	○	○
Timeliness	○	○	○	○	○
Scheduling	○	○	○	○	○
Reliability	○	○	○	○	○
Safety	○	○	○	○	○
Ease of Use	○	○	○	○	○

* 7. What changes would make **public** transportation options more appealing to you?

- [ ] If I could ride to destinations in other counties outside of Lorain County
- [ ] If services started earlier in the morning or ended later at night
- [ ] If there was service on weekends
- [ ] If it picked me up at my house and took me directly to where I am going/no shared rides with others
- [ ] If it was more reliable/ On-time for picking me up/dropping me off
- [ ] If fixed route buses were available in my area or came more often
- [ ] If they offered wheelchair or walker accessible vehicles
- [ ] If I could request my trip through an app or website and not just on the phone
- [ ] If bus routes, bus stops, and bus schedules were easier to understand
- [ ] Nothing could make transportation service options appealing to me
- [ ] I am satisfied with the transportation service options currently available
- [ ] Other (please specify)

* 8. If a smartphone app was available to easily schedule **public or eligibility-based** transportation, track rides, and pay for rides- would you use it?

- ( ) Yes, I would use it
- ( ) No, I would not use it
- ( ) I would use it but I don't have a smartphone

* 9. Which of the following are the **most** commonly visited destinations you visit when transportation is available to you? (*select up to three*)

- [ ] Work/Interviews/Job training
- [ ] School/College
- [ ] Weekly Medical Appointments (ex. dialysis, physical therapy, etc)
- [ ] Medical/Dental offices or hospitals
- [ ] General Shopping
- [ ] Grocery Shopping
- [ ] Pharmacy
- [ ] Social/recreation activities
- [ ] Counseling or treatment/recovery programs
- [ ] Faith-based organizations and activities
- [ ] Other (please specify)

10. What city/cities do you travel to for the following?

Work	
School	
Medical/Health related	
Groceries	
Recreation/Social	
Faith-Based	
General Shopping	
Pharmacy	
Other	

* 11. Which of the following do you use most often to get the transportation information that you need?

- [ ] Smartphone apps/text for information
- [ ] Transportation provider websites
- [ ] Phone call to transportation provider for information
- [ ] A faith-based organization
- [ ] Public agency like the senior center, United Way, LCDJFS, etc.
- [ ] I refer to the printed Lorain County Transportation Guide
- [ ] I ask a friend or family member for help because I am not comfortable using the computer, smartphone apps, or call by phone
- [ ] Phone call to 2-1-1
- [ ] Other (please specify)

* 12. Are you familiar with the Lorain County Mobility Management program, which helps residents find transportation options to get from place to place?

- ◯ Yes
- ◯ No

* 13. Where do you currently live?

- ◯ Amherst
- ◯ Avon
- ◯ Avon Lake
- ◯ Columbia Station
- ◯ Elyria
- ◯ Grafton/North Eaton
- ◯ Lagrange
- ◯ North Ridgeville
- ◯ Lorain
- ◯ Sheffield Village
- ◯ Sheffield Lake
- ◯ Oberlin/New Russia Twp.
- ◯ Vermilion
- ◯ Wellington/Rochester
- ◯ Prefer not to answer
- ◯ Other (please specify)

* 14. How old are you?

- ◯ Under 18
- ◯ 18-24
- ◯ 25-34
- ◯ 35-44
- ◯ 45-54
- ◯ 55-64
- ◯ 65-74
- ◯ 75 or older
- ◯ Prefer not to answer

* 15. What is the primary language spoken in your household?

- ◯ English
- ◯ Spanish
- ◯ Prefer not to say
- ◯ Other (please specify)

* 16. Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help you get around?

- ◯ Yes
- ◯ No
- ◯ Prefer not to answer

* 17. Do you consider yourself a person of low-income?

- ◯ Yes
- ◯ No
- ◯ Prefer not to answer

* 18. Which of the following BEST applies to you? Are you presently:

- ◯ employed outside the home or daily volunteer
- ◯ work from home
- ◯ homemaker
- ◯ retired
- ◯ Other (please specify)
- ◯ student
- ◯ unemployed
- ◯ on SSI/Disability

19. Would you like to stay updated on Lorain County transportation news and events? If so, please add your email address below.

20. Please add your name and phone number if you would like to be considered for a chance to win a **$100 grocery gift card** monthly**!**

Name

Phone Number

Appendix E: Lorain County Board of Commissioners Meeting Minutes

3.26.24 Lorain County Board of Commissioners Meeting Minutes – Lorain County Transit and Via Contract Approval

4.12.24 Lorain County Board of Commissioners Meeting Minutes – Lorain County Mobility Management CTP Presentation and Support Resolution

Appendix F: 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.