

Agenda

1. Call to Order
Roll Call Oral
2. Meeting Minutes
Minutes from April 26, 2018 Meeting (Motion Required) Attachment 2a
3. Guest Communications (limit 2 minutes) Oral
4. General Manager's Report Attachment 4
5. Committee Reports
a. Finance Scheduled to Meet on 5/22
b. Personnel Did Not Meet
c. Facilities Did Not Meet
d. Operations/Planning Did Not Meet
e. Public Records Did Not Meet
f. Nominations Did Not Meet
g. By-Laws Did Not Meet
6. Old Business
7. New Business
 - Nominations Committee
8. Resolutions - Roll Call Approval Required
 - #2018-05-01: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES TO ACCEPT AND APPROVE THE AGREEMENT FOR TRANSPORTATION SERVICES ESTABLISHED WITH THE PORTAGE COUNTY BOARD OF COMMISSIONERS ON BEHALF OF THE PORTAGE COUNTY DEPARTMENT OF JOB & FAMILY SERVICES (PCDJFS).** Attachment 8a
 - #2018-05-02: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES TO ADOPT THE AKRON METROPOLITAN AREA TRANSPORTATION STUDY (AMATS) AREA COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN.** Attachment 8b
9. Executive Session - Roll Call Approval Required

10. Adjournment

Next Regular Meeting:

June 28, 2018 @ 7 p.m.

***PARTA* Administration Building**

2000 Summit Road

Kent, Ohio 44240

PARTA
PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY
BOARD OF TRUSTEES MEETING MINUTES

PARTA ADMINISTRATION BUILDING
2000 SUMMIT ROAD
KENT, OHIO 44240

April 26, 2018

Board Members Present:

Dominic Bellino, Vice President
Marge Bjerregaard
Richard Brockett
Jeff Childers

Brian Gray
Virginia Harris
Tim Lassen

R. T. Mansfield
Jeremy Moldvay
Frank Vitale

Staff Present:

Claudia Amrhein
Marcia Fletcher

Kelly Jurisch
Katherine Manning

William Nome, Legal Counsel
Rebecca Schrader

Members Not Present:

Jerry Beach (excused)
Rick Bissler (excused)

David Gynn (excused)
Pete Kenworthy (excused)

Karen Wise (excused)

CALL TO ORDER

Vice President Dominic Bellino thanked everyone for coming and called the meeting to order at 7 p.m. An oral roll call followed, and **a quorum was present**. He noted that last month's Board meeting didn't have a quorum, which is the first time in a long time. He also mentioned that there will be a tour of the new CNG bus following the Board meeting.

Mr. Bellino said the first order of business is approval of the meeting minutes from the February 22 and March 22, 2018, Board meetings. He suggested voting on both at the same time and advised Board members to feel free to abstain if they didn't feel they should vote on them since they weren't present at one or both meetings. He then entertained a motion to approve both sets of minutes for February and March. Ms. Marge Bjerregaard made a motion to approve the minutes as presented. Ms. Virginia Harris seconded the motion. **Motion to approve the minutes, as presented, passed unanimously.**

GUEST COMMUNICATIONS

None.

GENERAL MANAGER'S REPORT

Mr. Bellino asked Ms. Claudia Amrhein to present the General Manager's report.

Ms. Amrhein thanked everyone for coming and noted that the four (4) resolutions have all been discussed over the past few months. She said she would be happy to explain any of them in further detail as each resolution is presented. She drew attention to a new grant award that was

recently received, which is just over \$2.6M to build the indoor bus storage facility. She was pleased to report that the storage facility would move forward in 2019/2020. It will provide coverage for all buses, which is not possible now. She said the Dial-A-Ride redesign changes will be recommended tonight. These are the changes that have been discussed over the last year. Public hearings were held this month and the changes are ready to move forward effective July 1. There will be more details under Old Business.

Mr. William Nome asked if there were deadlines to confirm if attending the AMATS Breakfast or Golf Outing.

Ms. Amrhein said she didn't know but would get the information out to the Board.

Mr. Bellino said the AMATS Breakfast is impressive. A lot of important people attend and it's a nice presentation. He welcomed everyone to attend if they could on May 11 at 8 a.m. at PARTA. He suggested reserving a spot no later than May 4. He also congratulated PARTA on receiving the \$2.6M award to construct the indoor bus storage facility. That was a competitive bid, which is not easy to get. It speaks highly of how prepared and well-organized this organization is. Lastly, he congratulated Ms. Kelly Jurisch and Ms. Sharon Westover for their awards at the OPTA conference.

FINANCE COMMITTEE REPORT

Mr. Bellino said the Finance Committee met and went through the numbers for March, which was a good solid month. Year-to-date is ahead of budget. The revenue side is a little bit skewed because some grants have come in already and some federal capital monies have yet to be applied for. It will all wash out on the revenue side. For the Kent Central Gateway, the number of parked cars was lower than the prior year but still looked good. The minutes from the meeting were distributed. He said the first part of the minutes talks about a presentation to the Board on what the Finance Committee does, the questions that are asked, and why they are asked. There will be further discussion at next month's Finance Committee meeting followed by a small presentation at the May Board meeting. The Finance Committee is recommending all resolutions. The committee was ready to pass all the resolutions last month. A couple of them are slightly different than last month basically approving and accepting the agreements that Ms. Amrhein has already signed. He concluded his report by asking if there were any questions.

PERSONNEL COMMITTEE REPORT

This committee did not meet.

FACILITIES COMMITTEE REPORT

This committee did not meet.

OPERATIONS/PLANNING COMMITTEE REPORT

This committee did not meet.

PUBLIC RECORDS COMMISSION REPORT

This committee did not meet.

NOMINATIONS COMMITTEE REPORT

This committee did not meet.

BY-LAWS COMMITTEE REPORT

This committee did not meet.

OLD BUSINESS

Hearing no questions, Mr. Bellino moved on to Old Business. He said there was a good presentation at last month's Board meeting on the Dial-A-Ride changes. He noted that additional information was distributed today requesting that the Board move forward with the changes. There were six (6) public hearings outlining the changes, with only four (4) individuals attending.

Ms. Amrhein said over the next two (2) months, PARTA will contact every registered passenger directly to make sure they know PARTA will work with them to transition to the fixed route or get them signed up for the proper ride. She asked Ms. Katherine Manning if she had anything to add.

Ms. Manning said a lot of effort has been made to get information about the changes out there. Various extensive articles have appeared in the *Record Courier*, and information is on the website, social media, and buses, and available at the Kent Central Gateway. The few comments received had to do with the price increase and ADA. At least 10 travel training classes will be set up in May and June to train people how to use the fixed route. People don't realize that anybody on Medicaid can use JFS and get free transportation for medical appointments. For passengers to be informed about the changes on July 1, an education campaign will be launched.

Mr. Bellino said PARTA always does a thorough job of communicating with the public. He reiterated that Board members shouldn't get hung up in the details in conversations about the changes. Questions should be referred to PARTA. He asked if there were any questions.

Mr. Frank Vitale asked Ms. Amrhein if Person Centered Services would be receiving a flat fee of \$16 per trip.

Ms. Amrhein said Person Centered Services will bill Medicaid for eligible trips at the Medicaid rate of \$19.70 per trip, then pay PARTA \$16.70 per eligible trip.

Mr. Vitale asked how the Agreement with University Hospitals will work.

Ms. Amrhein said the Agreement with University Hospitals is for \$5,000, to be billed quarterly at \$1,250. In the past, this service was provided free of charge for University Hospitals.

Mr. Vitale asked what Ms. Amrhein thought about this arrangement.

Ms. Amrhein said it's awesome. Free wasn't so awesome. More than \$5,000 was spent last year on that kind of transportation. This year PARTA will get paid for it.

Mr. Bellino said it's a nice start. It's just for the main campus but could expand. University Hospitals is excited about this arrangement because it will help transport volunteers to the hospital.

Ms. Amrhein said in the past, PARTA was just transporting patients who were discharged and didn't have a way home. With this arrangement, volunteers have been rolled into the service, so they have regular predictable transportation for their shifts.

Mr. Vitale asked if PARTA could contract with another hospital either in Portage County or elsewhere that needed that service.

Ms. Amrhein said PARTA could contract with another hospital in Portage County but for now would not venture out of the county.

Mr. Vitale asked what the standard was for utilization and monitoring of capital assets.

Mr. Bellino said one indication that PARTA is utilizing its equipment to the maximum is the denials that are made because the demand is greater than availability.

Ms. Amrhein said all vehicles are utilized beyond their useful life. Smaller buses have a life expectancy of seven (7) years and larger buses 12 years. It's not unusual to run those three (3) to five (5) years beyond their expected life by maintaining them well. From a capital standpoint, PARTA is very good at making sure that it's utilizing its vehicles.

Mr. Vitale said he stated that incorrectly. He asked if the number of passengers who are being transported is a good number or if more could be transported.

Ms. Manning said more could be done. The Planning Department is working on increasing capacity by making the changes to Dial-A-Ride and transitioning passengers to the fixed route, which is much more affordable and has a lot more capacity. Dial-A-Ride has less capacity on the smaller buses and is more expensive.

Mr. Vitale asked why there are so many large buses if they are running at a lower capacity.

Ms. Amrhein said every transit system is challenged with having enough frequency. Frequency and dependability increase ridership. When funding is cut, and choices must be made about how many buses to put on the road, or resources are limited, then ridership goes down unless people don't have any other choice. When gas prices go up, there is an increase in ridership. Buses must go in a regular sequence, so they are predictable. Buses can't be shut down because at one moment in time they're not full.

Mr. Nome said Akron Metro and Greater Cleveland transits are significantly different than PARTA in many ways. A county-to-county comparison can't be made.

Ms. Amrhein said Portage County doesn't have a large urban core and the density of population that other counties have. Portage County is considered urban but is largely rural, which is the challenge. Fixed route applications are different than demand response applications and the buses are equipped differently.

Mr. Bellino said the smaller buses have higher maintenance and don't last as long. The total cost of having 20 smaller buses as opposed to five (5) larger buses is much greater so there must be a balance. It's challenging to meet everybody's needs and do it efficiently and cost effectively.

Ms. Manning said changes are made depending on the route. The Cleveland route has smaller buses. The Interurban route is extremely busy, so it has larger buses.

Mr. Bellino asked if there were any other questions regarding the Dial-A-Ride changes. Hearing none, he asked if Ms. Amrhein wanted a motion to proceed with the changes.

Ms. Amrhein said it would be nice to have a motion of support.

Mr. Bellino asked for a motion of support for the changes. Mr. R. T. Mansfield made a motion of support, which was seconded by Mr. Timothy Lassar. Motion of support passed unanimously.

NEW BUSINESS

Mr. Bellino then moved on to the resolutions. The first one is Resolution #2018-04-01.

Resolutions

#2018-04-01: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (*PARTA*) BOARD OF TRUSTEES AUTHORIZING THE GENERAL MANAGER, OR HER DESIGNEE, TO APPLY FOR AN ALTERNATIVE FUEL VEHICLE (AFV) CONVERSION GRANT AND ACCEPTING FUNDS AWARDED THROUGH THE OHIO ENVIRONMENTAL PROTECTION AGENCY (OEPA) FOR FEDERAL FISCAL YEAR 2018 TO UPGRADE UP TO SIX (6) 35 FOOT COMPRESSED NATURAL GAS (CNG) TRANSIT BUSES.

Mr. Bellino said this is the extra \$150,000 that was found.

Ms. Amrhein said the grant was approved and this resolution ties up the application.

Mr. Nome said this resolution ratifies what's already been done.

Mr. Bellino asked for a motion.

Motion: Marge Bjerregaard

Second: Timothy Lassar

Mr. Mansfield asked if this was to convert new 35-foot diesel buses to CNG.

Ms. Amrhein said these are the six (6) new CNG buses that are not yet ordered. These funds are to help offset the cost of the upfitting of the engines to CNG. No buses are being converted.

Roll Call:	<u>Yes</u>	<u>No</u>		<u>Yes</u>	<u>No</u>
Karen Wise	<u>EXCUSED</u>		Brian Gray	<u>X</u>	
Virginia Harris	<u>X</u>		Jerry Beach	<u>EXCUSED</u>	
Jeremy Moldvay	<u>X</u>		Richard Brockett	<u>X</u>	
David Gynn	<u>EXCUSED</u>		Pete Kenworthy	<u>EXCUSED</u>	
Frank Vitale	<u>X</u>		Jeff Childers	<u>X</u>	
Dominic Bellino	<u>X</u>		R. T. Mansfield	<u>X</u>	
Timothy Lassar	<u>X</u>		Rick Bissler	<u>EXCUSED</u>	
Marge Bjerregaard	<u>X</u>				

Mr. Bellino said the second Resolution is #2018-04-02.

#2018-04-02: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (*PARTA*) BOARD OF TRUSTEES APPROVING AND ACCEPTING THE AGREEMENT ESTABLISHED WITH PERSON CENTERED SERVICES (PCS) FOR MEDICAID TRANSPORTATION CONSULTATION AND SUPPORT SERVICES.

Mr. Bellino asked for a motion.

Motion: Brian Gray

Second: R. T. Mansfield

Mr. Bellino asked if there were any questions.

Mr. Vitale asked if this was a one (1) year contract.

Ms. Amrhein said yes; it is a one (1) year contract.

Roll Call:	<u>Yes</u>	<u>No</u>		<u>Yes</u>	<u>No</u>
Jerry Beach	<u>EXCUSED</u>		Brian Gray	<u>X</u>	
Dominic Bellino	<u>X</u>		David Gynn	<u>EXCUSED</u>	
Virginia Harris	<u>X</u>		Richard Brockett	<u>X</u>	
R. T. Mansfield	<u>X</u>		Jeff Childers	<u>X</u>	
Karen Wise	<u>EXCUSED</u>		Frank Vitale	<u>X</u>	
Pete Kenworthy	<u>EXCUSED</u>		Marge Bjerregaard	<u>X</u>	
Jeremy Moldvay	<u>X</u>		Rick Bissler	<u>EXCUSED</u>	
Timothy Lassen	<u>X</u>				

Mr. Bellino said the next Resolution is #2018-04-03.

#2018-04-03: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES AUTHORIZING THE GENERAL MANAGER, OR HER DESIGNEE, TO PURCHASE TWO (2) TRANSIT BUSES, OPTIONAL EQUIPMENT, AND SPARE PARTS FROM TRANSPORTATION EQUIPMENT SALES CORPORATION (TESCO).

Mr. Bellino asked for a motion.

Motion: Marge Bjerregaard **Second:** Virginia Harris

Mr. Bellino asked if there were any questions.

Mr. Mansfield asked if these were CNG buses as well.

Ms. Amrhein said yes, these are the second two (2) buses of a total of eight (8). The first two (2) buses have been received.

Roll Call:	<u>Yes</u>	<u>No</u>		<u>Yes</u>	<u>No</u>
Jeff Childers	<u>X</u>		Richard Brockett	<u>X</u>	
Frank Vitale	<u>X</u>		Brian Gray	<u>X</u>	
Karen Wise	<u>EXCUSED</u>		Dominic Bellino	<u>X</u>	
Timothy Lassen	<u>X</u>		David Gynn	<u>EXCUSED</u>	
Jeremy Moldvay	<u>X</u>		Marge Bjerregaard	<u>X</u>	
Virginia Harris	<u>X</u>		R. T. Mansfield	<u>X</u>	
Pete Kenworthy	<u>EXCUSED</u>		Rick Bissler	<u>EXCUSED</u>	
Jerry Beach	<u>EXCUSED</u>				

Mr. Bellino said the last one is Resolution #2018-04-04.

#2018-04-04: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES APPROVING AND ACCEPTING THE AGREEMENT ESTABLISHED WITH UNIVERSITY HOSPITALS PORTAGE MEDICAL CENTER (UH PMC) FOR TRANSPORTATION SERVICES.

Mr. Bellino entertained a motion.

Motion: Marge Bjerregaard

Second: Jeremy Moldvay

Mr. Bellino asked if there were any questions.

Mr. Mansfield asked if this was all fixed route transportation or if part of it was Demand Response.

Ms. Amrhein said part of it is Demand Response depending on if the person can use the fixed route or is located along the fixed route.

Roll Call:	<u>Yes</u>	<u>No</u>		<u>Yes</u>	<u>No</u>
Jeremy Moldvay	<u>X</u>		David Gynn	<u>EXCUSED</u>	
Pete Kenworthy	<u>EXCUSED</u>		Frank Vitale	<u>X</u>	
Jeff Childers	<u>X</u>		Richard Brockett	<u>X</u>	
Karen Wise	<u>EXCUSED</u>		Virginia Harris	<u>X</u>	
R. T. Mansfield	<u>X</u>		Timothy Lassar	<u>X</u>	
Marge Bjerregaard	<u>X</u>		Brian Gray	<u>X</u>	
Dominic Bellino	<u>X</u>		Rick Bissler	<u>EXCUSED</u>	
Jerry Beach	<u>EXCUSED</u>				

EXECUTIVE SESSION

No reason for an executive session.

ADJOURNMENT

Mr. Bellino asked if there was any other further discussion. Hearing none, he asked for a motion to adjourn.

Ms. Marge Bjerregaard made a motion to adjourn the meeting. Mr. Jeremy Moldvay seconded the motion. **Motion to adjourn passed unanimously.**

The meeting adjourned at 7:29 p.m.


Respectfully submitted,



Marcia Fletcher
Executive Assistant

PARTA
2000 Summit Road
Kent, Ohio 44240

GENERAL MANAGER'S REPORT

TO: PARTA Board of Trustees 
FROM: Claudia B. Amrhein, General Manager
DATE: May 2018

Committee Meetings and Resolutions. The finance committee will meet on Tuesday, May 22 at 11:30 a.m. to review April financial reports and Resolutions #2018-05-01 and #2018-05-02. All board members are invited to attend committee meetings and lunch will be provided.

#2018-05-01: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES TO ACCEPT AND APPROVE THE AGREEMENT FOR TRANSPORTATION SERVICES ESTABLISHED WITH THE PORTAGE COUNTY BOARD OF COMMISSIONERS ON BEHALF OF THE PORTAGE COUNTY DEPARTMENT OF JOB & FAMILY SERVICES (PCDJFS).

New Agreement with Jobs & Family Services Finalized. Resolution #2018-05-01 establishes the terms of a new agreement with Portage County Department of Job & Family Services (PCDJFS) to provide in-county transportation for clients of various PCDJFS programs. Last year, we established two (2) separate agreements with PCDJFS for non-emergency medical and supportive employment transportation. This agreement aligns all PCDJFS transportation under a single agreement, at \$20 per passenger trip, origin to destination. The service will provide transportation from clients' homes to and from medical appointments, childcare and work and training sites, along with general passenger shared-ride service, supporting more transportation to areas without fixed route service. The \$50,000 contract is effective for one (1) year beginning May 1, with two (2) one-year extension options. Pending finance committee review, we'll bring Resolution #2018-05-01 forward for ratification by the full board at the May board meeting.

#2018-05-02: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES TO ADOPT THE AKRON METROPOLITAN AREA TRANSPORTATION STUDY (AMATS) AREA COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN.

AMATS Area Coordinated Public Transit - Human Services Transportation Plan. Resolution #2018-05-02 requests Board adoption of the Area Coordinated Public Transit – Human Services Transportation Plan adopted by the AMATS Policy Committee at its May 10 meeting. The development of the Coordinated Plan is a federal requirement, as established by MAP-21, and continued in current federal regulations. The purpose of the Coordinated Plan is to improve transportation services for persons with disabilities, older Americans and low-income individuals. Specifically, this plan is necessary for the area to obtain and utilize funds from the Federal Transit Administration's (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program. Eligible projects seeking to use this funding source must be consistent with the Coordinated Plan. Pending finance committee review, we'll bring Resolution #2018-05-02 forward for consideration by the full board at the May board meeting.

Publicizing July 1 Dial-A-Ride Changes (DART). Staff is working to publicize and promote the upcoming changes to DART service through various methods. Rolling out new revenue contracts and updating others in alignment with the redesigned DART system is integral to establishing a service

structure that will be sustainable and resilient against funding uncertainties, changing regulations, and the ongoing cost to provide service.

Only a few comments were submitted during the April public hearing and comment period. In addition to postings on buses, the website, Facebook and Twitter, every registered DART passenger will receive a postcard by mail and a personal phone call to explain the changes, answer questions, and arrange follow-up contact or training. Meetings with various agency staff are ongoing as we roll out new service contracts (University Hospitals, PCDJFS, Person Centered Services, Portage County Board of Developmental Disabilities) in conjunction with the DART redesign. A presentation covering DART changes and the CNG project is planned for the Township Trustees Association's May 19 dinner and quarterly meeting.

CNG Fueling Station Construction Update. Clean Energy projects completion of the station by mid-July. Compressing station equipment is installed and awaiting electrical and full piping hookup. Crews installed the fuel island canopy last week and Dominion currently is constructing the supply line and meter set that will connect the high-pressure transmission line and compressing station. Emergency access driveway construction is set to begin by the end of the week. Mechanics and trainers will complete CNG bus training in the coming weeks.

Second Record Courier (RC) Article Clarifies Financial Status of the Gateway. A March 19 article entitled "PARTA parking deck in the black" included misleading and inaccurate information about the financial standing of the parking deck. On May 1, the RC published a new article based on April 5 correspondence and an in-person interview. The articles and supporting information are included in this packet.

Service Reports. *Ridership.* Total county fixed route and demand response ridership decreased by 2.56% in April as compared to last year. Overall ridership, including campus service, increased slightly (.66%) as compared to last year, with KSU increasing by 2.71%, with 499,998 trips performed year-to-date, as compared to 496,716 completed year-to-date through April 2017.

ADA Complementary Paratransit Service. ADA on-time compliance was 98.61% in April as compared to 99.72% in March. Of 360 trips, 5 trips were performed 6 and 39 minutes late. The trip completed 39 minutes late involved an unrelated passenger fall on the same bus.

General Public (non-ADA) Demand Response On-Time Performance. On-time performance for general public, non-ADA trips decreased to 79.97% in April, as compared to 81.91% in March 2018. Ridership decreased by 3.84% as compared to March. Trips are down with 7,343 trips performed through April 2018 as compared to 7,636 trips performed through March 2018. Year-to-date numbers are on par with last year, with 29,469 DART trips completed year-to-date as compared to 29,181 trips completed year-to-date through April 2017.

Vehicle Preventative Maintenance (PM). On-time compliance with established PM inspection schedules was 89% in April as compared to 93% in March. *Parking.* An upward trend is reflected in total cars utilizing the deck during the month of April, increasing by 10% as compared to March; however, total cars decreased by 11% as compared to April 2017.

Annual AMATS Breakfast Held May 11. Thanks to those who came to the annual AMATS breakfast. Photos from the event are included in this packet. Thank you for your attention to these matters. If you have any questions prior to the board meeting, please feel free to contact me by calling (330) 676-6315, or by e-mail at amrhein.c16@partaonline.org.

DIAL-A-RIDE



CHANGES

**BEGINNING
JULY 1, 2018**



**New DART
Hours:**

Monday–Friday

5 a.m. – 11 p.m.

Saturday

8 a.m. – 7 p.m.

**Have questions
on how to ride?**

Call Travel Training
at 330-678-7745

**Fare
Increase:**



General Public: \$6

Reduced Fare: \$3

Medicaid (with JFS
for medical trips – call
330-297-3785): Free

**Ticket Book General
Public (10 Ride):** \$54

**Ticket Book Reduced
Fare (10 Ride):** \$30

**Fixed
Route
Zone**



**Trips within .3 miles
of a fixed route (both
pickup and drop-off) are
not eligible for DART.**

*Changes do not apply
to ADA complementary
paratransit service.*

PARTA parking deck in the black

By **DIANE SMITH**
Reporter

Debt for Kent structure may be paid off in 2019

The 5-year-old parking deck in downtown Kent is turning a profit and could be paid off as early as next year, according to a report released by the Portage Area Regional Transportation Authority.

Kent City Manager Dave Ruller praised PARTA for learning an entirely new industry, as well as making it easier for people who work in Kent to find a place to park.

"The downtown revitalization could never have happened without the PARTA transit center and parking deck, so it's no surprise that we work closely with the PARTA staff to help make sure the deck can pay its bills and continue to be a vital part of

downtown Kent's future," he said. "The city, and all those downtown businesses whose customers park in the deck, are extremely grateful."

The report shows that deck operations and maintenance costs are about \$450,000 a year, or \$3.88 per car. Revenues total about \$550,000 a year, and the average motorist pays \$4.46 to use the deck, for a net profit of \$100,000 annually or 58 cents per vehicle.

The deck has had three straight years of operating at a surplus, with such revenues first allocated to paying off capital debt, with remaining profits allocated 80 percent to PARTA and 20 percent to the city.

PARTA expects to pay off its capital debt in 2019 if trends continue.

PARTA replaced the deck's computerized ticket system last year.

Revenue from daily parking is the largest source of income for the deck, making up 40 percent of total revenue. Monthly parking passes were second at 33 percent, and hotel guest revenue was third at 22 percent. Guests at the KSU hotel provide about \$10,000 a month to the deck. Most of those who buy parking pass live in downtown housing developments such as the Landmark building, Avant 220 and the Flats 345. Permits are \$76 a month to park on the roof top floor of the

deck, which is full. Covered permit parking is offered on the lower floors at \$96 per month.

The report stated that 2016 was an unusually high revenue year, presumably related to the many construction contractors working on the Avant 220 building. Last year's deck revenue returned to 2015 levels.

In 2017, 122,915 cars used the deck, or about 10,000 vehicles per month. About 40 percent of those customers paid an average of \$5, while 30 percent paid between \$10 and \$15 and 25 percent paid \$1. The largest number of people parked for three hours, followed by four hours, followed by 40 minutes.

Kent Central Gateway on track

By **DIANE SMITH**
Reporter

PARTA GM clarifies structure's finances

Five years after the parking deck was built in downtown Kent, Portage Area Regional Transportation Authority said the deck is "moving in the right direction." However, the deck still has yet to turn a profit, said Claudia Amrhein, general manager of the transit agency.

Amrhein clarified statements in a previous Record-Courier article, stating that the agency appreciates the city's assistance in helping the deck come to fruition. However, ongoing costs, including a costly ticket system replacement, kept the deck from covering its expenses in its first years.

"It's safe, it's clean, but we're not rolling in money," she said.

The Downtown Central Gateway, which opened in July 2013, was funded by a \$20 million Tiger grant, which covered transit-related improvements. The City of Kent, Amrhein said, contributed \$4 million to add additional parking not related to transit, plus other improvements to make the deck open to the public. No debt, she said, was issued to build the deck or equip the facility.

A contract states that the city and PARTA share responsibility for oper-

ating deficits or surplus. So far, the deck has yet to see a surplus. In addition, last year, PARTA loaned the Gateway \$100,000 toward a computerized ticket system that was installed last year.

Amrhein said the agency opted to spend \$329,461 to do a full replacement of all parking access and revenue control system software and hardware. The work was completed in a single phase last year to ensure that all technology was consistent, saving \$30,000 over the cost of completing the work in multiple phases.

PARTA anticipates that the \$100,000 loan to the Gateway will be repaid by 2019, the only "capital debt" that needs to be repaid. In addition, the contract requires the deck to establish \$600,000 in reserve funding before the city and PARTA can split any profits.

Nearly 123,000 vehicles parked in the deck last year, including people who buy passes for residential parking for nearby apartment complexes. PARTA has identified 10 distinct groups of drivers who use the deck, including people who use the deck for work and access to downtown businesses.

Amrhein said the Gateway's performance continues to improve, operationally and financially, even though the deck has yet to realize a profit. She said the focus is to ensure that the deck remains safe and continues to offer reliable parking for downtown employees, residents and visitors. PARTA can not use transit dollars for deck expenses, including the county-wide sales tax. Eventually, the goal is to make the deck self-supporting.

"We don't want a situation like Akron Children's Hospital, where one day you have to close it because it's not safe," she said.

Amrhein said PARTA's partnership with the city has worked well, and both the city and the agency credit the deck for its contributions to the downtown revitalization.

"PARTA sincerely appreciates the city of Kent's support and confidence throughout these first years of operating the transit center and parking deck," Amrhein said. "The partnership between the city and PARTA has been essential to launching parking operations successfully in alignment with downtown redevelopment efforts."

Claudia Amrhein

From: Claudia Amrhein
Sent: Thursday, April 05, 2018 2:39 PM
To: dsmith@recordpub.com
Cc: Dave Ruller (rullerd@kent-ohio.org)
Subject: March 19 Article re Parking Deck

Dear Diane:

I am writing in follow-up to the voice mail I left for you a few moments ago, to request your assistance with clarifying some misleading information included in the March 19 article, "*PARTA parking deck in the black, could be paid off next year.*" My understanding is that you utilized information posted on Dave Ruller's blog as the basis for the article, but some information was misleading, beginning with the article title. I would appreciate your assistance in correcting some misperceptions generated by the article that citizens have relayed to us. The statements that require clarification or correction are printed in *italics* below, followed by clarifying information printed in **bold**:

The 5-year-old parking deck in downtown Kent is turning a profit and could be paid off as early as next year, according to a report released by the Portage Area Regional Transportation Authority.

- **At the time of publication, PARTA had not released its final annual performance report to the city of Kent. The city of Kent and PARTA met on February 28 to review and discuss draft 2017 performance reports. PARTA provided the city with a summary of 2017 performance on March 23, 2018, but final, audited financial results will not be available until June, upon completion of the state financial audit.**
- **The deck was built and equipped using \$20 million TIGER Grant from US Dept. of Transportation, supplemented by \$4 million from the city. No debt was issued to build the deck or equip the facility.**
- **As described in more detail below, although operating revenues have exceeded expenses for several years, the deck is not yet "in the black."**

Kent City Manager Dave Ruller praised PARTA for learning an entirely new industry, as well as making it easier for people who work in Kent to find a place to park. "The downtown revitalization could never have happened without the PARTA transit center and parking deck, so it's no surprise that we work closely with the PARTA staff to help make sure the deck can pay its bills and continue to be a vital part of downtown Kent's future," he said. "The city, and all those downtown businesses whose customers park in the deck, are extremely grateful."

- **PARTA sincerely appreciates the city of Kent's support and confidence throughout these first years of operating the transit center and parking deck. The partnership between the city and PARTA has been essential to launching parking operations successfully in alignment with downtown redevelopment efforts.**

The report shows that deck operations and maintenance costs are about \$450,000 a year, or \$3.88 per car. Revenues total about \$550,000 a year, and the average motorist pays \$4.46 to use the deck, for a net profit of \$100,000 annually or 58 cents per vehicle. The deck has had three straight years of operating at a surplus, with such revenues first allocated to paying off capital debt, with remaining profits allocated 80 percent to PARTA and 20 percent to the city. PARTA expects to pay off its capital debt in 2019 if trends continue.

- Through a contract, the city and PARTA share responsibility for operating deficits or surplus at a ratio of 80% (PARTA) and 20% (the city) for the first \$100,000. Responsibility is split 85% (PARTA) and 15% (the city) for deficits or surplus in excess of \$100,000.
- During the first two (2) years of operations, there was an operating deficit of \$205,555, of which PARTA subsidized \$166,154 and Kent subsidized \$39,401 (“advanced payables”).
- Operating revenues have exceeded operating expenses since 2015; however, this is partially attributable to not yet fully allocating all overhead expenses to the facility.
- In addition, in 2017 PARTA loaned the Gateway \$100,000 to help pay for new parking equipment, necessary to replace the original, functionally obsolete system.
- These outstanding “advanced payables” totaling \$305,555 are still owed to PARTA and the city; these amounts will be repaid as soon as there is an adequate reserve in place. Repaying the \$100,000 loan back to PARTA is the only “capital debt” that is slotted to be paid off by 2019.
- After advanced payables sums are repaid, the contract requires the deck to establish \$600,000 in reserve funding before any profits will be distributed back to PARTA and the city of Kent at the established ratios.

PARTA replaced the deck’s computerized ticket system last year.

- A full replacement of all parking access and revenue control system software and hardware was completed in one phase during 2017 at a cost of \$329,461, supported by PARTA’s \$100,000 loan to the Gateway.
- By installing the new system in a single phase over one (1) week, rather than several phases, the Gateway saved roughly \$30,000 in project costs and prevented ongoing equipment failures and service interruptions.
- In addition, every year, capital investment and replacement activities focus on proactively establishing maintenance protocol and/or replacing facility components that fail or are nearing the end of warranty coverage.

In sum, the Gateway’s performance continued to improve in 2017, both operationally and financially. The parking deck is open 24/7/365 and continues to develop operational protocol and revenue streams to ensure the deck remains a safe and reliable parking space for downtown employees, residents, and visitors.

To date, however, PARTA and the city of Kent have not profited from the deck. Establishing adequate funds to cover capital maintenance and replacement expenses and to set aside required reserves are funding priorities we must meet before either entity will realize profit from deck revenues.

Ultimately, the goal is to develop the Gateway to be self-supporting and to operate independent of PARTA’s core service mission, public transit service. This will require the Gateway to generate enough revenue to fully cover the expenses associated with operating and maintaining the facility. Parking fees generate the largest source of revenue. Regular evaluation of rates and making appropriate adjustments is essential to achieving long-term self-sufficiency. The Gateway also has developed, and continues to develop, new revenue streams to support Gateway operations.

I hope this information clarifies the financial status of the Kent Central Gateway. Please contact me if you should have any question or need further information.

MEMO

Date: March 22, 2018
To: Claudia Amrhein, General Manager
From: Rebecca Schrader, Director of Finance
RE: RC Article KCG in the Black

On Monday March 19, 2018 the Record Courier published an article titled "PARTA parking deck in the black" with a sub-title of "Debt for Kent structure may be paid off in 2019". This article was written without any direct input from PARTA; it was taken from information on Dave Ruller's blog following our annual meeting with the City on February 28, 2018.

Following are a few points of clarification from the article:

- The financial reports are showing a profit; however, we made the choice to not fully allocate all of the overhead expenses yet to the facility.
- The 2017 expenses allocated to KCG were \$477,379 (an average of \$3.88 per car)
- The 2017 revenues for KCG were \$579,111 (an average of \$4.46 per car)
- KCG was built using grant funds \$20M from US Dept. of Transportation and \$4M from the City. There was no debt issued.
- PARTA loaned itself \$100,000 in 2017 to pay for the new PARCS and plans to repay that by the end of 2018.
- During the first 2 years of operating KCG there was an operating deficit, which PARTA subsidized \$166,154 and Kent subsidized \$39,401. These contributions will be repaid as soon as there is an adequate reserve in place.





Kent Central Gateway Report

April 2018

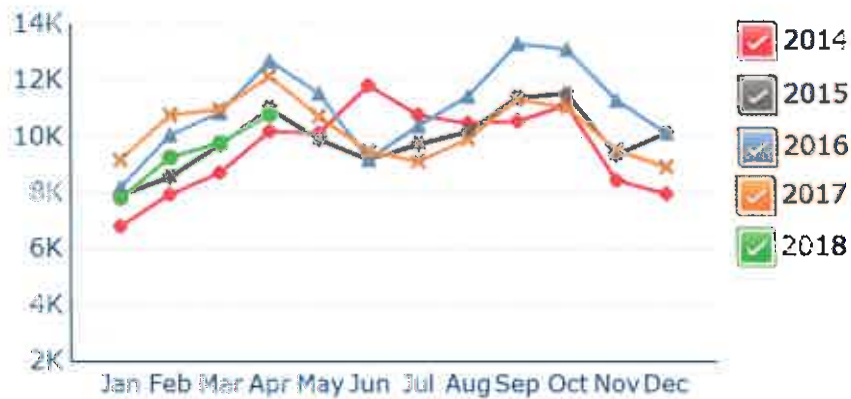
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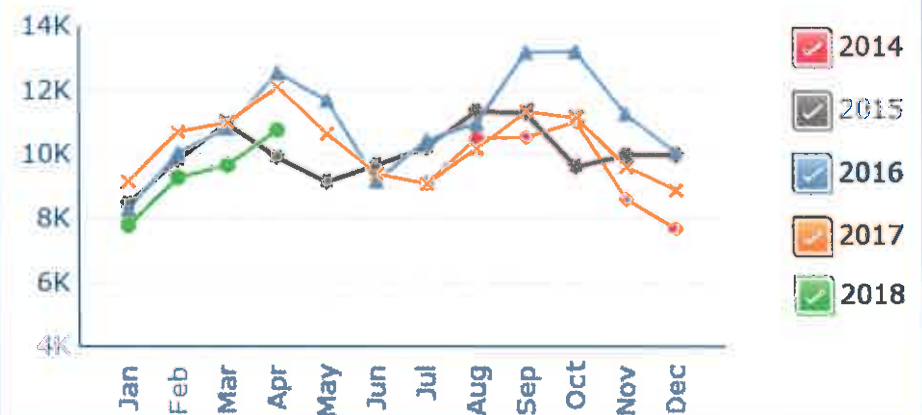
Revenue

Additional

Cars Entering Total

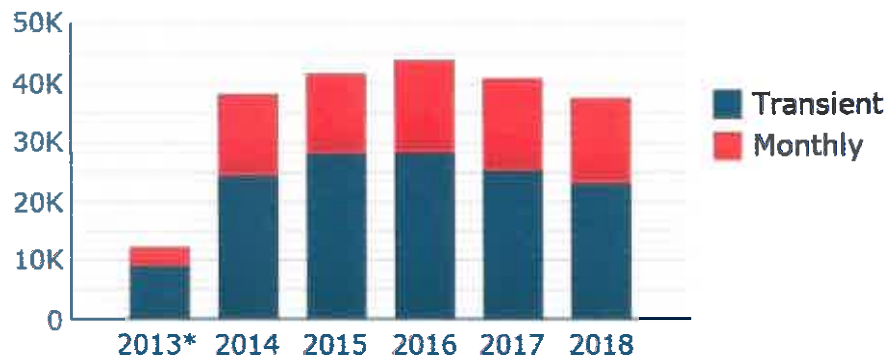


Cars Exiting Total



Entries per type

Previous Years Adjusted to Current YTD



Entries

	Monthly	Transient	Illegal	Total	Car/Day	%Last M	%Last YR
Jan-18	3,627	4,163	-	7,790	251	-13%	-15%
Feb-18	3,487	5,749	-	9,236	330	19%	-14%
Mar-18	3,832	5,921	-	9,753	315	6%	-11%
Apr-18	3,867	6,903	-	10,775	359	10%	-11%

Exits

	Monthly	Transient	Illegal	Total	Car/Day	%Last M	%Last YR
Jan-18	3,368	4,405	28	7,773	251	-13%	-15%
Feb-18	3,514	5,752	75	9,266	331	19%	-13%
Mar-18	3,874	5,780	175	9,654	311	4%	-12%
Apr-18	3,848	6,904	80	10,752	358	11%	-11%



Kent Central Gateway Report

April 2018

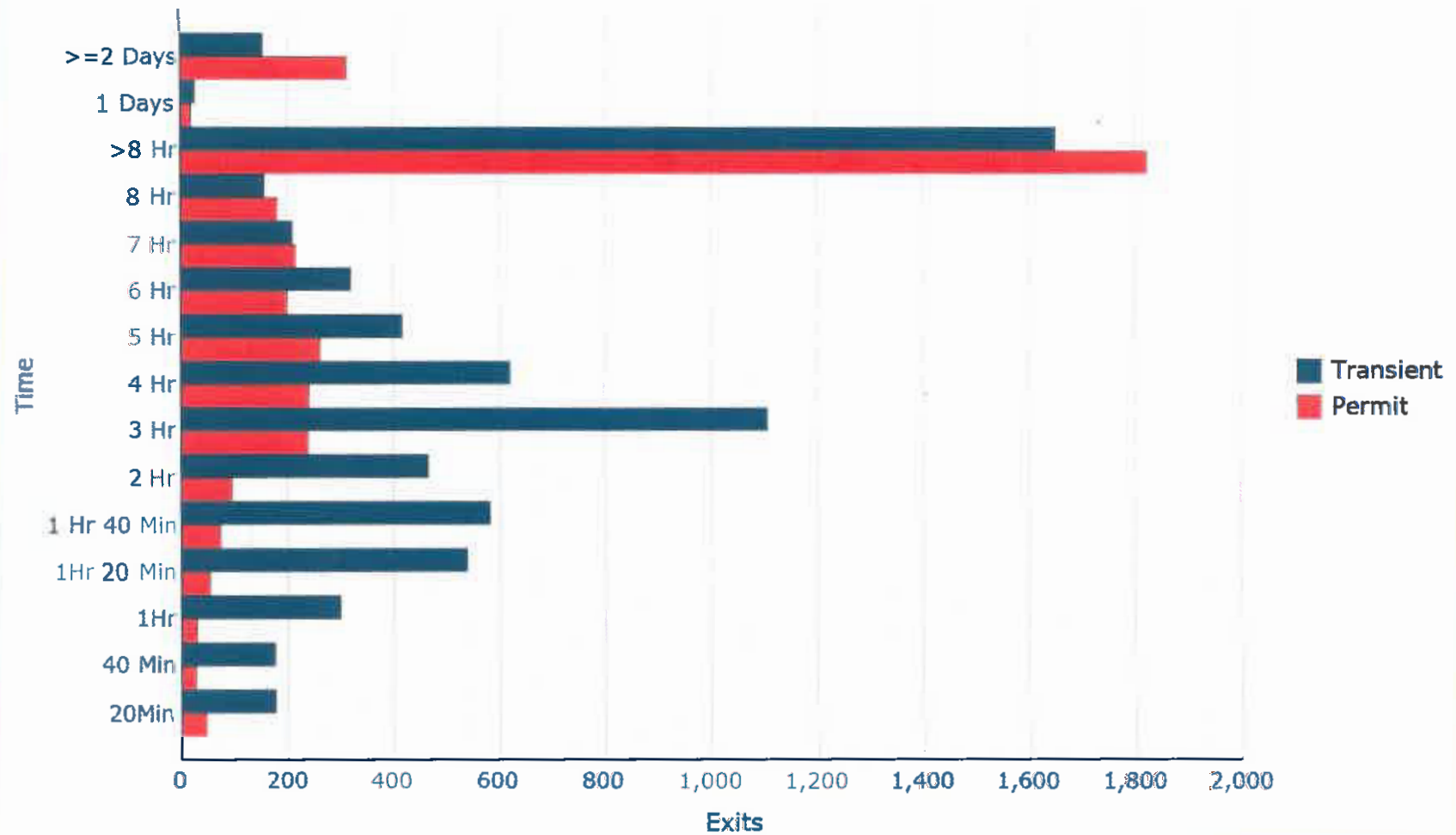
Usage

Duration

Revenue

Additional

Duration Report





Kent Central Gateway Report

April 2018

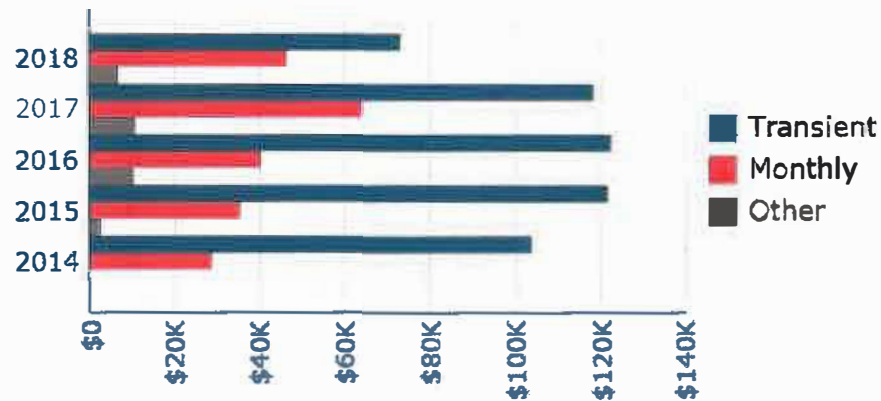
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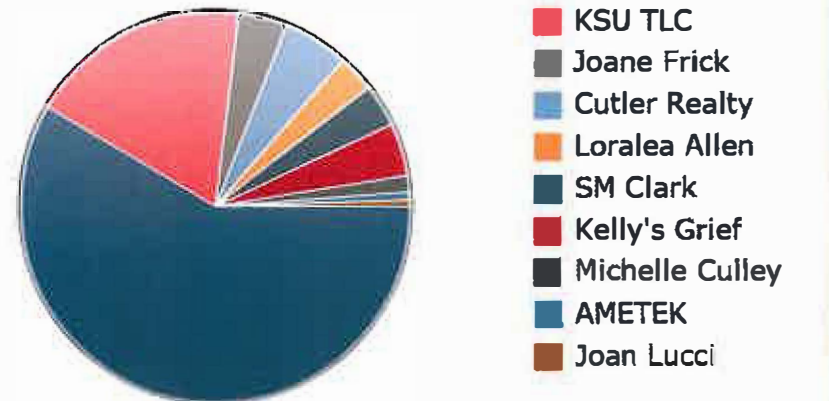
Revenue

Additional

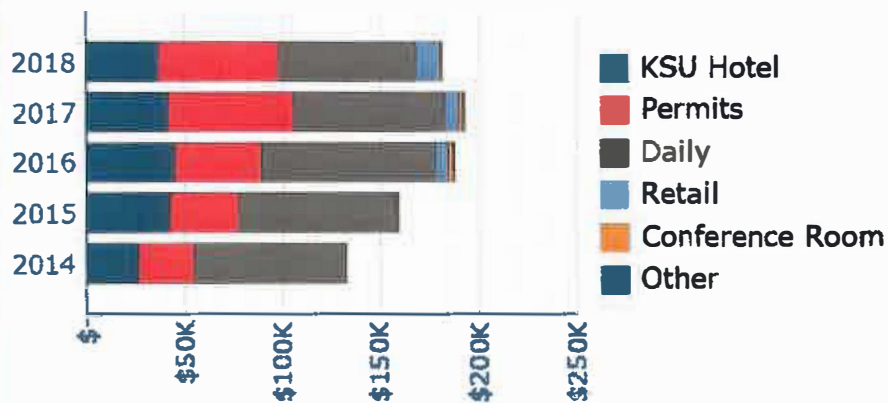
Revenue By Category



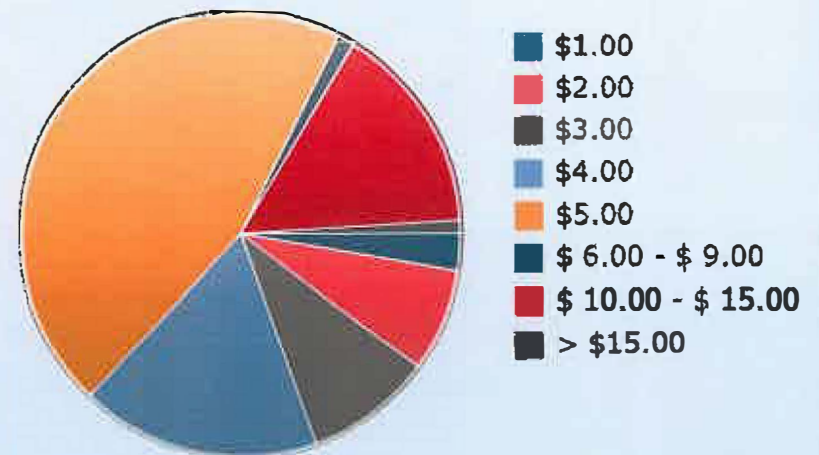
Enet Validation



Revenue By Source



Rate Types Collected



RESOLUTION #2018-05-01

A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES TO ACCEPT AND APPROVE THE AGREEMENT FOR TRANSPORTATION SERVICES ESTABLISHED WITH THE PORTAGE COUNTY BOARD OF COMMISSIONERS ON BEHALF OF THE PORTAGE COUNTY DEPARTMENT OF JOB & FAMILY SERVICES (PCDJFS).

WHEREAS, PARTA and the Portage County Department of Job & Family Services (PCDJFS) have the common goal of providing for the welfare of the residents of Portage County; and

WHEREAS, PCDJFS desires that PARTA provide shuttle/door-to-door transportation services to eligible PCDJFS clients to and from appointments or employment/training sites beginning May 1, 2018, at \$20 per passenger trip; and

WHEREAS, the General Manager executed the agreement with PCDJFS on May 3, 2018, to ensure that the transportation services could begin without interruption.

NOW, THEREFORE, LET IT BE RESOLVED by the Board of Trustees of the Portage Area Regional Transportation Authority (PARTA) that:

1. The execution of this contract by the General Manager is ratified and adopted by the Board as if approved prior to its execution on May 3, 2018.

CERTIFICATION:

The undersigned duly qualified Board President, acting on behalf of the Portage Area Regional Transportation Authority (PARTA), certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Board of Trustees held on May 24, 2018.

Date

Rick Bissler, President
Board of Trustees

Attested

**AGREEMENT FOR TRANSPORTATION SERVICES BETWEEN
THE PORTAGE COUNTY BOARD OF COMMISSIONERS ON
BEHALF OF
THE PORTAGE COUNTY JOB & FAMILY SERVICES AND
PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY
(PARTA)**

This Agreement, made and entered into on this ____ day of _____, 2018, by and between the Portage County Board of Commissioners on behalf of the Portage County Department of Job & Family Services (hereinafter referred to as the "PCDJFS"), with its principal place of business located at 449 South Meridian Street, Ravenna, Ohio 44266, and Portage Area Regional Transportation Authority (hereinafter referred to as "CONTRACTOR"), with its principal place of business located at 2000 Summit Road, Kent, Ohio 44240, a government agency providing non-medical transportation services.

WITNESSETH:

WHEREAS, the parties have the common goal of providing for the welfare of the residents of Portage County; and

WHEREAS, the parties desire to unite in their efforts to provide shuttle/door-to-door transportation services to eligible PCDJFS clients to and from appointments or employment/training sites; and

WHEREAS, the parties desire to enter into this Agreement to set out their respective covenants and understandings.

NOW, THEREFORE, in consideration of the promises and covenants contained in this Agreement, the parties agree as follows:

SECTION 1. SCOPE OF AGREEMENT AND TERM

- A. CONTRACTOR will provide the Transportation Services designated in Section 2., item A., to the residents of Portage County no matter where they live in the county. CONTRACTOR agrees to provide Transportation Services Monday through Friday from 6:00 a.m. to 11:00 p.m. and Saturday from 8:00 a.m. to 7:30 p.m. No transportation services will be available on Sundays or the following federally observed holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. In the event the aforementioned holidays fall on a Saturday, no transportation would be available for the Friday immediately preceding the observed holiday; in the event any of the aforementioned holidays fall on a Sunday, no transportation services would be available for the Monday immediately following the observed holiday.
- B. The term of this Agreement is from May 1, 2018, to April 30, 2019, unless this Agreement is suspended or terminated pursuant to Section 9 of this Agreement.
- C. By mutual agreement of the parties, this Agreement can be extended two (2) additional years from May 1, 2019, to April 30, 2020, and from May 1, 2020, to April 30, 2021.

SECTION 2. PROCEDURE

- A. Upon receipt of referral from PCJFS, CONTRACTOR will provide the following Transportation Services:
1. Shuttle/door-to-door round trip transportation service from residence of Medicaid clients to medical appointments at facilities anywhere in Portage County.
 2. Shuttle/door-to-door round trip transportation service from residence of pregnancy related services (PRS) clients to any Medicaid reimbursable service from the date of medical verification of pregnancy and continue through the post-partum period of sixty (60) days after the end of the pregnancy.
 3. Shuttle/door-to-door service from residence to place of employment and/or training site and/or child care provider and return ride to residence. Transportation services shall be provided to the following: Ohio Works First (OWF) clients to and from Work Experience Program (WEP) and scheduled appointments with caseworker and other required appointments to meet eligibility requirements as approved by PCDJFS; PCDJFS Comprehensive Case Management and Employment Services (CCMEP) youth and/or CCMEP Workforce Innovation and Opportunity Act (WIOA) youth to and from place of employment, training site and/or program related site; Ohio Youth Works youth to and from place of employment and/or training site; and, PCDJFS WIOA Adult and Dislocated Workers to and from place of employment and/or training site. Loop transportation services shall be provided to Supportive Employment Program (SEP) participants to and from the designated employer and/or training site, based on scheduling needs, to help address transportation barriers related to maintaining gainful employment. All transportation must be prior approved by PCDJFS.
- B. CONTRACTOR certifies that neither it nor its employees will deny or delay services to eligible clients because of the person's race, color, religion, national origin, gender, orientation, disability or age.
- C. CONTRACTOR certifies that it is capable of providing transportation to wheelchair bound clients and that it has vehicles and lifts that have been tested up to eight hundred (800) pounds. Transportation services requested by PCJFS related to clients with oversized wheelchairs will be evaluated by CONTRACTOR and necessary modifications made if CONTRACTOR can accommodate the client's wheelchair dimensions.
- D. CONTRACTOR must pick up and deliver eligible clients within ten (10) minutes of their scheduled appointment or work period, barring any unavoidable delay such as poor weather conditions, road construction or a highway accident that stops traffic. If said unavoidable circumstances occur, CONTRACTOR will contact the subsequent appointments to notify them of the delay and assist the client to contact the medical provider or employer, if applicable. Drivers must utilize the most expeditious route.

- E. Upon delivery to the designated appointment, drivers shall provide a business card to the client with contact information for the return trip. Clients must be picked up and returned home within a reasonable amount of time following the end of their appointment or work period.
- F. CONTRACTOR will provide PCJFS with written documentation to certify that Transportation Services were provided to PCJFS clients in the form of a fully executed transportation form which includes, but is not limited to, the full name of the individual receiving service, the date service was provided, the actual pick-up and drop-off times, the points of transport and name of service provider, the full name of the driver, the mileage incurred for each one-way trip, documentation of prior authorization from PCDJFS and completed and signed practitioner certification for Medicaid related appointments. This documentation should be included as attachments to the corresponding monthly invoice.
- G. CONTRACTOR shall provide Transportation Services utilizing qualified and licensed employees, who are eighteen (18) years or older, and CONTRACTOR's own equipment. Said employees must obey all federal, state and local traffic laws.
- H. Drivers having a suspended driver's license or more than six (6) points on their driving records shall not perform services under this Agreement. If a driver has had a felony conviction, CONTRACTOR shall notify PCDJFS immediately and PCDJFS reserves the right to determine if the driver can be utilized under this Agreement.
- I. Drivers must be physically able to assist passengers entering and exiting vehicles and do so in a manner that does not compromise the client's medical condition.
- J. Drivers shall not solicit or accept tips or gratuities from PCJFS clients.
- K. Drivers shall not be under the influence of drugs or alcohol. If taking prescription medication, the driver must still be able to perform his/her duties in a safe manner. Any driver taking medication which may hinder his/her performance must not transport PCDJFS clients.
- L. CONTRACTOR will certify that all drivers will be expected to adhere to a specific dress code that exhibits a commitment to professionalism and will, at all times, display photo identification or be able to readily present upon request.
- M. CONTRACTOR shall investigate driver issues reported by PCDJFS, evaluate the driver's conduct, issue corrective action, when appropriate, and advise PCDJFS of the outcome.
- N. CONTRACTOR shall maintain all vehicles to meet all appropriate state and federal safety requirements and provide evidence that at least an annual vehicle inspection was completed by the Ohio State Highway Patrol Safety Inspection Unit or a certified mechanic to PCDJFS upon request.
- O. CONTRACTOR agrees and understands that PCDJFS assumes no liability for any loss or damage to CONTRACTOR's person or property.

- P. All vehicles must be clearly marked showing CONTRACTOR's business name on the outside of all vehicles, be clean and in good working order.
- Q. All vehicles must be equipped with an emergency first aid kit, fire extinguisher, ice scraper, emergency warning devices and area maps.
- R. All vehicles and/or drivers must have either two-way radios with a live dispatcher or an operable cell phone to use in case of an emergency. CONTRACTOR shall ensure that program staff have executed a code of responsibility form related to the appropriate use of agency issued cell phones/smart phones including, but not limited to, taking reasonable measures to safeguard protected personally identifiable information and other information designated as sensitive consistent with applicable federal, state and local laws regarding privacy and obligations of confidentiality.
- S. CONTRACTOR will certify that daily safety inspections are performed on each operating vehicle prior to placing vehicles in service. Any vehicle that is deemed substandard with regard to safety (e.g., headlight malfunctions, tire pressure issues, substantial damage to windows, windshield or mirrors, vehicle dashboard warning indicators activated, etc.) should be placed out of service until the deficiency(ies) are corrected.
- T. CONTRACTOR shall be equipped to provide transportation for mobile individuals who are ambulatory or wheelchair dependent, as well as provide transportation to any attendant who accompanies consumers who are unable to travel independently. All vehicles used for lift operations must meet Americans with Disabilities Act (ADA) accessibility guidelines.
- U. CONTRACTOR accepts full responsibility for payment of all unemployment compensation, contributions or reimbursements (including but not limited to mileage reimbursements), insurance premiums, Workers' Compensation premiums and all income tax deductions, Social Security deductions and all other employee taxes and payroll accounting. CONTRACTOR, and its employees or agents, shall not be considered employees of PCDJFS or Portage County for any purpose.
- V. Smoking is not permitted in the vehicle by the driver or any passenger. In addition, rules should be in place regarding distracted driving behaviors (e.g., texting, eating) and the use of profanity and threatening or coercing other passengers or drivers.
- W. CONTRACTOR shall establish and maintain effective internal control and accountability for all funds, property and other assets, and be able to account for the receipt, obligation and expenditure of funds.
- X. CONTRACTOR shall have the ability to import and export data from PCDJFS via various types of formats such as text files, Microsoft Excel, Microsoft Word, Microsoft Access, or other formats as agreed upon by PCDJFS and CONTRACTOR.

- Y. CONTRACTOR shall ensure that emails containing confidential personal information (CPI) of referred clients are properly encrypted using methods approved by PCDJFS and certify it will not include CPI in any email subject lines.
- Z. CONTRACTOR agrees to attend meetings conducted by PCDJFS, as requested, to ensure that services are properly tracked and provided to PCDJFS clients and contract specifications are being met.

SECTION 3. SCHEDULE OF PAYMENT

- A. PCDJFS agrees to pay CONTRACTOR for Transportation Services rendered at a per trip basis at a rate of Twenty dollars (\$20) per in-county trips. A "trip" is defined as one-way, origin to destination. Total service under this Agreement shall not exceed Fifty thousand and 00/100 dollars (\$50,000.00).
- B. CONTRACTOR will provide call ahead service to clients fifteen (15) minutes and twenty-four (24) hours prior to their scheduled pick up time to provide the client with the option to cancel their trip, if necessary, at that time. This call ahead service helps to reduce no-shows and reminds clients of upcoming trips.
- C. CONTRACTOR shall report all cancellations to PCDJFS on the day of cancellation. PCDJFS shall notify clients of the call off process and ramifications involved with their failure to cancel timely more than once per month. If a client has three (3) "No Shows" within a thirty (30) day period, client will lose Transportation Services for one (1) month. Loss of Transportation Services will begin on the first day of the month following the month of the third occurrence.
- D. PCDJFS reserves sole discretion regarding ride assignments for eligible clients.
- E. CONTRACTOR warrants that claims made to PCDJFS for payment of services shall be for actual services rendered to eligible individuals and do not duplicate claims made by CONTRACTOR to other sources of public funds for the same service. All claims for payment should be reduced by any third-party reimbursements to CONTRACTOR.
- F. Nothing in this Agreement shall be interpreted to prohibit concurrent use of multiple sources of public funds to serve participants as long as the funds from this contract supplement and do not supplant existing services.
- G. CONTRACTOR agrees to furnish PCDJFS with an itemized invoice of all individuals receiving service each month, with the exception of WIOA individuals (see item H.), on a detailed spreadsheet provided by CONTRACTOR and approved by PCDJFS or on the Roster of Transportation Services Delivered (to be provided electronically by PCDJFS). The complete client listing, along with the detailed trip sheets with each client and driver's signatures, the date service was provided, the actual pick-up and drop-off times for each destination, the points of transport and name of service provider for each destination, documentation of prior authorization from PCDJFS and completed and signed practitioner certification for Medicaid related appointments, will be provided to PCDJFS no later than the thirtieth (30th) calendar day following each month end. If CONTRACTOR fails to submit invoices within this time period, PCDJFS

shall have no obligation to pay CONTRACTOR for the services detailed in that particular invoice. PCDJFS agrees to review the invoice and authorize with adjustments, if needed, reimbursement for services within thirty (30) working days of invoice.

- H. CONTRACTOR agrees to furnish PCDJFS with a separate itemized invoice for Transportation Services provided to WIOA individuals receiving service each month on a detailed spreadsheet provided by CONTRACTOR and approved by PCDJFS or on the Roster of Transportation Services Delivered (to be provided electronically by PCDJFS). The complete client listing, along with the detailed trip sheets with each client and driver's signatures, the date service was provided, the actual pick-up and drop-off times for each destination, the points of transport and name of service provider for each destination, and documentation of prior authorization from PCDJFS will be provided to PCDJFS no later than the thirtieth (30th) calendar day following each month end. If CONTRACTOR fails to submit invoices within this time period, PCDJFS shall have no obligation to pay CONTRACTOR for the services detailed in that particular invoice. PCDJFS agrees to review the WIOA invoice and authorize with adjustments, if needed, reimbursement for services within forty-five (45) working days of invoice.

SECTION 4. COMPLIANCE WITH FEDERAL AND STATE LAWS, RULES AND REGULATIONS

- A. CONTRACTOR will comply with all federal and state laws, rules, regulations and auditing standards and requirements that are applicable to the performance of this Agreement. This Agreement will be funded with federal or state funds provided by the Ohio Department of Job & Family Services ("ODJFS").
- B. CONTRACTOR will comply with a drug free work place as outlined in 45 C.F.R. Part 76, Subpart F.
- C. CONTRACTOR will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et. Seq.); Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et. seq.); Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794); the Age Discrimination Act of 1975 (42 U.S.C. 6101 et. seq.); all provisions required by the implementing regulations of the Department of Agriculture; Department of Justice Enforcement Guidelines (28 CFR Part 50.3 and Part 42); and FNS directives and guidelines, to the effect that, no person shall, on the grounds of race, color, national origin, sex, religious creed, age, political beliefs, disability, or reprisal or retaliation for prior civil rights activity, be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination under any program or activity for which sub-grantee receives federal financial assistance from FNS.
- D. CONTRACTOR will comply with 45 C.F.R. Part 84, Non-discrimination on the basis of handicap in programs or activities receiving federal assistance.
- E. CONTRACTOR will comply with 45 C.F.R. Part 90, Non-discrimination on the basis of age in programs or activities receiving federal assistance.
- F. CONTRACTOR will comply with the Americans with Disabilities Act, public law 101-226, as well as compliance with all local, state and federal laws prohibiting discrimination.

- G. **CONTRACTOR certifies compliance with 41 C.F.R. 60 1-4 in that it provides equal employment opportunities and does not discriminate based on race, color, religion, sex, sexual orientation, age, disability, national origin, veteran's status or need for health services.**
- H. **CONTRACTOR certifies that it will not deny or delay services to eligible consumers because of the person's race, color, religion, gender, sexual orientation, age, disability, national origin, or veteran's status.**
- I. **Employees of the program must be employed by CONTRACTOR. CONTRACTOR accepts full responsibility for payment of all unemployment compensation, contributions or reimbursements (including but not limited to mileage reimbursements), insurance premiums, Workers' Compensation premiums, income tax deductions, Social Security deductions and all other employee taxes and payroll accounting. CONTRACTOR and its agents or employees shall not be considered employees of PCDJFS or Portage County for any purpose.**
- J. **CONTRACTOR must comply with all federal and state laws applicable to PCDJFS and/or clients of PCDJFS concerning confidentiality and provide a secure environment for PCDJFS data. As a condition of entering into a contract with PCDJFS, CONTRACTOR agrees that all records, documents, writings or other information produced and/or used by CONTRACTOR in the performance of the work specified in this Agreement are treated according to the following terms:**
1. **All PCDJFS information which, under the laws of the State of Ohio or under federal law, is classified as public or private will be treated as such by CONTRACTOR. Where there is a question as to whether the information is public or private, PCDJFS will make the final determination;**
 2. **All CONTRACTOR information which is proprietary will be held to be strictly confidential by PCDJFS. Proprietary information is information which, if made public, would put CONTRACTOR at a disadvantage in the marketplace and trade of which CONTRACTOR is a part. CONTRACTOR is responsible for notifying PCDJFS of the nature of the information prior to its release to PCDJFS. Failure to provide such prior notification is a waiver of the proprietary nature of the information, and a waiver of any right of CONTRACTOR to proceed against PCDJFS for violation of the Agreement or of any proprietary or trade secret laws. Such failure shall be deemed a waiver of trade secret protection in that the CONTRACTOR will have failed to make efforts that are reasonable under the circumstances to maintain the information's secrecy. PCDJFS reserves the right to require reasonable evidence of CONTRACTOR's assertion of the proprietary nature of any information to be provided. PCDJFS will make the final determination as to whether any or all of the information identified by CONTRACTOR as a trade secret is, in fact, a trade secret; and,**

3. **CONTRACTOR agrees that it will not share any information, systems, data, or records made available to it for any purpose other than to fulfill the contractual duties specified herein. CONTRACTOR agrees to be bound by the same standards of confidentiality that apply to the employees of PCDJFS, Portage County, the Ohio Department of Job & Family Services ("ODJFS"), and the State of Ohio. The terms of this section will be included in any subcontracts executed by CONTRACTOR for work under the contract. CONTRACTOR agrees that any data made available to CONTRACTOR by PCDJFS shall be returned to PCDJFS not later than ninety (90) days following termination of the contract and shall certify that no copies of source data were retained by CONTRACTOR. CONTRACTOR shall agree to current and ongoing compliance with 42 U.S.C. Sections 1320d through 1320d-8 and the implementing regulations found at 45 C.F.R. Section 164.502(e) and Section 164.504(e) regarding disclosure of protected health information under the Health Insurance Portability and Accountability Act of 1996 (HIPAA).**
- K. **CONTRACTOR certifies compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the awarding agency and the Regional Office of the Environmental Protection Agency (EPA).**
- L. **CONTRACTOR certifies compliance with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6201).**
- M. **CONTRACTOR will comply with any applicable minimum wage and maximum hour provisions of the Fair Labor Standards Act. CONTRACTOR shall provide PCDJFS with a copy of the organization's current Workers' Compensation certificate annually.**
- N. **CONTRACTOR shall maintain written plans, policies, and procedures to ensure compliance with all federal, state and local rules and regulations related to the Civil Rights Act and ensure corrective action to eliminate disparities, findings of discrimination, and/or deficiencies cited during a compliance review.**
- O. **CONTRACTOR certifies compliance with the provisions of 37 C.F.R. 401 et. seq. pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under the terms of this Agreement.**
- P. **CONTRACTOR certifies compliance with the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) regarding payments made to influence or attempt to influence certain federal transactions and execute the Disclosure of Lobbying Activities, Standard Form LLL, if required by Federal Regulations.**

- Q. CONTRACTOR certifies that it will cooperate with the Ohio Department of Job & Family Services, and any Ohio Child Support Enforcement Agency, in ensuring that subrecipient's employees meet child support obligations established under state law.
- R. CONTRACTOR acknowledges that if it is debarred, suspended or is otherwise ineligible for participation in a federal assistance program under Executive Orders 12549 (3 C.F.R. Part 1986 Comp., pg. 189) and 12689 (3 C.F.R. Part 1989 Comp., pg. 235), or if declared ineligible under statutory or regulatory authority other than Executive Order 12549, it will not be eligible to enter into a contract with PCDJFS.
- S. CONTRACTOR will comply with the provisions of the Davis-Bacon Act (40 U.S.C. 3141-3148) as supplemented by the U.S. Department of Labor (DOL) regulations (29 C.F.R. part 5); the Copeland "Anti-Kickback" Act (40 U.S.C. 3145 and 18 U.S.C. 874) as supplemented by the DOL regulations (29 C.F.R. part 3); and, section 3702 and 3704 of the Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708) as supplemented by DOL regulations (29 C.F.R. part 5).
- T. CONTRACTOR certifies, to the best of its knowledge and belief, that it and its principals are not subject to an "unresolved" finding for recovery under Ohio Revised Code §9.24. If this warranty is deemed to be false, the Agreement is void and the party who is subject to the finding must immediately repay to the other party any funds paid under this Agreement.

SECTION 5. AVAILABILITY AND RETENTION OF RECORDS

- A. All records relating to costs, budget, mileage, work performed and supporting documentation for invoices submitted to PCDJFS by CONTRACTOR, along with copies of all deliverables submitted to PCDJFS pursuant to this Agreement, shall be retained and made available by CONTRACTOR for fiscal and record review by PCDJFS at any time during the contract period.
- B. CONTRACTOR agrees to retain and make available for audit by the State of Ohio (including but not limited to the PCDJFS, ODJFS, the Auditor of the State of Ohio, Inspector General, or duly appointed law enforcement officials) and agencies of the United States government for a minimum of three (3) years after payment under this agreement all records relating to costs, work performed and supporting documentation for invoices submitted to the PCDJFS pursuant to this Agreement.
- C. If an audit is initiated during this time period, CONTRACTOR shall retain such records until the audit is concluded and all issues resolved.
- D. CONTRACTOR shall assist in on-going program monitoring and shall accommodate PCDJFS personnel, designated third party contract monitor and/or other authorized governmental agencies during site visits to the program and/or administrative offices on a periodic basis to determine if program and financial reporting is generally consistent with accepted practices, PCDJFS policy, and stated contract deliverables. PCDJFS strives to ensure funding is utilized to provide accountable, quality programs for residents of Portage County. Should said monitoring discover deficiencies or noncompliance issues that may result in the misuse of funds, CONTRACTOR shall take immediate action to correct those issues.

SECTION 6. RESPONSIBILITY FOR AUDIT EXCEPTIONS

- A. CONTRACTOR accepts responsibility for receiving, replying to, and/or complying with any audit exception by appropriate state or federal audit directly related to the provisions of this Agreement.
- B. CONTRACTOR agrees to refund to PCDJFS any overpayments resulting from non-allowable costs. This refund is designed to make PCDJFS whole, since PCDJFS is responsible for refunding all overpayments to ODJFS.
- C. CONTRACTOR agrees to pay PCDJFS the full amount of payment received for services not covered by this contract.
- D. CONTRACTOR agrees to pay PCDJFS the full amount of payment received for duplicate billing, erroneous billings, deceptive claims or falsification. As used in this section, "deceptive" means knowingly deceiving another or causing another to be deceived, by a fake or misleading representation, by withholding information, by preventing another from acquiring information, or by any other act, conduct or omission which creates, confirms or perpetuates a fake impression in another, including a fake impression as to law, value, state of mind or other objective or subjective fact.

SECTION 7. INDEMNITY

The parties are political subdivisions of the state of Ohio or are boards, departments, entities, or parts thereof. As such, the parties lack authority to indemnify. Therefore, the parties understand and agree that each party is and shall be responsible for its own negligence, actions, or omissions and/or the negligence, actions, or omissions of their respective boards, board members, officials, officers, employees, agents, representatives, servants, and/or volunteers, resulting from or related in any manner to the performance of this Agreement. The parties agree to be individually and solely responsible for any and all liability, loss, damages, injury, including death, penalties, costs, fines, fees, and/or related expenses that each may incur as a result of its own negligence, actions, or omissions and/or the negligence, actions, or omissions of its respective boards, board members, officials, officers, employees, agents, representatives, servants, and/or volunteers in the performance of this Agreement. As proof of coverage, and without granting further legal rights, the parties shall provide a certificate of coverage to PCDJFS.

SECTION 8. RESOLUTION OF DISPUTES

- A. The General Manager of CONTRACTOR and the Director of PCDJFS shall first attempt to resolve any and all disputes between themselves concerning responsibilities under or performance of any of the terms of this Agreement.
- B. If the dispute cannot be resolved, the parties may then pursue any other available remedy.

SECTION 9. TERMINATION

- A. This Agreement may be terminated in accordance with any of the following:

1. The parties mutually agree to termination by entering into a written termination agreement that is signed by authorized representatives of PCDJFS and CONTRACTOR. An agreement to terminate is effective on the later of the date stated in the agreement to terminate or the date it is signed by all parties.
 2. Either party may terminate after giving thirty (30) calendar days written notice of termination to the other party. All termination or suspension notices must be sent using a delivery method that documents actual delivery to the appropriate address herein indicated (e.g., certified United States mail, return receipt requested). The effective date is the later of the termination date specified in the termination notice of the thirty-first (31st) day following the receipt of the notice by the other party.
 3. PCDJFS may immediately terminate this agreement if there is a loss of federal, state, or local funds, a disapproval of the agreement by ODJFS, or illegal conduct by CONTRACTOR affecting the operation of the agreement.
- B. Notice required by the terms of this Agreement by either party to the other shall be given or delivered to:
1. **in the case of CONTRACTOR:**
Portage Area Regional Transportation Authority (PARTA)
2000 Summit Road
Kent, Ohio 44240
Attn: General
Manager
 2. **In the case of the Portage County Board of Commissioners:**
Portage County Board of
Commissioners 449 South Meridian
Street
Ravenna, Ohio
44266 Attn: Clerk
 3. **In the case of PCDJFS:**
Portage County Department of Job & Family
Services 449 South Meridian Street
Ravenna, OH 44266
Attn: Director
- C. This Agreement may be terminated immediately in the event there is a loss of funding, disapproval by a federal administrative agency, or upon discovery of noncompliance with any federal or state laws, rules or regulations. In the event termination is pursuant to this paragraph, a notice specifying the reasons for termination shall be sent as soon as possible after the termination in accordance with paragraph A. of this Section.

SECTION 10. INSURANCE

CONTRACTOR shall obtain and maintain continuously for the term of this Agreement, at its own expense, the following forms of insurance to indemnify PCDJFS for the activities and services of the Agreement:

1. CONTRACTOR shall maintain commercial general liability insurance or equivalent to include Personal Injury and Contractual Liability coverage with a limit not less than One million and 00/100 dollars (\$1,000,000.00) naming the Portage County Commissioners and PCDJFS as additional insured on the policy for injuries or damages to persons or property resulting from the provision of services under the Agreement and to evidence the same by furnishing a copy of the Certificate of Insurance. This insurance must be primary with respect to any insurance, self-insurance, or risk pool programs to cover Portage County and its agents and employees. The insurance must cover CONTRACTOR's employees and any and all equipment used by its employees to provide the contracted Transportation Services.
2. CONTRACTOR shall maintain automobile liability insurance with a limit not less than One million and 00/100 dollars (\$1,000,000.00) each occurrence. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement.
3. CONTRACTOR shall maintain cyber liability insurance, with limits not less than One million and 00/100 dollars (\$1,000,000.00) per occurrence or claim, One million and 00/100 dollars (\$1,000,000.00) aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by CONTRACTOR in this Agreement and shall include, but is not limited to, claims involving invasion of privacy information, release of private information and alteration of electronic information. The policy shall provide coverage for breach response costs as well as regulatory fine and penalties and as well as credit monitoring expenses with limits sufficient to respond to these obligations.

SECTION 11. MISCELLANEOUS

- A. This Agreement may be modified or amended only by written agreement of the parties. However, any amendments to the laws, rules, or regulations affecting non-emergency transportation services or affecting either of the parties will result in the corresponding modification of this Agreement, without the necessity for executing a written amendment.
- B. CONTRACTOR agrees that it will not share any information, systems, data or records made available to it for any purpose other than to fulfill the contractual duties specified in this Agreement.
- C. CONTRACTOR shall take reasonable steps to ensure that people with limited English proficiency have meaningful access to the services provided under this agreement and that there is effective communication between CONTRACTOR and individuals with limited English proficiency.

- D. CONTRACTOR will carry adequate fidelity bond coverage as indemnification against losses resulting from the fraud or lack of integrity, honesty or fidelity of one or more employees, officers or other persons holding a position of trust.
- E. CONTRACTOR certifies that it and all officers, employees and agents of CONTRACTOR will comply with the requirements of the Ohio ethics and conflict of interest laws.
- F. Each party shall cooperate with and provide necessary information to the other to enable the parties to review and determine periodically while this Agreement is in effect each party's compliance with the terms of this Agreement.
- G. The parties agree to use their best and reasonable efforts and to take such actions as are necessary to maintain each party's respective eligibility under this Agreement.
- H. The parties agree to make available services and facilities, which are funded through federal, state and county funds, in accordance with federal, state and county statutes or regulations.
- I. The parties agree that this Agreement shall not be assigned by CONTRACTOR without prior written approval of PCDJFS. CONTRACTOR may not subcontract any of the services agreed to in this Agreement without the express written consent of PCDJFS. Proper procurement rules must be adhered to when obtaining a subcontractor. All subcontracts are subject to the same terms, conditions, and covenants contained within this Agreement including, but not limited to, the PCDJFS confidentiality requirements, which subcontractor shall be required to agree to in writing whether under CONTRACTOR or in a separate document.
- J. All records, books, documents, whether written or computer generated, pertaining to this Agreement shall be public records for purposes of Ohio Revised Code 149.43, unless otherwise exempted in accordance with state and federal law.
- K. CONTRACTOR must send one (1) copy of the final audit report electronically to PCDJFS's Fiscal Department within the earlier of either thirty (30) calendar days of CONTRACTOR's receipt of any such audit report, or nine (9) months after end of the audit period. If the due date falls on a Saturday, Sunday, or Federal holiday, the audit report is due the next business day.
- L. The parties agree that neither party is responsible to the other party for nonperformance or delay in performance of the terms of this Agreement due to acts of God, wars, riot, strikes, or other causes beyond the control of the parties.
- M. CONTRACTOR certifies that it has the institutional, managerial, and financial capacity to operate the Transportation Services program in accordance with federal, state, and local laws, ordinances, regulations and/or guidelines and any additions, deletions, or amendments thereto.
- N. This agreement will be construed, interpreted, and the rights of the parties determined in accordance with the laws of the State of Ohio and enforcement shall be brought in the courts of Portage County, Ohio and/or the U.S. District Court, Northern District, Eastern Division.

- O. A determination that any part of this agreement is invalid shall not invalidate or impair the force or effect of any other part of this agreement, except to the extent that the other part is wholly dependent for its operation on the part declared invalid.
- P. The captions and headings in this agreement are solely for convenience of reference and will in no way defer, limit or describe the scope or intent of any provision or section of this agreement.
- Q. CONTRACTOR shall report any suspected child abuse to the Child Abuse Reporting Emergency Services ("CARES") hotline at (330) 296-2273.
- R. CONTRACTOR certifies that all approvals, licenses, or other qualifications necessary to conduct business in Ohio have been obtained and are operative. If at any time during the contractual period, CONTRACTOR becomes disqualified from conducting business in Ohio, for whatever reason, CONTRACTOR shall immediately notify PCDFS of the disqualification.
- S. This Agreement contains the entire understanding of the parties.

SIGNATURES ON SEPARATE PAGE

IN WITNESS WHEREOF, PCDJFS and CONTRACTOR have caused this Agreement, consisting of 15 pages, to be executed as of the date hereinabove written.

**PORTAGE COUNTY BOARD OF
COMMISSIONERS**

Vicki A. Kline, President

Sabrina Christian-Bennett, Vice President

Mike Kerrigan, Board Member

**PORTAGE AREA REGIONAL
TRANSPORTATION AUTHORITY**



Claudia B. Amrhein, General Manager

Date: 05/03/2018

PORTAGE COUNTY DEPARTMENT OF JOB & FAMILY SERVICES

Kellijo Jeffries, Director

Approved as to form:

Assistant Prosecuting Attorney

CERTIFICATE OF AUDITOR - 2018

I hereby certify that the amount of \$34,500.00 required to meet the foregoing contract, agreement or obligation has been lawfully appropriated, authorized or directed for such purposes, and is in the County Treasury, or in the process of collection, for the credit of the Funds * See below * free from any outstanding obligation.

*14100514-400000	\$30,500.00
14130514-400000-3A259 (In School)	\$1,000.00
14130514-400000-3B259 (Out-of-School)	\$1,000.00
14130514-400000-3A258 (Adult)	\$1,000.00
14130514-400000-3B278 (DW)	\$1,000.00

Date

Janet Esposito
Portage County Auditor

CERTIFICATE OF AUDITOR - 2019

I hereby certify that the amount of \$15,500.00 required to meet the foregoing contract, agreement or obligation has been lawfully appropriated, authorized or directed for such purposes, and is in the County Treasury, or in the process of collection, for the credit of the Funds * See below * free from any outstanding obligation.

*14100514-400000	\$11,200.00
14130514-400000-3A259 (In School)	\$1,100.00
14130514-400000-3B259 (Out-of-School)	\$1,100.00
14130514-400000-3A258 (Adult)	\$1,100.00
14130514-400000-3B278 (DW)	\$1,000.00

Date

Janet Esposito
Portage County Auditor

AFFIDAVIT
OF COMPLIANCE WITH OHIO REVISED CODE SECTION 3517.13

STATE OF OHIO

)
)SS
)

COUNTY OF PORTAGE

Claudia B. Amrhein, being duly sworn, deposes and states as follows:

1. I am duly authorized to make the statements contained herein on behalf of the PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) ("the Contracting Party").
2. The Contracting Party is a/an (select one):
 - ☐ Individual, partnership, or other unincorporated business association (including, without limitation, a professional association organized under Ohio Revised Code Chapter 1785), estate, or trust.
 - ☐ Corporation organized and existing under the laws of the State of _____.
 - ☐ Labor organization.
 - ☒ Other – A regional transit authority/political subdivision per ORC 306.30 et. seq.
3. I hereby affirm that the Contracting Party and each of the individuals specified in **R.C. 3517.13(I)** (with respect to non-corporate entities and labor organizations) or **R.C. 3517.13(J)** (with respect to corporations) are in full compliance with the political contribution limitations set forth in **R.C. 3517.13(I)** and **(J)**, as applicable.

Affiant further sayeth naught.

By

Claudia B Amrhein

Title: General Manager

SWORN TO BEFORE ME and subscribed in my presence this 3rd day of May, 2018.

Marcia A Fletcher

Notary Public

SEAL

My commission expires _____

MARCIA A. FLETCHER, NOTARY PUBLIC
Residence - Portage County
State-Wide Jurisdiction, Ohio
My Commission Expires March 10, 2021

Revised 4/17/18

RESOLUTION #2018-05-02**A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES TO ADOPT THE AKRON METROPOLITAN AREA TRANSPORTATION STUDY (AMATS) AREA COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN.**

WHEREAS, the Akron Metropolitan Area Transportation Study (AMATS) is designated as the Metropolitan Planning Organization (MPO) by the Governor, acting through the Ohio Department of Transportation (ODOT) and in cooperation with locally elected officials in Summit and Portage Counties and the Chippewa Township and Milton Township areas of Wayne County; and

WHEREAS, the METRO Regional Transit Authority (METRO RTA) is a regional transit authority organized and existing pursuant to Ohio Revised Code Title III Chapter 306, providing public transportation services in and around Summit County, Ohio; and

WHEREAS, the Portage Area Regional Transportation Authority (PARTA) is a regional transit authority organized and existing pursuant to Ohio Revised Code Title III Chapter 306, providing public transportation services in and around Portage County, Ohio; and

WHEREAS, federal legislation requires the development of a local Coordinated Public Transit - Human Services Transportation Plan; and

WHEREAS, the Coordinated Public Transit – Human Services Transportation Plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation; and

WHEREAS, AMATS, METRO RTA and PARTA have cooperated, along with the region's social and human service agencies and organizations, in the development of the Coordinated Public Transit – Human Services Transportation Plan, as directed by the United States Department of Transportation (USDOT); and

WHEREAS, the Coordinated Public Transit – Human Services Transportation Plan enables the area to utilize federal assistance through the Federal Transit Administration's Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program to meet the region's needs; and

WHEREAS, METRO RTA and PARTA are agencies appointed as designated recipients of Section 5310 funds with the concurrence of the Governor of the State of Ohio, and whose status remains so; and

WHEREAS, AMATS supports the maintenance and state of good repair of the area's transit fleets while carrying out the performance-based transportation planning and programming process; and

WHEREAS, AMATS supports the development and use of transit asset management (TAM) planning linking investment priorities to the performance targets set for the area; and

WHEREAS, a public comment period was initiated on March 1, 2018, with area human and social services agencies, transportation providers and members of the public provided access to the draft Coordinated Public Transit - Human Services Transportation Plan; and

WHEREAS, the METRO RTA Metropolitan Transportation Policy Committee has reviewed these public comments; and

WHEREAS, the AMATS Citizens Involvement Committee reviewed the draft Coordinated Public Transit – Human Services Transportation Plan at its May 3, 2018, meeting; and

WHEREAS, the AMATS Policy Committee adopted the Area Coordinated Public Transit – Human Services Transportation Plan at its May 10, 2018, meeting; and

WHEREAS, the Coordinated Public Transit – Human Services Transportation Plan is consistent with all federal regulations, including “*Executive Order 12898 – Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations.*”

NOW, THEREFORE, LET IT BE RESOLVED by the Board of Trustees of the Portage Area Regional Transportation Authority (*PARTA*) that:

1. The Coordinated Public Transit – Human Services Transportation Plan for the AMATS area is accepted and approved by the Board.
2. The public comment period initiated on March 1, 2018, and the AMATS Citizens Involvement Committee’s review of the draft Coordinated Public Transit – Human Services Transportation Plan on May 3, 2018, have been considered.
3. Conformity with all federal regulations, including environmental justice requirements has been affirmed.
4. It authorizes the staff to provide copies of this Resolution and pertinent documentation to the appropriate agencies as evidence of action by the *PARTA* Board of Trustees.

CERTIFICATION:

The undersigned duly qualified Board President, acting on behalf of the Portage Area Regional Transportation Authority (*PARTA*), certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Board of Trustees held on May 24, 2018.

Date

Rick Bissler, President
Board of Trustees

Attested

AKRON METROPOLITAN AREA TRANSPORTATION STUDY

M E M O R A N D U M

TO: Policy Committee
Technical Advisory Committee
Citizens Involvement Committee

FROM: AMATS Staff

RE: Resolution 2018-11 - Adopting the AMATS Area Coordinated Public Transit
- Human Services Transportation Plan

DATE: April 25, 2018

Background

The purpose of Resolution 2018-11 is to adopt the AMATS Coordinated Public Transit Human Services Transportation Plan. The development of the Coordinated Plan is a federal requirement, as established by MAP-21, and continued in current federal regulations.

The function of the Coordinated Plan is to improve transportation services for persons with disabilities, older Americans and low-income individuals. Specifically, this plan is necessary for the area to obtain and utilize funds from the Federal Transit Administration's (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program. Eligible projects seeking to use this funding source must be consistent with the Coordinated Plan.

Throughout the development of the Coordinated Plan, AMATS staff worked closely with METRO RTA, the Portage Area Regional Transportation Authority (PARTA) and representatives of local public, private and non-profit transportation and human services providers. The planning process also solicited and received insightful guidance from members of the public.

The Coordinated Plan:

- (1) Identifies current transportation providers and the assets available to the region (public, private, and non-profit);
- (2) Assesses the transportation needs of individuals with disabilities, older adults and low-income individuals;
- (3) Provides recommendations to address the identified gaps between current services and needs; and
- (4) Assigns priorities for implementation.

Coordinated Plan Recommendations

Recommendations for AMATS Funding

1. The purchase of new, accessible vehicles for regional providers of public transportation for older individuals, those with disabilities and those of low income.
2. Promote and increase travel training
3. Connecting transit stops to passenger destinations
4. Providing new transit service to key employment areas
5. Investment in fare reimbursement solutions and smart fare technology
6. Investment in intelligent transportation systems (ITS) infrastructure
7. Implementing a regional mobility management system

Recommendations for Non-Financial AMATS Support

1. Facilitate dialogue between transportation providers and significant regional employers/medical centers
2. Promote the Gohio Commute rideshare program

The Coordinated Plan recommends projects that are consistent with the list of eligible activities published in the program circulars issued by FTA. These recommended projects or activities are identified fully within the Coordinated Plan.

Staff Recommendation

Attached to this memo is Resolution Number 2018-11. This resolution adopts the area's Coordinated Public Transit - Human Services Transportation Plan. As the region's public transit operators, METRO and PARTA will also be adopting the Coordinated Plan.

Resolution 2018-11 and the Coordinated Plan will be transmitted to the Ohio Department of Transportation and the Federal Transit Administration (FTA). After review by FTA, the region will be allowed to continue moving forward with efforts to use federal funds to coordinate transportation services for persons with disabilities, older Americans, and individuals with lower incomes.

The Staff recommends approval.

RESOLUTION NUMBER 2018-11

**OF THE METROPOLITAN TRANSPORTATION POLICY COMMITTEE
OF THE AKRON METROPOLITAN AREA TRANSPORTATION STUDY**

**ADOPTING THE AMATS AREA COORDINATED PUBLIC TRANSIT - HUMAN
SERVICES TRANSPORTATION PLAN**

WHEREAS, the Akron Metropolitan Area Transportation Study (AMATS) is designated as the Metropolitan Planning Organization (MPO) by the Governor, acting through the Ohio Department of Transportation and in cooperation with locally elected officials in Summit and Portage Counties and the Chippewa Township and Milton Township areas of Wayne County; and

WHEREAS, it is the responsibility of AMATS to develop and maintain the Transportation Improvement Program (TIP) for the area in cooperation with ODOT and the region's transit authorities; and

WHEREAS, federal legislation requires the development of a locally developed, Coordinated Public Transit - Human Services Transportation Plan; and

WHEREAS, the Coordinated Plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation; and

WHEREAS, AMATS, METRO RTA and PARTA have cooperated, along with the region's human services providers, in the development of the Coordinated Plan, as directed by the United States Department of Transportation (USDOT); and

WHEREAS, the Coordinated Plan enables the area to utilize federal assistance through the Federal Transit Administration's Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program in order to meet the region's needs; and

WHEREAS, AMATS supports the maintenance and state of good repair of the area's transit fleets while carrying out the performance based transportation planning and programming process; and

WHEREAS, AMATS supports the development and use of transit asset management (TAM) planning linking investment priorities to the performance targets set for the area.

WHEREAS, METRO RTA and PARTA are the agencies appointed as designated recipients of Section 5310 funds, with the concurrence of the Governor of the State of Ohio, and whose status remains so; and

WHEREAS, a public comment period was initiated on March 1, 2018, with area human and social services agencies, transportation providers and members of the public provided access to the draft Coordinated Public Transit - Human Services Transportation Plan; and

RESOLUTION NUMBER 2018-11 - continued

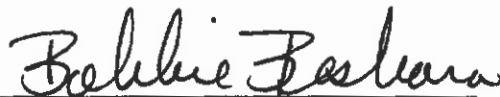
WHEREAS, the AMATS Citizens Involvement Committee reviewed the draft Coordinated Plan at its May 3, 2018, meeting; and

WHEREAS, this Committee has reviewed these public comments; and

WHEREAS, the Coordinated Plan is consistent with all federal regulations, including "*Executive Order 12898 – Federal Actions to Address Environmental Justice in Minority Populations and Low Income Populations*;"

NOW THEREFORE BE IT RESOLVED:

1. That this Committee adopts the Coordinated Public Transit - Human Services Transportation Plan for the AMATS Area.
2. That this Committee considers the Citizens Involvement Committee meetings held on March 1, and May 3, 2018, as adequately providing for public involvement.
3. That this Committee affirms conformity with all federal regulations, including environmental justice requirements.
4. That this Committee authorizes the Staff to provide copies of this Resolution and pertinent documentation to the appropriate agencies as evidence of action by the Metropolitan Planning Organization.



Mayor Bobbie Beshara, 2018 Chairwoman
Metropolitan Transportation Policy Committee

5-10-18

Date

AMATS Area Coordinated Public Transit – Human Services Transportation Plan

May 2018

Akron Metropolitan Area Transportation Study

806 CitiCenter / 146 South High Street / Akron, Ohio 44308-1423

Phone – 330-375-2436

Fax – 330-375-2275

E-Mail - amats@akronohio.gov

Web - www.amatsplanning.org



The AMATS Area Coordinated Public Transit Human Services Transportation Plan is a joint effort between AMATS, the region's public transit agencies (METRO RTA and PARTA) and a number of social and human service agencies and organizations.

Title VI of the Civil Rights Act of 1964 requires that AMATS shall not, on the basis of race, color, religion, national origin or sex, exclude anyone from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

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Executive Summary

The Akron metropolitan region is home to a significant number of individuals who depend on public transportation to meet their most basic needs – trips to work, medical facilities, shopping and so on. Three groups comprise the majority of persons who depend on public transportation: persons aged 65 and over, persons with disabilities and those of low income. The AMATS Coordinated Public Transit – Human Services Plan is a joint effort between AMATS, the region’s public transit agencies (METRO and PARTA) and a number of social and human services agencies and organizations to identify the location and needs of these groups, to identify available transportation assets, to determine key gaps, and most importantly, to establish a set of regional priorities and recommendations to help bridge these transportation gaps.

According to the U.S. Census Bureau, approximately 12% of the region’s population has some form of disability, 14% of the population is below the national poverty level, and nearly 16% of the region is above the age of 65. The Ohio Department of Aging predicts that by 2040, the state’s senior citizen population will double. Approximately 8% of the region’s households have no vehicle available – a number that is substantially higher in our larger cities. In a region of over 700,000 people, these percentages translate to large numbers of residents who depend on a convenient, reliable system of public transportation.

Within our region, METRO and PARTA provide very good levels of service, particularly in densely populated communities. Areas remain, however, where fixed-route bus coverage is limited or entirely absent. Some of the key transportation gaps include:

- Summit County: Copley Township, the City of Green and the City of Twinsburg
- Portage County: the City of Aurora, Brimfield Township, Village of Mantua and the City of Streetsboro
- Wayne County Portion: Public transportation is entirely absent from the AMATS portion of Wayne County (Doylestown, Rittman and their surrounding townships)

The region’s public transit agencies are constantly re-evaluating their services, and are taking steps to address many of the gaps identified above. METRO has introduced its “Call-a-Bus”, a fully accessible demand response call-ahead service, to help serve the gaps in Twinsburg and Green. The service is available to anyone. METRO is also in the process of re-designing their line service routes, taking the gaps identified in this report into consideration. PARTA’s Kent Central Gateway, a multi-modal transportation facility in the heart of downtown Kent, offers a central point of operations for transportation in Portage County in addition to a secondary hub at University Hospitals in Ravenna. Free transfers are offered at both locations. Fixed routes run on clock-faced timing for easier transfers and reduced wait times. PARTA consistently monitors routes to identify gaps in services and makes changes as necessary. In addition, PARTA offers its “Dial-a-Ride”, demand-response bus service county-wide to everyone, regardless of qualifications. This service effectively addresses most of the geographical gaps found in Portage County. Wayne County recently completed its own coordinated planning process, with Wooster Transit leading the way. Although the agency currently only operates

vehicles within the Wooster city limits, its goal is to operate demand-response service throughout the entire county, which would dramatically increase the transportation options available to the AMATS communities in the far northeastern portion of Wayne County – where service is currently unavailable.

The AMATS Coordinated Plan presents seven recommendations for potential transit-dedicated funding. The purchase of additional accessible vehicles, promoting and increasing travel training, connecting transit stops to passenger destinations, expanding the reach and hours of fixed route transit, and funding innovative new public transit service to key employment areas are all top regional priorities. In addition to these recommendations, the Coordinated Plan proposes two recommendations unlikely to receive transit-dedicated funding, but that AMATS would strongly support and offer facilitation or technical support as necessary. These include increasing dialogue between transportation providers and significant regional employers/medical centers, and promoting ridesharing.

Our goal is that through the implementation of the recommendations proposed within the AMATS Coordinated Plan, all parties involved in the transportation of the elderly, persons with disabilities and low-income individuals will share in a unified vision for the region. The plan will lay the groundwork for the most efficient use of the region's transportation funding, vastly increased communication between partner agencies, organizations and their clients, and as a result, maximizing the effectiveness of the many assets available to our region to provide seamless transportation to those who rely on it the most.

1 Purpose/Background

The AMATS region is home to a wealth of agencies and organizations that provide services for persons with disabilities, older persons and low-income individuals and families. One of the greatest needs for individuals within any of these circumstantial profiles is convenient, affordable and reliable transportation. Of the dozens of regional transportation and human services organizations that serve these individuals and families, many are connected (directly or indirectly) to the transportation needs of their clients. Some operate actual transportation assets, such as buses or accessible vans. Others subsidize the transportation expenses of their clients. Still others provide vital services for those who depend on some form of transportation – and have a vested interest in ensuring that potential clients have access to these services.

As the regional transportation planning agency for the Akron metropolitan area – including Summit and Portage Counties, as well as a portion Wayne County – AMATS is responsible for facilitating a cooperative planning process among the region’s various transportation and human services providers. By working with key stakeholders and through our public outreach efforts, it is AMATS’ goal to ensure the best possible regional transportation network and the most efficient use of the transportation assets available within our region.

Especially in today’s sluggish economy, most organizations are operating with skeleton crews, and doing the best they can with the resources they have. While this arrangement fosters efficiency from a staffing perspective, heavy workloads might prohibit organizations from being able to “look up” at the big picture and recognize opportunities and partnerships which could benefit all involved parties. The overarching purpose of this plan is to bring any service gaps and inefficiencies to light, and the proposed recommendations are intended to address and overcome any issues unearthed during the planning process.

To help implement this plan’s recommendations, the federal and state governments have created specialized funding programs, which dedicate funding to projects improving transportation and mobility for persons with disabilities, senior citizens or low-income individuals/households. These programs generally require that all funded projects are to be included within a locally developed, coordinated public transit – human services transportation plan (Coordinated Plan). The following plan, approved by the Policy Committee on May 10, 2018 (anticipated), is the result of AMATS’ adherence to this requirement, and will guide the future allocation of the funding programs described within.

1.1 Goals of the Coordinated Planning Process

The primary goals of this plan are to identify the needs of key populations with special transportation needs, to identify agencies and organizations capable of providing needed transportation services, to identify service gaps, and finally, to provide recommendations to address those gaps. The overarching goal is to create an environment where all stakeholders are on the same page and working together to provide the simplest, most efficient and comprehensive human services and transportation network possible.

1.2 Stated Planning Process

The ODOT Office of Transit requires that all locally adopted coordinated public transit – human services transportation plans be developed according to a stated planning process. The previous version (2014) of the AMATS Coordinated Plan was developed by AMATS in cooperation with METRO, PARTA and area social/human services agencies. This plan was developed in a similar manner. The process for this version of the regional coordinated plan will be as follows:

1. **Gather Background Information:** Review existing federal and state coordinated planning requirements, the previous AMATS Coordinated Plan, other existing coordinated plans, federal grant program requirements and related literature and guidance. This will allow AMATS to develop an outline and structure to ensure that all required plan elements have been addressed, as well as to incorporate “best practices” into the forthcoming plan, tailoring them to the specific needs of the greater Akron region.
2. **Identify Key Partners and Stakeholders:** Research the “key players” in the fields of transportation, social/human services agencies and organizations, non-profit organizations and advocacy groups, major employers and medical services. Develop a list of contacts within key organizations.
3. **Gather Demographic and Statistical Data:** Assemble data from the U.S. Census Bureau, state agencies, local regional transit authorities and any other available sources. Perform initial analyses and identify preliminary gaps, regional strengths, potential concerns, etc.
4. **Agency and Public Outreach Efforts:** Through a variety of methods, engage in conversation with transportation disadvantaged citizens, various providers of transportation, area non-profits and advocacy groups and social/human services agencies all throughout the AMATS region (and potentially beyond).
5. **Synthesize Information into Prioritized Regional Recommendations:** Compile all of the data, comments and concerns from prior planning phases. Perform analyses to determine gaps and needs. Match these needs with eligible activities/projects from key federal and state funding programs to determine feasible recommendations. Prioritize these recommended strategies based on anticipated funding availability, outreach information and regional priorities as stated in *Transportation Outlook 2040* – the long-term regional transportation plan.
6. **Circulate Draft Plan and Recommendations for Comment:** Engage in an inclusive process to ensure that stakeholders have sufficient time to review and comment on the draft plan and proposed recommendations.

7. **Incorporate Comments into Final Draft:** Ensure that all meaningful comments are properly incorporated into the draft plan, and reorganize as necessary to create a final draft of the document.
8. **AMATS Committee Approval:** Present the plan and proposed strategies to the AMATS Technical Advisory Committee and the Citizens Involvement Committee for comment. Seek final approval of the document from the AMATS Policy Committee.
9. **Submit Approved Coordinated Plan:** Officially file the locally adopted, coordinated public transit – human services transportation plan with the Federal Transit Administration’s regional office and ODOT’s Office of Transit.

2 General Transportation Needs

This planning process will attempt to identify the transportation needs of three targeted profile groups, identified as having special transportation needs – with a particular reliance on public transportation.

2.1 Persons With Disabilities

People with certain physical or mental disabilities may be unable to operate personal vehicles, and in some cases, are unable to use non-motorized transportation methods such as walking or bicycling. The transportation services provided by public, private and not-for-profit agencies and organizations are vital in facilitating these individuals to accomplish even the most basic tasks, such as buying groceries and other necessities, attending medical appointments and engaging in social, recreational and employment-related activities.

The term “disability” covers a wide spectrum of physical or cognitive limitations, and of an equally broad range of severity. Disabilities affect people regardless of age, sex, race or income level, and a number of human and social services agencies exist within the AMATS region (and beyond) to address the specific needs of such a diverse population.

One growing segment of the population in regards to those having some form of disability is veterans returning home from overseas combat operations. In some ways, the needs of our veterans mirror the needs of civilians with similar disabilities. However, our veterans may have options available to them beyond those available to the general public, such as Veterans Administration (VA) facilities. In honor of their service and sacrifice for our nation, AMATS considers it of utmost importance to assist our local heroes in meeting their transportation needs.

Table 1 - US Census Disability Statistics
2016 American Community Survey 1-Year Estimates

	Summit County	Portage County	Wayne County**
Total population* having some form of disability	13.7%	14.7%	12.7%
Age 65+ with some form of disability	34.7%	37.1%	30.7%
Total population with some form of ambulatory difficulty	7.8%	7.4%	6.1%
Age 65+ with some form of ambulatory difficulty	23.0%	25.2%	20.4%

**Civilian, non-institutionalized population **Entire county; includes non-AMATS portion*

Table 2 - US Census Veteran Population*
2016 American Community Survey 1-Year Estimates

	Summit County	Portage County	Wayne County**
Veteran Population	33,658	10,161	6,709
% of 18+ Population	7.9%	7.7%	7.6%

**Includes all veterans - not only disabled **Entire county; includes non-AMATS portion*

2.2 The Elderly

The aging of the U.S. population reinforces the importance of good planning for the needs of those age 65 and older. In 2011, the oldest members of the “Baby Boom” generation started turning 65 years of age. According to the Pew Research Center, 10,000 “Baby Boomers” will reach age 65 every day for the next 19 years. Currently, Boomers make up approximately 26% of the total U.S. population. This rapid expansion of the 65+ demographic will have a dramatic effect on the nation’s population. Currently, those aged 65+ make up 13% of all Americans. By 2030, Pew projects that those aged 65 and older will comprise at least 18% of the total U.S. population.

The Akron metropolitan area is no exception to this trend. According to the most recent U.S. Census data (2016 American Community Survey 5-year Estimates) , 17.1% of Summit County residents are age 65 or older; in Portage County, those aged 65+ comprise 15.2% of the population. The Ohio Department of Aging projects that the state’s older population will steeply increase through 2020, and could nearly double by 2040.

Although most people remain active at this point in their lives (and well beyond), this aging population will undoubtedly lead to an increase in demand for various transportation services. An Ohio Public Transit Association analysis estimates that most people will outlive their ability to drive a personal automobile by eight to ten years. The time is now to start planning for the infrastructure and coordinating the organizations and agencies charged with transporting these residents to wherever it is they need to go.

The transportation needs of seniors may differ from other segments of the population, in that employment-based trips are not a major focus. Instead, the focus is most likely to be trips to physicians and medical centers. Trips for basic necessities – grocery shopping, recreation and entertainment, and access to social and religious activities – are also important.

The current programs designated for providing transportation access to seniors are stretched to the limit just from medical trips alone, given existing resources. Meeting future demand for these and other transportation needs will require cooperation and coordination between family members, transportation providers and a multitude of social and human services agencies to ensure the most efficient use of available assets, and the maximum leveraging of any available funding sources.

Table 3 - Age 65+ Population
US Census and American Community Survey

	Summit County	Portage County	Wayne County**
2000 (US Census)	14.1%	11.0%	12.2%
2012 (ACS 1-year Estimate)	15.4%	13.7%	15.5%
2016 (ACS 1-year Estimate)	17.1%	15.2%	16.8%

***Entire county; includes non-AMATS portion*

2.3 Low-Income Individuals

Although America's "Great Recession" may have technically passed, few would argue that we are in the midst of great economic uncertainty, and that finding stable, full-time employment is not without its challenges. A sizable percentage of the population within the AMATS region falls below the national poverty line, according to the U.S. Census Bureau.

Table 4 - Population Below Poverty Level
2016 American Community Survey 1-Year Estimates

	Summit County	Portage County	Wayne County**
All People	13.6%	14.4%	12.4%
Age 65 or older	6.0%	5.3%	6.6%

***Entire county; includes non-AMATS portion*

The many steep costs involved in vehicle ownership preclude many low-income individuals from owning one. This was not as major of a concern historically, when most job opportunities were located in the hearts of our cities, and one's daily work commute involved a short walk or a quick trip on the local public transportation system. Since the invention of the national freeway network, however, our cities land use patterns have become decidedly more auto-centric and decentralized, with many employment opportunities moving ever outward from central cities and town centers. Residential and retail land uses followed suit. The end result was many low-income families compelled to occupy the inexpensive housing in older, central neighborhoods were now located far from prime job opportunities.

Beyond providing access to jobs, it is important to realize that in today's knowledge-based economy, specialized training and/or degree programs are required to land the jobs best able to help individuals and families rise from poverty. For this reason, providing access to educational and job-training centers is especially important for low-income individuals.

Job access is important, but that should not distract us from the fact that low-income individuals need reliable access to retail and grocery, social services, medical facilities and recreational opportunities as well.

Table 5 - Percent of Households without Vehicles
2016 American Community Survey 5-Year Estimates

By County	
Summit County	9.0%
Portage County	6.1%
Wayne County**	9.1%
By Larger City	
Akron	15.0%
Barberton	10.4%
Cuyahoga	7.3%
Kent	11.4%
Ravenna	15.3%

***Entire county; includes non-AMATS portion*

Figure 1 – Population Over 65 Years of Age

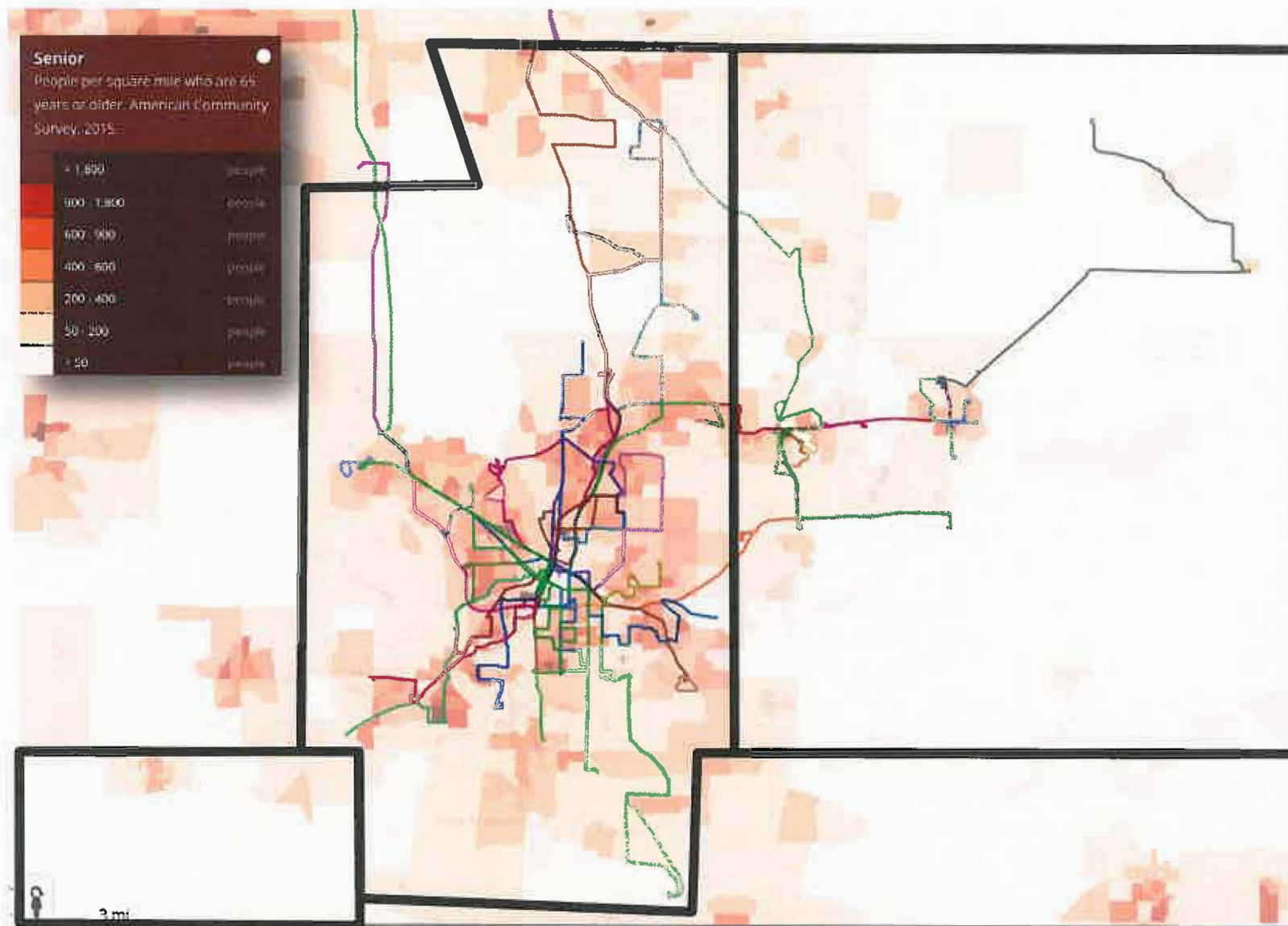
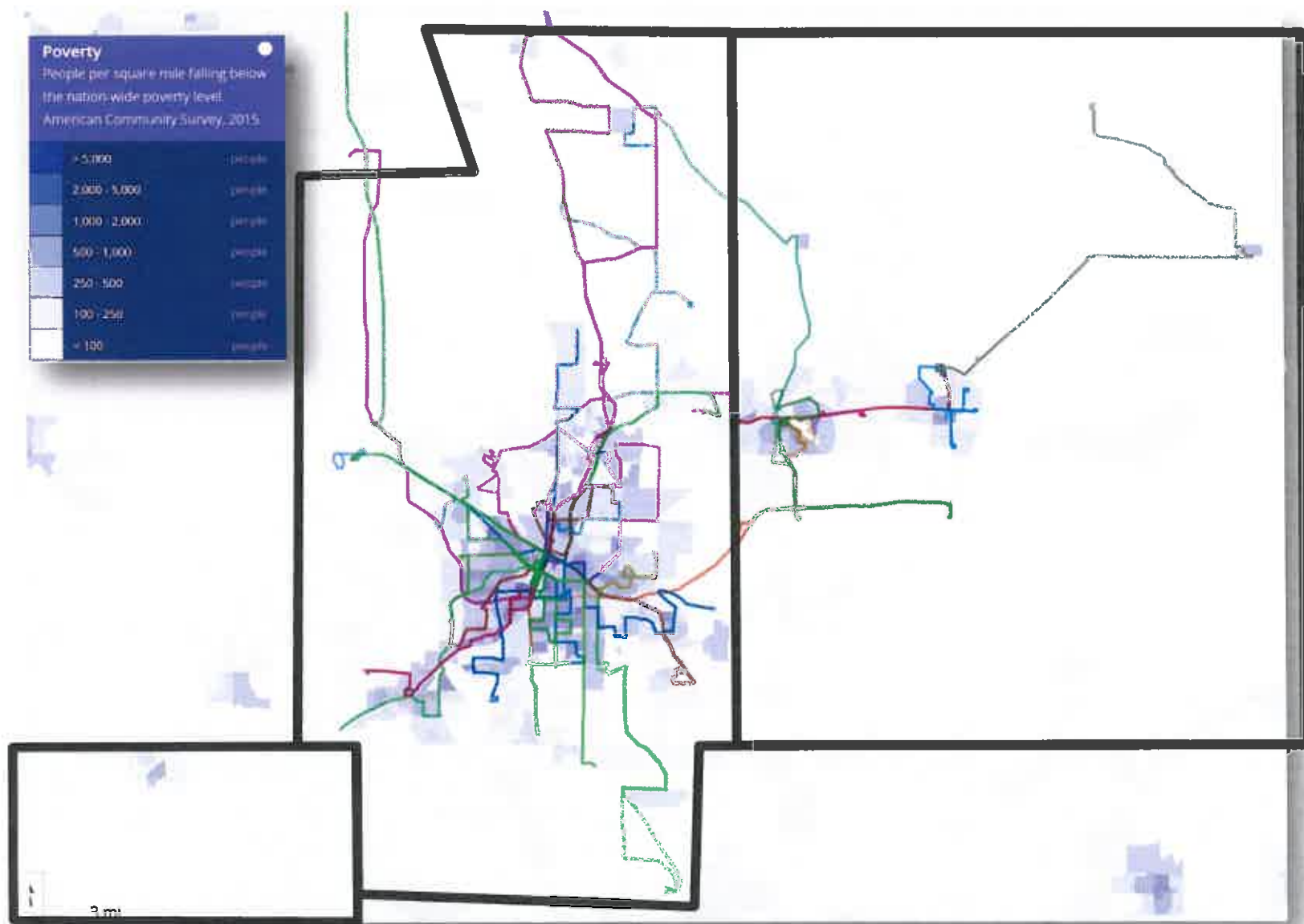


Figure 2 – Low Income Population



3 Transportation Partners & Their Assets



A variety of assets are available within our region to assist in the transportation of persons with special needs. With so many agencies and programs dedicated to transportation in existence – transit agencies, human services agencies, non-profit providers, faith-based organizations, volunteer programs and so on – providing an all-inclusive list is difficult. This section will provide a general summary of the transportation assets currently available to our region. *A more complete list of agencies/organizations may be found in Appendix A.*

3.1 Regional Transit Authorities (RTAs)

3.1.1 METRO and PARTA

These public transportation agencies operate a variety of bus services (and rail services in some large metropolitan areas, such as Cleveland), typically offering standard fixed-route service, door-to-door/demand-response service and express bus services. Two RTAs operate within the AMATS region: METRO in Summit County and the Portage Area RTA (PARTA) in Portage County. In Ohio, RTAs are primarily funded through transit dedicated portions of the county sales tax. For this reason, they generally keep service within their home counties. However, cross-county express services illustrate that exceptions to this rule *are* possible. METRO runs its increasingly frequent North Coast Express service into Cleveland, and PARTA runs express services to both Akron and Cleveland. PARTA also offers a fixed bus route (the Interurban) that crosses into Summit County and provides connecting service with METRO at the Stow/Kent Shopping Center.

Table 6 - Key Transit Statistics

		
Large Buses	140	32
Small Buses/MV-1 Vehicles	91	37
Transit Center	Robert K. Pfaff Transit Center 631 S. Broadway St, Akron	Kent Central Gateway 201 E. Erie St, Kent
# of Fixed Routes	37	8 County, 2 Express, 6 Campus
# of Fixed Route Passengers (2017)	4,885,178	1,164,796
# Demand Response Passengers (2017)	265,833	89,874
Central Office	416 Kenmore Blvd, Akron	2000 Summit Rd, Kent
Contact	330-762-0341	330-676-6701

3.1.2 Other Northeast Ohio RTAs

In addition to METRO and PARTA, Northeast Ohio is home to several other RTAs. While only SARTA (see below) currently provides service directly to the AMATS region, partnerships with the RTAs would be mutually beneficial to the residents and businesses of all surrounding counties. These RTAs include:

Geauga County Transit (GCT) – provides door-to-door, demand-response service throughout Geauga County. Because the county is primarily rural, urban fixed-route service is not feasible, and is, therefore, not available. Although trips must generally be scheduled in advance, GCT demand-response service is available to anyone in the county (no special qualifications necessary), and for an additional fee, will transport clients outside of Geauga County.

Greater Cleveland RTA (GCRTA) – Cleveland/Cuyahoga County's transit agency has a comprehensive network of many different types of services. It offers a fixed-route bus network, the nation's preeminent bus rapid transit (BRT) route, light and heavy rail service, as well as demand-response paratransit services. GCRTA operates many park-and-ride stations throughout Cuyahoga County, greatly increasing the appeal of commuting from suburban cities into downtown Cleveland. Currently, GCRTA offers no service beyond the Cuyahoga County border.

Laketran – the RTA serving Lake County provides three types of service: local, fixed-route bus service within Lake County, park-and-ride commuter service to Cleveland and dial-a-ride, demand-response service. The dial-a-ride service provides service anywhere within Lake County, as well as major medical facilities in Cleveland. It is available to all residents of Lake County, and vehicles are equipped to meet the accessibility needs of persons with disabilities.

Lorain County Transit (LCT) – Serves the cities of Elyria and Lorain with four fixed-route bus lines and ADA dial-a-ride service. Currently does not provide service into Cleveland.

Medina County Public Transit (MCPT) – Serving Medina County, this RTA provides "loop" routes in the cities of Medina and Brunswick, as well as demand-response service throughout the entire county. The "loop" routes are semi-fixed, in that they follow a sequence of scheduled stop locations, but can deviate from the route by $\frac{3}{4}$ of a mile upon request. For a small additional charge, MCPT will transport passengers beyond the county border to meet up with other RTAs, such as Summit County's METRO or Cuyahoga County's GCRTA.

Stark Area Regional Transit Authority (SARTA) – as the RTA for Stark county, SARTA operates 27 fixed routes (plus additional late night loop and other specialty routes), and serves Canton, Massillon, Alliance and a number of smaller communities. SARTA provides valuable express service to the Akron-Canton Airport, METRO's RKP Transit Center in Akron, as well as weekday trips to Cleveland. In addition to fixed-route bus service, SARTA provides Proline demand-response service to all county residents with an ADA recognized disability.

Western Reserve Transit Authority (WRTA) – As Youngstown/Mahoning County’s public transit provider, WRTA operates a number of fixed-route bus lines, as well as an origin-destination service for any Mahoning County resident. The agency runs an express route into Trumbull County, serving the city of Warren.

Wooster Transit – As a relatively small transit system, Wooster Transit operates small buses on two fixed routes in Wooster and nearby areas. Wooster Transit buses currently *do not* serve the portion of Wayne County that lies within the AMATS region (Doylestown, Rittman, etc.), although the agency hopes to provide countywide demand-response service in the future.

3.1.3 NEORide

Stemming from a recommendation from the 2014 Coordinated Public Transit – Human Services Transportation Plan, NEORide was established as a Council of Governments (COG) under Ohio law in 2014. The founding members were METRO, PARTA and SARTA with Laketran joining the group in 2017.

Chapter 167 of the Ohio Revised Code (ORC) permits “the governing bodies of any two or more counties, municipal corporations, townships...or other political subdivisions” to establish a regional council to solve “the problems of local government” and discharge “the responsibilities and duties of local government in the most efficient possible manner”. COGs have the power to “study such area governmental problems common to two or more members of the council as it deems appropriate”, including those of health, welfare, economic and regional development. They may “promote cooperative agreements and contracts among its members or other governmental agencies and private persons, corporations or agencies.”

NEORide’s journey began with a feasibility study underwritten by a \$50,000 grant from the state’s Local Government Innovation Fund. After gathering input from each systems’ general managers and the general public, NEORide analyzed every aspect of the inter-county transit services offered by METRO, PARTA and SARTA. By evaluating both existing and potential demand, the team conducted a study to develop short, intermediate and long-term goals that provide a clear roadmap for the future of a regional public transit in Northeast Ohio, as shown on the following page.

The goals identified by NEORide both directly and indirectly support the recommendations coming out of this plan.

SHORT/INTERMEDIATE TERM GOALS

- Increase and enhance service by coordinating, combining and extending existing inter-county routes now operated by the three agencies;
- include information about the enhanced/increased service and NEORide on each agency's website, printed schedules and other materials;
- Develop a stand-alone NEORide website. Mission accomplished—you're viewing it now;
- Brand and market the NEORide concept, including identifying coordinated/combined/extended routes as service provided via NEORide in conjunction with the three agencies.

LONG TERM GOALS

- Additional route revisions/additions and service increases;
- Development of NEORide specific GPS-powered rider tools;
- Coordination of paratransit services; Fare coordination and collection;
- Identify and secure revenue sources to expand and promote regional transit service.

(from the NEORide website - <https://www.neoride.org>)

3.2 Government Agencies

A number of government agencies directly provide transportation services for the clients that they serve. The following table (based on survey data) illustrates the major government agencies providing transportation within the AMATS region:

Table 7 - Government Agencies Providing Transportation Services

Summit County			
Name	Clients Served	Destinations Served	Fleet Size
Summit County Dept of Jobs and Family Services	Low-Income, Senior Citizens, Persons with Disabilities		NET Trips Contracted to other providers
Summit County Veterans Service Commission	Veterans	VA Medical Centers	Not Available
Portage County			
Name	Clients Served	Destinations Served	Fleet Size
Portage County Dept of Jobs and Family Services	Low-Income, Senior Citizens, Persons with Disabilities	Not Specified	One Minivan, NET Trips Contracted to other providers
Portage County Veterans Service Commission	Veterans	VA Medical Centers	Not Available
Wayne County			
Name	Clients Served	Destinations Served	Fleet Size
Wayne County Dept of Jobs and Family Services	Low-Income, Senior Citizens, Persons with Disabilities	Not Specified	Not Available
Wayne County Veterans Service Commission	Veterans	VA Medical Centers	Not Available

3.3 Not-for-Profit Transportation Providers

A number of not-for-profit organizations provide transportation for the clients that they serve. Although most of these organizations receive funding assistance or contractual work from government agencies, they are not affiliated with any particular government agency. The following table illustrates the key not-for-profit providers of transportation in the AMATS region:

Table 8 – Not-for-Profit Organizations Providing Transportation Services

Name	Office Locations	Clients Served	Services	Fleet Size	Phone Number
Community Support Services, Inc	Akron	Low Income Individuals, Seniors, Persons with Disabilities, Veterans	A wide variety of social services, including transportation to employers	Five 15 passenger vans	330-253-9388
The Counseling Center of Wayne and Holmes Counties	Main Office - Wooster; AMATS region branch office in Rittman	Low Income Individuals, Seniors, Persons with Disabilities, Veterans	A wide variety of social services and assistance to persons with emotional and mental concerns	1 large van, 3 minivans, 2 SUVs	330-925-5466
Family and Community Services	Akron, Kent, Mogadore, Ravenna. Others outside of AMATS region	Low Income Individuals, Seniors, Persons with Disabilities, Veterans	A wide variety of social services throughout Northeast Ohio and beyond	8 vans, 2 with mobility device lifts	330-297-7027
Independence of Portage County	Ravenna	Persons with Disabilities	Residential facilities and various support services	Buses and vans, some with mobility device lifts	330-296-2851
International Institute of Akron	Akron	Low Income Individuals, Seniors, Persons with Disabilities	A number of programs and services to assist the foreign born to integrate into society	2 vans, 2 station wagons	330-376-5106
United Disability Services (UDS)	Akron, Kent, Twinsburg	Persons with Disabilities	Adults attending various UDS adult services programs, other organizations/groups under contract, including Job and Family Services	24 light transit vehicles and vans - all with mobility device lifts	330-762-9751

3.4 Private (for profit) Transportation Providers

These firms serve the general public, typically in the form of taxi, limousine or charter bus services. In some cases, they provide contractual services for local transit agencies and other government agencies. Some advantages that these firms have over public transit and not-for-profit providers of transportation are 24-hour, 365 days-a-year service, as well as same-day service. Most companies use sedans as their standard operational vehicles, which have wide doorways, allowing for easy entrances and exits for people with limited mobility. In addition, some of these providers own fully accessible vans or buses, equipped with mobility device lifts and/or storage. For those paying their own fare (i.e. not subsidized by a social service or government agency), some companies offer discounts to qualified riders, such as students, veterans, seniors and frequent riders. The following table lists some of the key private transportation providers within the AMATS region:

Table 9 - Private, For-Profit Transportation Providers

Name	Service Area	Contact
City Yellow Cab	Summit County and Beyond	234-542-3941
TL Worldwide	Summit, Portage and Beyond	330-733-5372
Tri-County Taxi	Summit	330-786-1100
Emerald Transportation	Portage	330-673-9258
Falls/Suburban Cab Company	Summit	330-929-3121
Magic Taxi	Summit	330-753-8294

4 Outreach Efforts

No transportation planning effort can be successful without including the concerns, opinions and preferences of key stakeholders throughout the process. AMATS sought stakeholder input at multiple points during the creation of this locally adopted, coordinated public transit – human services transportation plan. Summaries of these outreach efforts are included below.

4.1 Planning Committee Meetings

The first step was to identify a large list of stakeholders that either work with or provide transportation for older adults, individuals with disabilities, and/or people with low incomes. Over 70 agencies were identified, including agencies representing:

- a. Public Transit
- b. Senior Center or other organization serving older adults
- c. Local County and/or City government
- d. Department of Developmental Disabilities (local/regional) office and programs
- e. Metropolitan Planning Organization, Regional Planning Organization, and Regional Transportation Planning Organization
- f. Department of Health and Human Services office (local/regional)
- g. Private Transportation Providers

In order to keep the group at a manageable size, a subset of these stakeholders were invited to participate in the Planning Committee. 16 agencies were invited and 9 actively participated. The remainder of the stakeholders were included in the survey, described in the following section.

Through a series of meetings, the Planning Committee identified needs and strategies to meet those needs, and determined priorities of those strategies. Meetings were held on the following dates:

- o September 6, 2017 - Robert K Pfaff Transit Center (631 S Broadway, Akron)
- o December 4, 2017 – PARTA Administrative Office (2000 Summit Rd, Kent)
- o February 1, 2018 - Robert K Pfaff Transit Center (631 S Broadway, Akron)

4.2 AMATS Online Survey of Agencies and Organizations Involved in Regional Mobility Management

In December 2017, AMATS published an online survey created to gather the specific needs of regional social/human services organizations, and to better understand the diverse transportation assets available within our region.

The survey was carefully constructed to be brief, yet informative, and was created with substantial input from the region's two public transportation agencies: METRO and PARTA.

The survey was sent via email to 38 different agencies/organizations throughout the entire region. A total of 61 employees from those 38 agencies responded to the survey. The responding agencies represent a diverse mix of transportation providers, human/social service agencies and advocacy groups from all around Summit, Portage and Wayne counties. Some of the key information derived from the responses includes:

- Respondents indicated that the populations they serve include: seniors, disabled individuals, students, low income individuals, job seekers, veterans, behavioral health individuals and victims of crime/trauma.
- Most trips fall into one of two categories: medical-related and work-related (listed in order of frequency). Medical trips include medical appointments at doctor's offices and hospitals, as well as dialysis treatment, and appointments for rehabilitation/counseling services. Work-related trips include places of employment as well as Ohio Means Jobs Center and other job-searching/training organizations. Additional trip purposes include shopping, school, social activities and faith-based activities (also listed in order of frequency).
- Some of the largest challenges relating to existing transportation options include:
 - Inability to make cross-county connections
 - Service hours (not late enough, not early enough, not available on weekends)
 - Long lead time to request door-to-door service
 - Limited availability of fixed route services in rural areas
 - Fixed route services are confusing
- Most respondents indicated that they believed their clients would consider using a fixed route transportation service that does not require advance reservation if it were available to them for their trip. However, the barriers to choosing fixed route service are that it can be confusing or it is too physically difficult for them to walk to a bus stop.
- To make using fixed route transit service less confusing and more accessible, a vast majority of respondents (93%) said they would recommend free travel training services for their clients by METRO and/or PARTA to learn how to use transit services.

Most respondents (77%) indicated that their clients needed transportation services that cross county lines.

4.3 Survey of METRO/PARTA Paratransit Customers

In November 2017, METRO and PARTA conducted a short 3-question survey of their paratransit customers. METRO received 99 customer responses and PARTA received 66. The surveys were conducted when customers called in to schedule their trips.

- A majority of respondents (92%) indicated that they felt the transportation services provided in Portage/Summit counties suit the needs of individuals with disabilities and older adults.
- A majority of METRO customer respondents (69%), who are all advanced reservation paratransit users, stated that they would not use a fixed-route system if that option was available near their home and destination. This is to be expected due to the relatively large coverage area of METRO's fixed route service. The customers using paratransit typically have circumstances that prevent them from using that service. Most PARTA respondents indicated that they would use fixed route service if it was available to them, which is also expected since the fixed-route service in Portage County is concentrated in the more populated urban areas. The majority of the county is relatively rural and not conducive for fixed-route services, leaving paratransit as their only option.
- Barriers to transportation identified by customer respondents include:
 - No options for cross-county trips
 - No service available on weekends
 - Service is not late enough in the evening or early enough in the morning
 - Inability to request a trip less than one day in advance

4.4 Public and Agency/Organization Comment Period

AMATS announced the opening of a public comment period for the draft of the Coordinated Plan at its Citizens Involvement Committee (CIC) meeting on March 1, 2018. Multiple hard copies of the draft recommendations were made available at the meeting, and it was announced that the draft recommendations would also be posted to the AMATS website: www.amatsplanning.org. Comments were accepted through April 15, 2018 – none were received.

In addition to the CIC announcement, AMATS directly contacted 43 area agencies and organizations involved in regional transportation coordination to announce the availability of the draft report. A PDF of the draft was sent to each stakeholder.

All recipients, both public and organizational, were provided telephone, mail and e-mail contact information to send any and all comments in the manner most convenient for them.

All comments were reviewed by AMATS staff and any appropriately related agencies or organizations, and incorporated into the document. The updated draft document was then presented to the AMATS Policy Committee for final approval at its May 10, 2018 meeting.

5 Transportation Service Gaps

The AMATS region is home to more than 700,000 people, and as has been previously discussed, many of them have special transportation needs. However, to best serve the needs of the transportation dependent, it helps to understand the greater regional context. Although the Akron metropolitan area is fairly large in-and-of itself, it is also part of the much larger Cleveland-Akron-Canton combined statistical area, in which approximately 3.5 million people reside. Northeast Ohio is home to numerous communities that interact with and maintain strong economic ties to one another. Some are notable job centers, while others contain world-class medical facilities. Each offers unique retail, social and cultural/recreational opportunities to which the transportation dependent population could greatly benefit from enhanced access.

One of the most important functions of this coordinated planning process is to identify transportation “gaps” – the absence of transportation options to meet the everyday needs of those dependent upon public transportation. In this section, gaps for each type of transportation provider will be examined.

5.1 Public Transit Service Gaps

Maintaining a robust public transit system is critical to those who depend on external sources to meet their transportation needs. When analyzing gaps in our regional transit systems, three areas must be examined:

1. *Geographical Gaps* – Communities or key destinations that are not served (or where service is limited) by transportation. These typically are in the context of fixed-route bus service, since demand-response service generally covers all portions of Summit and Portage Counties.
2. *Operational Gaps* – Limitations on the availability of the services (hours, frequency, days of the week, etc.)
3. *Eligibility Gaps* – Limitations on the persons eligible for and/or able to use the services offered

5.1.1 METRO RTA

5.1.1.1 Fixed-Route Gaps

1. *Geographical Gaps* – These gaps may be identified using the maps on pages 9 and 10. Fixed-route service is limited in the following communities with high concentrations of those likely dependent on public transportation: Copley Township, the City of Green and the City of Twinsburg. All three house significant concentrations of older persons and low income households which are not served by existing fixed-route transit routes.

Although fixed-route bus coverage is limited in these communities to regional commercial centers (such as Montrose and Arlington Ridge), METRO has introduced an innovative solution to serving low density areas such as these – branded as “Call-A-Bus”. METRO’s Call-a-Bus service is a new, advance reservation (origin to destination) bus service, which unlike its existing SCAT service, is available to *everyone*. Call-A-Bus is currently available in two areas of Summit County: the area of northern Summit County located north of Twinsburg Road, and the City of Green. This service goes a long way towards reducing the gaps in transportation services in Summit County.

2. *Operational Gaps* – Fixed bus routes in dense, urban areas (Akron, Barberton, Cuyahoga Falls, etc.) run regularly, late into the evening and often offer weekend service. However, routes to more suburban areas (particularly express routes) tend to run infrequently, have early final runs (often around 6:00 p.m.) and typically offer no (or very limited) weekend service. METRO typically does not operate buses on major holidays.
3. *Eligibility Gaps* – METRO’s standard fare (\$1.25 per ride) is very low compared to other national transit agencies, and the agency strives to be affordable to persons with low incomes. Reduced fares (\$0.50 per ride) are available to older adults and persons with a disability. North Coast Express service to Cleveland could be viewed as more cost prohibitive to lower income individuals (\$5.00 each way), yet is still an excellent value considering the full cost to travel to downtown Cleveland (fuel, parking, vehicle wear-and-tear, etc.). All buses are equipped with ramps or lifts for mobility devices. METRO fixed-route service essentially has zero eligibility gaps.

5.1.1.2 Demand-Response Gaps

1. *Geographical Gaps* – METRO operates three demand-response services: SCAT Senior for passengers age 62 and older, SCAT Temporary for persons with a qualifying disability prohibiting them from using regular line service, and ADA complementary paratransit service, which complements fixed-route service by transporting passengers with a qualifying disability to origins and destinations within $\frac{3}{4}$ mile from an existing active bus line. SCAT services are available anywhere in Summit County during certain days and times – the only geographical gaps would be any destination beyond the county border.
2. *Operational Gaps* – METRO’s SCAT services are available from 6:00 a.m. to 6:00 p.m. near Akron, and from 8:00 a.m. to 4:00 p.m. for riders in more outlying portions of Summit County. A significant gap in evening service exists. Weekend and holiday service is not available. In order to plan for the most efficient routing, all services must be scheduled at least one day in advance; same-day service is not available, creating a service gap for individuals who need transportation on short-notice and do not have an origin and/or destination within Summit County.
3. *Eligibility Gaps* – SCAT and ADA complementary paratransit services are available only to individuals who are 62 years or above and/or who have a qualifying disability travelling within an active corridor. This leaves a transportation gap for those who meet neither of these

qualifications, particularly low income individuals who need transportation beyond the reach of existing fixed-route bus services. The only current exception to this gap is METRO's recently introduced "Call-A-Bus" program. This program, which operates similarly to SCAT services (must call in advance, runs from 8:00 a.m. to 4:00 p.m., uses small accessible buses, etc.) are available to *anyone* traveling between select Northern Summit County communities or within the City of Green. SCAT services are slightly more expensive than the standard fixed-route service (\$2.00 each way), while the Call-A-Bus service is \$4.00 each way – likely cost-prohibitive to low income individuals.

5.1.2 PARTA

5.1.2.1 Fixed-Route Gaps

1. *Geographical Gaps* – Beyond the cities of Kent and Ravenna, Portage County is largely rural and not especially conducive to fixed-route transit service. Nevertheless, PARTA provides regular service to communities like Hiram and Garrettsville in the northeast portion of the county. The relatively large, job-dense communities of Aurora and Streetsboro (except for one stop on the Cleveland Express) are not served. Neither the Village of Mantua nor the southern 1/3 of Portage County (which includes job-rich Brimfield Township) have fixed-route service available. PARTA is well ahead of most transit agencies in terms of offering fixed-route service beyond its home county borders. Express service is offered to Akron and Cleveland, and frequent service to Stow (in Summit County) allows for easy transfers to METRO's bus system.
2. *Operational Gaps* – PARTA provides two categories of fixed-route bus service: campus service, which serves the Kent State University campus area, and county service, which serves the rest of Portage County. The campus service runs frequently and all throughout the day. Multiple campus routes also provide late-night service. The primary gaps are that there is limited weekend service and the campus routes only operate while Kent State is in session. PARTA's county routes run less frequently, offer very little weekend service, and generally only run until 6:00 or 7:00 p.m. (with a few exceptions).
3. *Eligibility Gaps* – All PARTA buses are accessible to passengers using mobility devices. Fares should be very affordable to most: campus services are free of charge, county bus routes charge a \$1.00 fare (each way), and seniors and persons with disabilities may pay a reduced fare of \$0.50 each way. Express service to Akron is only \$1.00 each way. Trips to Cleveland are a bit more costly at \$5.00 per trip, which could be cost prohibitive to some lower income households.

5.1.2.2 Demand-Response Gaps

1. *Geographical Gaps* – PARTA's Dial-A-Ride service provides door-to-door bus service throughout all of Portage County. Geographical gaps would only exist outside of Portage County – to popular destinations in Summit, Stark or Cuyahoga Counties, for example.

2. *Operational Gaps* – Although Dial-a-Ride service is available Monday – Friday to all of the larger Portage County communities, service to the more remote villages and townships is only available certain days of the week. Saturday service is available only within portions of Kent and Ravenna, and no Sunday or major holiday service is available. Like most demand-response services, trips must be scheduled at least one day in advance, creating a gap for those who need transportation services on short notice. Dial-a-Ride buses are available between 7:00 a.m. and 5:00 p.m. – leaving a significant service gap for those who are employed or have other needs in the evening.
3. *Eligibility Gaps* – Dial-A-Ride service is available to all Portage County residents. The cost of the service is \$4.00 each way, with a reduced rate of \$2.00 for seniors, children or persons with a disability. The full fare could prove cost prohibitive to low income individuals and households. All vehicles are accessible to those requiring mobility devices.

5.1.3 Neighboring RTA Gaps

Similar to METRO and PARTA, the regional transit authorities (RTAs) which surround the Akron metropolitan region provide the majority of their service within the borders of the county in which they are based. GCRTA is the only RTA to provide zero service beyond its county borders. Most others run service into Cuyahoga County and/or Cleveland. SARTA, the RTA for Stark County, provides excellent service into Akron and Summit County, serving the Akron-Canton Airport and METRO's downtown Akron transit center.

Three significant RTA gaps exist within or near the AMATS region:

1. Limitations to the ability of more rural RTAs (PARTA, MCPT, GCT, etc.) to run demand-response service into Summit County in order to access its major regional medical facilities, employment centers or cultural/recreational/retail destinations.
2. The complete absence of public transit service within the Wayne County portion of the AMATS area (Doylestown, Rittman and their surrounding townships). This could change in the future, as Wayne County is undergoing its own coordinated planning process, and hopes to one day offer county-wide demand-response bus service.
3. Very limited transit connection between Medina County (especially the city of Wadsworth, which lies within the Akron urbanized area according to the 2010 U.S. Census) and Summit County.

5.1.4 Government Agency Gaps

These gaps largely depend on where the particular agency falls within the larger governmental hierarchy. In Ohio, many social/human services agencies fall under the umbrella of the county government (Job and Family Services, Departments of Health, Veteran's Commission etc.), and serve only clients within the home county. Any transportation services are likely subject to these same

constraints. Sparsely populated, rural counties (such as Wayne and Portage) are more likely to experience an adverse impact from these constraints since they don't have the same access to large employers, major medical facilities and regional shopping destinations that larger, more urbanized counties do. The inability to cross these "hard" borders creates an opportunity gap for residents of our more rural counties and communities.

Another limitation of government agencies is that they typically serve a very specific client base. Funding has generally been budgeted to help that particular client base, and expenditures directed elsewhere would likely be viewed as "leakage". Any transportation offered by government agencies is unlikely to make seats available to those outside of their client base (as confirmed through responses to an AMATS mobility management survey).

As mandated by law, each Ohio county's Department of Developmental Disabilities will no longer be able to provide transportation to their clients. With varying time tables established by each county, a segment of the population, for which public transportation is not an option, will no longer have safe, reliable, affordable transportation. Private organizations will need to enter this new market to fill the gap and provide the specialized transportation needed.

5.1.5 Not-for-Profit Transportation Provider Gaps

Many of these agencies/organizations are similar to government sponsored human/social service agencies, in that they have specific focus and are unable to transport anyone outside of that client base. However, there are others that not only specialize in accessible transportation; they have the capacity and the willingness to transport individuals from a variety of backgrounds and transportation needs. Another advantage these organizations have over public agencies is the absence of geographical limitations. They generally may travel freely to any community and across county borders if their partners and clients express this need. The main "gap" in their services is one of capacity – either in vehicles/seats available to meet demand, in drivers to operate their vehicle fleets, or in the availability of accessible vehicles

Not-for-profit transportation providers typically perform transportation services on a contractual basis – often for government agencies (Job and Family Services, etc.).

5.1.6 Private (For-Profit) Transportation Provider Gaps

Private providers of transportation, which include taxi, limousine and charter bus companies, may work directly with their clients, or may perform work contractually for other agencies. Advantages of for-profit firms are that they operate late at night (24 hours in some cases), may not require advance scheduling and operate seven-days-a-week and on holidays.

The primary gap in private transportation service is that many cities strictly regulate (through licensing or by ordinance) their operations, and some municipalities may be off-limits to certain providers. On the other hand, assuming taxi companies have the appropriate licensing and permissions, they are not necessarily constrained by geographical borders as most other providers of transportation are.

Another limitation (i.e. an “eligibility gap”) to taxi service is that the fare costs are typically much higher than those offered by public and not-for-profit providers of transportation services. This increased expense may be offset by subsidies paid by local social and human services agencies for taxi service being performed on a contractual basis. In addition, some providers offer discounts to certain riders, such as senior citizens, students and veterans. Finally, not all private providers have accessible vehicles, creating another gap for persons with mobility devices.

5.1.7 Summary of Transportation Services

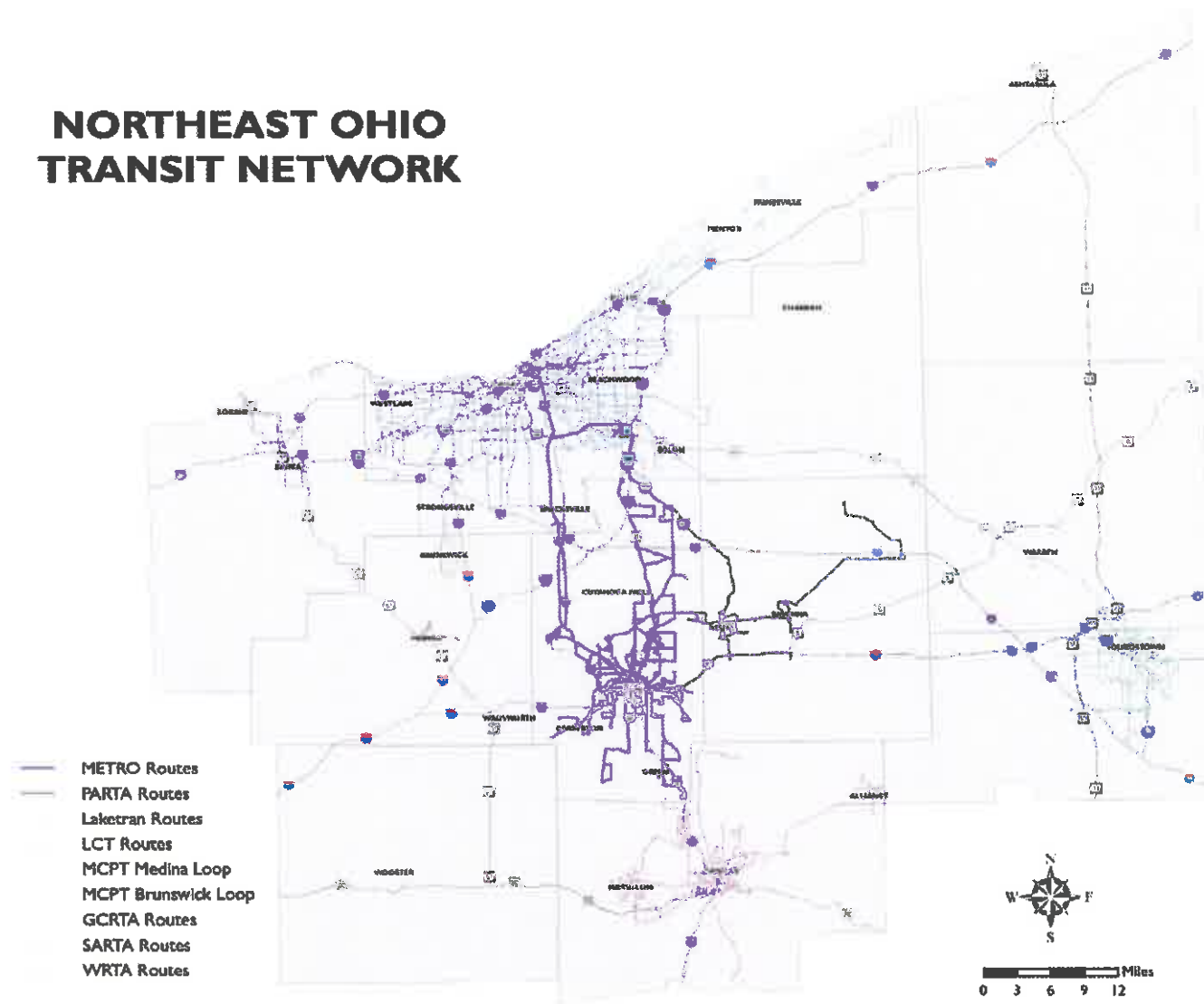
As illustrated above, a number of options are available to those who have special transportation needs. The following table summarizes the advantages of each of these options:

Table 10 – Summary of Transportation Services

	Public Transit Agencies	Government Agencies	Not-For-Profits	Private (For Profits)
Coverage within Home County	✓	✓	✓	✓
Ability to Cross County Border	Limited		Limited	✓
Late-Night Service	Limited			✓
Weekend Service	Limited		Limited	✓
Info Available/Visibility	✓	✓		
Immediate Availability				✓
Cost Effectiveness	✓			
Fleet Size/Variety	✓			
Fleet Includes Lifts for Mobility Devices	✓	Limited	✓	Limited

Figure 3 – Regional Public Transportation Providers

NORTHEAST OHIO TRANSIT NETWORK



6 Available Funding Programs

The Federal Transit Administration (FTA) currently administers three major formulaic grant programs to assist with the public transportation funding needs of metropolitan areas. These programs provide a fairly predictable stream of transit-dedicated revenue to the AMATS region. One of the primary reasons for creating a coordinated public transit-human services plan is to establish regional priorities for this transit-dedicated funding.

6.1 Federal Transportation Legislation: FAST Act

Fixing America's Surface Transportation Act, otherwise known as FAST Act, is the current national transportation legislation, which was signed into law December 4, 2015. The previous federal transportation bill (Moving Ahead for Progress in the 21st Century – MAP-21), consolidated multiple grant programs into three major programs, and thus, streamlining the transportation funding process. The FAST Act maintained these changes. In regards to mobility management, two major funding programs were discontinued under MAP-21 and remained discontinued in the FAST Act:

FTA Job Access and Reverse Commute (JARC) Program – This program was established to help transport welfare recipients and low-income people to regional employment centers. Generally, projects funded through this program would transport people from low-income central city neighborhoods to employment centers in outlying suburbs, where many entry-level jobs are located. As these jobs often require employees to work in the evening and on weekends, projects would also extend service hours to accommodate these schedules. On average, the AMATS region received approximately \$320,000 annually to allocate toward JARC-eligible projects.

FTA New Freedom Program – This program was created to reduce transportation barriers and increase the mobility of people having disabilities. Projects funded through this program had to exceed the requirements established by the Americans with Disabilities Act of 1990. On average, the AMATS region received approximately \$200,000 annually to allocate toward New Freedom projects.

Rather than eliminating these programs completely, the types of projects eligible for these programs have been rolled into three remaining, transit-dedicated funding programs:

6.1.1 FTA Enhanced Mobility of Seniors & Individuals with Disabilities Program (Sec 5310)

Although the 5310 program existed under previous federal transportation legislation, MAP-21 expanded the eligible activities which may be funded through the program. Eligible activities may fall within one of four categories (specific project examples are listed in Appendix B):

1. Former New Freedom program activities, which improve the mobility of persons with disabilities. These projects must exceed ADA requirements.

2. Projects to improve access to fixed-route public transit for seniors and persons with disabilities.
3. Public transit projects expressly designed for seniors and persons with disabilities where transit is insufficient, inappropriate or unavailable.
4. Alternatives to public transportation that assist seniors and persons with disabilities.

In previous funding cycles, this funding was used to purchase vans, paratransit buses and communications equipment for not-for-profit (501(c)(3)) providers of transportation throughout the AMATS region. AMATS staff solicits, reviews and scores the applications of participating organizations and the final funding decisions and allocations are approved by the AMAT's Policy Board. The program also requires that *at least* 55% of a metropolitan area's 5310 funds must be allocated toward traditional 5310 capital projects (i.e. the purchase of capital equipment for *non-profit* providers of transportation). The remainder *may* be used on other non-traditional projects to enhance the mobility of seniors and persons with disabilities (i.e. allocated to public transit agencies for eligible projects and expenses).

5310 funding may be used to cover 80% of the project cost for capital expenditures (buses, equipment, etc.) and 50% of the project cost for eligible operating expenses. The remaining portion must be paid for using non-federal funds. All 5310 projects and recipients must be included in the AMATS Coordinated Public Transit – Human Services Transportation Plan to be eligible for funding.

Table 11 - FTA 5310 Funding Allocations to the AMATS Region

Year	Amount	Ann. % Change
FY 2012	\$ 192,346	-
FY 2013*	\$ 565,976	194.2%
FY 2014	\$ 546,145	-3.5%
FY 2015	\$ 545,177	-0.2%
FY 2016	\$ 538,177	-1.3%
FY 2017	\$ 545,953	1.4%

**Large increase due to inclusion of former New Freedom program funding*

6.1.2 FTA Urbanized Area Formula Grant Program (Section 5307)

This formulaic grant program provides the majority of funding for METRO and PARTA's capital expenses (i.e. new buses). As a general public transit funding program, projects are not required to be aimed at populations with special transportation needs (although they must still meet ADA requirements). However, most METRO and PARTA bus routes serve densely populated areas which include many low-income, elderly and disabled residents who are likely to benefit from enhanced service.

Section 5307 funding may also be used for Job Access and Reverse Commute (JARC) projects and planning expenses, directly benefiting low-income individuals who need transportation to areas offering many employment opportunities.

The following table illustrates the 5307 funding allocated to the AMATS region in recent years:

Table 12 - FTA 5307 Funding Allocations to the AMATS Region

Year	Amount	Ann. % Change
FY 2012	\$ 7,305,165	-
FY 2013	\$ 7,354,093	0.7%
FY 2014	\$ 7,430,785	1.0%
FY 2015	\$ 7,683,579	3.4%
FY 2016	\$ 7,818,070	1.8%
FY 2017	\$ 7,838,243	0.3%

Totals include AMATS region's share of Cleveland urbanized area 5307 funding

6.1.3 FTA Bus and Bus Facilities Formula Grant Program (Section 5339)

Grants received from this program may be used to finance capital projects to replace, rehabilitate and purchase buses and related equipment, and to construct bus-related facilities, in accordance with the grant requirements established by the Section 5307 program.

Although similar funding previously existed as a discretionary program, MAP-21 established the formulaic program, which guarantees that a portion of any authorized funding can be used to improve the state of the AMATS region's public transit infrastructure.

Table 13 - FTA 5339 Funding Allocations to the AMATS Region

Year	Amount	Ann. % Change
FY 2013	\$ 713,317	-
FY 2014	\$ 859,895	7.1%
FY 2015	\$ 894,766	4.1%
FY 2016	\$ 821,650	-8.2%
FY 2017	\$ 829,598	1.0%

Totals include AMATS region's share of Cleveland urbanized area 5339 funding

7 Recommendations

Based on the previous analyses and findings from our public outreach efforts, AMATS presents the following list of recommendations to improve the coordination of transportation for low-income individuals, older persons as well as persons with a disability throughout the AMATS region and beyond. Recommendations are listed in order of priority based on the region's needs and anticipated resources. However, even lower-priority recommendations could receive funding if they meet the requirements established by the AMATS Funding Policy and demonstrate the potential to improve regional transportation coordination.

The following recommendations fall into one of two categories: those that are eligible for direct funding through the various programs administered by AMATS, and those in which funding is not applicable, but AMATS would strongly support by way of endorsement, technical assistance or through other non-financial means.

7.1 Recommendations for Transportation Funding

1. The Purchase of New, Accessible Transit Vehicles (small buses, vans, etc.)

Whether the vehicles are for non-profit providers of public transportation for the elderly, disabled or low-income individuals, or for METRO and/or PARTA, the need for sufficient quantities of reliable, fully-accessible rolling stock is paramount to the success of mobility management throughout the AMATS region and beyond.

During funding consideration, preference will be given to agencies/organizations that actively coordinate transportation services with other regional partners. Other determining factors include number of trips provided, estimated vehicle usage, remaining useful lives of existing vehicles, and related criteria, as detailed in the Section 5310 *Performance Management Plan* or the *AMATS Funding Policy Guidelines*.

Project Examples: Purchase of small buses, vans, light-transit vehicles (LTVs), MV-1 and /or other accessible vehicles

Eligible Funding Programs: 5310 (*at least* 55% of funding), 5307 and 5339

2. Promote and Increase Travel Training

Throughout our outreach efforts, a common goal was repeatedly expressed by the representatives of social services agencies: to encourage clients to remain as independent as possible. Some elderly and disabled clients will require full assistance meeting their transportation needs, and agencies are willing and fully prepared to assist them. Others may simply need a helping hand to understand the sometimes confusing transportation process. Many people – regardless of their age or ability – have difficulty interpreting complex bus schedules, understanding arrival times and the transfer process, how to properly board a bus, pay his or her fare, or signal for a stop.

METRO, PARTA and a number of area social/human services agencies offer travel training to anyone who has questions about the process of riding on public transportation. This service is offered free of charges and is individually designed to fit each person's needs. In addition, METRO has put together a series of YouTube videos, where a potential rider may watch and learn the bus travel process from the comfort of his or her home. Although the videos are specific to METRO's services, they essentially translate to any other public transit service. These videos may be accessed at: <http://www.akronmetro.org/metro-how-to-ride.aspx>

There are many benefits to encouraging transportation independence, including:

- Exercise from walking to and from the bus stop
- Use of basic problem-solving, math and other cognitive skills
- Increased social interaction and feeling of connection with the neighborhood
- A sense of accomplishment and satisfaction
- Efficient use of existing transportation assets

Some suggestions stemming from discussions of the Planning Committee include increasing METRO and PARTA travel training presence at Ohio Means Jobs Centers, as well as at job fairs throughout their respective counties. Additionally, many human service organizations participating on this committee were not aware of this free service and were given information on how to contact each transit agency. Any additional agencies interested in travel training can contact METRO or PARTA at the following telephone numbers:

METRO Travel Training:	330-762-0341
PARTA Travel Training:	330-678-1287 ext. 119

3. Connect Transit Stops to Passenger Destinations

The pool of potential transit riders may be increased by simply improving the access between transit stops and the origins or destinations of passengers with special transportation needs. Although the individual communities would provide most of the financing for these types of projects, AMATS could dedicate a portion of transit-dedicated funding to areas which are highly-used, yet highly-inaccessible or disconnected. Locations with a history of pedestrian crashes should receive particular scrutiny.

Project Examples: The construction of sidewalks, accessibility ramps, high-visibility signage and enhanced crosswalks and signals between highly-active bus stops and the important land uses identified earlier in this plan (i.e. employment areas, medical centers, etc.); transit waiting environments designed with the elderly and disabled in mind; enhanced wayfinding or informational signage, etc.

Eligible Funding Programs: 5310 (as "other eligible capital & operating expenses") and 5307 (as "associated transit improvements"). *The AMATS Transportation Alternatives Program (TAP) may also be used to fund these and related project types.*

4. Expand the Reach and Hours of Fixed Route Transit and Fund New Public Transit Service to Key Employment Areas

Public transit is an important means for low-income individuals to reach employment opportunities. A mismatch exists in that most existing bus service is located in populous urban areas, whereas many job-rich areas are located in suburban areas with little or no transit access. Many of these are entry-level jobs which require employees to work outside of the traditional 9-to-5 hours and on weekends – times when most fixed-route bus service is infrequent or non-existent.

ConxusNEO participated on the Planning Committee and offered to help facilitate conversations between employers and METRO in Summit County. METRO is currently undergoing a re-organization of their fixed route network and can use this information to help inform route and schedule changes in the coming years.

AMATS will consider funding new or expanded service projects that show strong promise of helping match transit-dependent workers with the jobs that could improve their lives and independence.

Project Examples: New fixed-route bus service to key employment areas; shared-ride shuttle service to/from employers; late-night service; increased bus frequency on existing fixed-routes serving both low-income and high-employment communities

Eligible Funding Programs: 5310 (as “other eligible capital & operating expenses”) and 5307 (including JARC projects)

5. Invest in Fare Reimbursement Solutions/Smart Technology

One barrier to efficient trip sharing and the combining of clients from different agencies is the complexity involved with reimbursement of trip costs. Human/social services agencies and other non-profit organizations work with limited budgets, and need assurance that their transportation funds are spent only on their clients. Smartcard technology, enhanced fare boxes and accompanying software would allow agencies to track client trips, directly bill the agency or client, or debit a pre-paid account. If multiple agencies could agree upon a standardized system for the region, passengers affiliated with multiple agencies could occupy the same public transportation vehicle, while all parties would receive the appropriate credits/debits. Automation would allow for a quick and seamless process.

A secondary benefit to the widespread adoption of smart technology could be the potential collection of basic, anonymous trip origin/destination data. The availability of this data would allow care-providers and decision makers to understand transportation demand, and to further improve their coordination/mobility management efforts.

Project Examples: Fare boxes equipped with smart card capabilities; smart card technology; computer or mobile device hardware and software to enable proper fare accounting/invoicing at the agency or client level; applications to pre-pay fare using mobile devices.

Eligible Funding Programs: 5310, 5307 and potentially 5339 (as “bus related equipment”)

6. Invest in Intelligent Transportation Systems (ITS) Infrastructure

The technology allowing for immediate communication and real-time vehicle or passenger location is advancing at a rapid pace. The equipment used to facilitate this immediate information is available and attainable to providers of transportation services, as well as their client agencies and the passengers they serve. Immediate information on bus locations, arrival times and practical alternatives will allow everyone involved in the mobility management process to best leverage the assets available to our region.

Although a variety of ITS technology is available, and many funding options exist to purchase such equipment, an important consideration for advancing regional mobility management efforts is to ensure that any equipment purchased has the capability of communicating with that of other agencies and organizations. Transportation providers and social services agencies should work together to consider the compatibility of all new ITS equipment, and are encouraged to integrate this requirement into their formal bidding processes, when applicable.

Project Examples: GPS/AVL units for buses; “Next Bus Arrival Time” signage at bus stops/transit centers/agency pick-up points; website and/or mobile device applications showing real-time bus locations and arrival times; enhanced communication equipment in vehicles; shared communication between social service agencies and transportation providers, etc.

Eligible Funding Programs: 5310 (as “support facilities & equipment”), 5307 (as “associated transit improvements”) and 5339 (as “bus-related equipment”)

7. Implementation of Enhanced Regional Mobility Management and Encourage Trip-Sharing

For several years, AMATS supported the creation of a regional mobility management system. As originally envisioned, the final product would be a one-call/one-click system where human and social services agencies and their clients could submit their transportation needs, and a variety of options would be made available to them. Likewise, participating agencies and organizations could upload their available trips, assets and capacity to the system. Clients would be quickly and conveniently matched with transportation providers who were able to meet their needs. The successful implementation of this “ideal” mobility management system would allow us to take the best possible advantage of our available transportation resources, minimize redundant services and allow for easy transportation coordination between diverse agencies and organizations – within and even beyond the AMATS region.

In the past, PARTA agreed to take the lead in the development of this mobility management system, on behalf of the AMATS region. Working with the Trapeze Group, a transportation software solutions provider, the underlying program has essentially been completed.

Previous NEORide Investment				
Program	FY '07/'08	FY '09/'10	FY '11/'12	Total:
JARC	\$ 346,460	\$ 280,206	\$ 350,000	\$ 976,666
New Freedom	\$ 338,404	\$ 401,359	\$ 401,976	\$ 1,141,739
Total:	\$ 684,864	\$ 681,565	\$ 751,976	\$ 2,118,350

Since 2007, AMATS has contributed over \$2.1 million in JARC and New Freedom funding toward the development of the software. Although the software portion has been largely completed, several setbacks have occurred to prevent the implementation as originally anticipated. Finding mobility management partners has been difficult, the region's RTAs are not sufficiently staffed to handle the daily management of a one-call/one-click mobility management system, the required supporting technology (interactive websites, automatic vehicle location and other supporting technology, etc.) is not in place, and on-going funding to manage such a system has not been identified.

The agencies participating in this program concede that the challenges of rolling out a large-scale, comprehensive mobility management program were greater than anticipated – and the economic downturn that has persisted since the start of the project has only complicated matters. Still, we believe that enhanced mobility management is critical to best leveraging the limited resources available within our region. In response to these challenges, it is recommended that all mobility management partners work to incrementally address the aforementioned obstacles.

Going forward, AMATS will transition to more of a facilitation role – helping achieve buy-in and aid in the participation of area social/human service agencies, non-profit and private for-profit transportation providers and participants from outside of the AMATS region. AMATS will work with transportation providers to purchase supporting equipment (see recommendation #2) which will allow diverse providers of public transportation to communicate with one another, as well as social service agencies and their clients.

Although the end product may differ from what was originally envisioned, and its full implementation may be further along the horizon, every incremental step forward will improve the transportation options available to those who rely on them the most.

Eligible Funding Programs: 5310 (as “support facilities & equipment”), 5307 (as “associated transit improvements”) and 5339 (as “bus-related equipment”)

7.2 Recommendations for Non-Financial AMATS Support

1. Increase Dialogue Between Transportation Providers and Significant Regional Employers/Medical Centers

As discovered in previous analyses, two types of trips are dominant among those most dependent on public transportation: medical trips and work-related trips. Within their home counties, the region's public transportation providers (METRO and PARTA) work diligently with major employers and medical centers to provide the most efficient service possible. However, complications arise

when those major trip attractions lie within another county. This challenge was confirmed by responses in both the stakeholder and public surveys. Again, ConxusNEO offered to help facilitate these conversations in Summit County.

As a regional planning agency, AMATS would willingly help to facilitate dialogue between transportation providers and high-demand destinations throughout our region and beyond.

2. Promote Ridesharing

Another mobility option that may be feasible for certain trips is ridesharing. Gohio Commute is the premier ride planning, matching, and logging tool available for free to anyone who lives, works, or attends school in the AMATS region. The service is also available in other Ohio counties and is funded and operated by members of the Ohio Association of Region Councils. This interactive platform gives someone in need of a ride the information they need to make smart choices – and save money, improve their health, and improve air quality by connecting with nearby commuters to share their ride.

Ridesharing is one option to help fill the gap of those suburban employment centers that are notable to be served efficiently by fixed route bus service.

8 Conclusion

As illustrated throughout this planning process, the needs of those who rely on outside sources to meet their transportation requirements are great. Approximately 13% of greater Akron's population has some form of physical or mental disability – many of which preclude the ability to operate a personal automobile. Nationwide, the senior citizen population is steeply rising, and is expected to double by 2040. Research indicates that the average life span will continue to outpace one's ability to safely operate an automobile. Meanwhile, nearly 10% of low-income households have no access to an automobile in the Akron metropolitan region. The highest concentrations of these households are in dense, urban communities – where transit access to many suburban employment centers is infrequent (at best). Each of these groups - so often dependent on public transportation – are likely to increase over time.

The recommendations proposed in this AMATS Coordinated Public Transit – Human Services Transportation Plan are the result of statistical and demographic analyses, multiple public outreach methods and partnerships with the agencies and organizations most responsible for meeting the needs of the transportation dependent. The implementation of these recommendations - largely accomplished through the transit-dedicated federal funding received by the AMATS region – will help increase the efficiency of our existing transportation assets, allow us to use any new assets more effectively and to build upon the already strong public, private and non-profit partnerships within our region. The resulting expanded coverage, better access and real-time information should not only enhance the experience for those who depend on public transit, but for everyone.

Appendices

Appendix A: List of Coordinating Agencies/Organizations

Transportation Planning Agencies			
Organization Name	Area Served	Phone	Website
AMATS	Summit, Portage, Wayne		amatsplanning.org
ODOT Office of Transit	Statewide	614-728-9609	
FTA Region 5 Office	Midwest	312-886-3704	
Public Transportation Providers			
Organization Name	Area Served	Phone	Website
METRO RTA	Summit	330-564-2281	www.akronmetro.org
PARTA	Portage	330-678-7745	www.partaonline.org
MCPT	Medina	330-723-9670	http://www.medinaco.org/transit/index.html
GCRTA	Cuyahoga	216-566-5100	http://www.riderta.com/
Geauga County Transit	Geauga	440-279-2150	http://www.geaugatransit.org/
SARTA	Stark	330-477-2782	
Wooster Transit	Wooster	330-234-3650	http://woosterhospitalitytransit.com/index.html
Laketran	Lake		https://laketran.com/
Lorain County Transit	Lorain		http://www.loraincounty.us/commissioners-departments/transit
Western Reserve Transit Authority (WRTA)	Mahoning		http://www.wртаonline.com/rider-info/maps-and-schedules/
Non-Profit Transportation Providers			
Organization Name	Area Served	Phone	Website
Akron Summit Community Action Inc.	Summit	330-376-7730	http://www.ascainc.org/
Akron Urban League	Summit	330-434-3101	www.akronurbanleague.org
Direction Home (previously Area Agency on Aging)	Summit/Portage	330-896-9172	www.services4aging.org
Catholic Charities Community Services Sum. Co.	Summit	330-762-2961	www.ccsommitcounty.org
Child Guidance & Family Solutions	Summit	330-794-4254	www.cgfs.org
Coleman Behavioral Health - Summit County	Summit	330-379-0667	http://www.coleman-bh.com/
Community Action Council of Portage County	Portage	330-297-1456	www.cacportage.net
Community Action Wayne/Medina	Wayne/Medina	330-927-1871	http://www.cawm.org/
Community Support Services	Summit	330-253-9388	http://www.cssbh.org/
ConxusNEO	Summit	330-630-9969	http://www.conxusneo.jobs/
Counseling Center of Wayne & Holmes Counties	Wayne/Holmes	330-925-5466	www.ccwhc.org
Easter Seals	Northern Ohio	440-324-6600	http://www.easterseals.com/noh/
Faith in Action	Summit	330-922-1900	www.fiaakron.org
Family & Community Services, Inc.	Portage	330-297-7027	www.portagefamilies.org
Family Promise of Summit County, Inc.	Summit	330-253-8081	www.familypromisesc.org
Gilchrist Adult Day Center	Wayne	330-658-7035	http://gilcrestadultdayservice.com/
Greenleaf Family Center	Summit	330-376-9494	www.greenleafctr.org
Hattie Larlham	Summit/Portage	330-274-2272	http://www.hattielarlham.org/
Haven of Rest Mission	Summit	330-535-1563	http://www.havenofrest.org/
Independence of Portage County	Portage	330-296-2851	www.indport.org
International Institute of Akron, Inc.	Summit	330-376-5106	www.iiakron.org
Interval Brotherhood Home	Summit	330-644-4095	www.ibh.org
Mature Services	Summit	330-253-4597	www.matureservices.org

Ohio Presbyterian Retirement Services (Rockynol)	Summit	330-867-2150	www.rockynol.org
The Arc of Summit & Portage Counties	Summit/Portage	330-836-5863	www.thearcneo.org
The Summit County Job Center	Summit	330-633-1050	
Tri-County Educational Service Center	Wayne/Ashland/Holmes		
Tri-County Independent Living Center	Summit/Portage/Summit	330-762-0007	www.tcilc.org
United Disability Services (UDS)	Summit	330-762-9755	www.udsakron.org
United Way of Portage County	Portage	330-297-1424	http://unitedwayofportage.com/
United Way of Summit County	Summit	330-762-7601	http://www.uwsummit.org/
United Way of Wayne and Holmes Counties	Wayne/Holmes	330-264-5576	http://www.uwayneholmes.org/
Wayne County Advocacy Council	Wayne		
Wayne County Family and Children First Council	Wayne	330-264-2527	http://www.waynefcfc.org/index.html
World Relief	Summit	234-334-5190	https://worldreliefakron.org
Summit County Children's Services	Summit		
Jewish Family Services	Summit	330-867-3388	
Human Services Providers			
Organization Name	Area Served	Phone	Website
Akron Metropolitan Housing Authority	Summit	330-376-7963	http://www.akronhousing.org/index2.aspx
Portage County Board of Developmental Disabilities	Portage	330-297-6462	http://www.portagedd.org/
Portage County Department of Job and Family Services	Portage	330-297-3750	http://www.co.portage.oh.us/ifs/
Portage County Veterans Service Commission	Portage	330-297-3545	www.co.portage.oh.us/veterans.htm
Portage Metropolitan Housing Authority	Portage	330-297-1489	http://www.portagehousing.org/
Summit County Department of Job and Family Services	Summit		https://www.summitdifs.org/
Summit County Veterans Service Commission	Summit	330-643-2830	www.vscsummitoh.us
Summit Developmental Disability Board	Summit	330-634-8082	http://www.summitdd.org/
Wayne County Board of DD	Wayne	330-345-6016	http://www.waynedd.org/company.asp
Wayne County Job & Family Services	Wayne	330-287-5846	http://www.wayneohio.org/jobandfamily/
Wayne County Veterans Service Commission	Wayne	330-345-6638	http://www.waynecountyveterans.org/index.htm
Wayne Metropolitan Housing Authority	Wayne	330-264-2727	http://www.waynemha.org/
Opportunities for Ohioans with Disabilities		234-206-4205	
Private Transportation Providers			
Organization Name	Area Served	Phone	Website
Tri-County Taxi formerly Akron Checker Cab	Summit	330-376-5555	
City Yellow Cab	Summit	330-253-3141	http://www.cityyellowcab.com/
Emerald Transportation	Portage	330-673-9258	
Falls/Suburban Cab Company	Summit	330-929-3121	
Magic Taxi LLC	Summit		
TL Worldwide	Summit	330-733-5372	http://www.thomaslimousine.com/
Hospitals			
Organization Name	Area Served	Phone	Website
Summa Health System	Summit	330-344-7101	
Cleveland Clinic Akron General	Summit	330-344-6000	
Churches			
Organization Name	Area Served	Phone	Website

St Bernard Catholic Church	Summit	330-253-5161 x 13	
The House of the Lord	Summit	330-864-9073	
Arlington Church of God	Summit	330-773-3321	

Appendix B: List of Eligible 5310 Projects

(Per FTA Circular 9070.1G)

Eligible Capital Projects that Meet the 55% (or Greater) Requirement

A. Rolling Stock and Related Activities

1. Acquisition of expansion or replacement buses or vans, and related procurement, testing, inspection and acceptance costs;
2. Vehicle rehabilitation or overhaul;
3. Preventive maintenance, as defined by the National Transit Database (NTD);
4. Radios and communication equipment; and
5. Vehicle wheelchair lifts, ramps and securement devices

B. Passenger Facilities

1. Purchase and installation of benches, shelters and other passenger amenities;

C. Support Facilities and Equipment

1. Extended warranties that do not exceed the industry standard;
2. Computer hardware and software;
3. Transit-related intelligent transportation systems (ITS);
4. Dispatch systems; and
5. Fare collection systems

D. Lease of Equipment when Lease is More Cost Effective than Purchase

E. Acquisition of Transportation Services Under a Contract, Lease or Other Arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses.

F. Support for Mobility Management and Coordination Programs Among Public Transportation Providers and Other Human Services Agencies Providing Transportation

1. The promotion, enhancement and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors and low-income individuals;
2. Support for short-term management activities to plan and implement coordinated services;
3. The support of state and local coordination policy bodies and councils;
4. The operation of transportation brokerages to coordinate providers, funding agencies and customers;
5. The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
6. The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and

7. Operational planning for the acquisition in intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System (GPS) technology, coordinated vehicle scheduling, dispatching and monitoring technologies, as well as technologies to track costs and billing in a coordinated system and singlesmart customer payment systems.

Other Eligible Capital and Operating Expenses (May not exceed 45% of metropolitan area's annual apportionment)

- A. General *(includes projects that would have been eligible for the FTA's former New Freedom funding program)*
 1. Public transportation projects (capital and operating) planned, designed and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate;
 2. Public transportation projects that exceed the requirements of the ADA;
 3. Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA complementary paratransit service; or
 4. Alternatives to public transportation that assist seniors and individuals with disabilities with transportation
- B. Public Transportation Projects the Exceed the Requirements of the ADA
 1. Enhancing paratransit beyond minimum ADA requirements
 - a. Expansion of paratransit service parameters beyond the $\frac{3}{4}$ mile required by the ADA;
 - b. Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services;
 - c. The incremental cost of providing same-day service;
 - d. The incremental cost (if any) of making door-to-door service available to all eligible ADA paratransit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb service;
 - e. Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
 - f. Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ranges established for wheelchairs under ADA, and labor costs of aides to help drivers assist passengers with over-sized wheelchairs; and
 - g. Installation of additional securement locations in public buses beyond what is required by the ADA
 - h. "Feeder" transit service to provide access to other public transportation modes not required under the ADA
- C. Public Transportation Projects that Improve Accessibility
 1. Making accessibility improvements to transit and intermodal stations not designated as key stations

- a. Building accessible pathways to bus stops not currently accessible (curb-cuts, sidewalks, accessible pedestrian signals, etc.);
 - b. Adding an elevator or ramps, detectable warnings or other accessibility improvements to a non-key stop/station that are otherwise not required by the ADA;
 - c. Improving signage or wayfinding technology; or
 - d. Implementation of other technology improvements that enhance accessibility for people with disabilities including ITS technology
 2. Travel training for individual users on awareness, knowledge and skills of public and alternative transportation options available in their communities;
- D. Public Transportation Alternatives that Assist Seniors and Individuals with Disabilities with Transportation
1. Purchasing vehicles to support new accessible taxi, ride-sharing and/or vanpooling programs (vehicle must be able to accommodate mobility devices without passenger needing to leave the device)
 2. Supporting the administration and expenses related to new voucher programs for transportation services offered by human services providers
 3. Supporting volunteer driver and driver aide programs (covers support and administrative costs)

Appendix C: Citizens Involvement Committee Outreach Materials

Citizens Involvement Committee Meeting

A public meeting is scheduled for **6:30 p.m., Thursday Mar. 1** at the
Akron-Summit County Public Library - Main Library
located at **60 South High Street in Akron**
to discuss various local and regional transportation issues.

This meeting of the Citizens Involvement Committee (CIC) of the
Akron Metropolitan Area Transportation study (AMATS) will include the following highlights:



OHIO DEPARTMENT OF
TRANSPORTATION

PROJECTS



Human Services Plan Recommendations



**Akron Metropolitan Area Transportation Study
Citizens Involvement Committee
Meeting Room 1
Akron-Summit County Public Library – Akron Main Public Library
60 South High Street, Akron, Ohio**

**Thursday, March 1, 2018
6:30 p.m.**

Agenda

- 1. Welcome**
- 2. Introductions**
- 3. Review of Last Meeting Summary**
 - A. January 18, 2018 Oral
- 4. AMATS Work Update**
 - A. Discussion of January and March Meeting Materials.
 - B. AMATS Goals and Objectives for 2018.
- 5. Discussion Item**
 - A. Draft *Coordinated Public Transit Human Services Transportation Plan*.
 - B. Status of Ohio Department of Transportation (ODOT) District 4 Projects in 2018.

Guest Speakers:
 - ODOT Planning Engineer Steve Rebillot
 - ODOT Design Engineer Chad Root
- 6. Open Discussion**
- 7. Adjournment 7:45 P.M.**

Next Regular Meeting:
Thursday, May 3, 2018 - 6:30 PM
Location – To Be Announced

All mailout material is available on the AMATS Web Site at www.amatsplanning.org

AKRON METROPOLITAN AREA TRANSPORTATION STUDY

M E M O R A N D U M

TO: Citizens Involvement Committee

FROM: AMATS Staff

RE: AMATS Area Coordinated Public Transit Human Services Transportation Plan – Draft Recommendations

DATE: March 1, 2018

Background

The function of the area's Coordinated Plan is to improve transportation services for persons with disabilities, older Americans and low-income individuals. Specifically, this plan is necessary for the area to obtain and utilize funds from the Federal Transit Administration's (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program. Eligible projects seeking to use this funding source must be consistent with the Coordinated Plan. The development of the Coordinated Plan is a federal requirement, as established by MAP-21, and continued in current federal regulations.

Throughout the development of the Coordinated Plan, the AMATS staff has worked closely with METRO RTA, the Portage Area Regional Transportation Authority (PARTA) and representatives of local public, private and non-profit transportation and human services providers. The planning process also solicited and received insightful guidance from members of the public.

The Coordinated Plan:

- (1) Identifies current transportation providers and the assets available to the region (public, private, and non-profit);
- (2) Assesses the transportation needs of individuals with disabilities, older adults and low-income individuals;
- (3) Provides recommendations to address the identified gaps between current services and needs; and
- (4) Assigns priorities for implementation.

Coordinated Plan Recommendations

Recommendations for AMATS Funding

1. The purchase of new, accessible vehicles for regional providers of public transportation for older individuals, those with disabilities and those of low income.

2. Promote and increase travel training
3. Connecting transit stops to passenger destinations
4. Providing new transit service to key employment areas
5. Investment in fare reimbursement solutions and smart fare technology
6. Investment in intelligent transportation systems (ITS) infrastructure
7. Implementing a regional mobility management system
8. Encouraging trip sharing between social service agencies
9. Promote the Gohio Commute rideshare program.

Recommendations for Non-Financial AMATS Support

1. Assist NEORide, a local council of governments (COG) initiative to facilitate broad mobility management system participation in Northeast Ohio
2. Facilitate dialogue between transportation providers and significant regional employers/medical centers

The Coordinated Plan recommends projects that are consistent with the list of eligible activities published in the program circulars issued by FTA. These recommended projects or activities are identified fully within the Coordinated Plan.

Recent Project Funding

In September 2016, the AMATS Policy Committee approved \$1,083,354 in federal funds from the Elderly and Disabled Program for handicap-accessible buses and associated equipment for METRO RTA, PARTA, United Disability Services and Hattie Larlham. The approved projects were programmed into FY 2017 of the TIP.

The AMATS staff anticipates a similar funding level to be made available for this fiscal year (FY 2018). An announcement will be made in July to accept letters of intent, and then applications, from eligible recipients, with final approval in September.

Staff Recommendation

The staff intends to present a resolution in May requesting that the AMATS Policy Committee approved the final draft of the Coordinated Plan following public review and comment. This resolution will adopt the area's Coordinated Public Transit - Human Services Transportation Plan. As the region's public transit operators, METRO and PARTA will also be adopting the Coordinated Plan.

The Coordinated Plan will then be transmitted to the Ohio Department of Transportation and the Federal Transit Administration (FTA). After review by FTA, the region will to continue move forward with efforts to use federal funds to coordinate transportation services for persons with disabilities, older Americans, and individuals with lower incomes.

The Staff will be pleased to receive public comments over the next 45 days.