

# COORDINATED TRANSIT PLAN 2021-2025

NOBLE COUNTY

2021

*This document was completed by the Noble County Transportation Advisory Committee and Buckeye Hills Regional Council. For more information about this plan please contact Julia Hinzman, Mobility Manager at 1-800-331-2644 ext. 2410 or [jhinzman@buckeyehills.org](mailto:jhinzman@buckeyehills.org).*

*Funding for the development of this plan was provided by the Ohio Department of Transportation*



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This document produced by the Noble County Transportation Advisory Committee, Buckeye hills Regional Council. Funding source for plan: Buckeye Hills Regional Council via the Ohio Department of Transportation.

**November 2021**

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# EXECUTIVE SUMMARY

## EXECUTIVE SUMMARY

This is the Public Transit-Human Services Transportation Plan for Noble County, Ohio and it is currently being developed in 2021. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be written and updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five (5) years.

An accessible transportation system is critical to the communities of Noble County. Transportation provides access to jobs, education, health care, human services and allows all community members, including older adults, children, 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 door-to-door accessible van providers
  - Senior transportation providers
  - Veteran transportation providers
2. Identify and Prioritize community transportation needs:
  - Implementation of the Noble County Coordinated Transportation Plan
  - Implementation of a Noble County Mobility Manager
  - Education and outreach of services
  - Coordination of services
3. Establish a clear plan for achieving shared goals

Noble County will start coordination efforts with all transportation providers to achieve the goals and meet the needs as listed in the Coordinated Transit Plan. Through partnerships with the community and various stakeholders across the county we will work together towards achieving the goals as stated in this plan. The Mobility Management program will utilize the plan as guidance for future transportation initiatives throughout the county and region.

# EXECUTIVE SUMMARY

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, and;
- The general public.
- Social Service providers

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

A Noble County Transportation Advisory Committee (TAC) was formed, consisting of representatives from the following organizations:

- Buckeye Hills Regional Council
- GMN Community Action
- Joyce M. Davis Senior Center
- HARP Mission
- Noble County Chamber of Commerce
- Noble County Department of Job and Family Services Workforce Development
- Noble County Taxi and Cab Services
- Noble County Veteran Office
- Noble County Board of Developmental Disabilities
- Noble County EMA
- Noble County Engineer
- Noble Taxi and Cab
- Ohio State University Extension Office - Noble
- South East Area Transit
- Muskingum and Guernsey County Mobility Manager
- Morgan County Mobility Management

Public engagement surveys were distributed online in the following locations:

- Twitter
- Instagram

# EXECUTIVE SUMMARY

- Facebook
- Buckeye Hills Regional Council Website

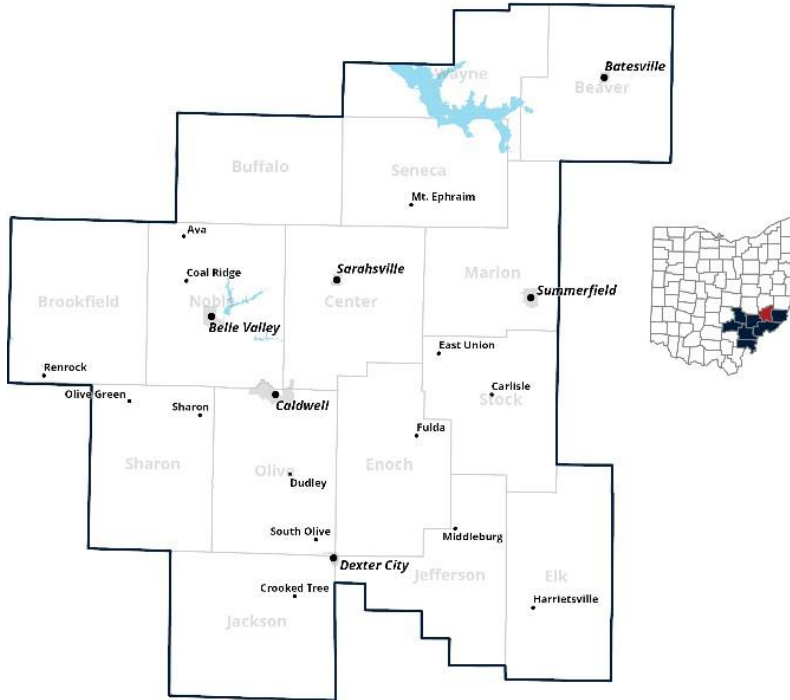
Physical copies of surveys were distributed at the following locations:

- GMN Community Action
- Joyce M. Davis Senior Center
- Buckeye Hills Regional Council
- Noble County Department of Job and Family Services
- Noble County Veteran Office
- Noble County Board of Developmental Disabilities
- Noble County Engineer
- Ohio State University Extension Office – Noble
- Allwell Behavior Health Services
- Summit Acres Nursing Facility

This plan was developed and adopted in coordination with the Noble County Technical Advisory Committee and the designated Mobility Management Facilitator. More information about the Noble County Technical Advisory Committee can be found in Appendix A.

# GEOGRAPHIC AREA

## GEOGRAPHIC AREA



Geographically, Noble County is located in Southeastern Ohio, in the Appalachian region of the state. It has a total of 405 square miles (1,050 km<sup>2</sup>), of which 398 square miles (1,030 km<sup>2</sup>) is land and 6.6 square miles (17 km<sup>2</sup>) is water. As of the 2020 Census, the population was 14,424, making it the third-least populous county in Ohio. The southwestern area of Noble County has a number of properties owned by mining interests and was one of the more active counties for shale oil and gas activities in the

Buckeye Hills region. The rural nature of the county and the terrain provide interesting challenges for transportation providers and the public alike.

There are no cities identified in Noble County, whereas all the population centers are classified as Villages due to population size

There are six villages identified in Noble County:

- Batesville
- Belle Valley
- Caldwell (County Seat)
- Dexter City
- Sarahsville
- Summerfield

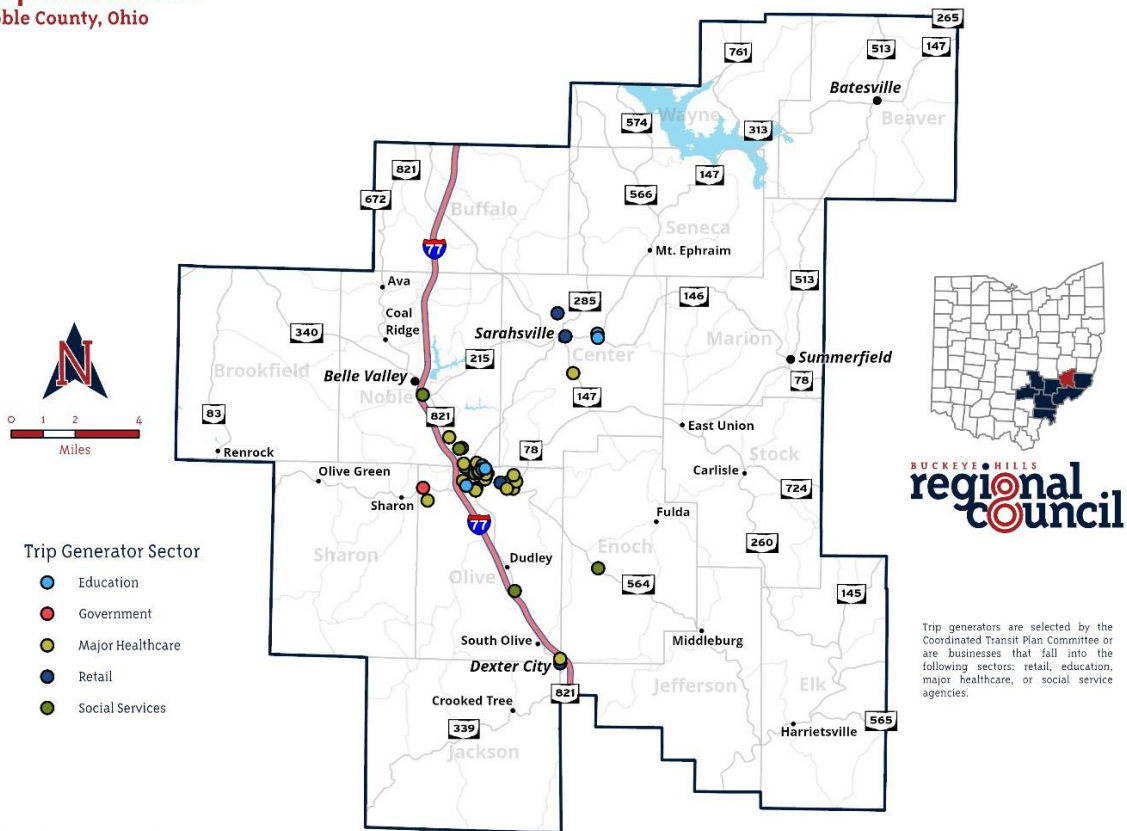
There are twenty-five identified unincorporated communities

- Ava
- Carlisle
- Crooked Tree
- Dudley

# GEOGRAPHIC AREA

- Dungannon
- East Union
- Elk
- Florence
- Fulda
- Gem
- Harrietsville
- Hirambsburg
- Honesty
- Hoskinsville
- Keith
- Kennonsburg
- Middleburg
- Moundsville
- Mount Ephraim
- Olive Green
- Rochester
- Sharon
- South Olive
- Steamtown
- Whigville

## Trip Generators Noble County, Ohio



Cartography by Jason Pyles, GISP | September 2021  
<https://www.buckeyehills.org/> | 740.374.9436  
 For information about data sources, please contact a GIS Specialist at Buckeye Hills



Trip generators are selected by the Coordinated Transit Plan Committee or are businesses that fall into the following sectors: retail, education, major healthcare, or social service agencies.

# GEOGRAPHIC AREA

Most major trip generators in the County are located in the Village of Caldwell. This is a map of the major trip generators in Noble County including governmental offices, major shopping areas, and major employers.

Major healthcare facilities including hospitals, mental health facilities, and urgent care branches included:

- Allwell Behavioral Health Choices, Inc
- Caldwell Clinic
- Caldwell General Dentistry
- Caldwell Vision Centre
- Doudna Chiropractic
- Family Panning
- First Settlement Physical
- Noble Behavioral Health Choices, Inc
- Noble County Eye Care
- Noble County Health Department
- Purvis Chiropractic
- Southeastern Med Sports Med and Rehabilitation
- Welch Urgent Care

Major education facilities in the county include:

- Caldwell Exempted Village School District
- Noble Local School District

Major shopping centers in the County included:

- Caldwell Food Center Emporium
- Cleary's Center Grocery
- Dollar General
- Family Dollar Store
- G.L. Davis Drugs, Inc.
- Liberty Grocery
- RJ's General Store & Café
- Sarahsville General Store
- Save A Lot



# GEOGRAPHIC AREA

- Shorty's Convenient Store

Major Social services and Governmental agencies in the county include:

- BMV – Noble County Services
- GMN Tri County Community Action Committee
- Lutheran Social Services
- Noble Behavioral Health Choices
- Noble County Board of Developmental Disabilities
- Noble County Court House
- Noble County Department of Job and Family Services
- Noble County Veteran Services
- Ohio Department of Rehabilitation and Correction

Major Employers in the county include:

- Caldwell Exempted Village School District
- Community Improvement Corporation of Noble County
- GMN Tri County Community Action Committee
- International Converter Inc.
- Ohio Department of Rehabilitation and Correction
- Summit Acres Inc.
- Warren Drilling Co. Inc.

# POPULATION DEMOGRAPHICS

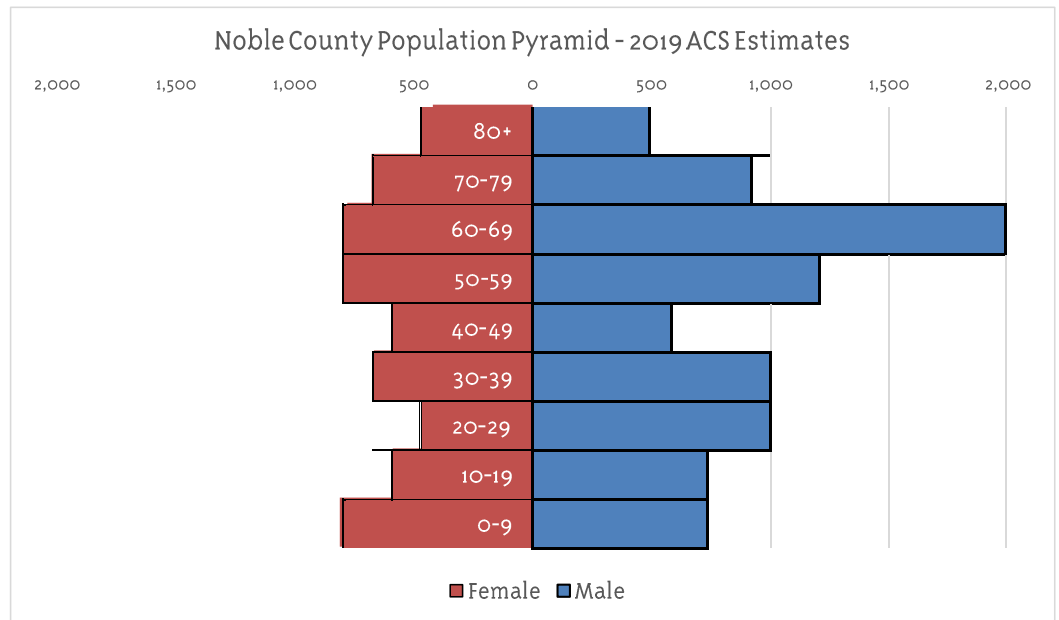
## POPULATION DEMOGRAPHICS

According to the US Census Bureau's 2019 population estimates, Noble County has an estimated population of 14,416 (recently released 2020 Census population is 14,424). Caldwell is the county seat of Noble County and is the largest village with an estimated population of 2,334. The following charts are summaries from the 2019 U.S. Census Bureau American Community Survey (ACS) 5-year estimates and outline the population demographics for Noble County. As is consistent with the region as a whole, Noble County is expected to lose population over the next 5-20 years.

Projected Population Changes to 2040, by County (2019)	
Noble County	
2010	14,645
2015	14,190
2020	13,960
2025	13,830
2030	13,790
2035	13,750
2040	13,920
Change	↓ -725
Percent Change	-4.95%

Source: Ohio Development Services Agency, Ohio County Indicators

Published July 2020



Noble County has an aging population as well. Over 36% of the total population is aged 60 and over, and over 50% of the total population is 50 and over.

# POPULATION DEMOGRAPHICS

As can be seen in the tables below, the vast majority of the population of Noble County is White, with a percentage of 95.47%, and Noble County has a total minority population of 5.1%. The disabled population of Noble County is higher, at 16.8% than the national value of 12.6%, and above the average for the State of Ohio, 13.9%. Noble County's poverty rate is slightly higher at 15.6% when compared to both the national rate of 14.58%, and the state rate of 14.92%.

Residents with Disability		
Noble County		
Type of Disability	Civilian Noninstitutionalized Population	12,071
	Without a Disability*	9,642
	With a Disability	2,429
	Hearing	1,146
	Vision	200
	Cognitive	630
	Ambulatory	1,199
	Self Care	417
	Independent Living	901

\*Value calculated by Buckeye Hills

Source: US Census Bureau, Table S1810

ACS (2015-2018)

Population by Race and Hispanic Status (2020)	
Noble County	
Total Population	14,424
White	13,770
Black	400
Native American/Alaskan Native	56
Asian	42
Native Hawaiian/Pacific Islander	3
Two or More Races*	153
Hispanic (Any Race)**	101
Total Minorities***	735

\*The total population is equal to the sum of the "one race only" populations and the two-or-more races category

Data Source: Ohio Development Services Agency, Ohio County Indicators

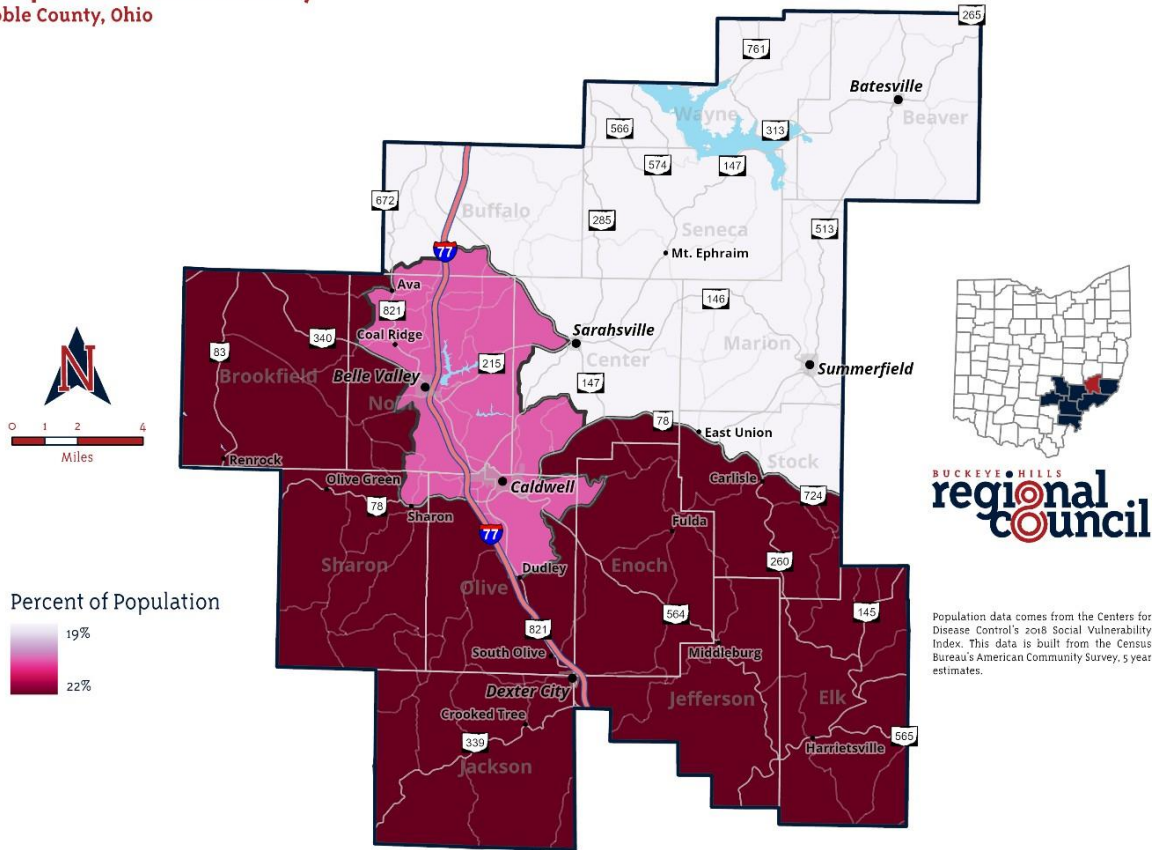
\*\*Hispanics may be of any race and are included in the columns to the left

Published July 2020

\*\*\*The total minorities category is computed by subtracting the non-Hispanic-one-race-only whites (data not shown) from the total population

# POPULATION DEMOGRAPHICS

## People with a Disability Noble County, Ohio





Cartography by Nicole Gilliam | June 2021  
<http://www.buckeyehills.org> | 740-374-9436  
For information about data sources, please contact a GIS Specialist at Buckeye Hills

As can be seen in the map above, the distribution of individuals with a disability is relatively even in the county, with Census Tracts ranging from 19% to 22%. The higher concentration is in the southern tract. Given the relatively even spread, though, services targeting individuals with a disability will have a difficult time targeting their services to one specific area.

# POPULATION DEMOGRAPHICS

Below are tables describing the state of poverty in Noble County at the individual and family levels. Poverty levels have been generally stable since 2010 at the individual level, changing by only 0.4% from 2010-2019. The same is true at the family level as well, though family poverty has dropped by 2.5%.

Percentage of Persons Below Poverty Level 1990-2019		
Years	Noble County	
	1990	13.7%
	2000	11.4%
	2010*	15.2%
	2011*	15.1%
	2012*	15.6%
	2013*	15.3%
	2014*	16.6%
	2015*	16.4%
	2016*	15.7%
	2017*	15.5%
2018*	15.4%	
2019*	15.6%	
Percentage Change	1990-2000 	-2.30%
	2000-2010	3.80%
	2010-2019 	0.4%

\*ACS 5-year estimates

Data Source: US Census Bureau, Table DP03

Table Updated June 2021

Number of Persons Below Poverty Level 1990-2019		
Years	Noble County	
	1990	1,553
	2000	1,603
	2010*	2,224
	2011*	2,213
	2012*	2,284
	2013*	2,240
	2014*	2,417
	2015*	2,379
	2016*	2,265
	2017*	2,247
2018*	2,224	
2019*	2,249	
Change	1990-2000 	671
	2000-2010 	622
	2010-2019	25

\*ACS 5-year estimates

Data Source: US Census Bureau, Table DP03

Table Updated June 2021

# POPULATION DEMOGRAPHICS

Percentage of Families Below Poverty Level 1990-2019		
Years	Noble County	
	1990	12.2%
	2000	8.3%
	2010*	11.6%
	2011*	10.4%
	2012*	8.1%
	2013*	10.5%
	2014*	9.6%
	2015*	8.3%
	2016*	8.5%
	2017*	9.0%
	2018*	9.0%
2019*	9.1%	
Percentage Change	1990-2000	-3.9%
	2000-2010	3.3%
	2010-2019	-2.5%

\*ACS 5-year estimates

Data Source: US Census Bureau, Table DPo3

Table Updated June 2021

Number of Families Below Poverty Level 1990-2019		
Years	Noble County	
	1990	394
	2000	276
	2010*	569
	2011*	496
	2012*	389
	2013*	513
	2014*	472
	2015*	406
	2016*	413
	2017*	451
	2018*	447
2019*	461	
Change	1990-2000	-118
	2000-2010	293
	2010-2019	-108

\*ACS 5-year estimates

Data Source: US Census Bureau, Table DPo3

Table Updated June 2021

The table below shows that 1.4% of the population of Noble County, or 195 people, over the age of 5, Speak English "Less Than Very Well," according to 2019 5-year American Community Survey Estimates. While that is a very small population, it is still one that should be accommodated when possible for in service availability.

Population that Speaks English "Less than Very Well"	
Population 5 and Up	Percentage 5 and Up
195	1.4%

# ASSESSMENT OF AVAILABLE SERVICES

## 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 within Noble County and across county lines.

The Noble County Transportation Advisory Committee (TAC) identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past advisory committees, as well as others who the advisory committee identified as being appropriate stakeholders.

Opportunities to comment and participate in the coordinated transportation plan development process were given to each of the identified stakeholders.

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

## INVENTORY OF TRANSPORTATION PROVIDERS

Transportation providers participating in this plan include:

- South East Area Transit (SEAT)
- GMN Tri-County CAC, Inc
- Noble County Veteran Service Commission

## EXISTING TRANSPORTATION SERVICES

The following information is based on tabulations from the survey and interview results. A total of three organizations provided information about their services.

### List of Transportation Service Providers

**Agency Name:** GMN Tri-County CAC Senior Services

**Transportation Service Type:** Senior Transportation

**Other Services Provided:** Senior Services

**Contact Information:** 740-732-5129

**Hours:** 8:00 am – 4:00 pm, Monday - Friday

**Service Area:** Noble County

**Eligibility Requirements:** 60 years of age and up

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

# ASSESSMENT OF AVAILABLE SERVICES

**Agency Name:** Noble County Veteran Service Commission

**Transportation Service Type:** VA Medical Appointments

**Other Services Provided:** VA Claims/Financial Assistance

**Contact Information:** 740-732-5567

**Hours:** 8:00 am – 4:00 pm, Monday - Friday

**Service Area:** Noble County

**Eligibility Requirements:** Must be a Noble County Veteran

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

**Agency Name:** South East Area Transit (SEAT)

**Transportation Service Type:** Public Transportation

**Other Services Provided:** N/A

**Contact Information:** 740-454-8574

**Hours:** 4:00 am – 8:00 pm, Monday - Friday

**Service Area:** Muskingum, Guernsey, Noble, Belmont and Washington

**Eligibility Requirements:** N/A

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



# ASSESSMENT OF AVAILABLE SERVICES

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

Organizational Characteristics						
Agency Name	Directly Operates Transportation	Purchases Transportation	Legal Authority	# One-Way Passenger Trips Annually	Avg. Weekly Trip Denials	Vehicles Only Available for HS Agency Clients*
GMN Tri-County CAC, Inv.	Senior Services	Senior Services	GMN Tri-County CAC, Inc	1500	minimal	No
Noble County Veteran Service Commission	Partnership with Senior Citizens and VA	Free to Veteran	unknown	188	unknown	Yes
South East Area Transit (SEAT)	Y	N	Regional Transit Authority	4200	0	No

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

The participating organizations provide a wide range of transportation including ADA Paratransit, Demand Response, On-Demand and Human Service Agency Fixed Routes. All the participating organizations provide services on weekdays, with one operating transportation on Saturdays and/or Sundays. Evening services after 4:00 pm are not available at this time. The next table depicts the transportation service characteristics by agency.

Transportation Service Characteristics					
Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
GMN Tri-County CAC, Inc	One on One Transportation	Mon - Fri 8 am - 4 pm	Y	Hands On	Drive Training
South East Area Transit (SFAT)	Human Services Agency fixed route (fixed path, schedule stops) Demand response (one-time & standing order appointments & group trips for agency consumers attending program activities)	Mon - Fri 8 am - 4 pm contractual services operate on weeknds & holidays for Medicaid recipients	Y	Curb-to-Curb: Door-to-Door: Passengers are permitted to travel with their own personal care attendant or escort	All FTA & ODOT mandated training, Background checks, drug and alcohol pre/post random testing.
Noble County Veteran Service Commission	Ford Flex	Mon - Fri 8 am - 4 pm	N	Transport	Driver Training, Physical Exam and Background Investigation

Transportation-related expenses and revenues also differ by organization. The Federal Transit Administration, Ohio Department of Transportation, County and City resources, grants, fares and donations are common revenue sources for transportation operators in Noble County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

# ASSESSMENT OF AVAILABLE SERVICES

Transportation- Related Expenses and Revenues						
Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
GMN Tri-County CAC Senior Services	None	Yes	2	1	14000	\$14,000
South East Area Transit (SEAT)	GP \$2.00 each way within the county E&D \$1.00 each way within the county (\$2.00 each way per county or \$1.00 each way per county for multiple counties within our service area Guernsey, Muskingum) GP/E&D Both- \$10.00 each way to a touching county of our service area GP out of county: 0-50 miles - \$20 each way, 50-100 Miles - \$40 each way, 100-150 Miles - \$60 each way	No	2 Full-time	2 full-time	Noble County JFS-NEMT, ODOT 5311 Program, Private Pay Clients	61,000
Noble County Veteran Service Commission	Free	No	6	3	Noble County Veteran Service Commission	\$15,500.84

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

Alternative/Active Transportation Options					
Transportation Option	Availability	Cost	Usage	Service Areas	
GMN Tri-County CAC Senior Services	Monday - Friday 8am - 4pm	N/A	N/A	Noble County	
South East Area Transit (SEAT)	24/7	N/A	N/A	Muskingum, Guernsey, Noble, 150 mile med appt radius	

# ASSESSMENT OF AVAILABLE SERVICES

Noble County Veteran Service Commission	Monday - Friday 8am - 4 pm	N/A	N/A	Noble Veteran County/Any location VA schedules
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# ASSESSMENT OF AVAILABLE SERVICES

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

Transportation Resources				
Transportation Resource	Availability	Cost	Usage	Service Area
GMN Tri-County CAC, Inc	M-F	N/A	N/A	Noble County
SEAT	M-F	N/A	N/A	Muskingum, Guernsey, Noble 150 mile medical appt radius
Noble County Veteran Service Commission	M-F	N/A	N/A	VA Facilities
Washington County Mobility Management	M-F	Free	Community Members	Noble County

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

Technology				
Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/GPS (Y/N)
GMN Tri-County CAC, Inc	N/A	N	N/A	N
SEAT	CTS	N	CTS	Y
Noble County Veteran Service Commission	N/A	N	N/A	N

# ASSESSMENT OF AVAILABLE SERVICES

## ASSESSMENT OF COMMUNITY SUPPORT FOR TRANSIT

Lack of transportation has been, and continues to be, a very significant problem for people living in poverty, particularly for people in rural areas such as Noble County where there are limited public transportation options. Noble County has a long-recognized need for transportation services in the region and has a long history of overall support for transportation initiatives.

Recognizing the need for the growth of transportation in the community, Noble County partnered with Buckeye Hills Regional Council (BHRC) and Ohio Department of Transportation (ODOT) to facilitate the Noble County Coordinated Transportation plan in 2021.

A working transportation stakeholder group was formed, known as the Noble County Transportation Advisory Committee (TAC). This Committee undertook an extensive review of the transportation services in the county and identified strategies and priorities for addressing these needs. This group has continued to meet since in an advisory capacity and continued to advance the strategies highlighted below:

- Increasing understanding and awareness of community transportation needs
- Increasing awareness of current community transportation options and programs
- Ensuring that transportation consideration is included in local and regional planning activities
- Increasing local capacity for transportation services
- Assisting individual with accessing all community transportation options

With the support of the County, Noble County Department of Job and Family Services, Guernsey-Monroe-Noble Community Action Program, Noble County Board of Developmental Disabilities, and Noble County Veterans Services, Buckeye Hills Regional Council began to manage the project and set forth in motion a plan to achieve the goals of the project in Noble County.

## SAFETY

Safety of transit service being provided is of the utmost importance to the agencies who provide transportation service in Noble County. Drivers are screened and trained so they may provide the safest transportation to the clients they serve. Trainings drivers receive include First Aid/CPR; Defensive Driving; DRIVE; Blood Borne Pathogens; Wheelchair Securement; and SureLok System.

# ASSESSMENT OF AVAILABLE SERVICES

## VEHICLES

Survey/Interviewed participants listed a combined total of thirteen vehicles. Approximately eleven of the vehicles are wheelchair accessible. A vehicle utilization table is provided on the succeeding page.

South East Area Transit (SEAT) utilizes their wheelchair accessible vehicles daily to provide transportation to the general public including the elderly and disabled population, throughout the community.

GMN Tri-County CAC Inc also uses their vehicles to provide transportation for their elderly population.

As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided. This is why vehicle model year has been collected.

# ASSESSMENT OF AVAILABLE SERVICES

Vehicle Utilization Table

Provider	Vehicle #	Make	Model	Year	Vin #	Capacity	WC Capacity	Day of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
GMN	1	Chevy	Supreme Bus	2002	2GBJ331R321239512	14 Passenger		M - F	8 am - 4 pm	Good	Senior Center	Noble County
SEAT	1703	Ford	Transit	43329	1FTYR2CM4HKB54455	7	2	M-F	8am-4pm	Good	5311	Noble County
Noble Co. Veterans Service Commission	1	Ford	Flex	2015		7	0	M-F	8am-4pm	Good	Veterans Service Commission	VA Medical Facilities
Noble Co. Veterans Service Commission	2	Ford	Flex	2018		7	0	M-F	8am-4pm	Excellent	Veterans Service Commission	VA Medical Facilities

# ASSESSMENT OF AVAILABLE SERVICES

## SUMMARY OF EXISTING RESOURCES

### GMN Tri-County CAC, Inc – Senior Program

- The GMN Tri-County CAC, Inc serves seniors of Noble County.
- Normal hours of operation are Monday through Friday 8:00 am to 4:00pm.
- The service area includes all of Noble County and includes, but is not limited to: medical appointments, treatment clinics, and pharmacies.
- The service is a demand-response, door-to-door service with drivers assisting clientele to the door of their destination.
- Donations accepted.
- Vehicle inventory:
  - (1) 14 passenger van

### South East Area Transit (SEAT)

- SEAT is a General Public Transportation system for everyone; this includes adult, disabled, children, and all general public. There are no income or age guidelines for people to ride with SEAT.
- Normal hours of operation are 7 days a week, 4:00 am to 8:00pm.
- The service area includes Muskingum, Guernsey, Washington, Belmont, Noble County and a 150-mile medical appointment radius.
- Fee structure includes Medicaid Net; Self-Pay trips.
- Vehicle inventory:
  - 3 – Ford E-350 Super Duty 6 Passenger Van
  - 4 – Ford E –450 Super Duty 16 Passenger Van
  - 2 -Ford Transit 7 Passenger Van

### Noble County Veterans Service Commission

- Non-emergency Medical and on demand transportation for Noble County Veterans.
- Normal hours of operation are Monday through Friday 8:00 am – 4:00pm.
- Service area includes Noble County.
- Fee structure is free for Noble County Veterans.
- Vehicle inventory:
  - 2 – Ford Flex



# ASSESSMENT OF NEEDS AND GAPS

## ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

In an effort to better understand the needs of Noble County, the Transportation Advisory Committee examined research and data, as well as solicited input from the community in an effort to gather information about needs and gaps in transportation services.

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

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

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

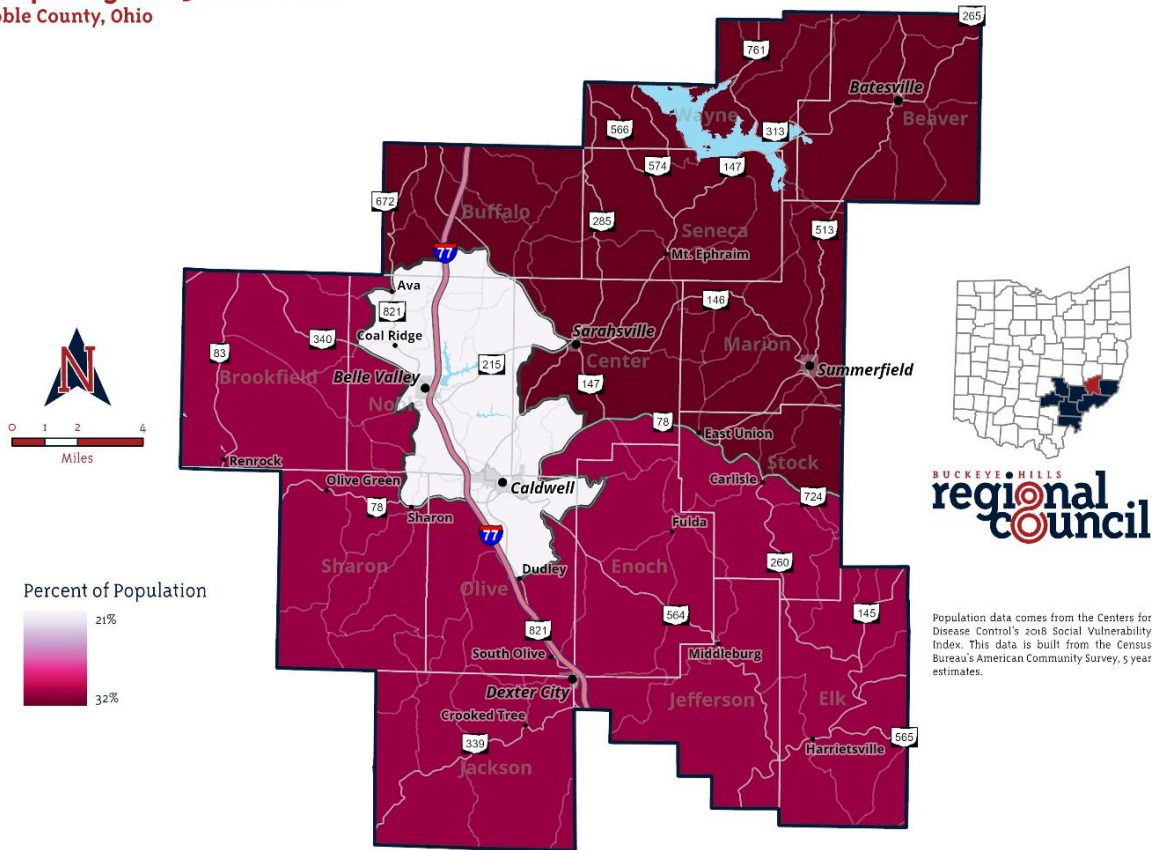
- Assessment of data and demographics.
- Virtual Public Meetings to solicit input.
- Surveys of older adults, individuals with disabilities, and the general public.

### LOCAL DEMOGRAPHIC AND SOCIO-ECONOMIC DATA

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

# ASSESSMENT OF NEEDS AND GAPS

## People Aged 65 and Older Noble County, Ohio



Cartography by Jason Pyles, GISP | June 2021  
<http://www.buckeyehills.org> | 740-374-9436  
For information about data sources, please contact a GIS Specialist at Buckeye Hills

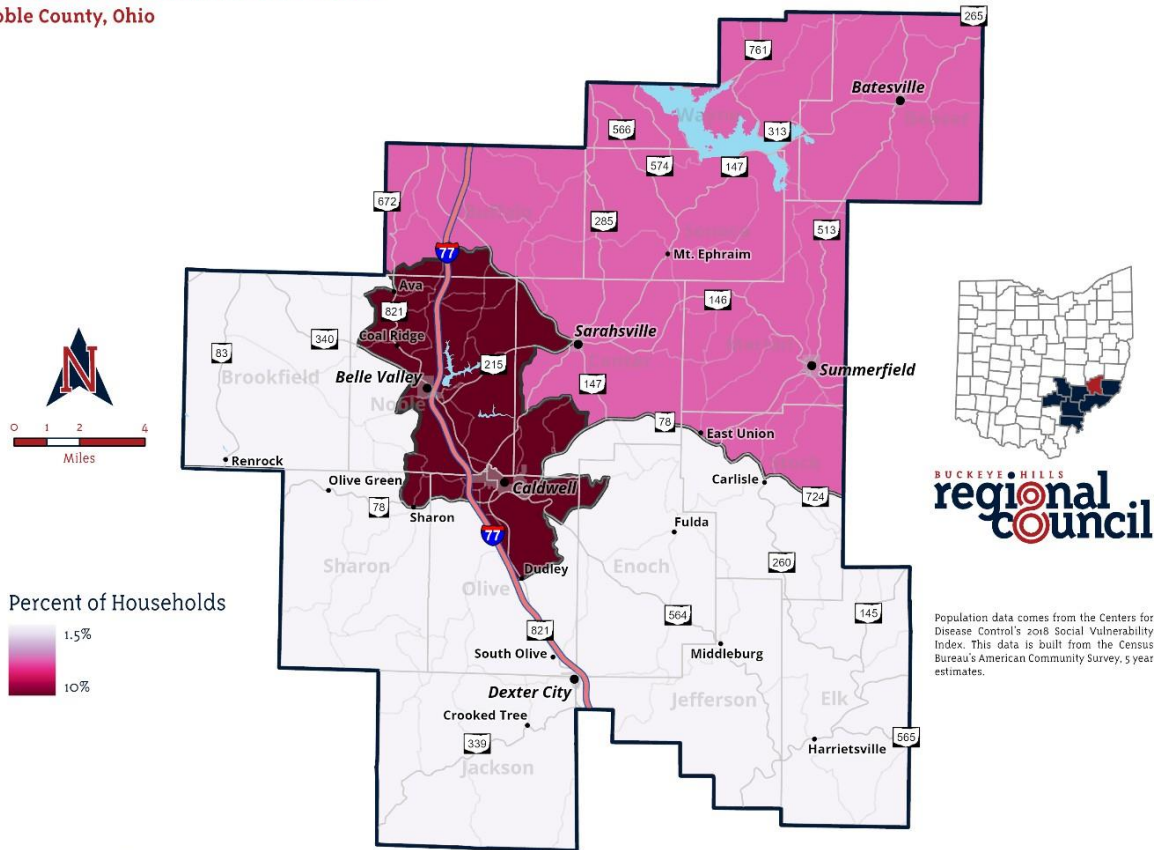
The map above illustrates the areas where the number of older adults (age 65 and older) are concentrated. In Noble County, approximately 26.7% of the population are 65 or older. No tract has less than 21% of its population being people over the age of 65. The northern tract, which includes part of Seneca Lake, has 32% of its population over the age of 65.

Older adults are most likely to use transportation services when they are unable to drive themselves or choose not to drive. Older adults also tend to be on a limited/fixed retirement income, therefore transportation services are a more economical option to owning a vehicle. For these reasons, the population of older adults in an area is an indicator of potential transit/transportation services demand.

The density of individuals aged 65 and older is concentrated in the Northeast part of Noble County, outside of the Village of Caldwell. These outlying areas have the least amount of affordable transportation options available to them. Since most seniors in Noble County live outside the Village, they reside in areas further away from medical care facilities and senior services.

# ASSESSMENT OF NEEDS AND GAPS

## Households with No Vehicle Noble County, Ohio



Cartography by Jason Pyles, GISP | June 2021  
<http://www.buckeyehills.org> | 740-374-9436  
For information about data sources, please contact a GIS Specialist at Buckeye Hills

Population data comes from the Centers for Disease Control's 2018 Social Vulnerability Index. This data is built from the Census Bureau's American Community Survey, 5 year estimates.

The map above indicates the areas where the concentration of households with no vehicle available in Noble County. There are approximately 6%\* of households that do not have a vehicle in the entire county. The absence of a vehicle in the household is often an indication of the need for transit/transportation services. The central census tract, containing the county seat of Caldwell and the incorporated village of Belle Valley, has the highest concentration of households without a vehicle at 10%.

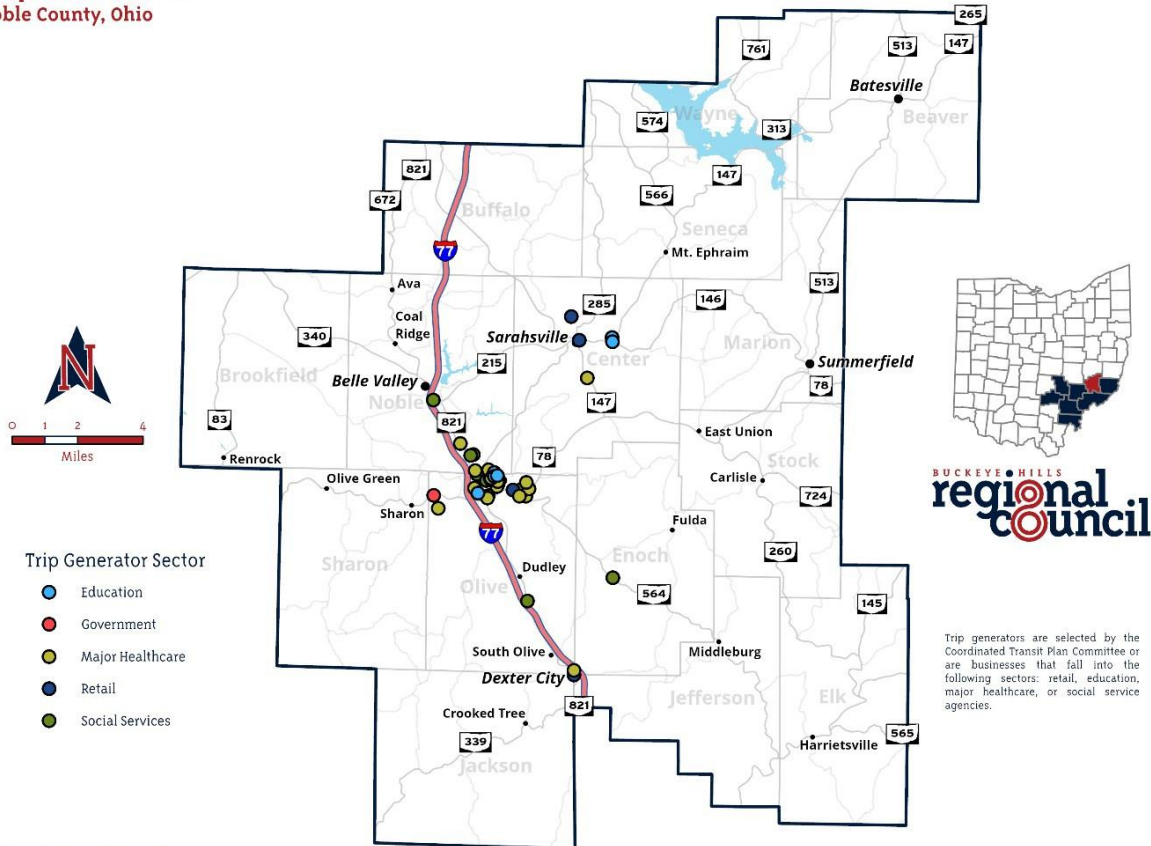
A high percentage of zero vehicle households is concentrated in the Village of Caldwell but is spread throughout the county. The above map shows that 10% of residents do not have a vehicle, revealing a population in need of transit/transportation services or programs.

\*5.76% (rounded to 6%) is the average of the 3 tracts in the county

# ASSESSMENT OF NEEDS AND GAPS

The next two exhibits illustrate the density of activity in Noble County indicating the locations of 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.

## Trip Generators Noble County, Ohio



Cartography by Jason Pyles, GISP | September 2021  
<http://www.buckeyehills.org> | 740-374-9436  
 For information about data sources, please contact a GIS Specialist at Buckeye Hills

Trip generators are selected by the Coordinated Transit Plan Committee or are businesses that fall into the following sectors: retail, education, major healthcare, or social service agencies.

Major trip generators are located mostly in the Village of Caldwell. The rural areas of the county need to travel to the Village in order to gain access to job opportunities, medical facilities, food access, social service agencies and educational institutions.

# ASSESSMENT OF NEEDS AND GAPS

Major healthcare facilities including hospitals, mental health facilities, and urgent care branches included:

- Allwell Behavioral Health Choices, Inc
- Caldwell Clinic
- Caldwell General Dentistry
- Caldwell Vision Centre
- Doudna Chiropractic
- Family Panning
- First Settlement Physical
- Noble Behavioral Health Choices, Inc
- Noble County Eye Care
- Noble County Health Department
- Purvis Chiropractic
- Southeastern Med Sports Med and Rehabilitation
- Welch Urgent Care

Major education facilities in the county include:

- Caldwell Exempted Village School District
- Noble Local School District

Major shopping centers in the County included:

- Caldwell Food Center Emporium
- Cleary's Center Grocery
- Dollar General
- Family Dollar Store
- G.L. Davis Drugs, Inc.
- Liberty Grocery
- RJ's General Store & Café
- Sarahsville General Store
- Save A Lot
- Shorty's Convenient Store

# ASSESSMENT OF NEEDS AND GAPS

Major Social services and Governmental agencies in the county include:

- BMV – Noble County Services
- GMN Tri County Community Action Committee
- Lutheran Social Services
- Noble Behavioral Health Choices
- Noble County Board of Developmental Disabilities
- Noble County Court House
- Noble County Department of Job and Family Services
- Noble County Veteran Services
- Ohio Department of Rehabilitation and Correction

Major Employers in the county include:

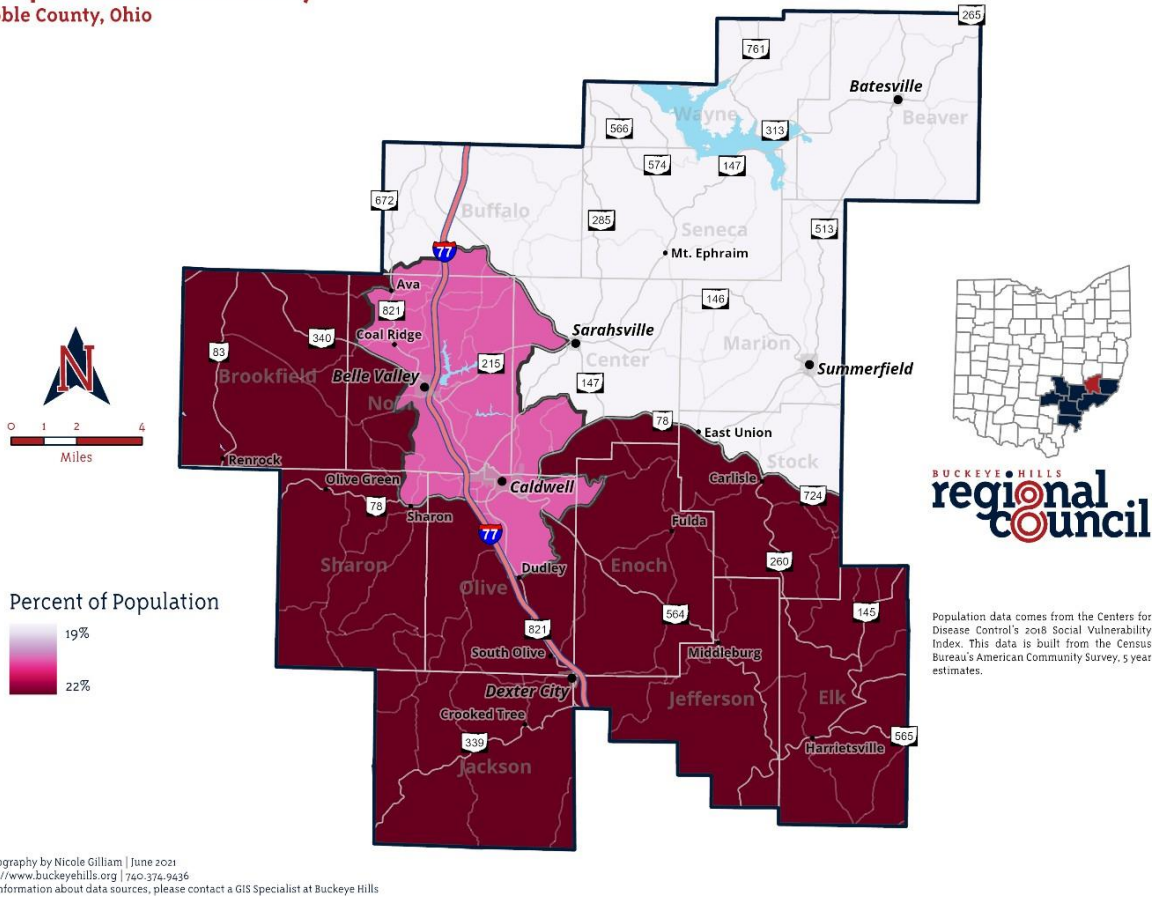
- Caldwell Exempted Village School District
- Community Improvement Corporation of Noble County
- GMN Tri County Community Action Committee
- International Converter Inc.
- Ohio Department of Rehabilitation and Correction
- Summit Acres Inc.
- Warren Drilling Co. Inc.



# ASSESSMENT OF NEEDS AND GAPS

The map below illustrates the areas where the number of individuals with disabilities are concentrated. In Noble County, approximately 16.8% of the population is considered disabled.

## People with a Disability Noble County, Ohio



The major trip generators in the County are located mostly in the Village of Caldwell. Thus, the rural areas of the county need to travel to the Village in order to gain access to job opportunities, medical facilities, food access, social service agencies and educational institutions.

Based on the demographic data above, it is critical that affordable transportation options are available for community members residing in the rural areas of the county, especially seniors, the disabled, and zero vehicle households, in order to connect them to a variety of services available elsewhere in the County.

# ASSESSMENT OF NEEDS AND GAPS

## GENERAL PUBLIC AND STAKEHOLDER MEETINGS/FOCUS GROUPS

On behalf of Noble County, Buckeye Hills Regional Council Mobility Management staff conducted and facilitated two local meetings and focus groups to discuss the needs and gaps in mobility and transportation. Nine total people participated in the meetings. Of those, nine self-identified as older adults and one 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, the Mobility Management Facilitator, Brandi Hesson, presented highlights of previous Coordinated Transportation Plans from neighboring counties, and discussed the activities of those plans that have helped to address some of the unmet transportation needs and gaps in services for the respective Counties and how those activities and best practices can be applied in Noble County.

Following the initial presentation, members of the public and stakeholders were asked to offer any observed gaps in transportation services and needs which the facilitator added to a list. The focus of the discussion was transportation for older adults, individuals with disabilities, and people with low incomes. However, several other topics were discussed that impact mobility options for the general public.

After the list of gaps/needs list was developed, each participant was asked to rank the gaps/needs representing a high, medium, or low priority.

During the meetings, participants discussed more than five mobility issues to achieve, preserve, avoid, or eliminate through transportation services coordination. Transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meetings as well as the needs identified by the survey results.

## SURVEYS

The Noble County Transportation Advisory Committee designed a public engagement survey to better understand the needs of residents in the county from the public's perspective. One important aspect of this survey is the need to capture older individuals and/or people with disabilities. There were one hundred and five responses returned from the general public: 32 of the respondents reported disabilities; 52 considered themselves older adults.

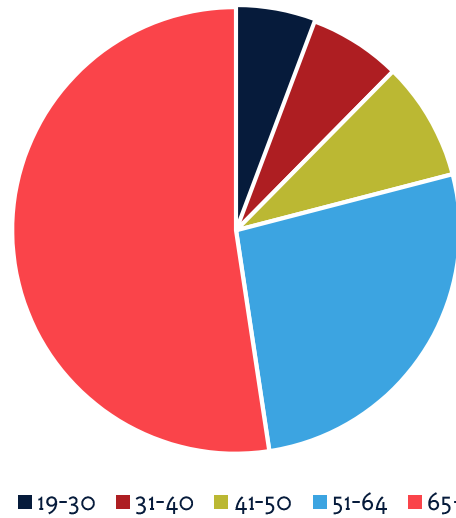


# ASSESSMENT OF NEEDS AND GAPS

All questions allowed respondents to mark multiple answers or no answer at all in order to capture a more complete response. Because of this some percentages and numbers may not match the total number for respondents. A copy of the survey can be found in the appendix of this document and collective and individual responses can be provided upon request.

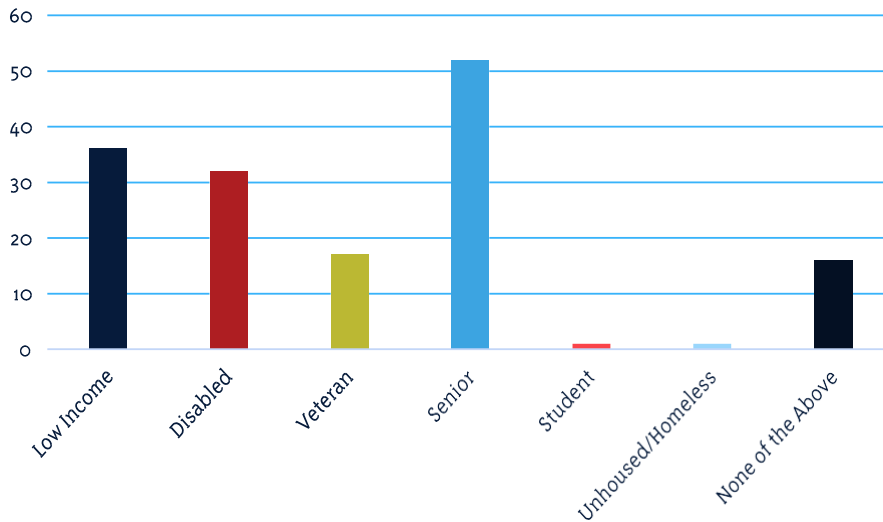
Although the survey was targeted toward populations likely to contain older adults, a wide array of ages was captured. A distribution of those ages can be seen in the chart on the right. A plurality of respondents was 65 and older, but a fairly even distribution of responders was between 18 and 64. The next largest group after seniors was 51-64. The distribution of age groups provided a good look at the needs of the senior population while also capturing the needs of many of those younger than 65 years old.

Participant Age



The respondents were also asked how they would identify themselves, given a list of

Participant Status



categories. The chart to the left illustrates that respondents from all the groups identified were captured. More than half of those responding identified as low income. Also, a large group of respondents identified themselves as seniors and/or disabled. This is not a surprising response due to the large numbers of people that stated they were 65 years or older in a

previous question.

Due to the large number of senior and disabled respondents that completed survey, it was also important to capture if they use assisted devices in their daily activities. About 73% of the respondents stated that they do not use any such device. However, it is important to note that 11% of respondents use a cane, 15% use a walker and 8% use a wheelchair daily. This is important when trying to determine

# ASSESSMENT OF NEEDS AND GAPS

the challenges residents face when trying to get to a public transit stop or the need for a handicap accessible transportation vehicle.

It was also important to determine what means of public transportation residents of the county are using. Responses showed that most people were using SEAT as provided transportation. However, respondents stated they use other means of transportation, such as family, the second-most. The Department of Job and Family Services (JFS) came in third.

The survey also attempted to determine why residents do not use existing public transportation. Because of the nature of how the survey was distributed, the highest number of responses stated that they did use public transportation options. The next highest response however, was “Unsure/I don’t know.” This implies that greater outreach and increased awareness could result in greater usage of public transportation options.

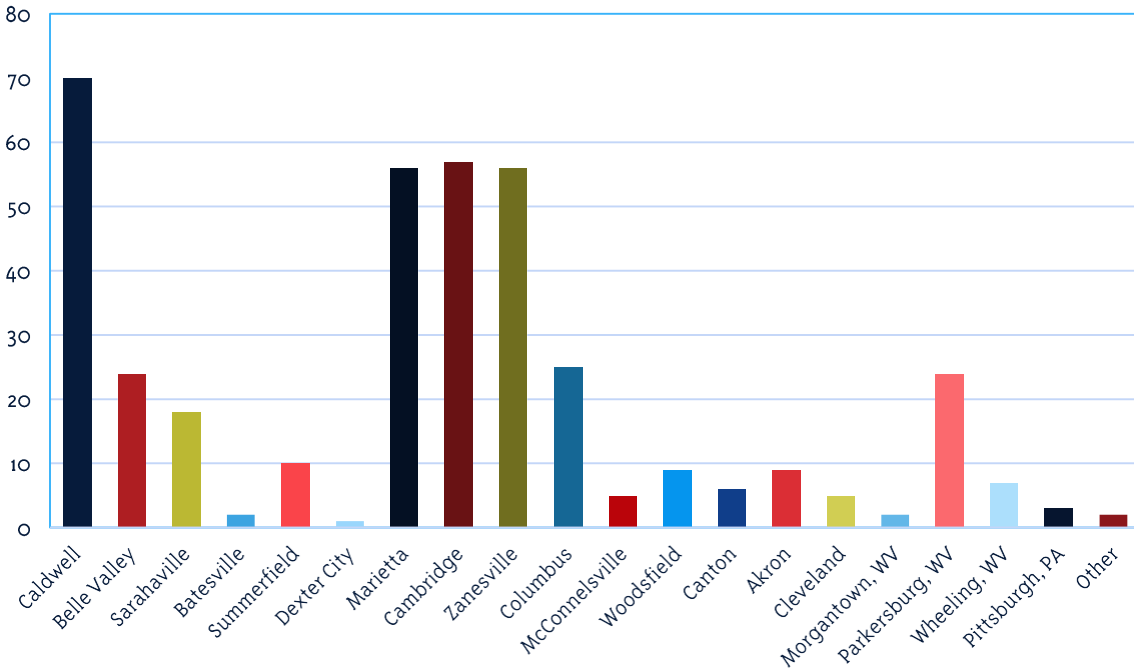
Of those responding, 93% do not use public transportation to get or maintain employment. There was a group of 7% of responders who did not know if they used public transportation for that purpose. Additionally, 34% said they mostly drive themselves for regular activities, and 39% said they mostly rely on family or friends. Eight percent, however, relied on public transportation for all their trips.

In an effort to capture both highly desired destinations as well as needed times of day for public transportation access, respondents were able to choose destinations and desired times in conjunction with one another. The results are in a heat chart below. Medical/health care was the top destination type, especially between 9 am and 3 pm. Grocery stores and work were also highly requested. Predictably, between 9 pm and 6 am rides were needed the least, except for commute to and from work.

	Medical/Health Care	Grocery Stores/Shopping	Church	Senior Center	Bank	Friends and Family	Work	Government Office	Other
12am-6am	6	2	1	0	1	5	1	0	0
6am-9am	12	8	8	0	4	6	4	4	0
9am-12pm	40	19	16	3	11	6	7	6	0
12pm-3pm	30	7	2	1	4	6	1	4	0
3pm-6pm	11	11	0	0	5	14	1	2	2
6pm-9pm	5	3	1	0	1	14	1	0	1
9pm-12am	3	0	1	0	1	1	0	0	0

# ASSESSMENT OF NEEDS AND GAPS

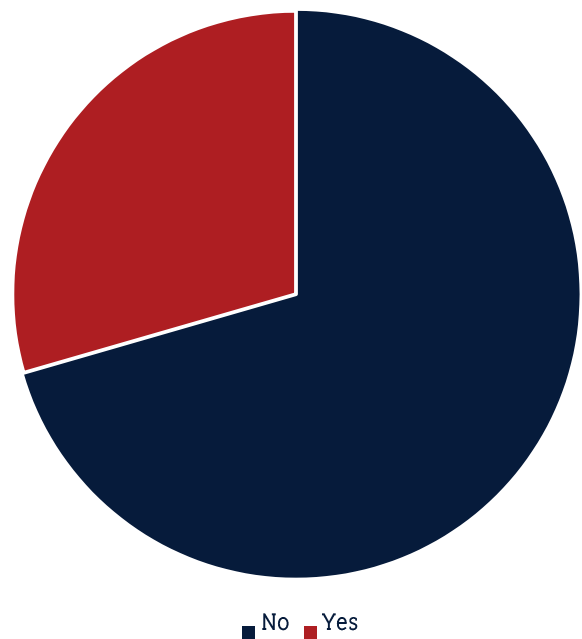
City Destinations



To determine the needs of the community it is important to identify destinations and time of day when public transportation is needed, but we also need to look at the cities people visit. The chart above illustrates what locations respondents said they visit most. This chart shows that nearly 70% of the respondents visit Caldwell. However, it is important to note that almost 60% of respondents listed Cambridge, Marietta and Zanesville and about 25% listed Columbus. Most of the destination listed on this chart are out of the County.

When talking about transportation needs and barriers, non-emergency medical transportation always seems to be at the top of the list. It is important to understand where these appointments are located, how often one has medical appointments, and if transportation is a barrier to reaching them. Noble County does not have a hospital and only has one urgent care in the county. With that being said, 45% of residents stated that they have to travel outside of the County monthly for medical appointments. The survey also indicated that 19% of individuals that responded to the survey stated that they rarely/never have medical appointments outside of Noble County. They also stated that

Missed Medical Appointment in Last 12 Months



## ASSESSMENT OF NEEDS AND GAPS

22% have medical appointments once a year, and 8% once a week out of the county. It is safe to say that according to the respondents of the survey that most of the non-emergency medical appointments needing transportation for are located out of the county.

Non-emergency medical appointments are critical to the County residents. When they were asked if they have ever missed a medical appointment, 29% stated that they have missed appointments due to lack of transportation. However, this does not give clear indication on whether the appointment was missed because transportation providers were at full capacity, or if they missed the appointment due to the lack of knowledge of non-emergency transportation providers.

It is necessary to determine what changes can be made in public transportation services to make it more appealing to residents. There were several answers given, however most people stated that they would like more available on-time and drop-off time schedules. While others stated that would like transportation services on Saturdays and Sundays. A small number of individuals stated that they would like more destination's available, expansion of hours of operation, and less advanced time to make reservations.

When respondents were asked what they would be willing to pay per trip to see changes in the public transportation system, 40% of respondents stated that they would be willing to pay \$20.00 a trip. The majority of the individuals that answered this question stated that they would be willing to pay \$5.00 or less per trip to see changes. Per the survey results, for changes to be made to the public transportation system that individuals are wanting/asking for, organizations will need to consider additional funding opportunities to provide the services requested.

The need of a Noble County Mobility Manager could not be more relevant to educate individuals about available transportation options and increase community awareness. It is important for this position to be accessible and trusted by the community. When they were recently asked about public transportation, 28% stated that there were no public transportation options where they live. This number is high but it shows that there is the need for outreach, public involvement, and collaborating among transportation providers. It is also important to recognize that the program would play a key role in connecting individuals with transportation options.

For the Mobility Manager to be able to connect with individuals and assist them with their transportation resources, it is important to understand where they are currently getting their information. Most individuals stated that they are getting their information from friends. Some stated that they were calling transportation providers or using transportation provider websites, while several people reported "other." A few of those "other" responses included meetings, Allwell Behavior Health, and word of mouth. These alternative sources are important to understand because they would be a good option to consider targeting mobility management marketing.

# ASSESSMENT OF AVAILABLE SERVICES

## **FINAL INSIGHTS AND ANALYSIS OF DATA: GENERAL PUBLIC SURVEYS**

Clients tend to live in rural areas of the County where few affordable transportation options are offered. Many are unaware of the services available to them or how to utilize them. Due to the lack of affordable transportation options to rural areas of the County, it greatly effects individuals' access to jobs, medical appointments and shopping.

Many clients cannot utilize public transportation because the hours of services do not run late enough, early enough, or on the weekends to be used for community or job access. This is especially true for second shift employees. These clients stated that they would be willing to pay more per trip for such improvements to the public transportation.

Other individuals need transportation to medical appointments frequently, at times outside of the County. There are few transportation options that individuals can afford with transportation service outside of the county. As such, many respondents communicated that they have missed medical appointments as a result of a lack of transportation.

Plan Strategies and Goals:

- Extension of services hours to run earlier and later in the day.
- Expansion of service days to include Saturday and Sunday.
- Community Outreach to raise transportation option awareness.
- Build upon existing services for out-of-County medical trips.

## **CHALLENGES TO COORDINATED TRANSPORTATION**

In addition to identifying gaps and needs, the transportation advisory committee gathered information from the public, stakeholders, and their own professional experience to also identify any challenges to providing coordinated transportation services. These challenges included the following:

- Public awareness of transportation options.
- Funding for expansion of service.
- Lack of capacity for service provisions.

## SUMMARY OF UNMET MOBILITY NEEDS

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

Prioritized Unmet Mobility Needs		
Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Creation of Noble County Mobility Manager Program	User Surveys Noble County Transportation Advisory Committee
2	Expansion of Transportation Providers	User Surveys Noble County Transportation Advisory Committee
3	Expansion of In-County and Out-of-County Medical Transportation	User Surveys Noble County Transportation Advisory Committee
4	Extension of Service Hours and Days	User Surveys Noble County Transportation Advisory Committee

## V. GOALS AND STRATEGIES

### **DEVELOPING STRATEGIES TO ADDRESS GAPS AND NEEDS**

If they are to be effective, strategies for improving transportation for the Noble 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, the attendees participating in the meetings, and responses to the public survey.

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

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

#### **GOAL #1:**

#### **CREATION OF NOBLE COUNTY MOBILITY MANAGER PROGRAM**

Currently there is a lack of knowledge about current transportation options and needs, the coordination of services, advocacy for transportation, and education and utilization of services.

#### **Strategy 1.1:**

The survey results showed an overall lack of knowledge of current transportation services available. A mobility management program will educate the community, help connect individuals to transportation options, advocate for transportation in planning meetings, and encourage the coordination of services in the County.

**Timeline for Implementation:** From the present thru to the completion of goals.

#### **Action Steps:**

- Identify a local match source.
- Apply for Ohio Department of Transportation 5310 funding for 2022.
- Identify support other than Ohio Department of Transportation 5310 funding to initiate project.
- Explore utilizing regional mobility coordination.

**Parties Responsible for Leading Implementation:** Noble County Transportation Advisory Committee, Buckeye Hills Regional Council (BHRC).

**Parties Responsible for Supporting Implementation:** Buckeye Hills Regional Council, Noble County Transportation Advisory Committee

Resources Needed: Funding, staff time, local cash, technology.

Potential Cost Estimate: \$110,000.00

Potential Funding Sources: Federal Transportation Programs, Ohio Department of Transportation, Noble County, Noble County Department Job and Family Services, Noble County Board of Developmental Disabilities and other Social Service Providers.

Performance Measures/Targets:

- Establishment of Noble County Mobility Management Programs.
- Increase of utilization of transportation assets and programming.
- Completion of goals as listed in the Noble County Coordinated Transportation Plan.

## **GOAL #2:**

### **EXPANSION OF TRANSPORTATION PROVIDERS**

Currently there are gaps in transportation throughout the community and a lack of transportation provider options.

#### **Strategy 1.1:**

An increase in transportation providers and services would allow more residents to travel to more areas of the County and potentially provide more transportation options to individuals.

Timeline for Implementation: Ongoing

Action Steps:

- Engage more partners and stakeholders in the Noble County Transportation Advisory Committee.
- Foster partnership with local social service providers.
- Begin a coordination of outreach efforts and seeking additional transportation providers.



**Parties Responsible for Leading Implementation:** Noble County Transportation Advisory Committee.

**Parties Responsible for Supporting Implementation:** Ohio Department of Transportation, Local Transportation providers.

**Resources Needed:** Funding, staff time, local participation, technology.

**Potential Cost Range:** Dependent on specific outreach efforts.

**Potential Funding Sources:** Federal Transportation Programs, Ohio Department of Transportation, Noble County, Village of Caldwell, Noble County Department Job and Family Services, GMN Community Action, Noble County Board of Developmental Disabilities and other Social Service Providers.

Performance Measures/Targets:

- Number of new partnerships.
- Number of increased transportation providers.
- Increased number of Noble County Transportation Advisory Committee members.
- Expansion of service.

## **GOAL #3:**

### **EXPANSION OF IN-COUNTY AND OUT-OF-COUNTY MEDICAL TRANSPORTATION**

The survey results show that low-income families and individuals, seniors, and individuals with disabilities are currently missing medical appointments and treatments due to financial restrictions or lack of transportation options.

#### **Strategy 1.1:**

Conduct outreach to individuals and healthcare workers about transportation options. Collect data and supporting information documenting the need for additional in and out of county medical transportation services.

**Timeline for Implementation:** January 2021 to January 2026.

#### **Action Steps:**

- Document need for in-county medical transportation.
- Document need for out-of-county medical transportation.
- Identify potential funding sources.
- Create at least one or more pilot project(s) with willing transportation providers(s) to test the feasibility of providing out-of-county medical trips.
- Seek for ways to expand pilot and implement full-time solutions.

Parties Responsible for Leading Implementation: Noble County, Buckeye Hills Regional Council, Noble County Transportation Advisory Committee.

Parties Responsible for Supporting Implementation: Local transportation provider(s) and funding sources.

Resources Needed: Funding, staff time, contract services, vehicles, building space, publication and printing, local cash, technology, capital needs.

Potential Cost Range: Dependent on project scale.

Potential Funding Sources: Contract revenue, ODOT 5310 & 5311 Operations, Ohio Developmental Disabilities Council, Noble County Board of Developmental Disabilities, Noble County Department of Job and Family Services.

Performance Measures/Targets:

- Completion of needs study.
- Completion of budget model and analysis of required funding.
- Application and awarding of funding.
- Completion of expansion of in-county and out-of-county medical transportation services.

## **GOAL #4**

### **Extension of Service Hours and Days**

Current public transportation service hours are limited in the mornings, evenings and weekends. Public engagement revealed that individuals cannot utilize the services due to limited service times and days. There are few affordable transportation options available in Noble County that can fill the gaps in service times.

#### **Strategy 1.1:**

The survey results showed a desire and need for extended service hours and days of fixed-route services and on-demand services to cover early morning hours, later evening hours, and on the weekends, especially Sunday.

**Timeline for Implementation:** Present to January 2025.

#### **Action Steps:**

- Identify and document the need for an extension of service hours.
- Identify and document the need for extension of service days.
- Continued outreach and support for extension of services hours and days.
- Identify potential funding opportunities and partnerships

**Parties Responsible for Leading Implementation:** Noble County, Village of Caldwell, Noble County Transportation Advisory Committee.

**Resources Needed:** Funding, staff time, contract services, vehicles, building space, publication and printing resources, local cash, technology, capital needs.

**Potential Cost Range:** Dependent of transportation provider needs, types and potential time extensions.

**Potential Funding Sources:** Contract revenues, ODOT 5310 & 5311 Operations, Ohio Developmental Disabilities, Noble County Board of Developmental Disabilities, and Noble County Job and Family Services.

**Performance Measures/Targets:**

- Advocate for and pursue funding for additional capacity considerations.
- Applications made to applicable funding sources.
- Attempt to pilot an implementation of extension service hours and days with a transportation service provider(s), and analyze the success findings.

# PLAN ADOPTION

## PLAN ADOPTION

The process for Plan Adoption involved months of preparation and several meetings of the Transportation Advisory Committee as well as several public meetings and surveys. The Committee worked diligently to ensure the process included older adults, individuals with disabilities, members of the general public, and representatives from public, private and non-profit transportation and human services providers. Though it can be a challenge to get attendance at public input meetings, the survey conducted during the planning process had excellent response rates from the public, including over one hundred returned surveys. The surveys included a broad sampling of individuals participating including older adults, individuals with disabilities, and members of the general public. If individuals required assistance with the surveys, it was provided. Representatives from public, private, and non-profit transportation providers were also invited to participate in the process as well, though not all providers elected to participate. The Committee received input from the Noble County Board of Developmental Disabilities and a local school district as well. During the public meetings, the Noble County Transportation Advisory Committee also approached individuals to serve on the Committee and was able to gain interest from several individuals. The Noble County Transportation Advisory Committee is committed to improving the transportation services to those in Noble County, and will continue to look to permanent Committee members to improve the participation process. Following a review of the draft document and comment period, the Noble County Transportation Advisory Committee adopted this plan on October 8, 2021.

On the date of October 8, 2021 the Noble County Transportation Advisory Committee approved this Coordinated Transportation Plan. A signature page can be found in Appendix C. On **[Insert Date]** the Noble County Commissioners passed resolution approving this plan. A copy of this resolution can also be found in Appendix C.

Appendix A

Planning Committee

Participants, Updates,

and Definitions

## 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. More information about the planning committee is available upon request by contacting.

Agency Representation	
Name	Agency
Chasity Schmelzenbach	Noble County EMA
Gwynn Stewart	Noble County OSU Extension Office
Michelle Hollsins	GMN Community Action - Senior Center
Joe Williams	Noble County Veterans Office
Todd Coss	Noble County Engineer
Penny Schell	GMN Community Action
Stephen Williams	Noble County Board of DD
Mike Leininger	HARP Mission
Misty Wells	Noble County DJFS Workfore/Mayor
Andrea Dupler	SEATs Operations Director
Nicki Silver	Guernsey & Muskingum Mobility Manager
Shannon Wells	Morgano County Development Office
Allen Fraley	Noble County Chamber of Commerce
Steven Kellar	Community Member
Mindy Lowe	Noble County DJFS Director
Gary Ricer	GMN Community Action Director
Sam Wallace	Buckeye Hills Regional Council
Jason Pyles	Buckeye Hills Regional Council
Brandi Hesson	Buckeye Hills Regional Council

In addition to participants listed above, the Noble County Transportation Advisory Committee also included representation of older adults, people with disabilities, and members of the general public. The Transportation Advisory Committee and other stakeholders 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:

**Brandi Hesson**  
 Buckeye Hills Regional Council, Mobility Manager  
 1-800-331-2644 ext 2500  
 bhesson@buckeyehills.org

## APPENDIX B: LIST OF ANNUAL REVIEWS AND PLAN AMENDMENTS

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

**Brandi Hesson**

Buckeye Hills Regional Council, Mobility Manager

1-800-331-2644 ext 2500

[bhesson@buckeyehills.org](mailto:bhesson@buckeyehills.org)

## APPENDIX C: DEFINITIONS

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

**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** – (The Noble County Transportation Advisory Committee) The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

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

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

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

**Section 5307 Program** – The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in



urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.

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

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

Appendix B

Sample Mobility Survey

15. What changes could be made to your transportation service options that would make them more appealing? (check all that apply)

- Service starting earlier in the morning
- More available on-time and drop-off time schedules
- Service on Saturdays
- Greater frequency in routes
- No shared rides with others (i.e. Go directly to my destination without other stops)
- Less advance time to make reservations requesting a trip (i.e. one-day or one -week advance notice as opposed to one-month advance notice)
- Other: \_\_\_\_\_
- Service ending later at night
- More destinations made available
- Service on Sundays
- Wheelchair accessible vehicles

16. How much more would you be willing to pay per trip to have these changes implemented?  
\$ \_\_\_\_\_

17. How do you get information about transportation services you need? (check all that apply)

- Smartphone apps/text messages
- Email
- Mailers/flyers
- I ask a friend or family member for help because I am not comfortable using the computer, smartphone apps, or calling by phone
- Provider websites
- Phone call to transportation provider
- Other: \_\_\_\_\_

**OPTIONAL:** Would you be interested in participating in a more focused survey or a focus group on the topic of personal mobility and accessibility? If so, please provide your contact information or any additional comments/feedback below.

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Additional Comments/Feedback: \_\_\_\_\_

PLEASE TELL US ABOUT YOUR TRANSPORTATION NEEDS!

# WE NEED YOUR HELP



We would like to hear from you! The intent of this brief survey is to gather information from the community about their transportation needs in Noble County.

The survey is part of the 2021 update process of the Noble County Coordinated Public Transit-Human Services Transportation Plan that coordinates the transportation needs and solutions of Noble County to better serve our community. All information gathered is strictly confidential and will not be distributed to any private or third-parties. We very much appreciate your time in helping us gather this important information!

If you have any questions regarding the survey or simply prefer to leave comments regarding transportation needs by voice rather than using the following survey format, please call or email Brandi Hesson, Coordinated Transit Plan Facilitator at [bhesson@buckeyehills.org](mailto:bhesson@buckeyehills.org) or 1-800-331-2644 Ext 2500. You can also fill this survey out on-line at <https://buckeyehills.org/mobility-management>.

This survey was produced for Noble County Transportation Advisory Committee by:

Buckeye Hills Regional Council

[www.buckeyehills.org](http://www.buckeyehills.org)

**1. My age range is (check one box)**

- 0-18       41-50
- 19 -30     51-64
- 31-40       65+

**2. I consider myself? (check all that apply)**

- Low income     Veteran
- Disabled        Unhoused/Homeless
- Senior          Student
- None of the above

**3. What is your residence zip code?**

\_\_\_\_\_

**4. Is English your primary language?**

- Yes
- No: Your primary language is \_\_\_\_\_

**5. Do you have a disability which requires you to use a device to help you get around?**

- No
- Walker
- Other: \_\_\_\_\_
- Cane
- Wheelchair

**6. Is public transportation, carpooling, or senior services transportation an option for you? (check all that apply)**

- Yes, I use it.
- No, it is not available at the times or days when I need it.
- No, the vehicles are not wheelchair accessible.
- No, I do not qualify for these transportation options.
- No, it is not available where I live.
- No, it does not go where I need to go.
- No, it is unaffordable.
- Unsure/I don't know.

**7. If you used a local transportation agency, please specify the transportation provider (check all that apply)**

- SEAT (South East Area Transit)
- Department of Job and Family Services Medicaid Transportation
- Summit Acres Aftercare
- Other: \_\_\_\_\_
- Joyce M Davis Senior Center Provided Transportation
- Noble County Veterans Service Commission
- Noble Taxi and Cab Service

**8. If you are you currently using transportation services, why? (check all that apply)**

- To maintain employment
- Personal errands
- I am uncomfortable driving
- I don't have a valid driver's license
- A disability prevents me from driving
- Other: \_\_\_\_\_
- To access medical appointments
- To access addiction recovery services
- I don't have a car
- I don't have money for gas
- Unsure/I don't know

**9. Over the past 12 months, how much did you rely on public transportation (bus, door-to-door, van service)?**

- For all my trips
- For most of my trips
- For half of my trips
- For some of my trips
- I primarily drive myself
- I primarily rely on family or friends

**10. When do you need transportation most often for each of these general purposes? (select all that apply)**

	Medical/Health Care	Grocery Stores/Shopping	Church	Joyce M Davis Senior Center	Bank	Visit friends and/or family	Work	Governmental Office
12 am-6am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6am-9am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9am -12pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12pm-3pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3pm-6pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6pm-9pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 pm – 12am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify) \_\_\_\_\_

**11. What cities or towns do you visit the most? (Check all that apply)**

- Caldwell
- Summerfield
- Zanesville
- Canton
- Parkersburg, WV
- Belle Valley
- Dexter City
- Columbus
- Akron
- Wheeling, WV
- Sarahsville
- Marietta
- McConnelsville
- Cleveland
- Pittsburgh, PA
- Batesville
- Cambridge
- Woodsfield
- Morgantown, WV
- Other: \_\_\_\_\_

**12. About how often do you have medical appointments that are located outside of Noble County?**

- More than once a week
- Once a month
- Rarely/Never
- Once a week
- Once a year

**13. Have you missed a medical appointment in the last 12 months due to lack of transportation?**

- Yes
- No

**14. If you are on dialysis, is it difficult to find transportation to treatments?**

- I am not on dialysis
- Yes
- No

**PLEASE TURN OVER FOR MORE QUESTIONS**

Appendix C

Noble County

Transportation Advisory




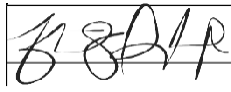
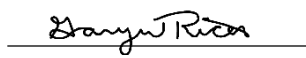
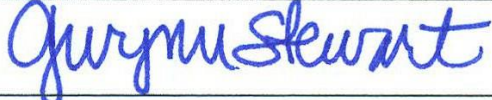




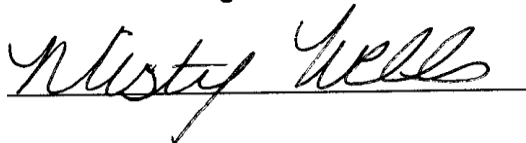
Committee Signatures


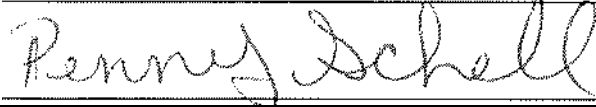


and County

Commissioner

Resolution

On October 8, 2021 the Noble County coordinated Transit Plan 2021-2025 is approved by the members of the Noble County Transportation Advisory Committee below.

Allen Fraley, Noble County Chamber of Commerce	 10-01-2021
Andrea Dupler, SEATS Operations Director	
Bobby White, Morgan County Mobility Manager	
Brandi Hesson, Buckeye Hills Regional Council, Mobility Manager	Brandi Hesson Digitally signed by Brandi Hesson Date: 2021.10.07 07:52:04 -04'00'
Chasity Schmelzenbach, Noble County EMA	
Gary Ricer, Director of GMN Community Action	
Gwynn Stewart, Noble OSU Extension Office	
Jason Pyles, Buckeye Hills Regional Council, GIS Manager	
Joe Williams, Noble County Veterans Office	Digitally signed by Joseph Williams Joseph Williams Date: 2021.10.07 07:41:26 -04'00'
Michele Hollins, GMN Community Action, Joyce M. Davis Senior Center	
Mike Leininger, HARP	
Mindy Lowe, Director of Noble County Department of Job and Family Services	
Misty Wells, Noble County Department of Job and Family Services, Workforce Development, Mayor of Caldwell	

<p>Nicki Silver, Muskingum and Guernsey Mobility Manager</p>	
<p>Penny Schell, GMN Community Action</p>	
<p>Sam Wallace, Buckeye Hills Regional Council, Transportation Planning Manager</p>	
<p>Shannon Wells, Morgan County Development Office</p>	<p><b>Shannon Wells</b> Digitally signed by Shannon Wells Date:2021.10.08 13:44:30 -04'00'</p>
<p>Stephen Williams, Noble County Board of Developmental Disabilities</p>	<p><b>Stephen L Williams</b> Digitally signed by Stephen L Williams Date: 2021.10.01 12:16:13 -04'00'</p>
<p>Steve Kellar, Community member</p>	
<p>Todd Coss, Noble County Engineer</p>	<p><b>Todd A. Coss</b> Digitally signed by Todd A. Coss Date: 2021.10.04 11:00:04 -04'00'</p>

The Board of Commissioners of Noble County, Ohio met in regular session on the 28<sup>th</sup> day of October, 2021 with the following members present:

- Brad Peoples, President
- Ty Moore
- Gary Saling

C:cv-7 moved the adoption of the following:

**RESOLUTION**

**WHEREAS, the Ohio Department of Transportation provide financial assistance for Mobility Management activities as funded by the Specialized Transportation Program (5310) and Rural Transit Program (5311);**

**WHEREAS, Buckeye Hills Regional Council has staffed the Noble County Mobility Manager position on behalf of local partners including Ohio Department of Transportation (ODOT) CARES Act Funding and the Noble County Transportation Advisory Committee since February 2021;**

**WHEREAS, a Coordinated Transit Plan document must be created and updated as required in order to satisfy an ongoing condition of this funding;**

**WHEREAS, the 2021 Coordinated Transit Plan has been completed with members of the Noble County Transportation Advisory Committee interested in transportation services;**

**WHEREAS, the Coordinated Transit Plan for Noble County has been completed in the manner and time frame prescribed by ODOT;**

**NOW, THEREFORE BE IT RESOLVED, the 2021 Coordinated Transit Plan has been reviewed and approved by the Noble County Commissioners; we hereby approve the submission of the 2021 Coordinate Transit Plan document to the Ohio Department of Transportation.**

C:cv-7 seconded the forgoing resolution

Calling of the roll results in the following vote"

**NOBLE COUNTY COMMISSIONERS**

Brad Peoples **VEs**  
Brad Peoples, President

Ty Moore  
Ty Moore

Gary Saling  
**ft**

ADOPTED: Oct. 28, 2021





**RESOLUTION TO APPROVE THE 2021 NOBLE COUNTY COORDINATED TRANSIT PLAN**

Resolution #20 21/ 11-0 2

**WHEREAS**, the Ohio Department of Transportation (ODOT) provides financial assistance for Mobility Management activities as funded by the Specialized Transportation Program (5310) and the Rural Transit Program (5311) ; and

**WHEREAS**, Buckeye Hills Regional Council has staffed the Noble County Mobility Manager position on behalf of local partners including the Noble County Transportation Advisory Committee ; and

**WHEREAS**, funding support for the position was provided by ODOT through a CARES Act grant ; and

**WHEREAS**, a Coordinated Transit Plan document must be created and updated as required in order to satisfy an ongoing condition of the grant agreement; and

**WHEREAS**, the 2021 Coordinated Transit Plan has been completed by Buckeye Hills Regional Council in partnership with the Noble County Transportation Advisory Committee , and other stakeholder parties interested in transportation services; and

**WHEREAS**, the Coordinated Transit Plan for Noble County has been completed in the manner and time frame prescribed by ODOT; and

**WHEREAS**, the 2021 Coordinated Transit Plan has been reviewed and approved by the Noble County Commissioners .

**NOW, THEREFORE, BE IT RESOLVED**, The Buckeye Hills Regional Council Executive Committee hereby approves the submission of the 2021 Noble County Coordinated Transit Plan document to the Ohio Department of Transportation.

Passed on this 5th day of November, 2021.

A blue ink signature of Ron Moore, written in a cursive style, is positioned above a horizontal line. The signature is contained within a light blue rectangular background.

Ron Moore, President

A blue ink signature of Lenny Eliason, written in a cursive style, is positioned above a horizontal line. The signature is contained within a light blue rectangular background.

Lenny Eliason, Vice President

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