

# Step on Board

Locally Coordinated Human Service Transportation Plan  
For the Toledo Urbanized Area  
2021-2025

*Developed in collaboration between TARTA and TMACOG*



**March 2021**



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## Executive Summary

The Locally Coordinated Human Service Transportation Plan (LOCHSTP) for the Toledo Urbanized Area was developed in 2020 and will be updated annually. This plan fulfills the requirements of the Federal Transit Authority (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through fiscal year 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five (5) years.

Transportation is a critical component of the communities in the Toledo Urbanized Area. Transportation provides access to jobs, education, health care, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. The purpose of this plan is for local stakeholders to work collaboratively to assess the following topics.

### COMMUNITY RESOURCES

There are many Transportation resources in the Toledo Urbanized Area. TARTA and TARPS cover a large portion of the urbanized area providing fixed route service, paratransit service, and on demand service. Lake Erie Transit covers transportation in southern Monroe County, Michigan and Perrysburg transit provides transportation for the City of Perrysburg. In addition to these providers, there are a variety of private and public transportation providers. According to the transportation stakeholder surveys received there are approximately 581 vehicles providing transportation with 65% being wheelchair accessible. Lucas and Wood county both have Mobility Managers that help educate individuals on transportation resources and help facilitate coordination of transportation.

### UNMET TRANSPORTATION NEEDS

Identifying unmet needs is an important step in developing a truly seamless regional transportation system. Unmet needs were identified through a public survey, public meeting, and stakeholder discussions. The table below illustrates the identified unmet needs. While all the unmet needs are important, each need was assigned a rank of high, medium, or low priority.

**TABLE 1: RANKED UNMET NEEDS**

Rank	Unmet Need Description
<i>High</i>	Service Area – not being able to get where you need to go because of where you live or your destination
<i>High</i>	Need more transportation options on early morning, nights, weekends, and holidays
<i>Medium</i>	Maintenance of transit stops – snow removal, sidewalk condition, benches, shelters, overgrown vegetation, etc.
<i>Medium</i>	Cost of private transportation
<i>Medium</i>	Wayfinding and signage
<i>Medium</i>	Increased Collaboration between transportation providers and health and human service agencies
<i>Medium</i>	Ability to schedule rides on shorter notice (i.e. day of rides)
<i>Low</i>	Education of how to utilize transportation services
<i>Low</i>	Access to local airports, bus station, and train station

## PLAN GOALS

Through consideration of the unmet needs, six (6) plan goals were identified. The plan goals are listed below:

**Goal #1: Promote and expand the local mobility management program**

**Goal #2: Improve paratransit and senior transportation services in the region**

**Goal #3: Improve access to employment**

**Goal #4: Continue to identify gaps and needs in transportation**

**Goal #5: Incorporate new technology to make using the transportation services more inclusive for all users**

**Goal #6: Improve information sharing to transit users**

In order to achieve these goals, collaboration between transportation providers and health and human service agencies must occur. An annual review of the plan will allow these agencies and providers to ensure efforts are being made towards achieving these goals. Each goal has multiple objectives and strategies. In addition to the objectives and strategies, responsible parties, capital/labor needs, potential funding sources, and performance measures were identified. Chapter 6 of the plan displays these items in more details.

## PLAN REQUIREMENTS

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

- Seniors
- Individuals with disabilities
- People with low incomes
- Public, private and non-profit transportation providers
- Human services providers
- The general public

In order to ensure participation from the above groups the following stakeholder involvement activities were performed. Planning committee meetings were held once a month starting in June throughout the duration of the plan development. The planning committee is composed of human service providers and transportation providers. A public survey was conducted, which received 215 responses. Individuals who took the survey were members of the public which included seniors and individuals with disabilities. The Lucas County Board of Developmental Disabilities provided paper copies of the surveys to their clients. These surveys were then manually entered and counted in the final survey analysis. In addition to the public survey, a virtual public meeting was held in August. A total of 34 individuals attended the meeting. Poll questions were asked during the meeting and of the individuals who responded, ten identified as an older adult and six identified as having a disability.

Finally, an additional public comment period was held in December through January 8<sup>th</sup> to review the draft plan and ensure the plan identified all the possible unmet needs and gaps in the region.

This plan was developed and adopted by a planning committee in March 2021. More information about the planning committee can be found in Appendix A

## I. Introduction

The Locally Coordinated Human Services Transportation Plan (LOCHSTP) for the Toledo Urbanized Area was prepared by the Toledo Area Regional Transit Authority (TARTA) and the Toledo Metropolitan Area Council of Governments (TMACOG). The purpose of the plan is to identify community resources for transportation. Coordination of health and human service providers and public transit has been demonstrated to reduce costs and increase access to services for older adults, individuals with disabilities, and other transportation disadvantaged populations.

The plan is a Federal Transit Authority (FTA) requirement for Specialized Transportation § 5310. Organizations who wish to apply for § 5310 funds, must participate in the plan process. Additionally, for projects to be eligible for § 5310 funds, they must be included in the plan. The § 5310 program aims to enhance the mobility of seniors and individuals with disabilities. The program provides grant funds to non-profit organizations, government authorities, and public or private transportation providers. The § 5310 funds can be used for vehicle purchases, mobility management services, technology improvements, infrastructure improvements, and operating costs.

The plan is an update to the 2012 *“TARTA Coordinated Public Transportation Human Service Transportation Plan”* developed by RLS Associates, Inc.

The LOCHSTP includes the following elements:

- An analysis of the geographic area and population demographics
- An assessment of available services
- An assessment of transportation gaps and needs
- Development of goals and strategies to address the gaps and needs
- Implementation strategies and performance measures

## Federal Funding Overview

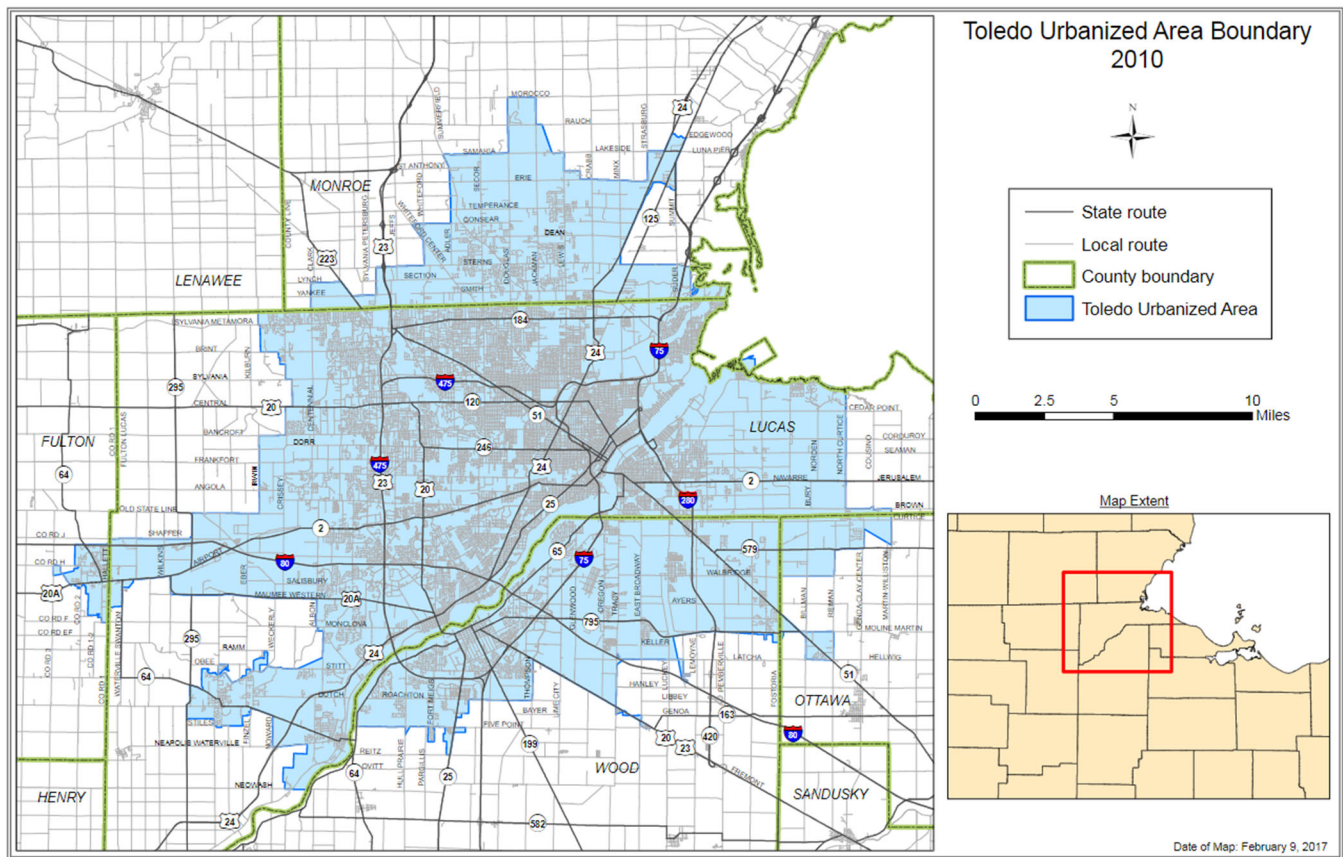
The Fixing America’s Surface Transportation (FAST) Act was established in December 2015. This act replaces the Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) Act.

- **§ 5310 Enhanced Mobility of Seniors & Individuals with Disabilities:** This program is a formula grant that aims to assist in meeting transportation needs of the elderly and persons with disabilities.
- **§ 5316 Job Access and Reverse Commute (JARC) Program:** Addresses transportation challenges faces by welfare recipients and low-income persons seeking to obtain and maintain employment. Capital planning and operating expenses for projects that transport low income individuals to and from jobs and activities related to employment and from reverse commute projects are eligible.
- **Coronavirus Aid, Relief, and Economic Security (CARES) Act:** Established on March 27, 2020 due to the COVID-19 Pandemic, the CARES Act provides emergency assistance to entities affected by the pandemic. The FTA allocated funds to numerous public transit agencies that was funded at 100 percent with no local match requirement. These funds can be used for capital, operating, and other expenses to prevent, prepare for, and respond to COVID-19.

## II. Geographic Area

This coordinated plan covers areas located in the Toledo Urbanized Area. This urbanized area consists of Lucas County and the cities of Perrysburg, Rossford, and Northwood located in northern Wood County. Lucas County and surrounding areas are in Northwest Ohio. According to the 2014-2018 US Census American Community Survey, the population of Lucas County is 432,379. The cities of Perrysburg, Rossford, and Northwood have a combined population of 33,320. The map below illustrates the geographic area covered by the plan.

**MAP 1: TOLEDO URBANIZED AREA BOUNDARY 2010**

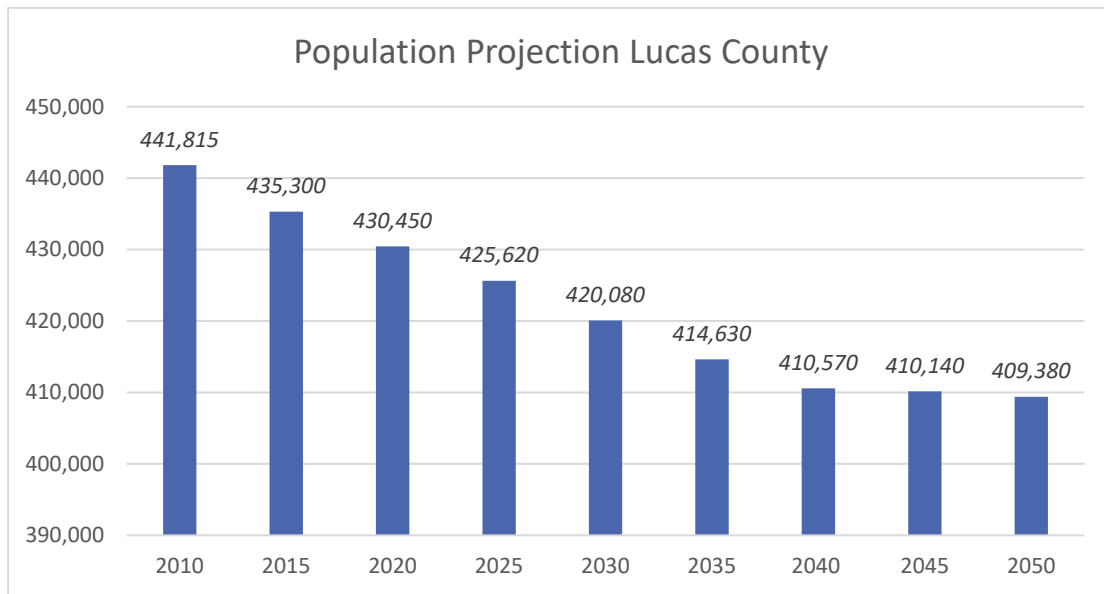


## III. Population Demographics

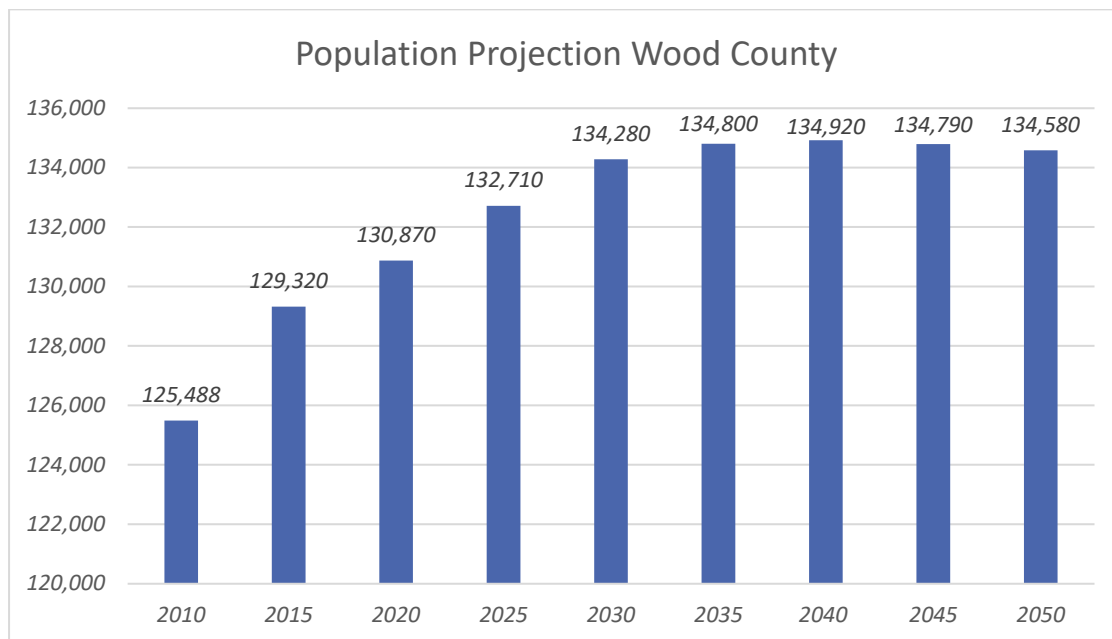
A combination of the 2014- 2018 American Community Survey (ACS) and the Ohio Development Services Agency (ODSA) provided the data for the coordinated plan. The Toledo Urbanized Area includes portions of Lucas and Wood counties in Ohio and portions of Monroe County, Michigan. Population projections includes data for Lucas and Wood counties as seen in charts 1 and 2.

According to the 2014-2018 Census population estimated the Toledo Urbanized Area has an estimated population of 498,808. The map below displays the population change in the region from 2012 to 2018.

**CHART 1: PROJECTED POPULATION FOR LUCAS COUNTY (SOURCE ODSA)**



**CHART 2: PROJECTED POPULATION FOR WOOD COUNTY (SOURCE ODSA)**

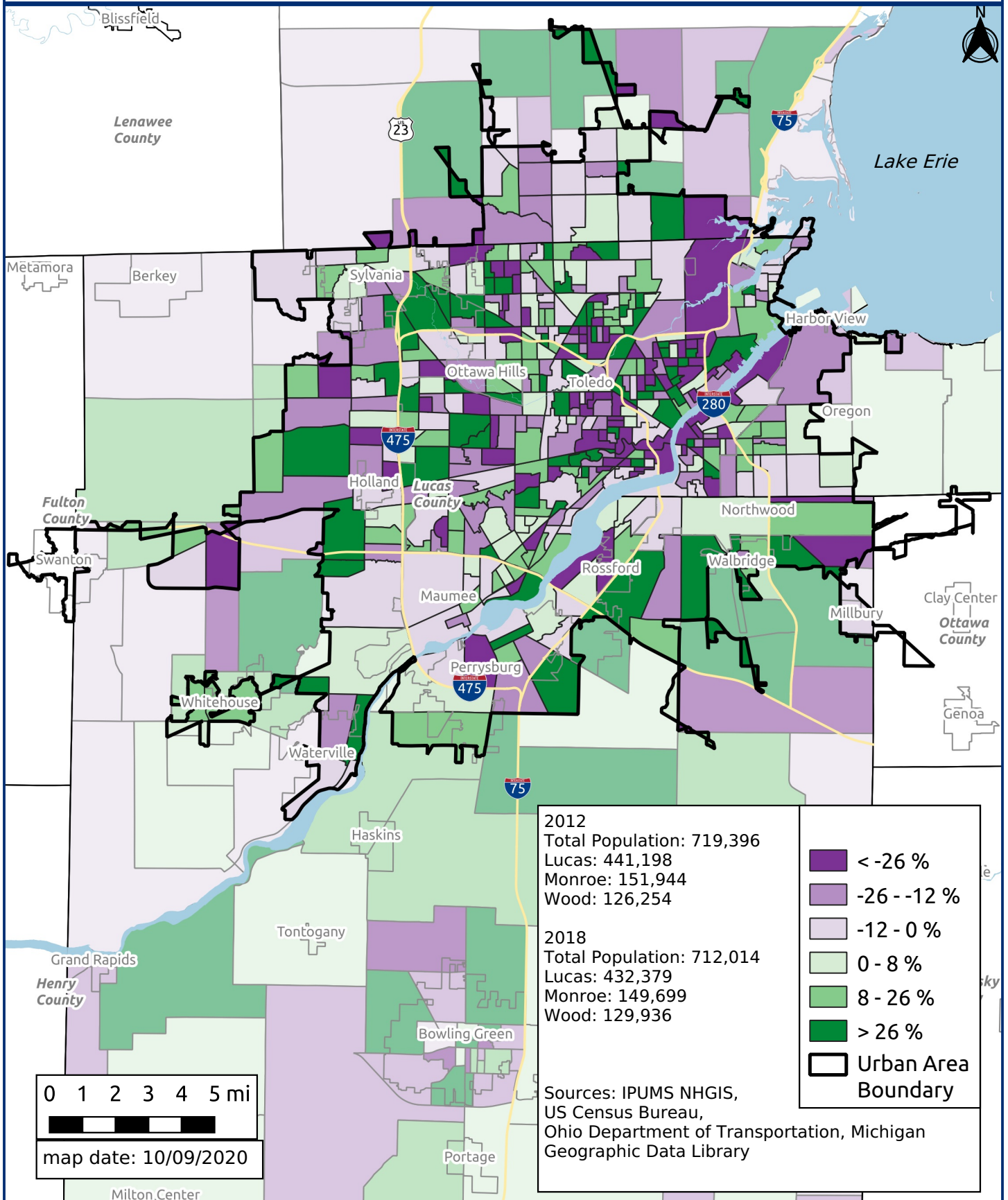


# Rate of Population Change 2012-2018 Toledo Urbanized Area

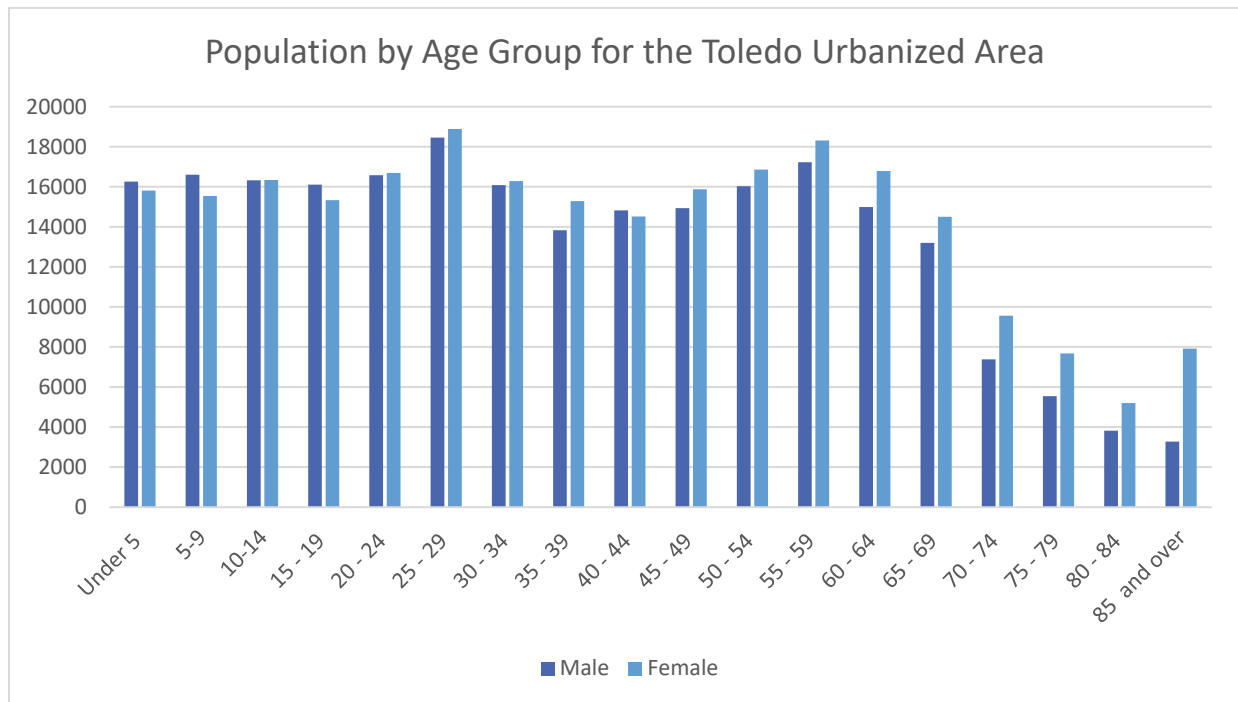


Toledo Metropolitan Area  
Council of Governments

300 Martin Luther King Jr Drive, Suite 300  
Toledo, OH 43604 419-241-9155  
www.tmacog.org



**CHART 3: POPULATION BY AGE GROUP FOR THE TOLEDO URBANIZED AREA (SOURCE ACS 2018)**



As shown in the chart above the age group 25-29 has the highest population followed by the 55-59 age group.

**CHART 4: POPULATION BY RACE FOR THE TOLEDO URBANIZED AREA (SOURCE ACS 2018)**

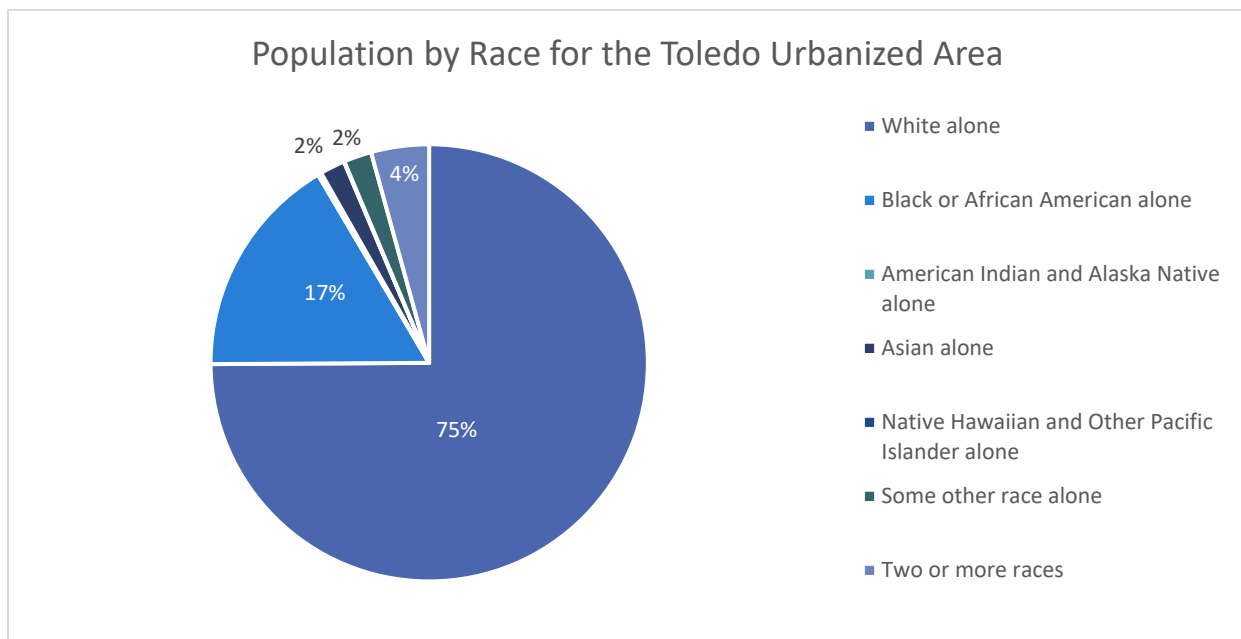
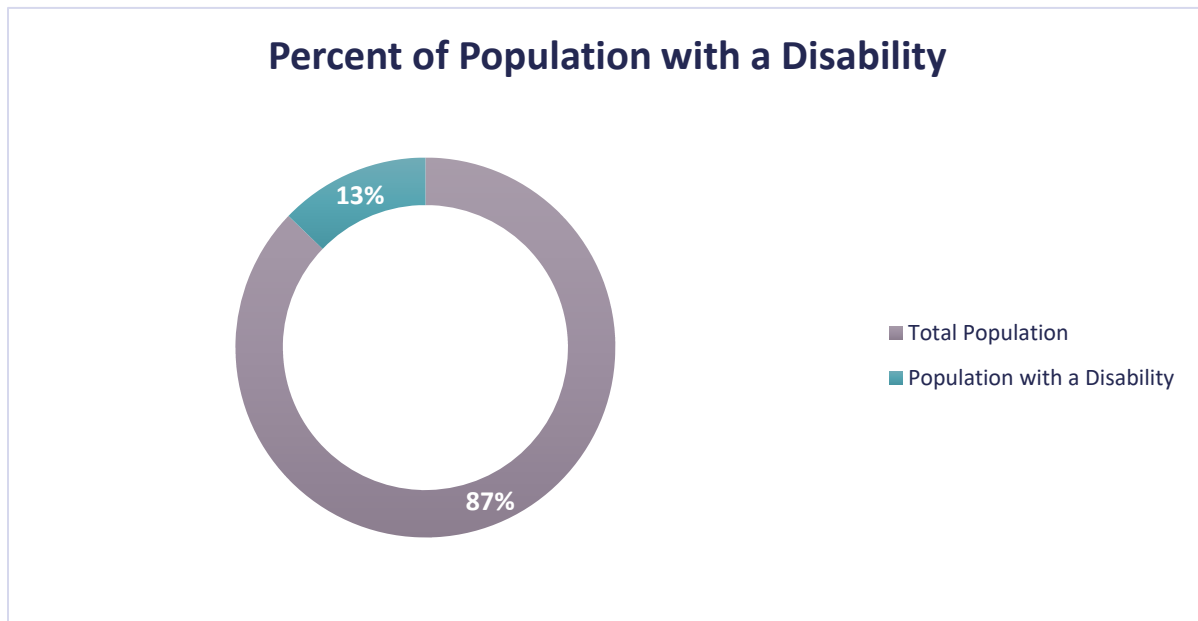


Chart 4 breaks down the population of the urbanized area by race. 75% of the population is white followed by 17% Black or African American. 4% of the population is two or more races.

**CHART 5: PERCENT OF POPULATION WITH A DISABILITY: SOURCE ACS 2018**

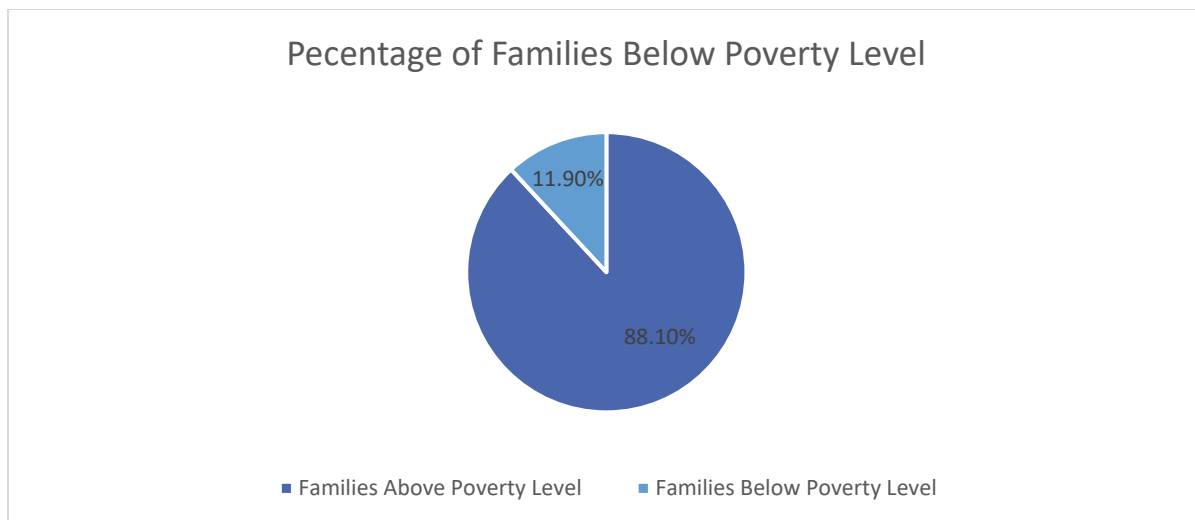


As seen in the chart above, 13% of the urbanized area population has a disability. The table below further illustrates the breakdown of disabilities in the region. Ambulatory difficulty has the highest percentage with 8%.

**TABLE 2: NUMBER AND PERCENTAGE OF PEOPLE WITH DISABILITIES BY TYPE OF DISABILITY**

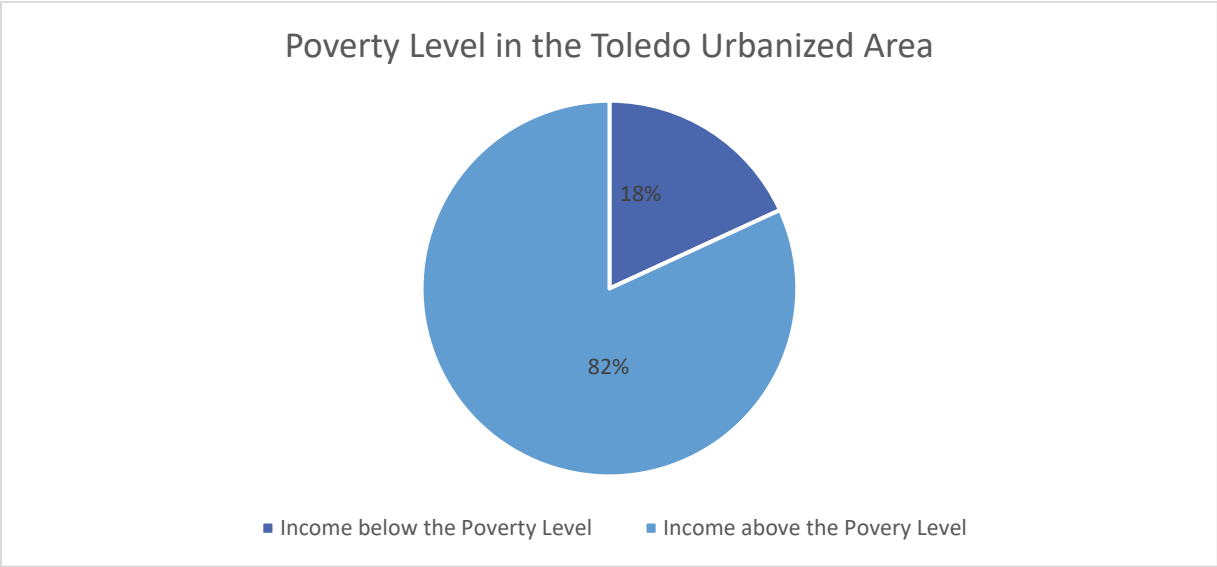
	Total	With a Disability	Percent with a Disability
<b>With a Hearing Difficulty</b>	X	18,398	3.70%
Population under 18 years old	116,690	742	0.60%
Population 18 to 64 years old	304,458	6,857	2.30%
Population over 65 years	73,528	10,799	14.70%
<b>With a Vision Difficulty</b>	X	12,328	2.50%
Population under 18 years old	116,690	1,127	1.00%
Population 18 to 64 years old	304,458	6,806	2.20%
Population over 65 years	73,528	4,395	6.00%
<b>With a Cognitive Difficulty</b>	X	30,601	6.60%
Population under 18 years old	84,381	6,055	7.20%
Population 18 to 64 years old	304,458	18,499	6.10%
Population over 65 years	73,528	6,047	8.20%
<b>With an Ambulatory Difficulty</b>	X	37,205	8.00%
Population under 18 years old	84,381	691	0.80%
Population 18 to 64 years old	304,458	20,166	6.60%
Population over 65 years	73,528	16,348	22.20%
<b>With a Self-Care Difficulty</b>	X	13,933	3.00%
Population under 18 years old	84,381	1,089	1.30%
Population 18 to 64 years old	304,458	6,973	2.30%
Population over 65 years	73,528	5,871	8.00%
<b>With an Independent Living Difficulty</b>	X	25,536	6.80%
Population 18 to 64 years old	304,458	14,489	4.80%
Population over 65 years	73,528	11,047	15.00%

**CHART 6: PERCENTAGE OF FAMILIES WITH INCOME BELOW POVERTY LEVEL**



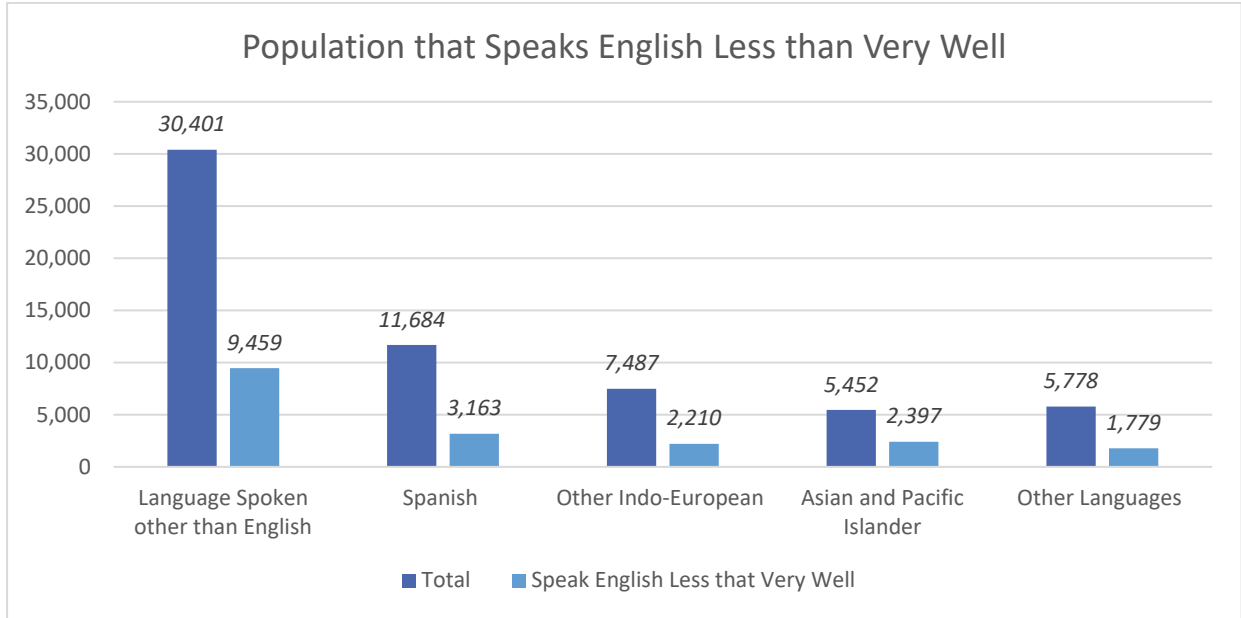
Charts 6 and 7 show poverty levels in the Toledo Urbanized Area. Eleven percent of families are below the poverty level and eighteen percent of individuals are below the poverty level.

**CHART 7: PERCENTAGE OF INDIVIDUALS WITH INCOME BELOW THE FEDERAL POVERTY LEVEL**



The chart below shows a breakdown of the population that speaks English less than very well. Approximately 31% of the individuals that speak a language other than English, speak it less than very well.

**CHART 8: POPULATION THAT SPEAKS ENGLISH "LESS THAN VERY WELL"**



## IV. Assessment of Available Services

Conducting an evaluation of service provider capabilities and analyzing the existing gaps and duplications of services for transportation resources in each community, provides transportation planners with the information needed to implement changes that will improve the network of transportation resources and services in the Toledo Urbanized Area and the surrounding areas.

The lead agency identified a list of stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others who the planning committee identified as being appropriate stakeholders. Surveys were sent out to the identified stakeholders. 32 surveys were returned. The purpose of the survey was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities. When applicable, information reported in the previous coordinated plan was used to supplement information gathered during this planning effort. Additional transportation stakeholders who did not complete the survey, will not be eligible for § 5310 funds; however, they will have an opportunity to participate and be added to the Coordinated Plan during the first annual review.

### Inventory of Transportation Providers

The following information is based on tabulations from the survey and interview results. A total of 32 organizations provided information about their services.

#### List of Transportation Service Providers

**Agency Name:** Maumee Senior Center  
**Transportation Service Type:** Public nonprofit, senior center  
**Service Description:** Door-to-door, demand response  
**Website:** [www.maumeeseniorecenter.com](http://www.maumeeseniorecenter.com)  
**Hours of Transportation Service:** Monday – Friday 8:30 a.m. to 4:30 p.m.  
**Service Area:** Maumee, South Toledo, Waterville, Whitehouse, Monclova  
**Eligibility Requirements:** Age and location of client and destination

**Agency Name:** Sisters of St. Francis  
**Transportation Service Type:** Private nonprofit, social services  
**Service Description:** Door-to-door, group scheduling  
**Website:** [www.sistersosf.org](http://www.sistersosf.org)  
**Hours of Transportation Service:** Tuesday 8:00 a.m. to 12:00 p.m. & as needed  
**Service Area:** All of NW Ohio and SE Michigan  
**Eligibility Requirements:** No requirements

**Agency Name:** TLC Transportation  
**Transportation Service Type:** For profit, private transit  
**Service Description:** Door-through-door  
**Website:** [www.tlctransit.com](http://www.tlctransit.com)  
**Hours of Transportation Service:** Monday – Friday 6:00 a.m. – 6:00 p.m. & Saturday 6:00 a.m. – 4:00 p.m.  
**Service Area:** Lucas, Wood, Ottawa, Fulton Counties  
**Eligibility Requirements:** No requirements



**Agency Name:** Sylvania Senior Center  
**Transportation Service Type:** Private nonprofit, senior center  
**Service Description:** Curb-to-curb, door-to-door, group scheduling  
**Website:** [www.sylvaniaseniorcenter.org](http://www.sylvaniaseniorcenter.org)  
**Hours of Transportation Service:** Monday – Friday for scheduled events of appointments  
**Service Area:** Sylvania township & Sylvania City  
**Eligibility Requirements:** 55 years of age to use the center and 60 years of age to use transportation

**Agency Name:** Senior Centers Inc.  
**Transportation Service Type:** Public nonprofit, senior center  
**Service Description:** Curb-to-curb, demand response  
**Website:** [www.seniorcentersinc.org](http://www.seniorcentersinc.org)  
**Hours of Transportation Service:** Monday – Friday 10:00 a.m. to 2:00 p.m. & no holidays  
**Service Area:** Lucas County  
**Eligibility Requirements:** 60 and older

**Agency Name:** Sunshine Communities  
**Transportation Service Type:** Private nonprofit, serve individuals with developmental disabilities  
**Service Description:** As needed service, fixed route  
**Website:** [www.sunshine.org](http://www.sunshine.org)  
**Hours of Transportation Service:** As needed  
**Service Area:** Lucas, Wood, and Fulton Counties  
**Eligibility Requirements:** Dependent on the type of service

**Agency Name:** Jewish Living Center of Greater Toledo  
**Transportation Service Type:** Public nonprofit, senior center  
**Service Description:** Does not currently provide transportation, but would like to start  
**Website:** [www.jewishtoledo.org](http://www.jewishtoledo.org)  
**Hours of Transportation Service:** N/A  
**Service Area:** Sylvania, Sylvania Township, Toledo  
**Eligibility Requirements:** Must be 60 years or older

**Agency Name:** Kahle Senior Center  
**Transportation Service Type:** Public nonprofit, senior center  
**Service Description:** Curb-to-curb, group scheduling  
**Website:** N/A  
**Hours of Transportation Service:** Monday – Friday 8:00 a.m. to 3:00 p.m.  
**Service Area:** 43606, 43612, 43613, 43623  
**Eligibility Requirements:** Anyone over the age of 50

**Agency Name:** Epilepsy Center of Northwest Ohio  
**Transportation Service Type:** Private nonprofit, serve individuals with disabilities  
**Service Description:** Curb-to-curb, fixed route  
**Website:** [www.epilepsycenter.org](http://www.epilepsycenter.org)  
**Hours of Transportation Service:** Monday – Friday 8:00 a.m. to 3:00 p.m.  
**Service Area:** Toledo and Maumee  
**Eligibility Requirements:** Individuals with developmental disabilities

**Agency Name:** Margaret Hunt Senior Center Inc.  
**Transportation Service Type:** Public nonprofit, senior center  
**Service Description:** Curb-to-curb, demand response  
**Website:** Mlhunt.weconnect.com  
**Hours of Transportation Service:** Monday – Friday 8:30 a.m. to 2:00 p.m.  
**Service Area:** 43609, 43614, 436060  
**Eligibility Requirements:** Must be 60 years or older

**Agency Name:** NAMI of Greater Toledo  
**Transportation Service Type:** Public nonprofit, mental health agency  
**Service Description:** Currently does not provide transportation, but wants to start  
**Website:** [www.namitoleado.org](http://www.namitoleado.org)  
**Hours of Transportation Service:** N/A  
**Service Area:** Lucas County  
**Eligibility Requirements:** No requirements

**Agency Name:** Lucas County Board of Developmental Disabilities  
**Transportation Service Type:** Government Agency  
**Service Description:** Does not provide transportation, assists individuals with disabilities with identifying resources  
**Website:** [www.lucasdd.org](http://www.lucasdd.org)  
**Hours of Transportation Service:** N/A  
**Service Area:** Lucas County  
**Eligibility Requirements:** Onset of disability needs to occur before the age of 22

**Agency Name:** Green Options for Autism of Lucas County  
**Transportation Service Type:** For profit, school day program  
**Service Description:** Door-to-door, fixed route  
**Website:** N/A  
**Hours of Transportation Service:** Monday-Friday 7:00 a.m. to 9:00 a.m. & 2:00 p.m. – 4:00 p.m.  
**Service Area:** Ohio  
**Eligibility Requirements:** Must have autism

**Agency Name:** Conteh Home Services  
**Transportation Service Type:** For profit, private transit  
**Service Description:** Door-to-door, fixed route  
**Website:** [www.contehhomeservices.com](http://www.contehhomeservices.com)  
**Hours of Transportation Service:** Monday – Friday 6:00 a.m. to 6:00 p.m.  
**Service Area:** Lucas County  
**Eligibility Requirements:** Medicaid waiver services LCBDD

**Agency Name:** Lott Industries  
**Transportation Service Type:** Private nonprofit, individuals with developmental disabilities  
**Service Description:** N/A  
**Website:** [www.lottserves.org](http://www.lottserves.org)  
**Hours of Transportation Service:** N/A  
**Service Area:** Lucas County  
**Eligibility Requirements:** Lucas County Board of DD requirements



**Agency Name:** SHARE Mobility

**Transportation Service Type:** For profit, private transit

**Service Description:** Provides transportation by collaborating with other organizations

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

**Hours of Transportation Service:** N/A

**Service Area:** Planned expansion into the Toledo Area

**Eligibility Requirements:** ADA requirements, must have a funder (Medicaid or Medicare insurance)

**Agency Name:** Ladies of Academic and Athletic Excellence

**Transportation Service Type:** Public nonprofit, social service

**Service Description:** Door- through-door, curb-to-curb, group scheduling

**Website:** N/A

**Hours of Transportation Service:** 24 hours

**Service Area:** Lucas County

**Eligibility Requirements:** Transportation to school, work, counseling, and special outings

**Agency Name:** A Different Needs Community Inc.

**Transportation Service Type:** Private nonprofit, private transit

**Service Description:** Door-to-door, curb-to-curb, fixed route

**Website:** N/A

**Hours of Transportation Service:** Monday – Friday 7:00 a.m. to 11:00 p.m.

**Service Area:** Toledo, Bowling green Perrysburg, Waterville, Holland

**Eligibility Requirements:** No requirements

**Agency Name:** Triumphed

**Transportation Service Type:** For profit, serving individuals with disabilities

**Service Description:** Curb-to-curb. Door-to-door, door-through-door

**Website:** N/A

**Hours of Transportation Service:** Monday – Friday 6:00 a.m. to 9:00 p.m.

**Service Area:** Lucas & Wood Counties

**Eligibility Requirements:** Ability to pay

**Agency Name:** AAA Northwest Ohio/AA Club Alliance Inc and Subsidiaries

**Transportation Service Type:** Not for profit member organization advocating for traffic safety

**Service Description:** Door-to-door, demand response. Will be contracting with Lyft for pilot program

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

**Hours of Transportation Service:** Lyft services Monday – Saturday 7:00 a.m. to 6:30 p.m.

**Service Area:** Northwest Ohio

**Eligibility Requirements:** Mobility as a service pilot program, must be 50 years or older or unable to drive due to a disability

**Agency Name:** Angels Hearts & Hands LLC

**Transportation Service Type:** For profit non-medical transportation company

**Service Description:** Curb-to-curb, door-to-door, fixed route but open to demand response

**Website:** N/A

**Hours of Transportation Service:** Monday – Sunday 6:00 a.m. to 6:00 p.m.

**Service Area:** Lucas & Wood Counties

**Eligibility Requirements:** Individuals are approved through Medicaid and Medicare

**Agency Name:** Networking Equal Care Opportunity

**Transportation Service Type:** For profit adult day care

**Service Description:** Door-to-door, fixed route and as needed

**Website:** N/A

**Hours of Transportation Service:** Medical appointments Monday – Friday 8:00 a.m. to 4:00 p.m. work appointments 7:00 a.m. to 4:00 p.m. recreational appointments 7 days a week 8:00 a.m. to 10:00 p.m.

**Service Area:** 43609, 43607, 43612, 43608, 43604, 43605, 43615

**Eligibility Requirements:** Level 1 IO Waiver

**Agency Name:** Anne Grady Corporations

**Transportation Service Type:** Private nonprofit, care facility for those with developmental disabilities/private transit company

**Service Description:** Curb-to-curb, fixed route

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

**Hours of Transportation Service:** Monday – Sunday 6:00 a.m. to 10:00 p.m.

**Service Area:** Lucas, Fulton, Henry, Monroe, Wood counties

**Eligibility Requirements:** Waiver through the counties board of DD, individual budgets, Medicaid developmental or physical disabilities, ambulette Medicaid form approval

**Agency Name:** Toledo Area Regional Transit Authority (TARTA)

**Transportation Service Type:** Public nonprofit/public transit

**Service Description:** Curb-to-curb, fixed route and on demand

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

**Hours of Transportation Service:** Monday – Friday 6:30 a.m. to 9:00 p.m. Saturday 9:00 a.m. to 6:00 p.m.

**Service Area:** Toledo, Sylvania, Sylvania Township, Ottawa Hills, Rossford, Maumee, Waterville

**Eligibility Requirements:** Open to the public

**Agency Name:** Pathway Inc.

**Transportation Service Type:** Public nonprofit, social services

**Service Description:** N/A

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

**Hours of Transportation Service:** N/A

**Service Area:** Lucas County

**Eligibility Requirements:** Federal Poverty Guidelines

**Agency Name:** Black and White Transportation

**Transportation Service Type:** For profit, private transit

**Service Description:** Curb-to-curb, Door-to-door, door-through-door

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

**Hours of Transportation Service:** 24/7

**Service Area:** Lucas, Wood, Fulton, Ottawa, Sandusky Counties & Monroe and Washtenaw Counties in Michigan

**Eligibility Requirements:** No requirements unless contracting with agencies that have specific requirements

**Agency Name:** ProMedica Hospital  
**Transportation Service Type:** Private nonprofit, hospital  
**Service Description:** Would like to explore options  
**Website:** [www.promedica.org](http://www.promedica.org)  
**Hours of Transportation Service:** N/A  
**Service Area:** Northwest Ohio and Southeast Michigan  
**Eligibility Requirements:** Serve all people

**Agency Name:** Bittersweet, Inc.  
**Transportation Service Type:** Private nonprofit serving individuals with autism  
**Service Description:** Demand response, curb-to-curb, door-to-door, door-through-door  
**Website:** [www.bittersweetfarms.org](http://www.bittersweetfarms.org)  
**Hours of Transportation Service:** 7 days a week between 8:00 a.m. to 9:00 p.m.  
**Service Area:** Whitehouse, Pemberville, Lima  
**Eligibility Requirements:** Preliminary application for service

**Agency Name:** Lake Erie Transportation Commission  
**Transportation Service Type:** Government Agency, public transit  
**Service Description:** Fixed Route, curb-to-curb, door-to-door  
**Website:** N/A  
**Hours of Transportation Service:** Monday – Friday 8:00 a.m. to 3:00 p.m.  
**Service Area:** Bedford, Temperance, and 2 trips to Toledo Franklin Park Mall/day  
**Eligibility Requirements:** No requirements

**Agency Name:** Uber Technologies, Inc.  
**Transportation Service Type:** For profit, private transit  
**Service Description:** N/A  
**Website:** [www.uber.com/transit](http://www.uber.com/transit)  
**Hours of Transportation Service:** N/A  
**Service Area:** Global  
**Eligibility Requirements:** Dependent on agency partnership

**Agency Name:** National Church Residences, Commons at Garden Lake  
**Transportation Service Type:** Public nonprofit, housing agency  
**Service Description:** N/A  
**Website:** [www.nationalchurchresidences.org](http://www.nationalchurchresidences.org)  
**Hours of Transportation Service:** N/A  
**Service Area:** Lucas County  
**Eligibility Requirements:** Homeless, disabled veteran, income limits

**Agency Name:** Patient Advocacy Fund (dba Community Care-A-Van)  
**Transportation Service Type:** Private nonprofit, non-emergency medical transportation  
**Service Description:** Curb-to-curb, demand response  
**Website:** <http://communitycareavan.org/>  
**Hours of Transportation Service:** Monday-Friday 8:00 a.m. – 4:00 p.m.  
**Service Area:** East Toledo, Walbridge, Lake Township, Jerusalem Township, Northwood, and Oregon  
**Eligibility Requirements:** No requirements within our operating area

The table below provides a summary of the characteristics of the participating transportation providers that currently provide transportation through agency owned vehicles.

**TABLE 3: ORGANIZATIONAL CHARACTERISTICS**

Agency Name	Number of Vehicles	Number of Handicap Accessible Vehicles	Type of Payment Accepted	How far in advance do rides need to be scheduled	How Many drivers? Is training required?	Ability to Accommodate	How is your program funded?	Ability to Accommodate Request
Maumee Senior Center	2	1	Donations, cash, or check	24-48 hours	2 part time drivers, trained through the Area Office of Aging	Wheelchairs	Donations, Area Office on Aging reimbursement	90 percent of the time
Sisters of St. Francis	1	1	No cost to clients	2-3 days	2 drivers	Wheelchairs, motorized scooters, bariatric patients, caretakers/aids, bed reddened residents	5310 funds and donations	57 percent of the time
TLC Transit	48	40	Cash, charge, invoice	Day of	40 drivers, training is required	Wheelchairs, motorized scooters, service animals, caretakers/aids	Revenue	92 percent of the time
Sylvania Senior center	1	1	No fees for most trips	1 day	3 drivers, must have CDL and specialized training	Wheelchairs, motorized scooters, service animals, caretakers/aids	Grants, donations, local levy	69 percent of the time
Senior Centers Inc.	2	1	Cash	2-3 days	1 driver, training is required	Wheelchairs, motorized scooters, service animals	Grants, donations, and small fees assessed to clients	61 percent of the time

**TABLE 3: ORGANIZATIONAL CHARACTERISTICS -CONTINUED**

Agency Name	Number of Vehicles	Number of Handicap Accessible Vehicles	Type of Payment Accepted	How far in advance do rides need to be scheduled	How Many drivers? Is training required?	Ability to Accommodate	How is your program funded?	Ability to Accommodate Request
Sunshine Communities	68	60	Medicaid	N/A	30 drivers, required orientation	wheelchairs	General operational funds, grants, donations	80 percent of the time
Anne Grady Corporations	30	30	Medicaid, waiver, cash, credit card, check	Day of	24 drivers, training required	Wheelchairs, motorized scooters, service animals, caretakers/aids	Medicaid, waivers, grants, donations, benefits/fundraisers, board of director/foundation	95 percent of the time
Kahle Senior Center	1	1	Donations	1 day	1 driver, training required	Wheelchairs, motorized scooters, service animals, caretakers/aids	Grants and donations	71 percent of the time
Epilepsy Center of Northwest Ohio	8	7	Medicaid	1 week	8 drivers, trained under the Department of developmental disabilities guidelines	Wheelchairs, caretakers/aids	Medicaid	90 percent of the time
Margaret Hunt Senior Center, Inc.	2	1	Donation	1 day	2 drivers, training required	Wheelchairs, motorized scooters, caretakers/aids	Grants and donations	80 percent of the time
Green Options for Autism of Lucas County	4	0	N/A	Permanent schedule set for clients	3 drivers, training required	N/A	Grants, waivers	90 percent of the time

**TABLE 3: ORGANIZATIONAL CHARACTERISTICS -CONTINUED**

Agency Name	Number of Vehicles	Number of Handicap Accessible Vehicles	Type of Payment Accepted	How far in advance do rides need to be scheduled	How Many drivers? Is training required?	Ability to Accommodate	How is your program funded?	Ability to Accommodate Request
Content Home Services	8	5	Medicaid, waiver billing	N/A fixed routes	8 drivers	Wheelchairs, motorized scooters, bariatric patients, service animals, caretaker/aid	User fees, waivers	100 percent of the time
SHARE Mobility	50	15	ACH, check, credit card, "on account"	Day of	80 drivers, training required	Wheelchairs, motorized scooters, service animals, caretakers/aids	Private, funder reimbursement, and <5% is funded by rider payments	100 percent of the time
Ladies of Academic and Athletic Excellence	1	0	N/A	1 day	2 drivers, training required	Caretakers/aids	Donations	100 percent of the time
A Different Needs Community, Inc.	2	0	Medicaid, private pay	2-3 days	Would like to hire 4-10 people, nmt certified	Wheelchairs	Grants, user feed, agency funds i.e. DODD	100 percent of the time
Triumphed	2	1	Check, money order, Medicaid, Medicare, private insurance	1 day	3 drivers, required classes and certification required by state	Wheelchairs, motorized scooters, caretakers/aids	User Fees	96 percent of the time

**TABLE 3: ORGANIZATIONAL CHARACTERISTICS -CONTINUED**

Agency Name	Number of Vehicles	Number of Handicap Accessible Vehicles	Type of Payment Accepted	How far in advance do rides need to be scheduled	How Many drivers? Is training required?	Ability to Accommodate	How is your program funded?	Ability to Accommodate Request
AAA Northwest Ohio/AAA Club Alliance Inc.	30 tow vehicles	N/A	No charge for clients using Lyft vehicles	Dependent on situation	30 drivers, training required, background check, and drug test	N/A	AAA and future funding partners	100 percent of the time
Angels Hearts & Hands LLC	2	1	State funded waivers	2-3 days	2 drivers, DRIVE certification, CPR and first aid	Wheelchairs, motorized scooters, service animals, caretakers/aids, family members	Owner	87 percent of the time
Networking Equal Care Opportunity	3	2	Waiver funds	N/A	3 drivers, must pass a drug test and physical	Wheelchairs, motorized scooters	Waiver dollars	80 percent of the time
TARTA	150	150	On-vehicle cash, prepaid cash/credit for token and/or pass	Fixed route no request needed, On-demand 1-day notice	150 drivers, 3-month training including CDL, background check, and drug test	Wheelchairs, motorized scooters, bariatric patients, service animals, caretakers/aids	46% property tax, 30% federal assistance, 3% state assistance, 2% other revenue	85 percent of the time
Black and White Transportation	145	24	Cash, credit, third party pay	Day of	250 drivers, training and certifications required	Wheelchairs, motorized scooters, service animals, caretakers/aids	N/A	98 percent of the time

**TABLE 3: ORGANIZATIONAL CHARACTERISTICS -CONTINUED**

Agency Name	Number of Vehicles	Number of Handicap Accessible Vehicles	Type of Payment Accepted	How far in advance do rides need to be scheduled	How Many drivers? Is training required?	Ability to Accommodate	How is your program funded?	Ability to Accommodate Request
Bittersweet, Inc.	19	7	Medicaid, Medicare, level 1 waiver, individual waivers, private payment	Day of	Must possess current driver's license, BMV background checks	Wheelchairs	Grants received through TARTA/ODOT	100 percent of the time
Lake Erie Transportation Commission	31	31	Cash, value pass, daily pass, monthly pass	1 week	50 drivers, CDL with passenger endorsement and air brakes, Smith System Training	Wheelchairs, motorized scooters, service animals, caretakers/aids	3% fares, state and federal sources, local property tax	77 percent of the time
Patient Advocacy Fund (dba Community Care-A-Van)	1	1	Donations can be made by Cash, check, credit card	A week or two is preferred, but can accommodate day of as available	Three drivers, no specialized training required	Wheelchairs, motorized scooters, bariatric patients, caretakers or aids	Mostly funded by donations, supported by the City of Oregon and contract with the local senior centers and use local levy funds	95 percent of the time



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

**TABLE 4: TRANSPORTATION RESOURCES**

<b>Transportation Resource</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
<b>TARTA/TARPS</b>	During service hours 6:60 a.m. to 9:00 p.m.	\$0	Moderate	TARTA Service Area and Jurisdictions

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

**TABLE 5: TRANSPORTATION TECHNOLOGY**

<b>Agency Name</b>	<b>Name of Scheduling Software</b>	<b>Do you have an App for Transportation (Y/N)?</b>	<b>Name of Dispatching Software</b>	<b>AVL System/ GPS (Y/N)</b>
<b>TARTA/TARPS</b>	Trapeze	EXFARE and PassioGO for fixed line. No scheduling	Trapeze	Y

## Alternative/ Active Transportation Options

The following provides basic information about transportation options other than the traditional public and human services transportation.

### Air Travel

The Toledo Urbanized Area is home to two airports, the Eugene F. Kranz Toledo Express Airport and the Toledo Executive Airport. The Toledo Express Airport located on the edge of Lucas County offers both nonstop and connecting flights to approximately 200 worldwide destinations. The airport offers both long term and short-term parking for travelers. The Toledo Executive Airport is used for corporate aviation, air freight services, emergency aviation services, law enforcement, flight training, and privately-owned aircrafts.

In addition to the two airports located in the region, the region is located within an hour's drive to the international Detroit Metro Airport. Trinity Transportation provides a shuttle service to the airport from the Amtrak station located in Downtown Toledo.

### Amtrak

Amtrak is a national rail operator connecting 46 states, the District of Columbia and three Canadian Provinces. Toledo is home to an Amtrak Station with trains traveling to Chicago, Buffalo, NY and Washington D.C. With approximately 100 passengers passing through the station per day, it is one of the busiest passenger rail stations in Ohio. The station is in Downtown Toledo at the Martin Luther King Jr. Plaza.

### Greyhound

Greyhound is the largest provider of intercity bus transportation serving 2,400 destinations across North America. Toledo houses a Greyhound bus station in downtown. Popular trips from Toledo include destinations like Detroit, Columbus, Cincinnati, Chicago, Cleveland, Indianapolis, Nashville, Dayton, and Shreveport.

### ToleGo

ToleGo is a bike share program located within Toledo. The bike share is a 24/7 transportation system that can be used for point-to-point trips as well as scenic rides. There are 100 bikes located throughout Toledo. Pricing for a membership includes \$69/year, \$15/month, or \$3/30minutes.

### Local Trails

There are many local trails within the Toledo Urbanized Area. Some of the most used trails include the Chessie Circle Trail, The Wabash Cannonball Trail, and the University Park Trail. These trails can be used for point-to-point destinations as well as scenic rides.

## Assessment of Community Support for Transit

The need for a robust public and private transportation system is prevalent in the Toledo Urbanized Area. The Toledo Area Regional Transit Authority (TARTA) is the largest transit provider in the region. TARTA offers multiple transportation options including fixed route transportation, Toledo Area Regional Paratransit Service (TARPS), and Call-A-Ride.



The TARTA ridership numbers illustrate the need and support in the community for transit. In 2019, TARTA reported the following ridership numbers:

- Adults- 1,224,096
- Students- 377,826
- Free Fare- 134,284
- Call-A-Ride 37,387
- Paratransit- 230,672
- Paratransit Contract (Sunday)- 40,369

In addition to the TARTA ridership numbers community support for transit was also representative in the public survey. Over half of the survey respondents indicated that they use some type of transit throughout their everyday lives.

### Regional Support

Public transportation is also another vital component in the region's long-range transportation plan "On the Move: 2045 Transportation Plan – Update 2020." The need for transit in the area was identified through a public survey conducted in early 2019. County-wide public transit in Lucas County was ranked in the top 20 on the project priority list. In addition to county-wide public transit, numerous transit projects are included on the committed project list, priority project list, and the initiative list.

In addition to the long-range transportation plan, the TMACOG Transportation Legislative Agenda also includes support for public transit. The document lists several different federal, state, and local policies that aim to improve public transit. The document is endorsed by various regional stakeholders and is approved by the TMACOG Board of Trustees.

## Safety

### TARTA's Transportation Role

#### Safety Management Policy Statement

Safety is the foundation for all aspects of our transit agency. TARTA is committed to producing a safety-first culture for our passengers, employees, and the public. We believe that safety touches all levels of our operation: planning, communication, finance, training, maintenance, and drivers. TARTA is dedicated to maintaining a Safety Management System that embraces open sharing of information on all safety issues throughout our organization.

#### Responsibilities and Accountabilities for Safety

To nurture a consistent top-down, operation-wide Safety Management System, our Executive Leader and Board of Directors are committed to allocating organizational resources to achieve the highest level of transit safety performance. This accountability is embraced by all TARTA employees, who ensure that management has access to the information necessary to deploy resources based on identified safety concerns, establish and support accountability for decision making and address unacceptable safety risk.

TARTA's safety objective is to identify, assess and manage safety hazards and potential safety risk with the goal of eliminating unacceptable safety risk within our agency. We will systematically survey our operation for hazards as part of our operation procedure within the Safety Department. As required by the Federal Transit Administration, we have set annual performance targets to help us measure the safety

of our transit service. In addition to addressing our overall objective, TARTA has established mandatory and voluntary employee safe reporting programs and will conduct reporting.

### Safety Objectives

TARTA has established the following safety objectives to assess our safety performance and the effectiveness of our Safety Management System. The following are our objectives:

- A) Continuously examining our operations for hazards, through active employee reporting and analyzing report data available.
- B) Explanation of accountability and responsibility for all staff and their development and operation of the Safety Management System.
- C) Ensuring that employees charged with implementing TARTA's Safety Management System processes are adequately trained.
- D) Providing TARTA employees and contractors ongoing Safety Management System communications.
- E) Continuously improving TARTA's safety performance to ensure effective safety risk mitigations are implemented in a timely manner.

### Vehicles

The survey/interview participants listed a combined total of 581 vehicles. Approximately 65% of the vehicles are wheelchair accessible.

Most transportation providers provide at least one wheelchair accessible vehicle, while some organizations have an entire fleet of wheelchair accessible vehicles. Wheelchair accessible vehicles are highly important in the region's transportation system. Most transit users are older adults or have a disability that restricts them from driving. Having an abundance of readily available wheelchair accessible vehicles is imperative to have an inclusive transportation system.

As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided. The Specialized Transportation Program § 5310 is one way the region attempts to replace vehicles to



improve the level of service provided.

## Summary of Existing Resources

A large portion of the Toledo Urbanized Area is covered by TARTA/TARPS. The local RTA provides fixed route, paratransit, and on demand options. Due to lack of funding and the restricted service area, TARTA/TARPS is not able to provide transportation throughout the entire Urbanized Area. They are an essential service in the area and provide numerous rides daily. TARTA contracts with local taxi/cab companies to provide weekend rides for their paratransit riders. In addition to TARTA/TARPS, Lake Erie Transit provides rides to residents in Monroe County, Michigan and will bring riders into the Toledo area two time per day. Perrysburg transit is another transit agency that provider transit to Perrysburg residents.

In addition to the RTA, the region has several private taxicab companies. These companies are a great resource for transit users to help get them to their destinations. Many of these companies extend throughout the entire service area and have wheelchair accessible vehicles in their fleets. One downfall that transit users have voiced concerns over is the ability to pay for these rides since these companies are primarily for-profit companies.

The area also has a large variety of human service agencies that provide rides to their clients. These include senior centers who serve the elderly populations and other agencies that are focused on providing transportation to individuals with disabilities. These agencies not only provide transportation but can fill in the gaps and can potentially help users cross county lines.

The Toledo Urbanized Area also has two Mobility Managers. One mobility manager covers Lucas County and the other Wood County. Coordination between these two Mobility Managers can help increase access to transportation throughout the region. The Mobility Manger primarily identifies transportation providers in the region to help individuals find transportation to where they need to go.

Despite the vast resources already available in the region, there are still several underserved areas. Increased funding is needed all around to create a truly seamless regional transportation system.

## V. Assessment of Transportation Needs and Gaps

To better understand the Toledo Urbanized Area needs, the planning committee examined research and data, as well as solicited input from the community to gather information about needs and gaps in transportation services.

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

TARTA and TMACOG brought together a variety of stakeholders in the area to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholder and the general public is available upon request.

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

- Assessment of data and demographics
- Public Survey
- Stakeholder Survey
- Public Meeting

### Local Demographic and Socio-Economic Data

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

The following map illustrates the population density of individuals over the age of 65. Identifying where older individuals reside is key since they tend to be one of the largest users of public transit. In addition to identifying where the older populations reside, a map was created to show the density of individuals with a disability in relation to TARTA bus stops.

Additional maps below indicate the areas where there are zero vehicle households. The areas shown on the map extended further than the Toledo Urbanized Area. The absence of a vehicle in the household is often an indication of the need for transportation services. This map also shows where the zero vehicle households are in relation to a TARTA bus stop.

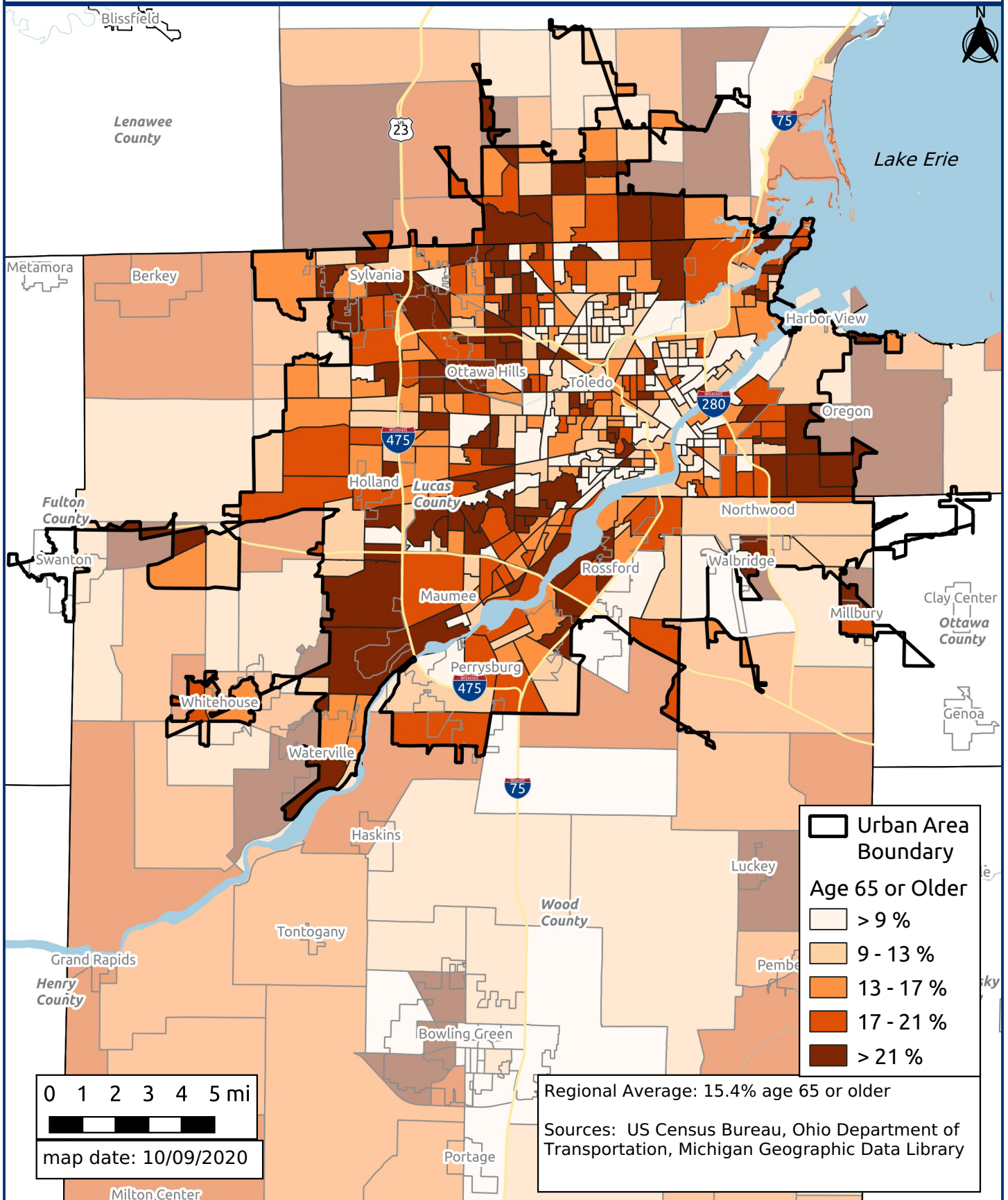
Map 6 illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle.

# Population Age 65 or Older 2018 Toledo Urbanized Area



Toledo Metropolitan Area  
Council of Governments

300 Martin Luther King Jr Drive, Suite 300  
Toledo, OH 43604 419-241-9155  
www.tmacog.org

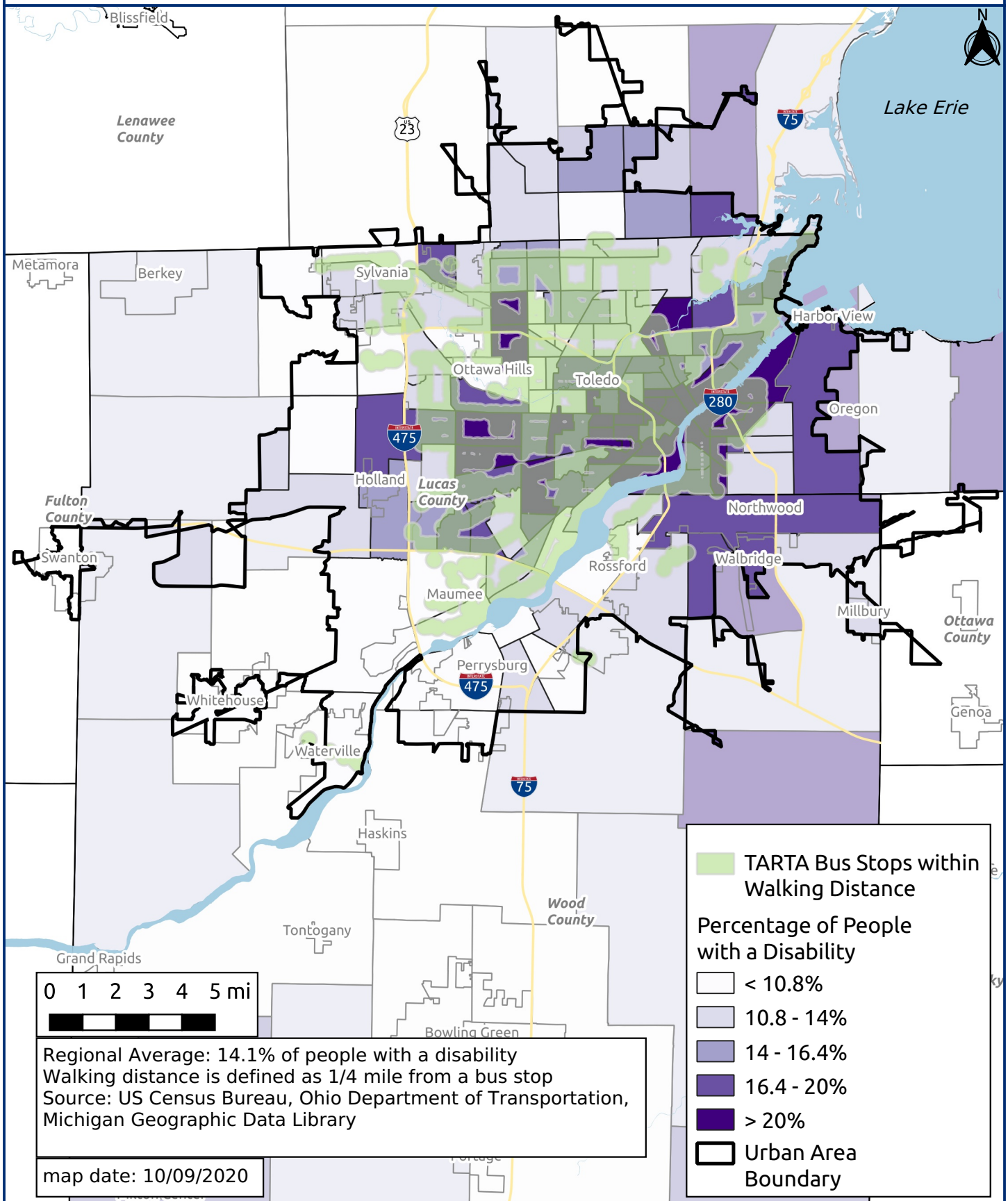


# Transit Access for People with Disabilities 2018 Toledo Urbanized Area



Toledo Metropolitan Area  
Council of Governments

300 Martin Luther King Jr Drive, Suite 300  
Toledo, OH 43604 419-241-9155  
www.tmacog.org

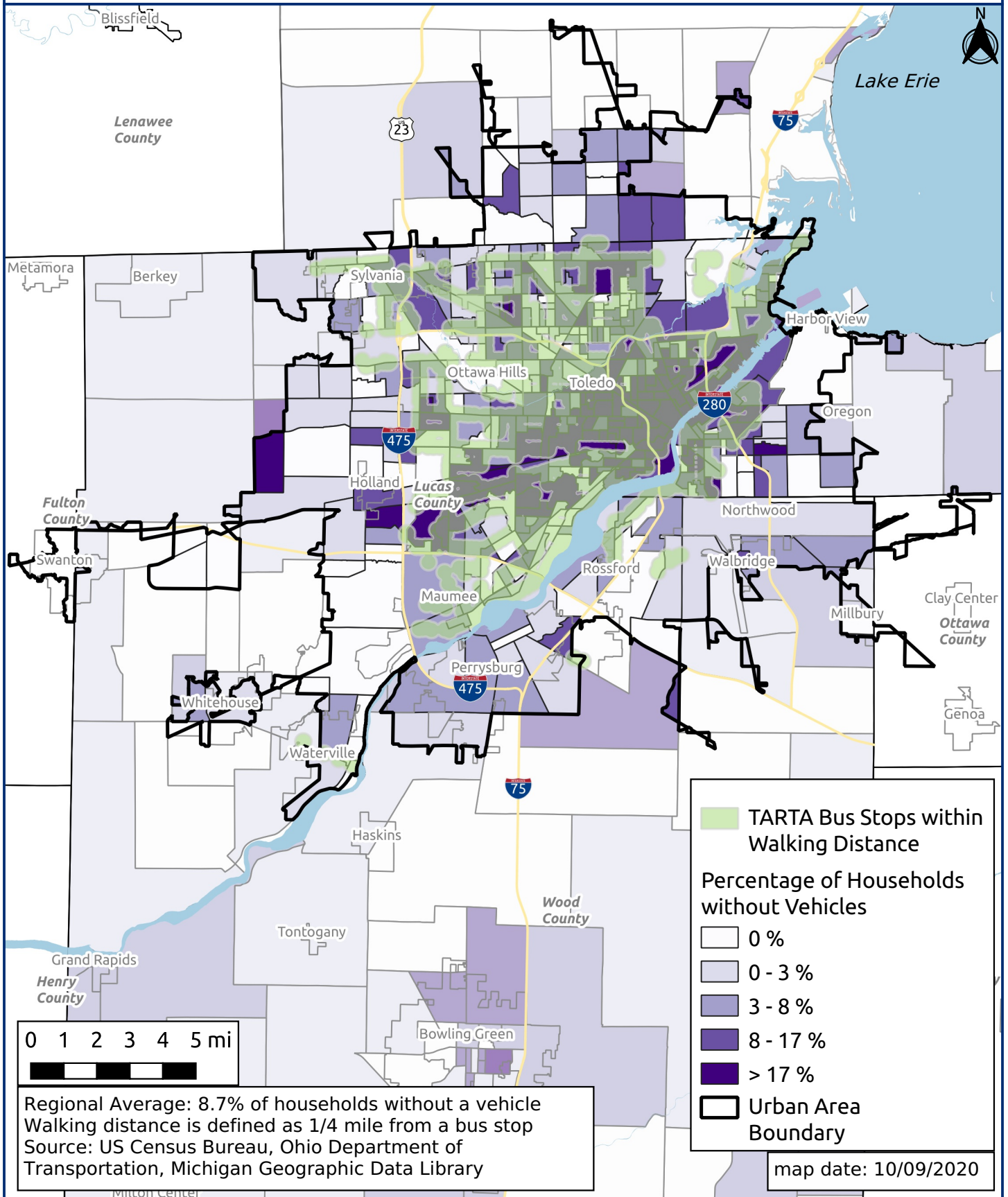


# Transit Access for No Vehicle Households 2018 Toledo Urbanized Area

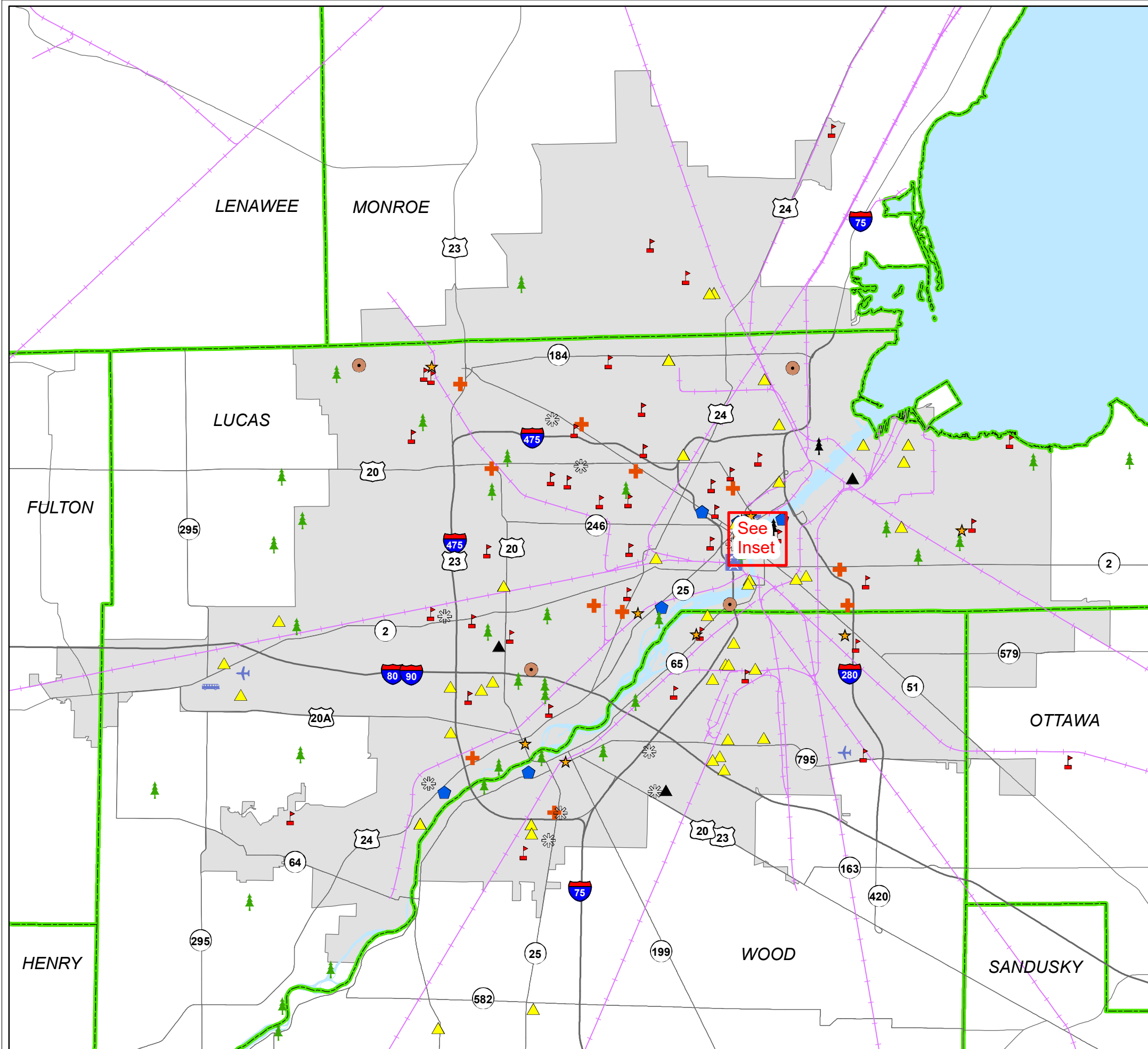


Toledo Metropolitan Area  
Council of Governments

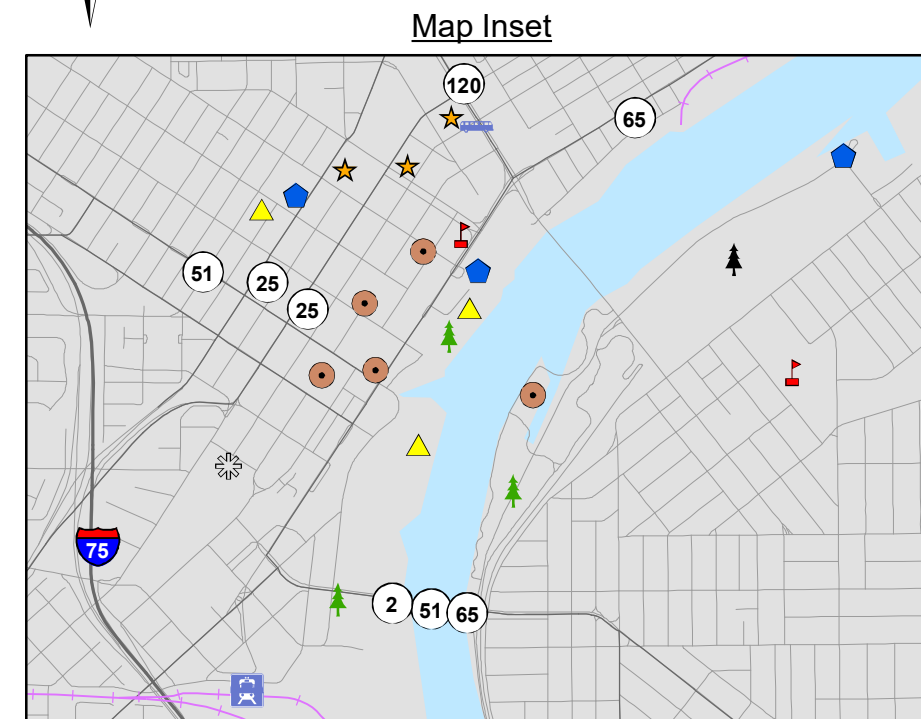
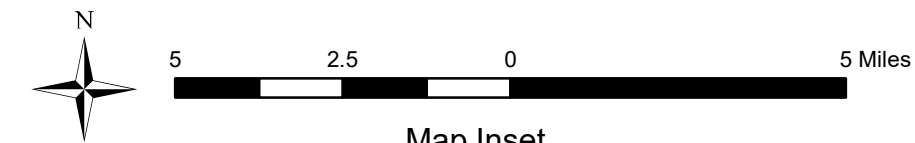
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www.tmacog.org



# Trip Generators, 2020



- Business and Industry
- Business and Industry - Opening Soon
- Cultural and Historical
- Education
- Government
- Hospitals and Medical Facilities
- Parks and Recreation
- Parks and Recreation - Opening Soon
- Shopping Centers
- Sports and Entertainment
- Transportation - Airport
- Transportation - Bus
- Transportation - Train
- Interstate
- US or State Route
- Plan Area (Toledo urbanized area)
- County
- Railroad
- Maumee River/Lake Erie



Date of Map: August 25, 2020



## Analysis of Demographic Data

The Toledo Urbanized Area covers a large geographic area. By looking at no vehicle households, location of individuals with disabilities and seniors, and major trip generators, a better understanding of where transportation gaps are located can be determined. In addition to the previously mentioned factors, TARTA service area was also incorporated to show where transportation service is available. There is a higher density of seniors, individuals age 65 and above, in the suburban areas of the Toledo Area. Many of the areas with higher densities of seniors are served by TARTA/TARPS. One area specifically that shows a high percentage of seniors that is not served by TARTA/TARPS is the City of Oregon.

The higher percentages of individuals with disabilities are located more in the urban centers than the suburbs. These areas are served by TARTA/TARPS. However, comparable to what is seen in the senior population, there is a higher density of individuals with disabilities in the City of Oregon and the City of Northwood areas. Both areas are not served by TARTA/TARPS and show a need for expanded paratransit services.

Many of no vehicle households are in an area that is within walking distance to a TARTA stop. However, there are a few areas that have a high percentage of no vehicle households but are rurally located and not near a TARTA stop or even in the TARTA service area. Special considerations need to be made to these areas to identify transportation options. Despite many no vehicle households located in areas within walking distance to a TARTA stop, further analysis is needed to determine if there are adequate and ADA compliant facilities to allow individuals to access the stops like sidewalks, benches, and shelters.

Many of the major trip generators are located within the urban and suburban areas. These means that many individuals in the urbanized area need to travel a distance to reach major trip generators. These areas are not actively served by transportation. Coordination of all available transportation services in the area is essential to identify options for making sure individuals can get to essential locations like work, medical appointments, grocery stores, etc. The Lucas County Health Department is one local agency working on identifying unmet needs to grocery stores that offer health food options. Collaboration between transportation providers to get individuals to these destinations has been identified by the health department as an unmet need.

## General Public and Stakeholder Meetings/Focus Groups

TARTA and TMACOG hosted and facilitated a public meeting on August 27, 2020 to discuss the unmet transportation needs and gaps in mobility. Thirty-four (34) people participated in the meeting. Of those, ten (10) self-identified as older adults and six (6) self-identified as being a person with a disability. More information about what meetings were held and attendance at those meetings is available upon request.

During the meeting, TARTA and TMACOG presented highlights of historical coordinated transportation in the Toledo Urbanized Area and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area. Participants discussed mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meeting. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

Due to COVID-19, the public meeting was held virtually through the GoToWebinar platform. Since attendees could not verbally participate, several poll questions were presented throughout the meeting to keep engagement up. Eleven poll questions were asked and about 51% of the attendees participated in the polls. In addition to the poll questions, participants were able to ask questions in the chat pod, which were read off periodically throughout the meeting. Questions that were unable to be answered during the meeting, were answered, and posted online. A total of 29 questions were asked. During the meeting there was an average of 83.44% attentiveness. The public was able to provide comments and ask questions until September 14, 2020.

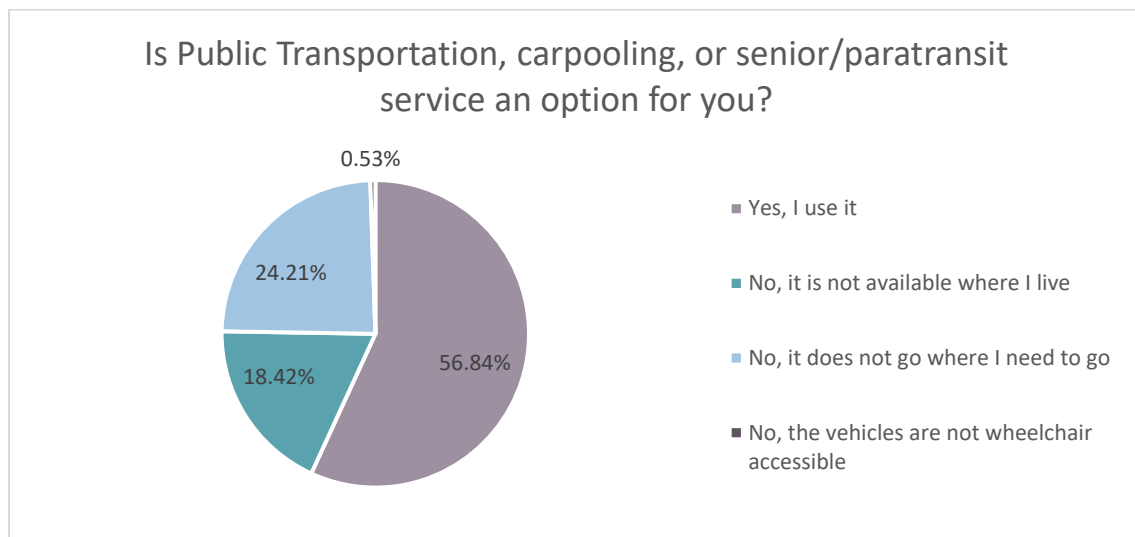
Due to COVID it was difficult to hold focus groups with agencies serving individuals with disabilities and seniors since many restrictions were in place and many agencies were not open. It was recommended by the Area Office on Aging to hold focus groups with various senior centers once restrictions were lifted. In order to accommodate and hear from these agencies, there will be a review of the plan and amendments added when necessary. See Appendix B for more information about the plan review and amendment process.

## Surveys

The following survey summary includes the information gained from the following surveys that were performed. Of the 215 surveys from the general public: 15% of the responses were from individuals with a disability that requires a use of a cane, walker, wheelchair, or other device; 40% of the responses were from older adults.

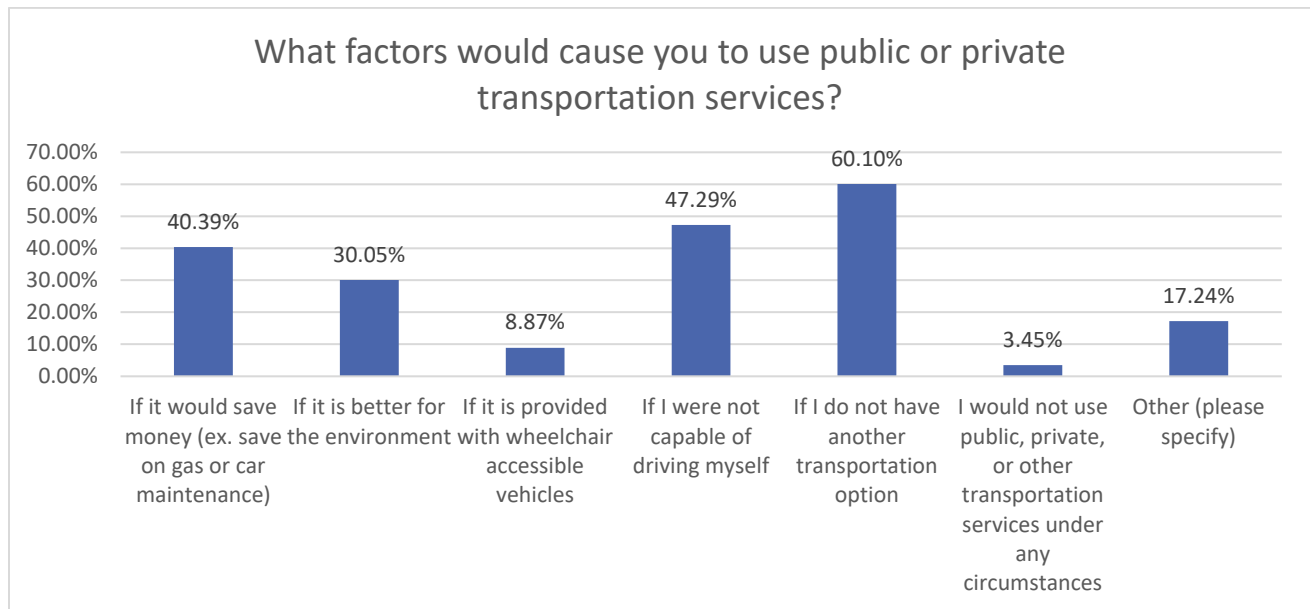
The following pages include some of the highlights from the public survey. The full survey results can be found in Appendix D.

**CHART 9: IS PUBLIC TRANSPORTATION, CARPOOLING, OR SENIOR/PARATRANSIT SERVICE AN OPTION FOR YOU?**



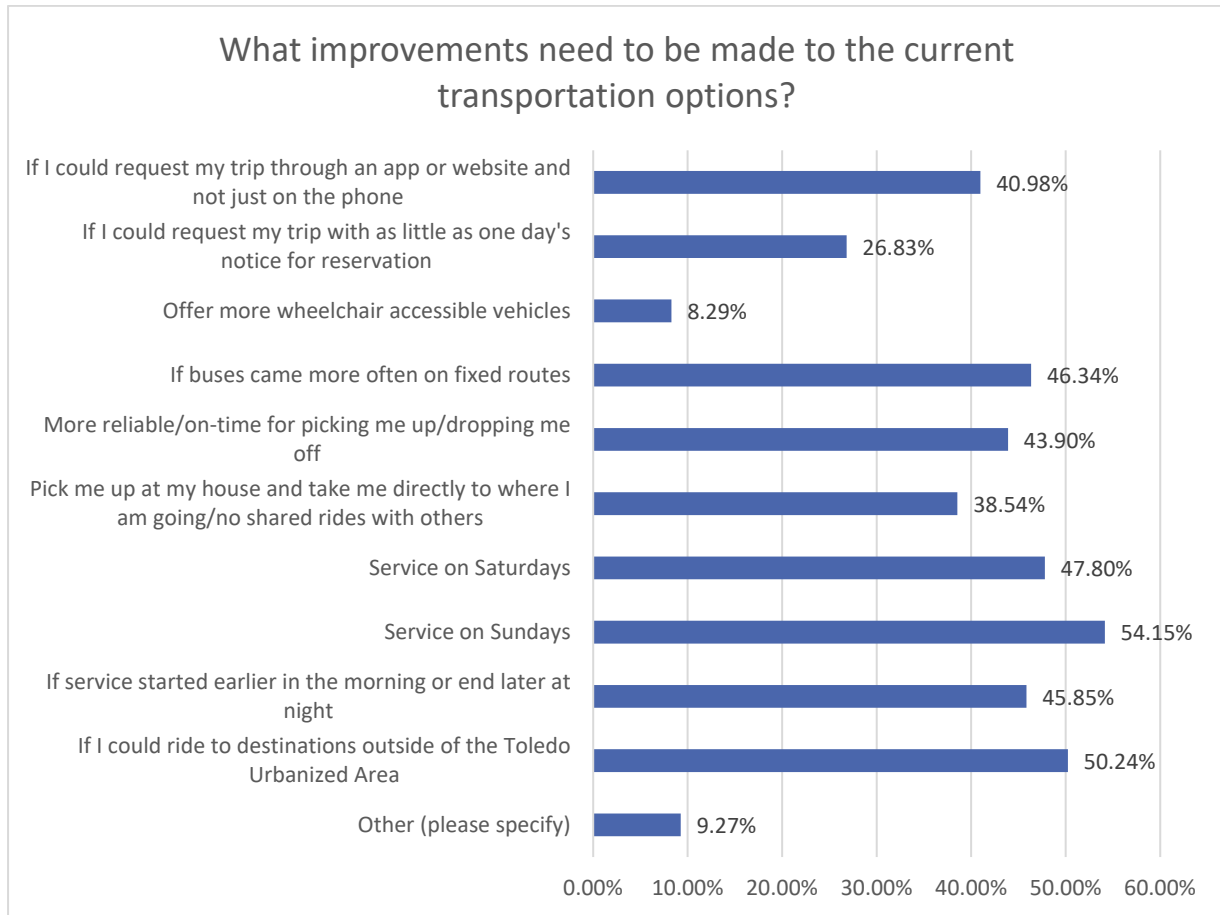
As illustrated in the chart 9, 56% use some type of public transportation. Respondents also indicated that it is not an option for them since it either does not go where they live or take them where they need to go.

**CHART 10: WHAT FACTORS WOULD CAUSE YOU TO USE PUBLIC OR PRIVATE TRANSPORTATION SERVICES?**



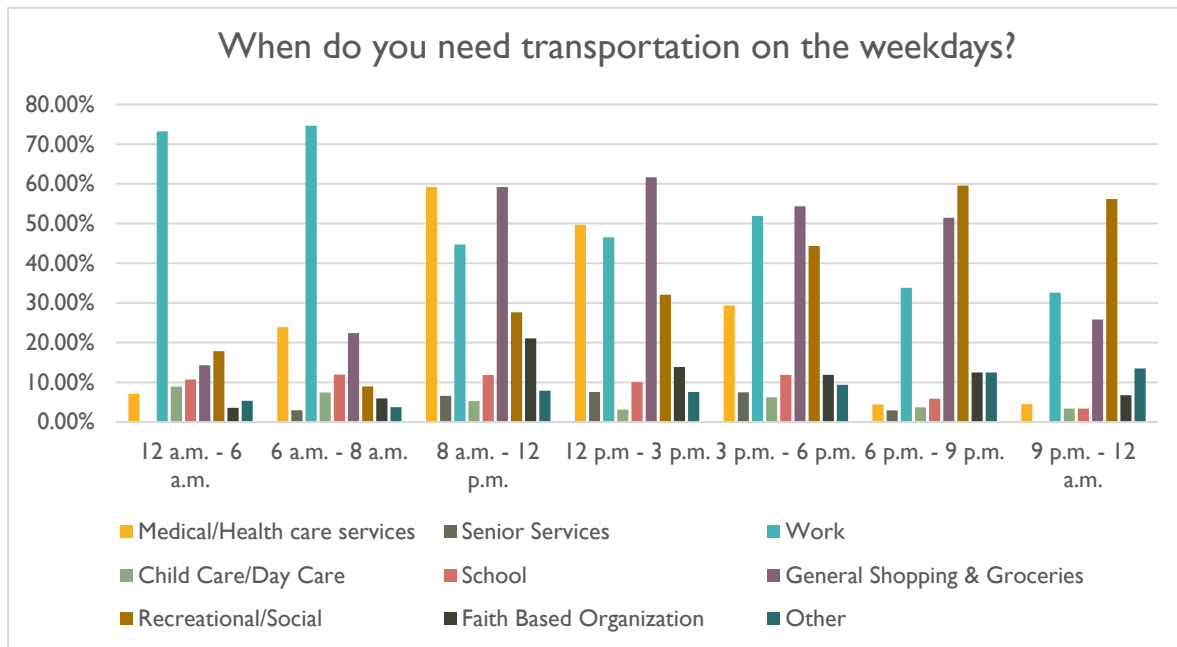
The chart above shows that a high percentage on individuals use transportation out of necessity. Not having other transportation options and not being capable of driving had the highest percentage of responses. Only a small percentage indicated that they would not use transportation services under any circumstances.

**CHART 11: WHAT IMPROVEMENTS NEED TO BE MADE TO THE CURRENT TRANSPORTATION OPTIONS?**

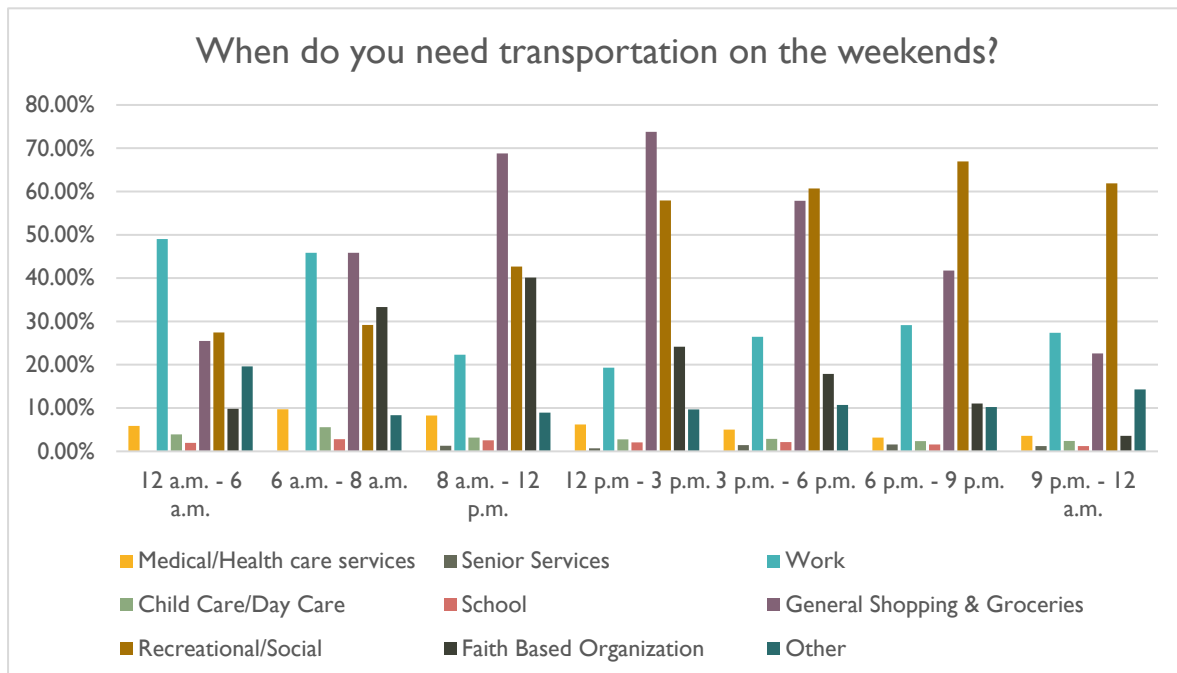


A goal of the survey was to identify needs in transportation. The chart above illustrates responses on how transportation could be improved. Many of the respondents indicated that not having weekend service and the restricted service areas were something that needs changed in the region. Only 8% said that more wheelchair accessible vehicles are needed.

**CHART 12: WHEN DO YOU NEED TRANSPORTATION ON THE WEEKDAYS?**

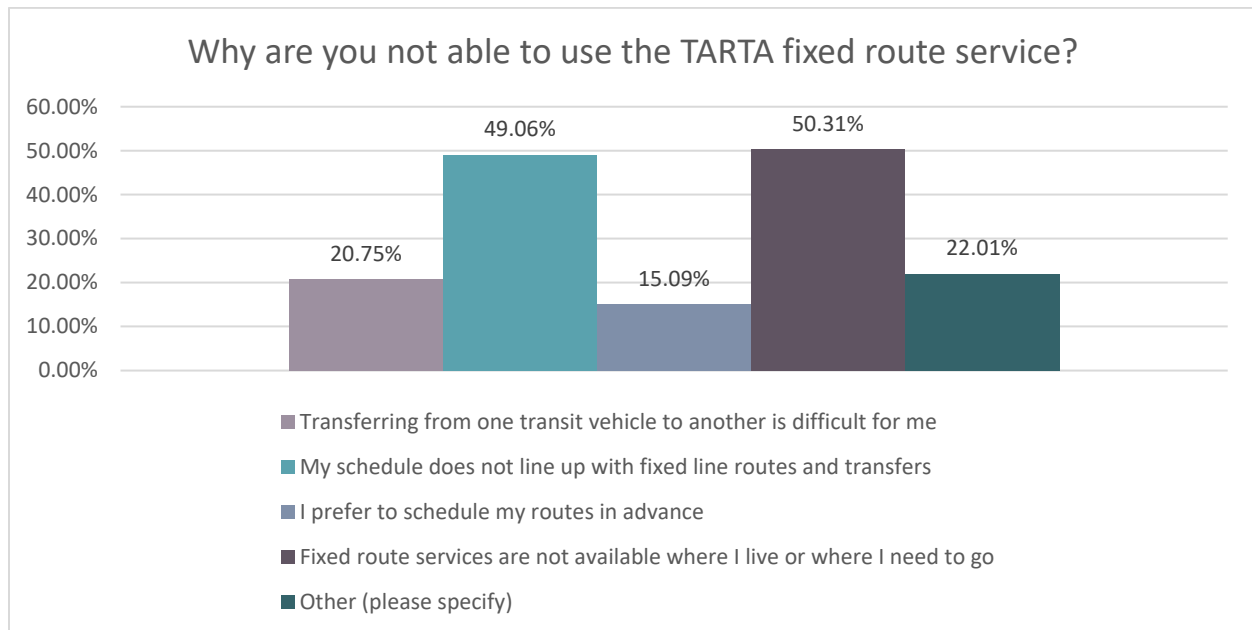


**CHART 13: WHEN DO YOU NEED TRANSPORTATION ON THE WEEKENDS?**



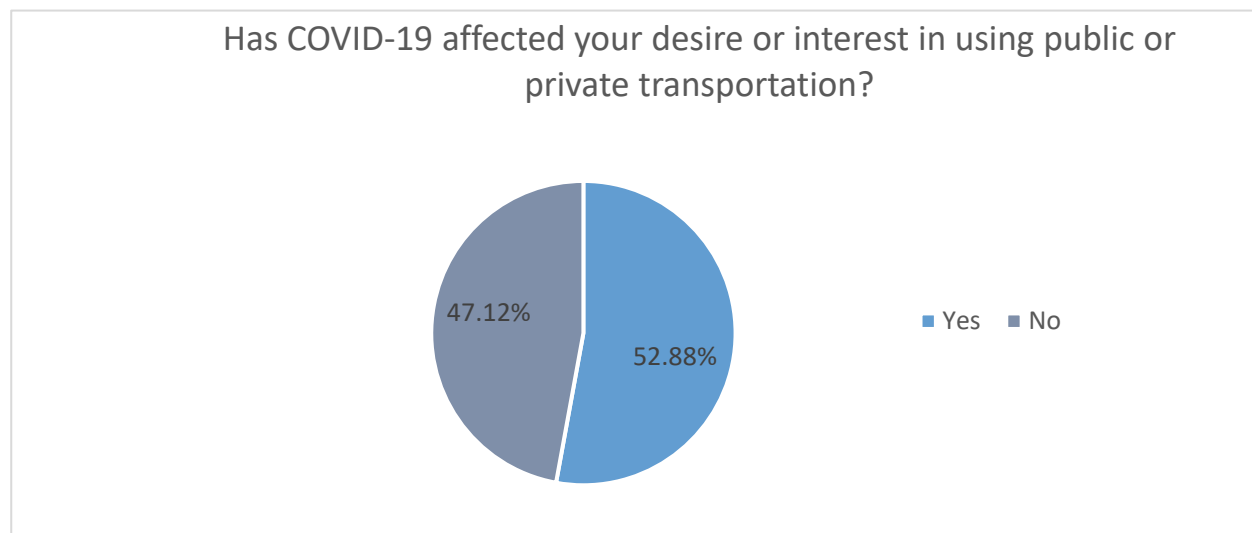
The charts above show when individuals need transportation and where they need transportation to. The top chart illustrates where people go on the weekdays. Many of these include work or medical appointments. The second chart shows that on weekends there is an increased need in recreational/social trips and general shopping and/or groceries.

**CHART 14: WHY ARE YOU NOT ABLE TO USE THE TARTA FIXED ROUTE SERVICE?**



Survey respondents were asked whether the current TARTA Fixed Route was an option for them, 71% replied that it was not. Reasons why it was not an option are included in the chart above. Other responses included they feel unsafe at bus stops.

**CHART 15: HAS COVID-19 AFFECTED YOUR DESIRE OR INTEREST IN USING PUBLIC OR PRIVATE TRANSPORTATION?**

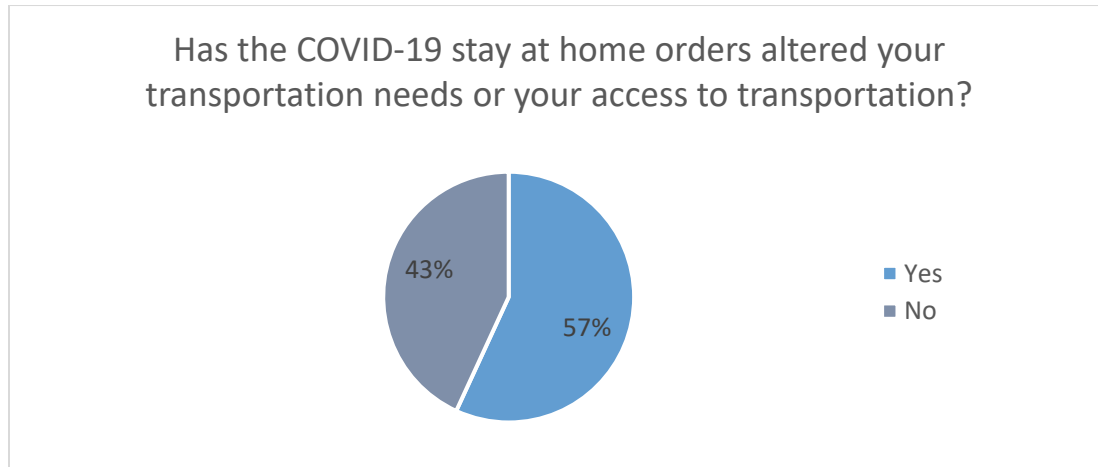


During 2020 transportation was greatly impacted by the COVID-19 pandemic. In order to understand more how the pandemic impacted local transit users, they were asked two questions on COVID-19.

As illustrated in the chart above, respondents indicated that COVID-19 has impacted their interest in using public or private transportation. When asked to explain whether they were interested in using transit, they indicated that fear or getting sick or exposed to COVID-19 was preventing them from riding. Others

responded that they felt the protocols in place would keep them safe and that they do not have any other choice.

**CHART 16: HAS THE COVID-19 STAY AT HOME ORDER ALTERED YOUR TRANSPORTATION NEEDS OR YOUR ACCESS TO TRANSPORTATION?**



The chart above shows that over half of the respondents had to alter their transportation needs due to COVID-19. When asked to explain, most respondents said it was due to their employment situation during the shutdown.

## Challenges to Coordinated Transportation

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

- **Liability issues – sharing vehicles:**  
Several liability issues present multiple challenges to coordination. One challenge is sharing vehicles. If agencies were able to share vehicles this could increase services offered and days and hours of service. However, due to many regulations and requirements liability becomes a concern when vehicle sharing is involved.
- **Access to regional transportation services:**  
Many services in the region do not extend throughout the entirety of the region. Meaning that many individuals may not be able to access all available transportation services depending on where they live and where their destination is.
- **Finding and training drivers:**  
One reoccurring challenge that transportation stakeholders have is finding drivers and properly training drivers. Finding drivers is time consuming especially for smaller agencies. Also, it is difficult for agencies to find dependable as well as qualified drives since many agencies have strict requirements.
- **Oversight:**  
Regulatory requirements can be time consuming as well as intimidating for first time participants. Agencies with limited technical experience and administrative resources may be discouraged from getting involved.

- **Funding:**

Many stakeholders indicated that funding is one of the main reasons they have restricted services and hours. If more funding was available, they could potentially expand their services and fill more transportation needs.

- **Lack of education on transit:**

Many members of the general public are not experienced or educated enough about what resources are available to them or how to effectively utilize the resources that are available.

- **COVID-19 Regulations:**

In early 2020, the COVID-19 pandemic greatly altered the everyday lives of individuals. Transportation providers were either shut down or put on restrictions that prohibited them from providing adequate transportation. Once allowed to re-open, the restrictions in place caused agencies to reduce the number of individuals allowed in a vehicle at once and incorporate additional cleaning and sanitizing into everyday tasks. These restrictions reduced revenue for many and made it difficult to efficiently operate. Until COVID-19 is not as much as a threat, coordination of transportation services will be incredibly difficult.

## Summary of Unmet Mobility Needs

The following table describes the identified unmet transportation needs that were identified and the method used to identify and prioritize each need. Needs were given a rank of high, medium, or low to indicate priority.

**TABLE 6: PRIORITIZED UNMET MOBILITY NEEDS**

Rank	Unmet Need Description	Method Used to Identify and Rank Need
<i>High</i>	Service Area – not being able to get where you need to go because of where you live or your destination	Public Survey
<i>High</i>	Need more transportation options on early morning, nights, weekends, and holidays	Public Survey & Public Comment
<i>Medium</i>	Maintenance of transit stops – snow removal, sidewalk condition, benches, shelters, overgrown vegetation, etc.	Public Comment
<i>Medium</i>	Cost of private transportation	Public Comment
<i>Medium</i>	Wayfinding and signage	Public comment
<i>Medium</i>	Increased Collaboration between transportation providers and health and human service agencies	Stakeholder Comment
<i>Medium</i>	Ability to schedule rides on shorter notice (i.e., day of rides)	Public Comment
<i>Low</i>	Education of how to utilize transportation services	Stakeholder comment
<i>Low</i>	Access to local airports, bus station, and train station	Public Comment

## VI. Goals and Strategies

### Developing Strategies to Address Gaps and Needs

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

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

The implementation timeframe/milestones are defined as follows:

- Immediate – Activities to be achieved within 6 months.
- Near-term – Activities to be achieved within 6 to 12 months.
- Mid-term – Activities to be achieved withing 12 to 24 months.
- Long-term - Activities to be achieved within 2 to 4 years.
- Ongoing – Already implemented or will be immediately implemented and require ongoing activity.

Six (6) goals were identified. These goals are listed below.

**Goal #1: Promote and expand the local mobility management program.**

**Goal #2: Improve paratransit and senior transportation services in the region.**

**Goal #3: Improve access to employment.**

**Goal #4: Continue to identify gaps and needs in transportation.**

**Goal #5: Incorporate new technology to make using the transportation services more inclusive for all users.**

**Goal #6: Improve information sharing to transit users.**

Below is a detailed outline describing the objectives and strategies to address each of the identified goals. Each goal is addressing unmet needs and gaps in the region.

#### Goal #1: Promote and expand the local mobility management program.

Need(s) Being Addressed: Education of existing services, ability to schedule rides on shorter notice.

Objective 1.1: Improved collaboration with agencies that serve and advocate for individuals with disabilities and seniors.

Timeline for Implementation: Immediate ongoing

## STRATEGIES

- Quarterly meetings with organizations and mobility manager to share updates, ideas, and challenges.
- Share information between different agencies to identify gaps and overlaps in resources.
- Identify ways to address gaps in cost of private vs. public transportation.

**Parties Responsible for Leading Implementation:** Mobility Manager & TARTA

**Parties Responsible for Supporting Implementation:** TMACOG

**Capital/labor required:** Staff time

**Potential Funding Sources:** § 5310 & local funds

**Performance Measures/Targets:** Frequency of meetings, number of organizations involved, record of outreach efforts (i.e., paid ads)

**Objective 1.2:** Implement a centralized call center which individuals can use to identify transportation resources.

**Timeline for Implementation:** Immediate

## STRATEGIES

- Implement updated recordkeeping software.
- Identify ways to utilize vehicles more efficiently, like vehicle sharing.

**Parties Responsible for Leading Implementation:** Area Office on Aging, Ability Center, TARTA

**Parties Responsible for Supporting Implementation:** TMACOG

**Capital/labor required:** Staff time, office space.

**Potential Funding Sources:** 5307, 5316, & local contribution

**Performance Measures/Targets:** Development of call center, number of calls to the call center, number of coordinated trips

**Objective 1.3:** Increase public awareness of transit and other transportation programs.

**Timeline for Implementation:** Near-term

## STRATEGIES

- Once complete distribute the Locally Coordinated Human Services Transportation Plan to relevant stakeholders.
- Implement public awareness campaigns to inform the public of available transit options and transportation programs.

**Parties Responsible for Leading Implementation:** Mobility Manager & TARTA

**Parties Responsible for Supporting Implementation:** TMACOG

**Capital/labor required:** Staff time

**Potential Funding Sources:** Potential 5310 & local funds

**Performance Measures/Targets:** Number of plans distributed, creation of mobility manager newsletter, monitor online activity (i.e., click count and views on web page/social media)

**Goal #2:** Improve paratransit and senior transportation services in the region.

**Need(s) Being Addressed:** Expand service hours and days, expand service areas, ability to schedule rides on shorter notice.

Objective 2.1: Continued implementation of the Specialized Transportation Program § 5310. Designed to improve transportation for seniors and individuals with disabilities, and provides funds for vehicles, equipment, and other technology and software.

Timeline for Implementation: Immediate ongoing

#### STRATEGIES

- Promote the program to encourage increased participation.
- Maintain a committee dedicated to reviewing and scoring applications.
- Solicit applications from local agencies on a yearly basis.

Parties Responsible for Leading Implementation: ODOT

Parties Responsible for Supporting Implementation: TARTA & TMACOG

Capital/labor required: Staff time

Potential Funding Sources: § 5310, local jurisdictions, FTA Mobility for All

Performance Measures/Targets: Number of applications received; number of vehicles awarded; number of new applicants.

Objective 2.2: Expand paratransit service to the entire county through contracting with transportation providers.

Timeline for Implementation: Mid-term

#### STRATEGIES

- Work with transportation providers to identify ways to partner.
- Identify potential funding sources.

Parties Responsible for Leading Implementation: TARTA/TARPS & local transportation providers (5310 recipients)

Parties Responsible for Supporting Implementation: Ability Center & TMACOG

Capital/labor required: Operating expenses, coordinating software.

Potential Funding Sources: Local jurisdictions

Performance Measures/Targets: Number of rides provided outside TARTA service area, number of contracts.

Objective 2.3: Improve existing travel training programs.

Timeline for Implementation: Immediate, ongoing

#### STRATEGIES

- Work with human service agencies to promote existing travel training programs.
- Work with agencies for more cross collaboration for increased travel training programs

Parties Responsible for Leading Implementation: TARTA/TARPS

Parties Responsible for Supporting Implementation: TMACOG

Capital/labor required: Admin cost

Potential Funding Sources: 5310, remaining "New Freedom"

Performance Measures/Targets: Number of participants in the program, customer satisfaction



### Goal #3: Improve access to employment.

Need(s) Being Addressed: Days and Hours of Service

Objective 3.1: Enhance transportation service levels.

Timeline for Implementation: Near-term

#### STRATEGIES

- Identify gaps in service, specifically weekend service and 2<sup>nd</sup> and 3<sup>rd</sup> shift hours
- Work with private taxi companies and social service agencies to determine ways to address gaps
- Work with major employers to modify and enhance routes

Parties Responsible for Leading Implementation: Mobility Manager & TARTA

Parties Responsible for Supporting Implementation: TMACOG

Capital/labor required: Admin costs

Potential Funding Sources: 5316, Local businesses, jurisdiction job access initiatives

Performance Measures/Targets: Number of trips provided to employers on the weekends, new service is implemented, ridership changes, routes added.

Objective 3.2: Encourage employers to set up a van pool program for employees through collaboration with transportation providers.

Timeline for Implementation: Near-term Ongoing

#### STRATEGIES

- Educate employers on potential resources for van pooling.
- Engage employees to determine a need for van pooling.

Parties Responsible for Leading Implementation: Mobility Manager & TARTA

Parties Responsible for Supporting Implementation: Enterprise

Capital/labor required: Business/rider match for service, operating/maintenance cost of vehicles

Potential Funding Sources: 5316, Jurisdiction job access initiatives

Performance Measures/Targets: Number of employers that implement a van pool, employee responses

### Goal #4: Continue to identify gaps and needs in transportation.

Need(s) Being Addressed: All needs

Objective 4.1: Engage leadership of outlining communities and communities not regularly served by transit.

Timeline for Implementation: Immediate ongoing

#### STRATEGIES

- Identify community needs and gaps and address ways to provide service.
- Work with city planners to identify ways to make communities more livable by identifying needed transportation improvements.

Parties Responsible for Leading Implementation: Mobility Manager & TARTA

Parties Responsible for Supporting Implementation: TMACOG

**Capital/labor required:** Operations analysis, operating cost, coordinating software, intercommunicating technology.

**Potential Funding Sources:** 5307, 5310, FTA Mobility of All

**Performance Measures/Targets:** Number of unmet needs and gaps addressed, Number of communities contacted.

Objective 4.2: Expand demand response service for jurisdiction-to-jurisdiction transit.

Timeline for Implementation: Long-term

#### STRATEGIES

- Identify what communities would benefit from increased demand response service.
- Identify resources needed to expand demand response service.

**Parties Responsible for Leading Implementation:** Mobility Manager, TARTA, any additional public or private transportation providers

**Parties Responsible for Supporting Implementation:**

**Capital/labor required:** Scheduling and coordinating software, decentralized fleet vehicles and hubs, operating/maintenance cost

**Potential Funding Sources:** 5307, 5310, local, FTA Mobility for All

**Performance Measures/Targets:** Plan developed for demand service, secure capital and operating funding.

Objective 4.3: Identify needs for transportation to local airports, bus station, and train station.

Timeline for Implementation: Immediate ongoing

#### STRATEGIES

- Identify providers already providing transportation to these destinations.
- Conduct a survey to gain a better understanding of how to provide improved transportation.

**Parties Responsible for Leading Implementation:** TARTA & additional public and private transportation providers

**Parties Responsible for Supporting Implementation:** Local interstate/intermodal transportation providers.

**Capital/labor required:** Operating cost

**Potential Funding Sources:** Local contribution

**Performance Measures/Targets:** Number of surveys received, initiate intermodal provider communications, establish service cost estimates

Objective 4.4: Determine transportation accessibility to supermarkets, full-service grocery stores, and corner stores to provide access to healthy food options.

Timeline for Implementation: Near-term

#### STRATEGIES

- Identify community needs and gaps and address ways to provide needed service.
- Research best practices of other transit providers that offer services to health food options.
- Work with mobility manager, TARTA, taxi companies and social service agencies to address gaps.
- Work with city planners to identify ways to make communities more livable.

**Parties Responsible for Leading Implementation:** TARTA, Mobility Manager



Parties Responsible for Supporting Implementation: TMACOG, Creating Healthy Communities at the Health Department

Capital/labor required: Staff time

Potential Funding Sources: Health Department grant

Performance Measures/Targets: number of unmet needs and gaps addressed, routes added, new service implemented, customer satisfaction

Goal #5: Incorporate new technology to make using the transportation services more inclusive for all users.

Need(s) Being Addressed: Improved wayfinding, increased education.

Objective 5.1: Update current ride request processes for users.

Timeline for Implementation: Immediate ongoing

#### STRATEGIES

- Develop apps that allow ride requests and scheduling.
- Research best practices of other transit providers

Parties Responsible for Leading Implementation: TARTA & nMomentum

Parties Responsible for Supporting Implementation: TMACOG

Capital/labor required: technology, new software

Potential Funding Sources: 5310, 5307, UTP, OTP2

Performance Measures/Targets: App developed, number of riders using the app

Objective 5.2: Offer electronic payment options

Timeline for Implementation: Immediate ongoing

#### STRATEGIES

- Compare software alternatives
- Research best practices
- Work with regional transportation providers to develop a similar type of payment option

Parties Responsible for Leading Implementation: TARTA & nMomentum

Parties Responsible for Supporting Implementation: TMACOG & public and private transportation providers

Capital/labor required: Software update, IT maintenance

Potential Funding Sources: 5307, UTP, OTP2

Performance Measures/Targets: Develop electronic payment methods, number of users using electronic payments.

Objective 5.3: Improve Wayfinding

Timeline for Implementation: Mid-term

#### STRATEGIES

- Develop an app that assists users in identifying transportation routes to get to key destinations
- Work with visitor's bureau to develop ways to ensure visitors can get around the area

**Parties Responsible for Leading Implementation:** TARTA

**Parties Responsible for Supporting Implementation:** TMACOG & Visitors Bureau

**Capital/labor required:** Signage, app software

**Potential Funding Sources:** Local jurisdictions & 5307

**Performance Measures/Targets:** Wayfinding app developed, number of people using the app, number of call or questions about how to access locations

Objective 5.4: Invest in smart technology.

Timeline for Implementation: Long-term

#### STRATEGIES

- Identify potential ways to incorporate connected and autonomous vehicles into transit fleets.
- Identify potential funding resources to implement new technology.
- Identify technology to track pedestrian movement (Intvo)

**Parties Responsible for Leading Implementation:** TARTA

**Parties Responsible for Supporting Implementation:** TMACOG

**Capital/labor required:** Hardware/software, planning and analysis for implementation

**Potential Funding Sources:** FTA Innovation Grants

**Performance Measures/Targets:** AV/CV incorporated into public transit vehicles; number of funding sources identified

Goal #6: Improve information sharing to transit users.

Need(s) Being Addressed: Increased education, improved wayfinding and signage.

Objective 6.1: Create a transportation profile or mobility manager newsletter.

Timeline for Implementation: Immediate

#### STRATEGIES

- Work with marketing to develop a brand for the newsletter or profile
- Work with agencies and transportation providers to determine what they would like to see included.

**Parties Responsible for Leading Implementation:** Mobility Manager & TARTA

**Parties Responsible for Supporting Implementation:** TMACOG

**Capital/labor required:** Staff time

**Potential Funding Sources:** 5310

**Performance Measures/Targets:** Record locations for updated wayfinding, monitor open rate/click counts for newsletter.

Objective 6.2: Update and install wayfinding, signage, informational Kiosks throughout the region.

Timeline for Implementation: Mid-term

#### STRATEGIES

- Develop a standard brand for signs, so they are easy to locate and understand.
- Prioritize high use destinations.
- Work with users to identify useful information.



Parties Responsible for Leading Implementation: Mobility Manager & TARTA

Parties Responsible for Supporting Implementation: TMACOG

Capital/labor required: staff time, potential consultant, signage

Potential Funding Sources: local contribution & potential grants

Performance Measures/Targets: Standard sign brand created, number of signs installed, public survey of individuals on usefulness of signage.

## VII. Plan Adoption

The coordinated plan planning committee approved the document on March 16<sup>th</sup>, 2021. The coordinated plan was formally adopted by the TARTA Board of Trustees on March 18<sup>th</sup>, 2021 and the TMACOG Transportation Council on June 5<sup>th</sup>, 2021 and Board of Trustees on June 16<sup>th</sup>, 2021. To view the resolutions, see the appendix. Prior to adoption the plan underwent a 45-day public comment period from December 2020 to January 2021. Comments received were reviewed by the Planning Committee and were incorporated into the plan when necessary.

## Appendix A: List of Planning Committee Participants



The planning committee consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public.

### Agency Representation

Name	Agency
Edgar Avila	AAA
Ken Davis	AARP
Colette Cordova	Area Office on Aging
Scott Potter	Black and White Transportation
Nichole Fifer	Center for Regional Development (BGSU)
Ken Schumaker	Consumer
Matthew Boaz	Diversity and Inclusion – City of Toledo
Patrick Trejchal	Hospital Council of Northwest Ohio
Lily Reed	Lucas County Job and Family Services
Michele Shepler	Lucas County Board of Developmental Disabilities
Amy Abodeely	Lucas County Health Department
Lance Woodworth	Lucas County Visitor and Hospitality Bureau
Sonya Quinn	National Alliance on Mental Illness (NAMI)
Jill Bunge	United Way of Greater Toledo
Daniel Hunt	TARTA
Sean Smith	TARTA
Marc VonDeylen	TMACOG
Dave Gedeon	TMACOG
Marissa Bechstein	TMACOG

In addition to hosting a planning committee, TARTA and TMACOG and other planning committee members also conducted a wide variety of activities designed to increase involvement of community stakeholders in identifying community resources, addressing community needs, and setting goals and priorities. More information about the efforts that occurred is available upon request. To request additional information please contact:

**Marissa Bechstein, Transportation Planner**  
**Toledo Metropolitan Area Council of Governments (TMACOG)**  
**419.241.9155 Ext. 1117**  
**bechstein@tmacog.org**



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



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

**Sean Smith**

TARTA- Development and Equity Officer  
419-245-5217  
[ssmith@tarta.com](mailto:ssmith@tarta.com)

**Daniel Hunt**

TARTA- Mobility Management  
419-725-5281  
[dhunt@tarta.com](mailto:dhunt@tarta.com)

**Marissa Bechstein**

Toledo Metropolitan Area Council of Governments  
419-241-9155 ext. 1117  
[bechstein@tmacog.org](mailto:bechstein@tmacog.org)

## Annual Review TBD

Annual reviews will consist of reconvening the planning committee. Additionally, in 2020 while the plan was being developed the COVID-19 pandemic was greatly affecting how meetings were conducted. At the first annual review in addition to the planning committee reviewing the goals, focus groups will be held to ensure unmet needs and gaps are up to date. The focus groups may be held earlier than the annual review if meetings with stakeholders can be held effectively. If this occurs any changes will be added into the plan as an amendment.

Additionally, any transportation provider who did not respond to the stakeholder survey will have a chance to respond to be eligible for § 5310 funds.

## Amendment TBD

No amendments as of March 2021.



## Appendix C: Definitions



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

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

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

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

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

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

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

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

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

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

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

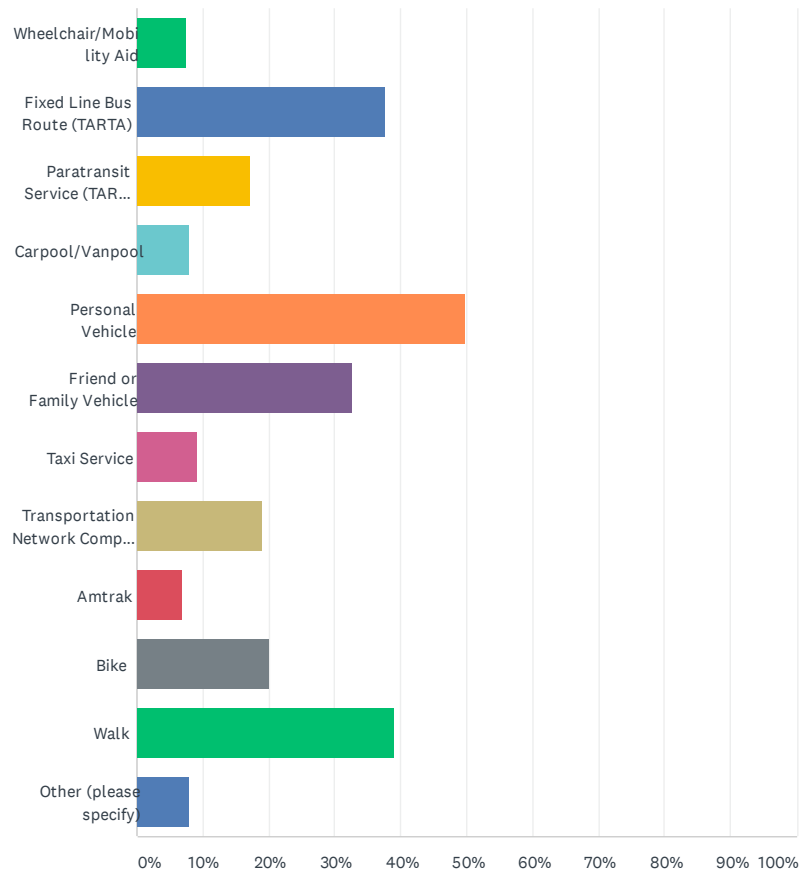


## Appendix D: Survey Results



## Q1 What types of transportation services do you use on a regular basis? (check all that apply)

Answered: 215 Skipped: 0



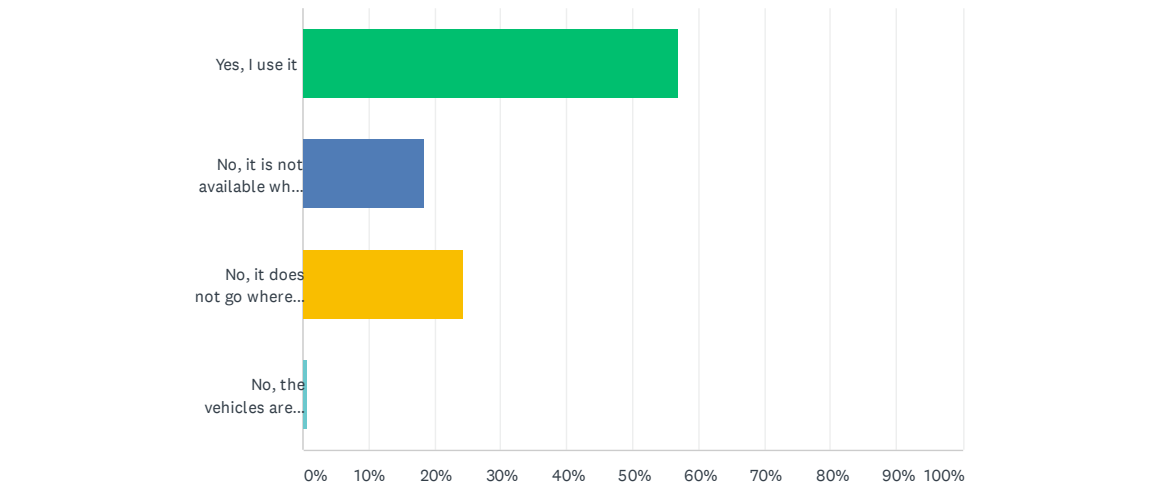
ANSWER CHOICES	RESPONSES	
Wheelchair/Mobility Aid	7.44%	16
Fixed Line Bus Route (TARTA)	37.67%	81
Paratransit Service (TARPS) or Human Service Agency	17.21%	37
Carpool/Vanpool	7.91%	17
Personal Vehicle	49.77%	107
Friend or Family Vehicle	32.56%	70
Taxi Service	9.30%	20
Transportation Network Company (i.e Uber, Lyft)	19.07%	41
Amtrak	6.98%	15
Bike	20.00%	43
Walk	39.07%	84
Other (please specify)	7.91%	17
Total Respondents: 215		

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	OTHER (PLEASE SPECIFY)	DATE
1	A friend	8/10/2020 1:56 PM
2	Support personnel	7/30/2020 2:57 PM
3	TLC	7/28/2020 10:02 AM
4	TLC	7/28/2020 9:56 AM
5	TLC	7/28/2020 9:54 AM
6	case manager	7/24/2020 4:20 PM
7	nmt for winter	7/21/2020 9:16 AM
8	Staffing through Board of DD	7/21/2020 8:32 AM
9	non-medicaid transportation	7/21/2020 8:21 AM
10	CTS	7/21/2020 8:17 AM
11	Nmt	7/21/2020 8:15 AM
12	Nmt	7/21/2020 8:12 AM
13	Oregon senior citizen van	7/18/2020 1:11 PM
14	I use Call-A-Ride regularly	7/18/2020 9:31 AM
15	car rental	7/14/2020 7:51 AM
16	CTS	7/8/2020 12:06 PM
17	Perrysburg city transit	7/2/2020 3:33 PM

Q2 Is public transportation, carpooling, or senior/paratransit services an option for you?

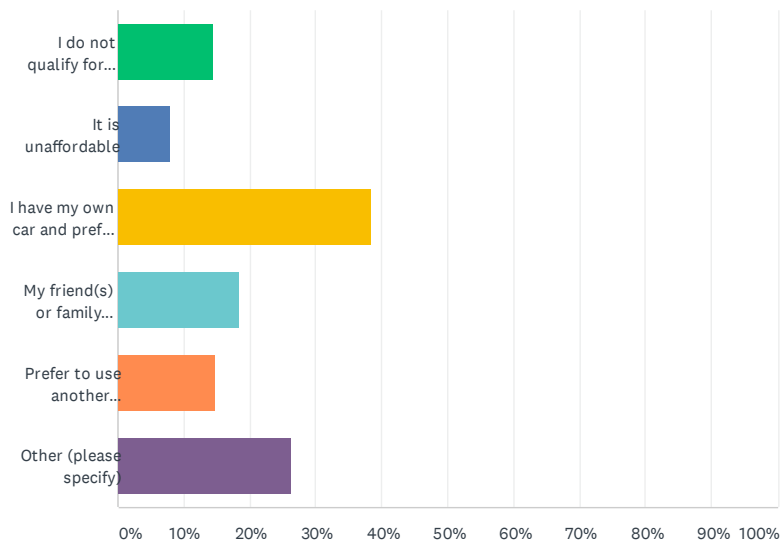
Answered: 190 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes, I use it	56.84%	108
No, it is not available where I live	18.42%	35
No, it does not go where I need to go	24.21%	46
No, the vehicles are not wheelchair accessible	0.53%	1
TOTAL		190

Q3 If public or senior/paratransit services transportation is available to you but you do not use it, please select any of the following reasons that apply.

Answered: 174 Skipped: 41



ANSWER CHOICES	RESPONSES	
I do not qualify for transportation services available in my area	14.37%	25
It is unaffordable	8.05%	14
I have my own car and prefer to drive	38.51%	67
My friend(s) or family member(s) drive me where I need to go	18.39%	32
Prefer to use another transportation provider	14.94%	26
Other (please specify)	26.44%	46
Total Respondents: 174		

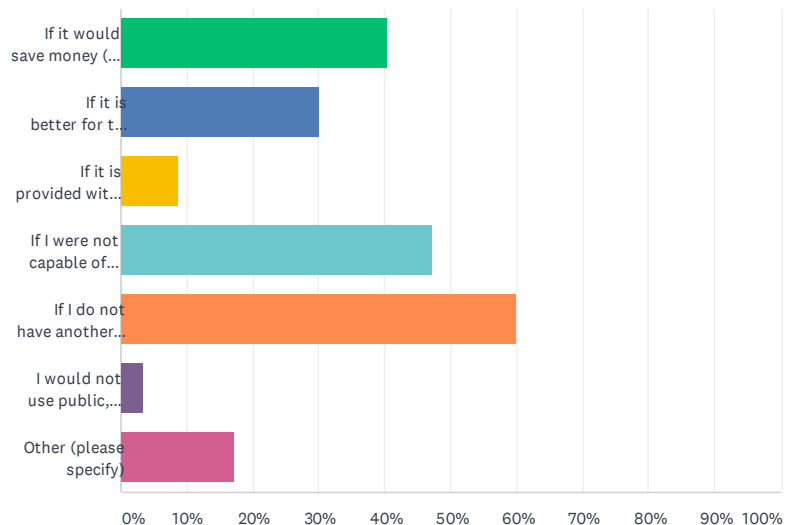
## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	OTHER (PLEASE SPECIFY)	DATE
1	It is inconvenient and costly	8/15/2020 7:03 PM
2	Bicycle	8/14/2020 10:37 PM
3	I live in monclova.	8/14/2020 9:17 PM
4	Paratransit cabs are too expensive	8/14/2020 1:14 PM
5	N/a	8/13/2020 7:03 PM
6	It is inconvenient	8/13/2020 10:22 AM
7	I use TARTA on a Regular basis	8/13/2020 3:50 AM
8	public transportation routes do not run at times that match my work schedule	8/12/2020 8:16 PM
9	I need public transportation	8/11/2020 10:58 PM
10	Inconvenient hours and coverage	8/11/2020 12:43 PM
11	the schedules are too wide to be useful often	8/11/2020 11:30 AM
12	Lack of knowledge- how to use	8/11/2020 9:34 AM
13	I do not know anything about this and I need help vision impaired	8/10/2020 10:47 PM
14	I'm new to this area, have disabilities and do not know how to get services	8/10/2020 3:43 PM
15	I use Tarta. I don't drive	8/10/2020 1:56 PM
16	An urgent trip that could not be scheduled beforehand. Needed to done immediately.	8/5/2020 12:33 PM
17	hours of operation and small service area	8/5/2020 7:10 AM
18	I take the bus when I need to	7/30/2020 5:16 PM
19	Not available	7/30/2020 2:57 PM
20	I do use paratransit service	7/29/2020 11:27 AM
21	TLC	7/28/2020 10:02 AM
22	TLC	7/28/2020 9:56 AM
23	It is not close to my home. Also, the available bus schedules do not fit my work schedule	7/25/2020 7:17 AM
24	I live in an area where I need to walk half an hour to and from the nearest public transportation access point	7/24/2020 9:24 PM
25	Routes are not frequent enough to be efficient	7/22/2020 11:50 PM
26	Not a senior	7/22/2020 7:54 PM
27	Sporadic schedule makes it difficult.	7/22/2020 7:00 PM
28	It is uncomfortable around all the people.	7/21/2020 9:19 AM
29	cannot independently understand/navigate transportation system	7/21/2020 8:21 AM
30	Do not like variable pick up times	7/21/2020 8:15 AM
31	The times and routes of public transport are not convenient. E.g too many transfers and few options. It would take nearly two hours to get from home in west Toledo to work in south Toledo. I would love to use it for recreation like going out downtown so I don't have to worry about parking or drinking (in moderation) but it doesn't run late enough and buses are few and far between. I'd even do something like a park and ride loop, maybe from the university, like other cities have, but sometimes I avoid going to local events because I don't want to drive	7/21/2020 12:27 AM
32	I'm not clear on how it work and the schedules	7/20/2020 10:11 PM
33	Bus 34 stops running at 2p. It's hard for me to walk from bus 32 home, especially	7/19/2020 7:01 PM
34	Oregon and Toledo services do not connect	7/18/2020 1:11 PM
35	I don't have it in Oregon and don't feel the need for it, Lived here all my life and family nor friends has every wanted to have the service come into Oregon...	7/18/2020 11:50 AM
36	No available line service.	7/18/2020 11:27 AM
37	I walk or bike when the weather allows.	7/18/2020 8:10 AM
38	Not applicable for me	7/17/2020 11:46 PM
39	I've heard that some of the riders are mean and nasty	7/17/2020 12:04 PM
40	It is too slow	7/17/2020 11:25 AM
41	Since #3 got CANCELED, I cannot go straight to UT, anymore.	7/17/2020 8:52 AM
42	We do not have that in the Toledo area	7/17/2020 6:55 AM
43	I need to call for a ride outside the toledo area or before/after hours	7/16/2020 5:23 PM
44	I do use it but it doesn't go everywhere I need/want to go and I feel like I can't use it for anything that cannot be planned far in advance	7/8/2020 5:57 PM
45	Only one bus in morning and evening to risky if I miss it in the evening.	7/5/2020 11:24 AM

46	I would use to more if price, times and travel areas were more convenient for me	7/3/2020 8:52 AM
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**Q4 Which of the following would cause you to use public (i.e. bus service) or private (i.e taxi) transportation services? (Please select up to three choices)**

Answered: 203 Skipped: 12



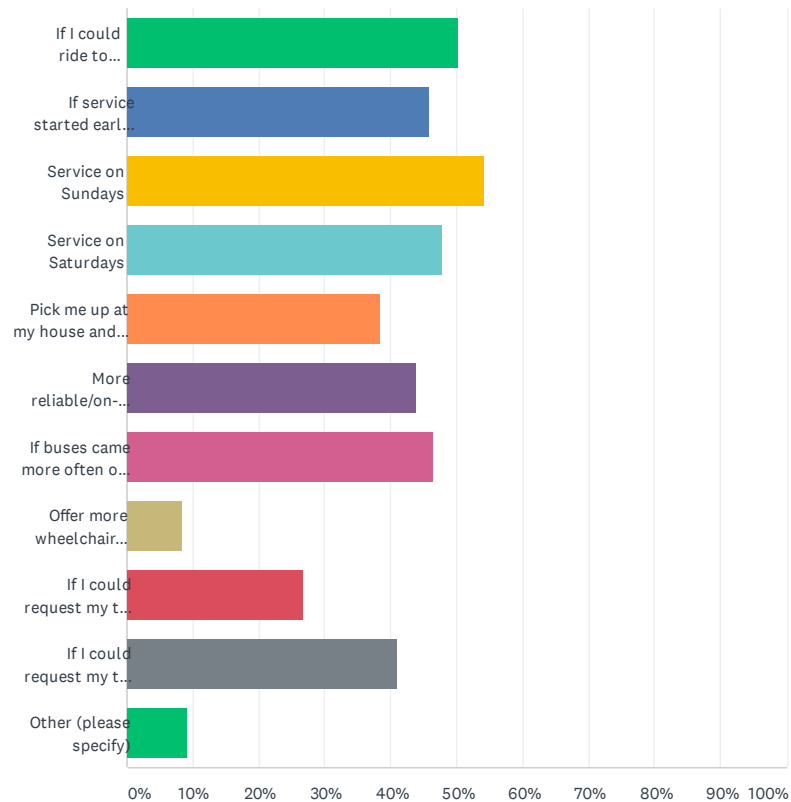
ANSWER CHOICES	RESPONSES	
If it would save money (ex. save on gas or car maintenance)	40.39%	82
If it is better for the environment	30.05%	61
If it is provided with wheelchair accessible vehicles	8.87%	18
If I were not capable of driving myself	47.29%	96
If I do not have another transportation option	60.10%	122
I would not use public, private, or other transportation services under any circumstances	3.45%	7
Other (please specify)	17.24%	35
Total Respondents: 203		

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	OTHER (PLEASE SPECIFY)	DATE
1	If buses ran more frequently and had reliable schedules.	8/15/2020 8:39 AM
2	Travel into downtown areas. Would really like transportation with mega bus to cities in ohio	8/14/2020 9:17 PM
3	If my family member schedule would allow. If my family member felt comfortable about using it	8/13/2020 4:23 PM
4	If it were efficient/saved time	8/13/2020 10:22 AM
5	I already use TARTA on a regular basis. It gives me the freedom, instead of waiting for someone to drive me somewhere	8/13/2020 3:50 AM
6	If the transit schedule and routes would get me to my needed destinations.	8/11/2020 10:47 PM
7	If they had service to accomadate my work hours.	8/10/2020 3:52 PM
8	I depend on Tarta	8/10/2020 1:56 PM
9	Not really interested in using Bus service as the schedules are far too stretched out	8/4/2020 6:44 AM
10	So that friends and family wouldn't miss work	7/30/2020 2:57 PM
11	Not Interested	7/30/2020 10:28 AM
12	Happy with my current provider	7/29/2020 9:26 AM
13	if the boarding location was near my home.	7/28/2020 10:27 AM
14	Always with family	7/28/2020 10:04 AM
15	Staff & TLC	7/28/2020 9:56 AM
16	If it was available where I live	7/26/2020 9:34 AM
17	More frequent and far traveling routes	7/22/2020 11:50 PM
18	If I could better predict the schedule.	7/22/2020 7:00 PM
19	If my bus ran later so I wouldn't have to rely on Taxi which costs a lot! And my dr would open so I could get tarps filled out	7/19/2020 7:01 PM
20	If it ran more frequently and efficiently. Going downtown in order to go to the mall is ridiculous.	7/19/2020 8:35 AM
21	Public transit isnt available where I live in Swanton	7/18/2020 1:31 PM
22	Taking the bus downtown saves on parking.	7/18/2020 11:12 AM
23	If the bus would go where I needed it without doubling back into the city so much.	7/17/2020 1:53 PM
24	change the attitudes of the entitlement people	7/17/2020 12:04 PM
25	If it wasnt so slow	7/17/2020 11:25 AM
26	I prefer to drive myself. These question answers are misleading.	7/17/2020 9:19 AM
27	If there were more ROUTES.	7/17/2020 8:52 AM
28	I do not drive do not own a car	7/17/2020 6:55 AM
29	If it was available in perrysburg and was timely.	7/16/2020 7:12 PM
30	If your busses came to where I live	7/13/2020 6:17 PM
31	I am not able to drive myself	7/8/2020 5:57 PM
32	Just a convenient way to commute.	7/5/2020 11:24 AM
33	If it was safer (covid now, driver responsible)	7/3/2020 8:52 AM
34	The winter weather	7/2/2020 12:52 PM
35	If bus routes were convenient and took me to my desired destinations.	7/1/2020 11:53 AM

## Q5 What changes could be made to your transportation service options to make using them more appealing to you? (check all that apply)

Answered: 205 Skipped: 10



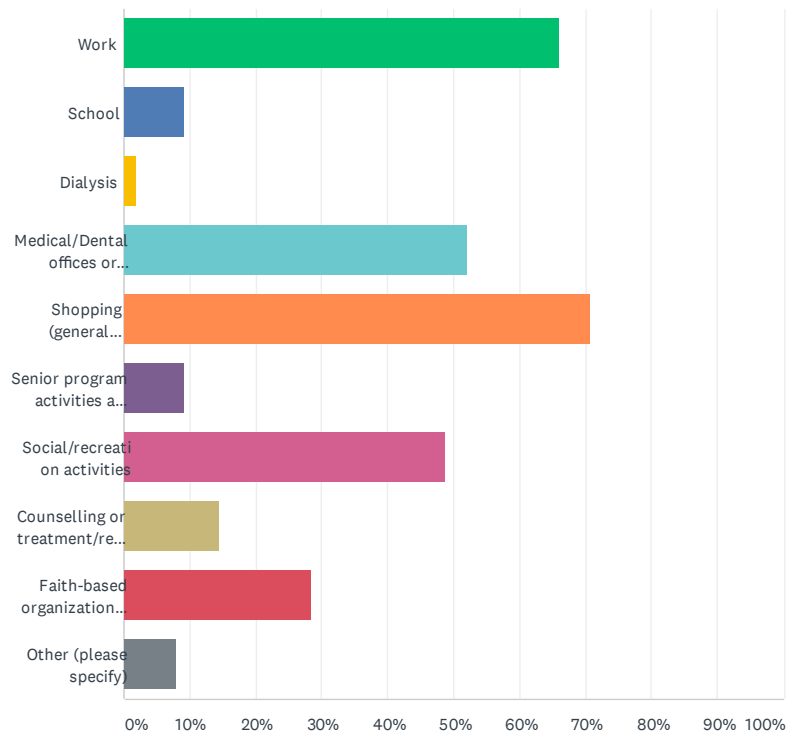
ANSWER CHOICES	RESPONSES	
If I could ride to destinations outside of the Toledo Urbanized Area	50.24%	103
If service started earlier in the morning or end later at night	45.85%	94
Service on Sundays	54.15%	111
Service on Saturdays	47.80%	98
Pick me up at my house and take me directly to where I am going/no shared rides with others	38.54%	79
More reliable/on-time for picking me up/dropping me off	43.90%	90
If buses came more often on fixed routes	46.34%	95
Offer more wheelchair accessible vehicles	8.29%	17
If I could request my trip with as little as one day's notice for reservation	26.83%	55
If I could request my trip through an app or website and not just on the phone	40.98%	84
Other (please specify)	9.27%	19
Total Respondents: 205		

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	OTHER (PLEASE SPECIFY)	DATE
1	More extensive fixed routes and more frequent scheduling.	8/11/2020 10:47 PM
2	If it came to my home	7/30/2020 2:57 PM
3	Happy with my van now	7/30/2020 10:26 AM
4	More benches and shelters.	7/22/2020 7:54 PM
5	I can't schedule my own ride because they can't understand me on the phone. I REALLY need an app	7/21/2020 9:12 AM
6	I would not be able to request a trip at all independently	7/21/2020 8:21 AM
7	If the current schedule would allow me to go back to work. Need bus to my psych in Pburg!	7/19/2020 7:01 PM
8	If it didn't take so long. Why aren't there any north/south buses on Detroit avenue?	7/19/2020 8:35 AM
9	I would like to see fixed bus transit in Swanton, at least to spring meadows area maybe maumee	7/18/2020 1:31 PM
10	If you live with in your means and run a service without causing me to pay for it...don't feel I should pay taxes to give other people a way to ride for little to no cost	7/18/2020 11:50 AM
11	taking the bus to zoo concerts and Mudhens games.	7/18/2020 11:12 AM
12	Bike racks on all buses that work,	7/17/2020 1:43 PM
13	If they were faster	7/17/2020 11:25 AM
14	I think public transportation is a waste of tax money.	7/17/2020 9:19 AM
15	More routes!	7/17/2020 8:52 AM
16	Clean and safe buses.	7/16/2020 9:09 PM
17	If your busses came by where I live	7/13/2020 6:17 PM
18	Would use fixed-line more if I could go directly to destinations that are not Downtown Toledo without having to change buses in Downtown Toledo	7/8/2020 5:57 PM
19	Really more routes in morning and evening to the Waterville area since they are a sponsoring community.	7/5/2020 11:24 AM

**Q6 Which of the following are your most commonly visited destinations or places you most often visit when transportation is available to you? (check all that apply)**

Answered: 215 Skipped: 0



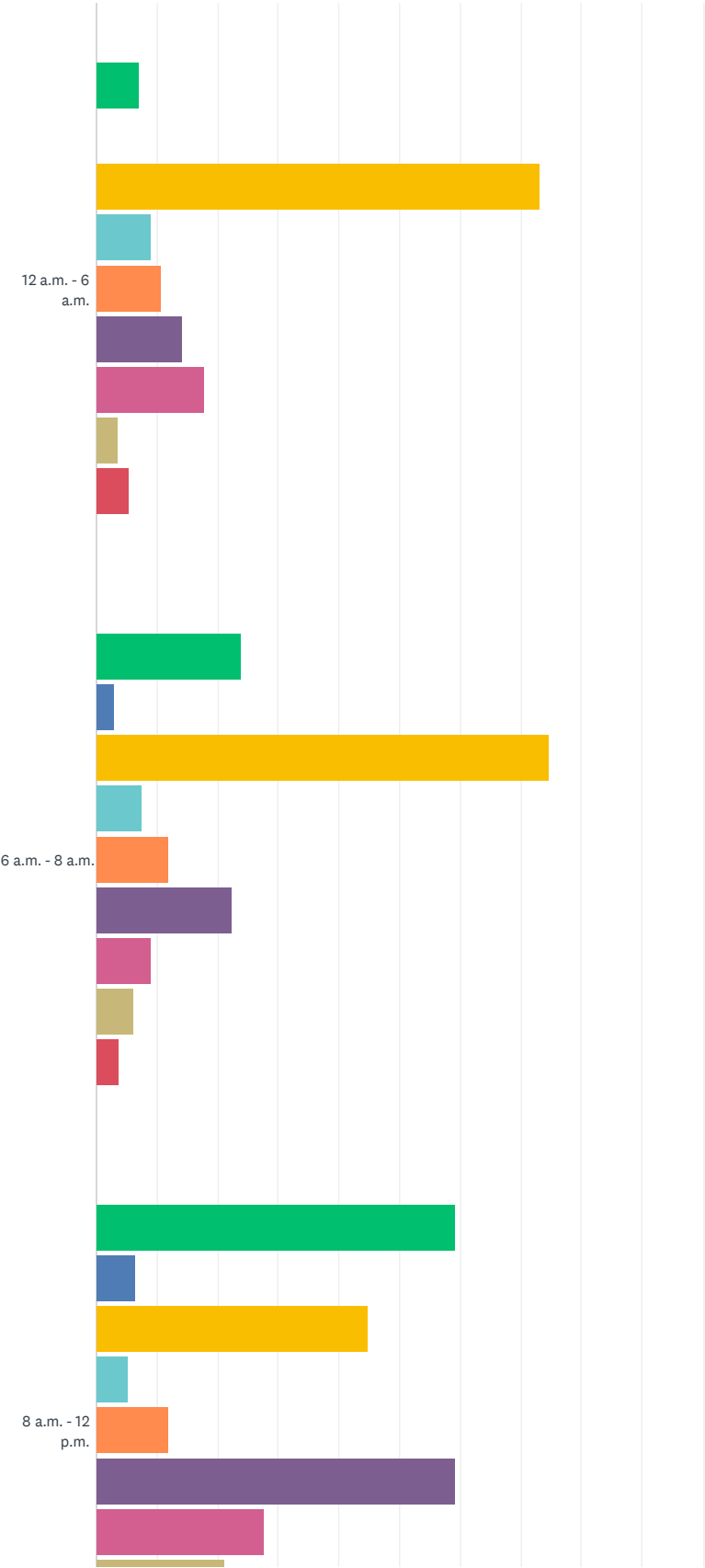
ANSWER CHOICES	RESPONSES	
Work	66.05%	142
School	9.30%	20
Dialysis	1.86%	4
Medical/Dental offices or hospitals	52.09%	112
Shopping (general shopping, pharmacy, and/or grocery)	70.70%	152
Senior program activities and appointments	9.30%	20
Social/recreation activities	48.84%	105
Counselling or treatment/recovery programs	14.42%	31
Faith-based organizations and activities	28.37%	61
Other (please specify)	7.91%	17
Total Respondents: 215		

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

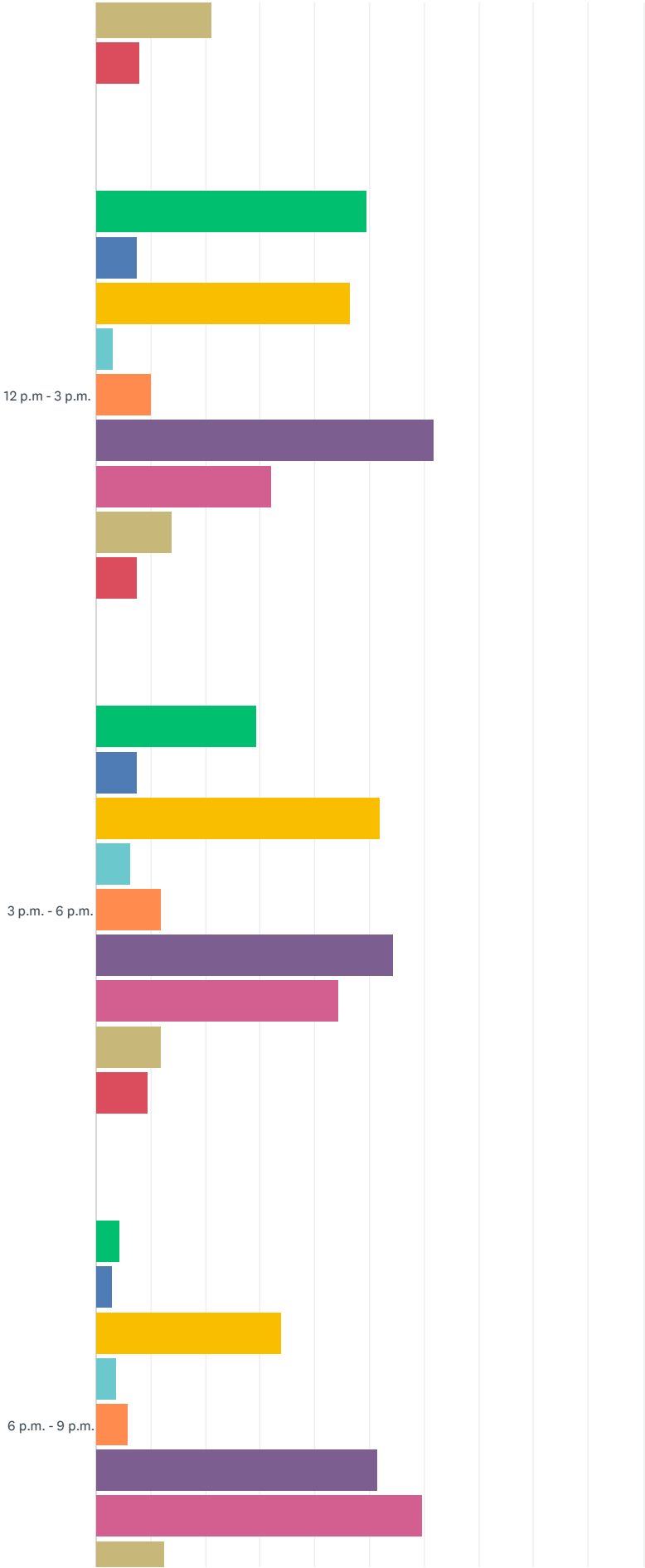
#	OTHER (PLEASE SPECIFY)	DATE
1	Library	8/13/2020 3:50 AM
2	My son who is disabled	8/12/2020 9:34 PM
3	Zoo, museums, restaurants	8/10/2020 10:16 PM
4	Hoping for work opportunities, for volunteering at the zoo, for downtown Toledo durability ckass	8/10/2020 3:43 PM
5	Going to pick my child up from school and take it home from there	7/30/2020 5:16 PM
6	Friends	7/30/2020 2:57 PM
7	Dad's Shop	7/28/2020 10:00 AM
8	Day Program	7/21/2020 9:19 AM
9	Day Program	7/21/2020 9:12 AM
10	Day Program	7/21/2020 8:12 AM
11	9	7/19/2020 1:11 PM
12	I get to all the places I need to as does my family/friends without public transportation	7/18/2020 11:50 AM
13	Family	7/17/2020 5:06 PM
14	Restaurants, bars, lakes and friends.	7/17/2020 9:19 AM
15	Public library	7/16/2020 9:57 PM
16	Coaching at night and early on weekends	7/16/2020 5:23 PM
17	Retail but not grocery - things like books	7/8/2020 5:57 PM

Q7 When do you need transportation during the weekdays most often for each of the following general purposes? (select all that apply)

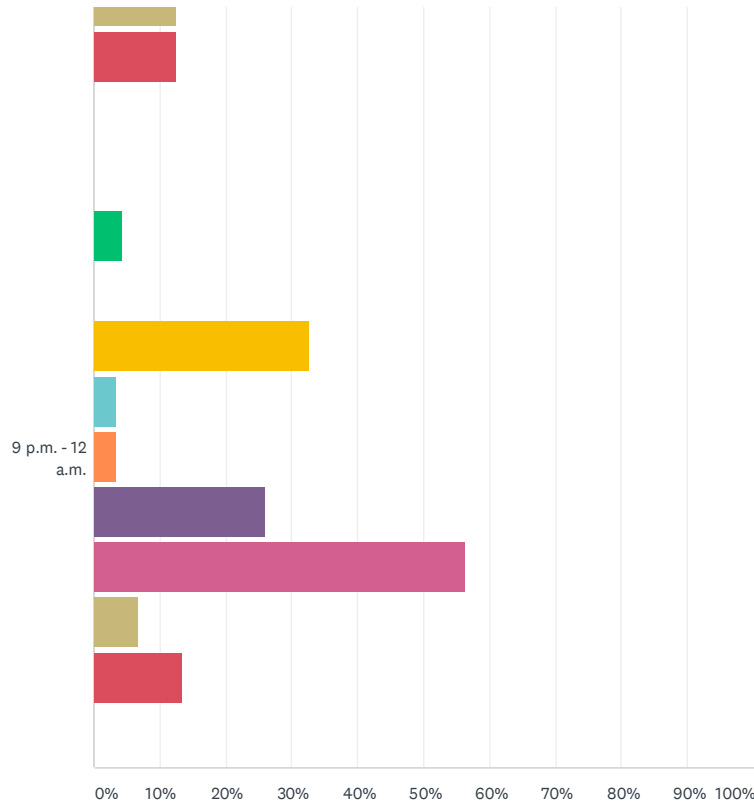
Answered: 209    Skipped: 6



Locally Coordinated Human Services Transportation Plan (LOCHSTP)



# Locally Coordinated Human Services Transportation Plan (LOCHSTP)



■ Medical/Health care services
 ■ Senior Services
 ■ Work
 ■ Child Care/Day Care
 ■ School
 ■ General Shopping & Groceries
 ■ Recreational/Social
 ■ Faith Based Organization
 ■ Other

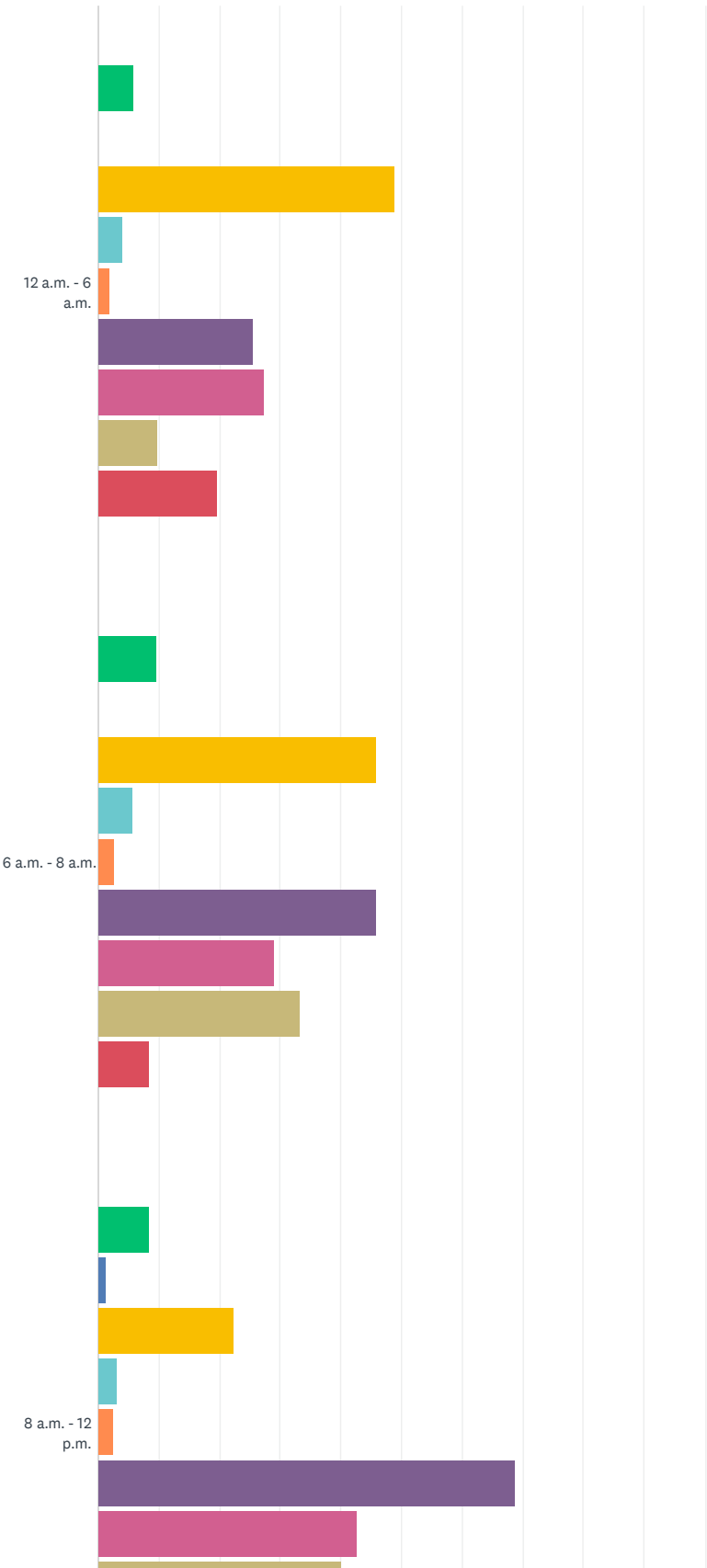
	MEDICAL/HEALTH CARE SERVICES	SENIOR SERVICES	WORK	CHILD CARE/DAY CARE	SCHOOL	GENERAL SHOPPING & GROCERIES	RECREATIONAL/SOCIAL	FAITH BASED ORGANIZATION	OTHER
12 a.m. - 6 a.m.	7.14% 4	0.00% 0	73.21% 41	8.93% 5	10.71% 6	14.29% 8	17.86% 10	3.57% 2	5.36% 3
6 a.m. - 8 a.m.	23.88% 32	2.99% 4	74.63% 100	7.46% 10	11.94% 16	22.39% 30	8.96% 12	5.97% 8	3.73% 5
8 a.m. - 12 p.m.	59.21% 90	6.58% 10	44.74% 68	5.26% 8	11.84% 18	59.21% 90	27.63% 42	21.05% 32	7.89% 12
12 p.m. - 3 p.m.	49.69% 79	7.55% 12	46.54% 74	3.14% 5	10.06% 16	61.64% 98	32.08% 51	13.84% 22	7.55% 12
3 p.m. - 6 p.m.	29.38% 47	7.50% 12	51.88% 83	6.25% 10	11.88% 19	54.37% 87	44.38% 71	11.88% 19	9.38% 15
6 p.m. - 9 p.m.	4.41% 6	2.94% 4	33.82% 46	3.68% 5	5.88% 8	51.47% 70	59.56% 81	12.50% 17	12.50% 17
9 p.m. - 12 a.m.	4.49% 4	0.00% 0	32.58% 29	3.37% 3	3.37% 3	25.84% 23	56.18% 50	6.74% 6	13.48% 12

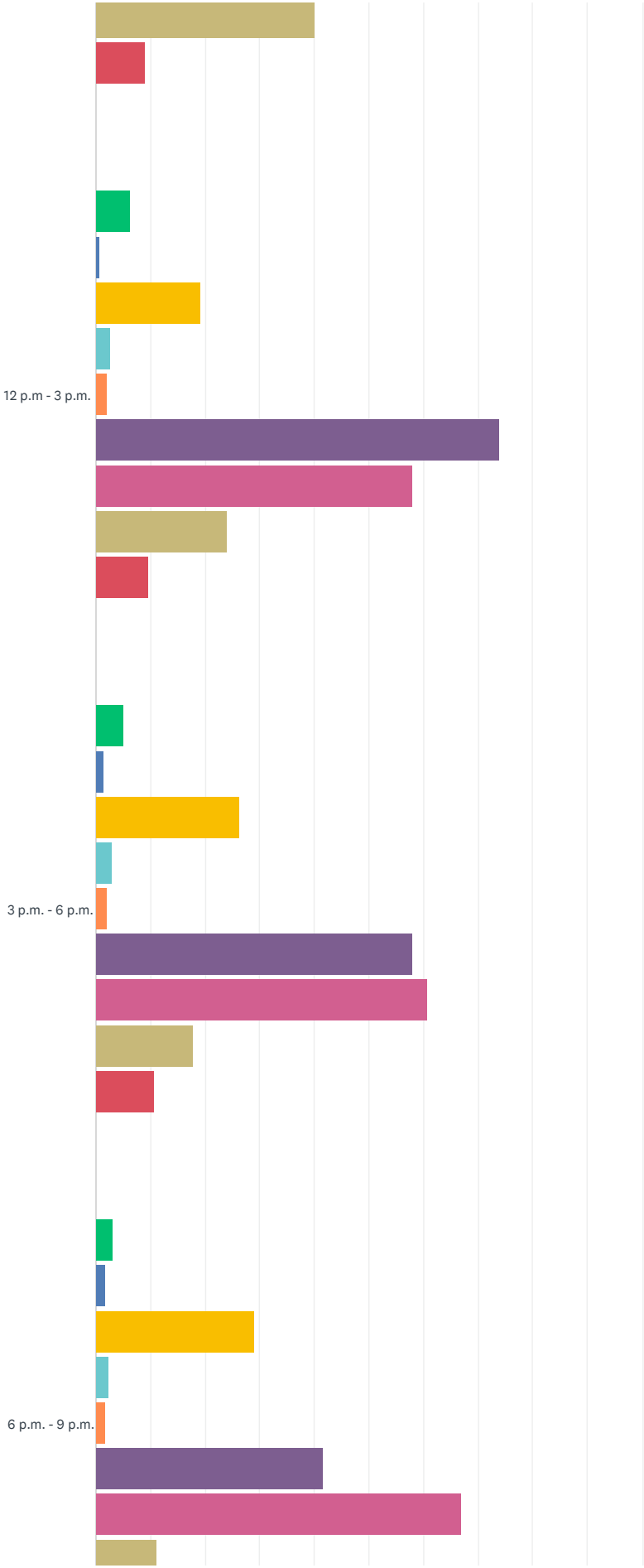
## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	OTHER (PLEASE SPECIFY)	DATE
1	Going home	8/15/2020 9:44 AM
2	Right now I drive to most areas of Toledo and suburbs. Have vehicle. Or ride with others	8/14/2020 9:17 PM
3	Hanging out with friends at various locations. Mostly their homes, but we like to karaoke	7/19/2020 7:01 PM
4	i have no problem getting to where I have to go	7/18/2020 11:50 AM
5	Home	7/17/2020 11:46 PM
6	I feel SORRY for anyone who works a THIRD SHIFT because they are completely left out of the mixed.	7/17/2020 8:52 AM
7	Coaching	7/16/2020 5:23 PM
8	Theatre events	7/2/2020 12:52 PM

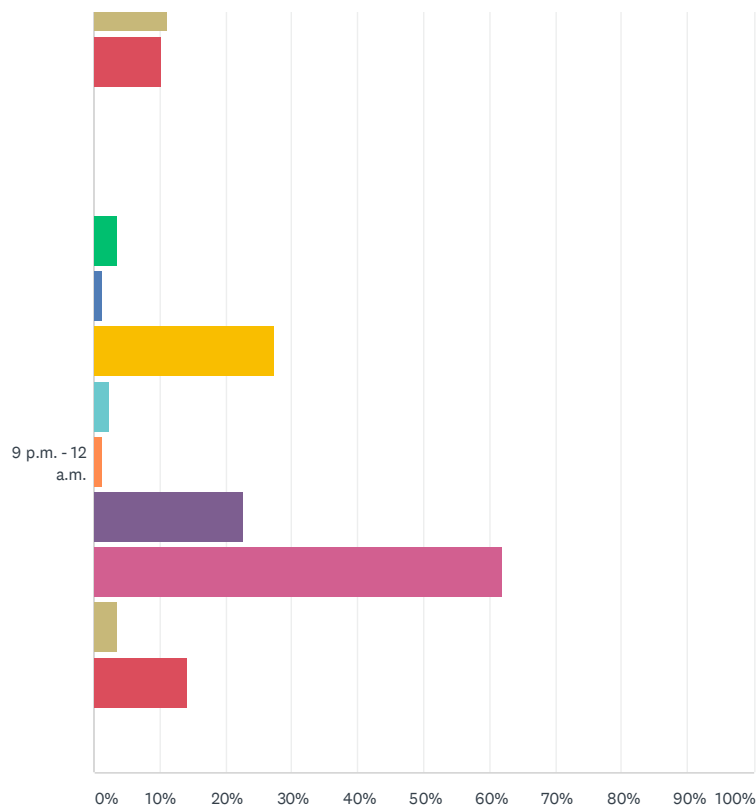
Q8 When do you need transportation during the weekends most often for each of the following general purposes? (select all that apply)

Answered: 190 Skipped: 25





# Locally Coordinated Human Services Transportation Plan (LOCHSTP)



■ Medical/Health care services
 ■ Senior Services
 ■ Work
 ■ Child Care/Day Care
 ■ School
 ■ General Shopping & Groceries
 ■ Recreational/Social
 ■ Faith Based Organization
 ■ Other

	MEDICAL/HEALTH CARE SERVICES	SENIOR SERVICES	WORK	CHILD CARE/DAY CARE	SCHOOL	GENERAL SHOPPING & GROCERIES	RECREATIONAL/SOCIAL	FAITH BASED ORGANIZATION	OTHER
12 a.m. - 6 a.m.	5.88% 3	0.00% 0	49.02% 25	3.92% 2	1.96% 1	25.49% 13	27.45% 14	9.80% 5	19.61% 10
6 a.m. - 8 a.m.	9.72% 7	0.00% 0	45.83% 33	5.56% 4	2.78% 2	45.83% 33	29.17% 21	33.33% 24	8.33% 6
8 a.m. - 12 p.m.	8.28% 13	1.27% 2	22.29% 35	3.18% 5	2.55% 4	68.79% 108	42.68% 67	40.13% 63	8.92% 14
12 p.m. - 3 p.m.	6.21% 9	0.69% 1	19.31% 28	2.76% 4	2.07% 3	73.79% 107	57.93% 84	24.14% 35	9.66% 14
3 p.m. - 6 p.m.	5.00% 7	1.43% 2	26.43% 37	2.86% 4	2.14% 3	57.86% 81	60.71% 85	17.86% 25	10.71% 15
6 p.m. - 9 p.m.	3.15% 4	1.57% 2	29.13% 37	2.36% 3	1.57% 2	41.73% 53	66.93% 85	11.02% 14	10.24% 13
9 p.m. - 12 a.m.	3.57% 3	1.19% 1	27.38% 23	2.38% 2	1.19% 1	22.62% 19	61.90% 52	3.57% 3	14.29% 12

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	OTHER (PLEASE SPECIFY)	DATE
1	Home	8/15/2020 9:44 AM
2	Would use occasionally to go downtown. Would like bus trips to cities in Ohio, Indianapolis, Chicago	8/14/2020 9:17 PM
3	Concerts, hands	8/11/2020 7:01 PM
4	other	7/30/2020 9:23 AM
5	Doctor related	7/18/2020 9:25 PM
6	I don't need buses driving around like the own the road and stinking up our city...we've been fine all these years without	7/18/2020 11:50 AM

## Q9 What City, Cities, or Town(s) are the destinations from Questions 7 & 8 located in?

Answered: 200 Skipped: 15

ANSWER CHOICES	RESPONSES	
Medical/Health Care	63.50%	127
Senior Services	11.50%	23
Work	65.50%	131
Child Care/Day Care	7.00%	14
School	13.00%	26
General Shopping/Groceries	78.00%	156
Recreation/Social	59.50%	119
Faith Based	36.00%	72
Other	12.50%	25

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	MEDICAL/HEALTH CARE	DATE
1	toledo	8/15/2020 7:03 PM
2	Toledo	8/15/2020 9:58 AM
3	Toledo	8/15/2020 9:44 AM
4	Sylvania	8/15/2020 8:39 AM
5	Lambertville and Sylvania TWP	8/14/2020 5:36 PM
6	Toledo	8/14/2020 3:33 PM
7	Toledo	8/14/2020 2:01 PM
8	Toledo Maumee East tol. Sylvania	8/14/2020 1:14 PM
9	Toledo	8/13/2020 4:23 PM
10	Toledo MSA	8/13/2020 10:55 AM
11	Toledo	8/13/2020 7:57 AM
12	Toledo,	8/13/2020 3:50 AM
13	Toledo and Sylvania	8/12/2020 9:34 PM
14	Toledo, Perrysburg, Sylvania	8/12/2020 7:42 PM
15	Toledo, Perrysburg	8/12/2020 7:34 PM
16	Toledo	8/12/2020 6:37 AM
17	Toledo	8/11/2020 11:18 PM
18	Holland	8/11/2020 10:47 PM
19	Toledo	8/11/2020 7:01 PM
20	toledo	8/11/2020 1:28 PM
21	Toledo Maumee Sylvania	8/11/2020 12:48 PM
22	Perrysburg, Toledo and Sylvania	8/11/2020 11:04 AM
23	Toledo	8/10/2020 10:16 PM
24	Toledo, Maumee	8/10/2020 7:32 PM
25	Toledo	8/10/2020 6:29 PM
26	Toledo	8/10/2020 1:56 PM
27	Toledo	8/6/2020 9:43 PM
28	Maumee, Sylvania, Toledo, Oregon	8/6/2020 10:59 AM
29	Toledo	8/5/2020 11:00 PM
30	Toledo	8/5/2020 12:33 PM
31	Toledo, Sylvania, Maumee	8/5/2020 7:10 AM
32	TOLEDO	8/4/2020 2:25 PM
33	Sylvania	8/3/2020 8:09 AM
34	toledo/sylvania	8/2/2020 10:30 PM
35	Toledo	7/30/2020 5:10 PM
36	Toledo, Maumee	7/30/2020 2:57 PM
37	Toledo	7/30/2020 10:32 AM
38	Toledo	7/30/2020 10:30 AM
39	Toledo	7/30/2020 10:28 AM
40	Toledo	7/30/2020 10:26 AM
41	Toledo	7/30/2020 10:22 AM
42	Maumee	7/30/2020 10:13 AM
43	Swanton	7/30/2020 10:11 AM
44	Toledo	7/30/2020 9:36 AM
45	Toledo	7/30/2020 9:23 AM
46	Toledo	7/30/2020 9:21 AM
47	Toledo	7/30/2020 9:18 AM
48	Toledo	7/30/2020 9:16 AM
49	Toledo	7/30/2020 9:01 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

50	Sylvania	7/29/2020 9:26 AM
51	Toledo	7/29/2020 9:21 AM
52	Sylvania	7/29/2020 9:18 AM
53	Toledo, Oregon	7/28/2020 10:59 PM
54	toledo	7/28/2020 6:16 PM
55	Toledo	7/28/2020 9:40 AM
56	Toledo, Maumee	7/28/2020 9:38 AM
57	Perrysburg, Toledo	7/24/2020 4:20 PM
58	Toledo	7/24/2020 3:35 PM
59	Sylvania	7/24/2020 8:44 AM
60	Toledo, Oregon	7/22/2020 11:50 PM
61	Perrysburg, Toledo, Springfield	7/22/2020 11:34 AM
62	Toledo	7/21/2020 9:19 AM
63	Toledo, Sylvania	7/21/2020 9:16 AM
64	Toledo	7/21/2020 8:21 AM
65	Sylvania	7/21/2020 12:27 AM
66	Toledo	7/20/2020 10:11 PM
67	Toledo	7/20/2020 11:48 AM
68	Perrysburg, Oregon, Toledo, Rossford	7/19/2020 7:01 PM
69	Toledo, Oregon, Sylvania	7/19/2020 1:11 PM
70	Oregon	7/18/2020 11:09 PM
71	toledo/maumee	7/18/2020 9:25 PM
72	Toledo	7/18/2020 9:18 PM
73	Oregon	7/18/2020 8:29 PM
74	Toledo	7/18/2020 3:33 PM
75	Oregon	7/18/2020 2:20 PM
76	Perrysburg	7/18/2020 1:31 PM
77	Bowling Green	7/18/2020 1:25 PM
78	Toedlo	7/18/2020 1:11 PM
79	Toledo Sylvania	7/18/2020 11:27 AM
80	Sylvania	7/18/2020 11:21 AM
81	Toledo	7/18/2020 11:08 AM
82	Toledo, Sylvania, Ann Arbor, Mich. Cleveland	7/18/2020 10:16 AM
83	Toledo	7/18/2020 9:31 AM
84	Sylvania/Maumee	7/18/2020 8:24 AM
85	Toledo, Oregon	7/18/2020 8:10 AM
86	Toledo and Maumee and Sylvania	7/18/2020 8:03 AM
87	Toledo	7/17/2020 5:06 PM
88	Sylvanua	7/17/2020 3:51 PM
89	Toledo/Oregon	7/17/2020 3:46 PM
90	Toledo	7/17/2020 3:43 PM
91	Ann Arbor, Michigan	7/17/2020 3:21 PM
92	toledo & Sylvania	7/17/2020 1:45 PM
93	Toledo, Sylvania, Perrysburg	7/17/2020 1:43 PM
94	ann arbor	7/17/2020 1:40 PM
95	Oregon, Ohio	7/17/2020 1:35 PM
96	Whitehouse, Toledo	7/17/2020 12:14 PM
97	Maumee & Sylvania	7/17/2020 12:04 PM
98	Toledo and surrounding areas including suburbs	7/17/2020 11:21 AM
99	toledo	7/17/2020 11:09 AM
100	Toledo	7/17/2020 10:00 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

101	Ann Arbor	7/17/2020 9:19 AM
102	Toledo	7/17/2020 7:08 AM
103	Toledo	7/16/2020 10:16 PM
104	Toledo	7/16/2020 9:57 PM
105	Toledo	7/16/2020 9:09 PM
106	Defiance	7/16/2020 7:12 PM
107	Toledo	7/16/2020 6:28 PM
108	Toledo	7/16/2020 5:23 PM
109	Maumee, Sylvania	7/16/2020 8:58 AM
110	Toledo	7/15/2020 2:52 PM
111	Toledo, Sylvania City and Township	7/14/2020 7:51 AM
112	Perrysburg	7/13/2020 6:44 PM
113	Perrysburg	7/13/2020 9:20 AM
114	maumee	7/10/2020 1:03 PM
115	Toledo	7/9/2020 2:18 PM
116	Maumee	7/9/2020 9:59 AM
117	toledo	7/9/2020 9:46 AM
118	Toledo	7/8/2020 5:57 PM
119	sylvania, maumee, perrysburg, toledo	7/8/2020 12:06 PM
120	Toledo	7/8/2020 8:31 AM
121	Toledo, Sylvania	7/6/2020 11:47 AM
122	Sylvania	7/3/2020 8:52 AM
123	Toledo	7/2/2020 5:08 PM
124	Toledo Perrysburg	7/2/2020 12:52 PM
125	Toledo	7/2/2020 12:13 PM
126	Toledo, Sylvania,	7/1/2020 2:19 PM
127	Perrysburg, Toledo	7/1/2020 11:53 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	SENIOR SERVICES	DATE
1	Toledo	8/14/2020 3:33 PM
2	Toledo	8/14/2020 2:01 PM
3	Toledo MSA	8/13/2020 10:55 AM
4	Toledo	8/13/2020 7:57 AM
5	Toledo, Ohio	8/13/2020 3:50 AM
6	Toledo	8/12/2020 9:34 PM
7	Toledo	8/10/2020 1:56 PM
8	TOLEDO	8/4/2020 2:25 PM
9	Toledo	7/30/2020 9:36 AM
10	Toledo	7/28/2020 10:59 PM
11	Toledo	7/28/2020 9:40 AM
12	Toledo	7/21/2020 9:19 AM
13	Sylvania	7/20/2020 10:11 PM
14	Toledo, Oregon	7/19/2020 1:11 PM
15	Toledo	7/18/2020 11:27 AM
16	Toledo and surrounding areas including suburbs	7/17/2020 11:21 AM
17	Na	7/16/2020 7:12 PM
18	west Toledo	7/15/2020 2:52 PM
19	sylvania	7/10/2020 1:03 PM
20	toledo	7/9/2020 9:46 AM
21	Perrysburg, Maumee	7/3/2020 8:52 AM
22	Sylvania	7/2/2020 12:23 PM
23	Maumee	7/2/2020 12:13 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	WORK	DATE
1	Wood county	8/15/2020 9:44 AM
2	Toledo	8/15/2020 8:39 AM
3	Toledo	8/14/2020 10:31 PM
4	Toledo	8/14/2020 3:33 PM
5	Toledo	8/13/2020 7:03 PM
6	Toledo	8/13/2020 4:23 PM
7	Toledo MSA	8/13/2020 10:55 AM
8	N/A	8/13/2020 3:50 AM
9	Toledo	8/12/2020 8:16 PM
10	Perrysburg	8/12/2020 7:42 PM
11	Sylvania	8/12/2020 6:37 AM
12	Toledo	8/11/2020 10:58 PM
13	Perrysburg	8/11/2020 10:47 PM
14	Downtown Toledo Ohio	8/11/2020 7:08 PM
15	Swanton, Oregon, Maumee, Toledo, Rossford	8/11/2020 1:28 PM
16	Toledo	8/11/2020 11:30 AM
17	Toledo and Perrysburg	8/11/2020 11:04 AM
18	Downtown Toledo	8/11/2020 9:34 AM
19	Perrysburg	8/11/2020 6:37 AM
20	Toledo	8/10/2020 7:32 PM
21	Toledo	8/10/2020 6:29 PM
22	Perrysburg	8/10/2020 3:52 PM
23	Toledo	8/10/2020 3:43 PM
24	Toledo	8/6/2020 11:20 PM
25	Sylvania	8/6/2020 10:59 AM
26	Sylvania	8/5/2020 7:10 AM
27	Maumee	8/4/2020 6:44 AM
28	toledo	8/2/2020 10:30 PM
29	Toledo	8/1/2020 12:52 PM
30	Toledo	7/30/2020 10:14 PM
31	Toledo (east side)	7/30/2020 5:16 PM
32	Rossford	7/30/2020 5:12 PM
33	Toledo	7/30/2020 5:10 PM
34	Toledo	7/30/2020 10:32 AM
35	Toledo	7/30/2020 10:30 AM
36	Toledo	7/30/2020 10:28 AM
37	Toledo	7/30/2020 10:26 AM
38	Toledo	7/30/2020 10:13 AM
39	Toledo	7/30/2020 10:11 AM
40	Lott Industries	7/30/2020 9:42 AM
41	Toledo	7/30/2020 9:36 AM
42	Toledo	7/30/2020 9:23 AM
43	Toledo	7/30/2020 9:21 AM
44	Toledo	7/30/2020 9:18 AM
45	Toledo	7/30/2020 9:16 AM
46	Toledo	7/30/2020 9:01 AM
47	Sylvania	7/29/2020 11:27 AM
48	Toledo	7/29/2020 9:26 AM
49	Toledo	7/29/2020 9:21 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

50	Toledo	7/29/2020 9:18 AM
51	Toledo, Maumee, Oregon	7/28/2020 10:59 PM
52	toledo	7/28/2020 6:16 PM
53	Monclova	7/28/2020 11:36 AM
54	Toledo	7/28/2020 10:06 AM
55	Toledo	7/28/2020 10:04 AM
56	Toledo	7/28/2020 10:02 AM
57	Toledo	7/28/2020 10:00 AM
58	Toledo	7/28/2020 9:58 AM
59	Toledo	7/28/2020 9:56 AM
60	Toledo	7/28/2020 9:54 AM
61	Toledo	7/28/2020 9:52 AM
62	Toledo	7/28/2020 9:49 AM
63	Toledo	7/28/2020 9:40 AM
64	Toledo	7/28/2020 9:38 AM
65	Holland, Maumee, Toledo	7/25/2020 7:17 AM
66	City of Perrysburg/Perrysburg Township (just outside of the City of Rossford)	7/24/2020 9:24 PM
67	Toledo	7/24/2020 8:49 PM
68	Springfield Township	7/24/2020 3:35 PM
69	Toledo, Perrysburg, Oregon	7/23/2020 7:37 AM
70	Toledo	7/22/2020 11:50 PM
71	Toledo	7/22/2020 7:00 PM
72	Toledo	7/22/2020 11:34 AM
73	Sylvania	7/21/2020 9:19 AM
74	Maumee, Toledo	7/21/2020 9:16 AM
75	Maumee	7/21/2020 8:32 AM
76	Maumee	7/21/2020 8:21 AM
77	Sylvania	7/21/2020 8:15 AM
78	Toledo	7/21/2020 12:27 AM
79	Toledo	7/20/2020 10:11 PM
80	Toledo	7/20/2020 11:48 AM
81	Toledo	7/19/2020 7:34 PM
82	Maumee	7/19/2020 7:01 PM
83	Toledo, Oregon, Sylvania	7/19/2020 1:11 PM
84	Toledo	7/18/2020 9:18 PM
85	Toledo	7/18/2020 2:20 PM
86	Perrysburg	7/18/2020 1:31 PM
87	Toledo	7/18/2020 1:11 PM
88	Sylvania	7/18/2020 12:35 PM
89	Toledo, Ohio	7/18/2020 12:17 PM
90	Perrysburg	7/18/2020 11:27 AM
91	Toledo, Sylvania, Maumee	7/18/2020 8:58 AM
92	Downtown Toledo	7/18/2020 8:24 AM
93	Toledo	7/18/2020 8:10 AM
94	Toledo	7/18/2020 8:03 AM
95	Toledo	7/18/2020 5:09 AM
96	Holland	7/17/2020 11:46 PM
97	Toledo	7/17/2020 7:32 PM
98	Toledo	7/17/2020 3:51 PM
99	Ann Arbor, Michigan	7/17/2020 3:21 PM
100	Toledo	7/17/2020 2:47 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

101	Toledo	7/17/2020 2:08 PM
102	Maumee	7/17/2020 1:53 PM
103	Bowling Green	7/17/2020 1:47 PM
104	Toledo, Sylvania	7/17/2020 1:43 PM
105	Toledo	7/17/2020 12:14 PM
106	Toledo to Sylvania	7/17/2020 11:25 AM
107	Toledo and surrounding areas including suburbs	7/17/2020 11:21 AM
108	Toledo maumee	7/17/2020 10:00 AM
109	over rated	7/17/2020 9:19 AM
110	Toledo	7/17/2020 8:52 AM
111	Toledo	7/16/2020 10:16 PM
112	Toledo	7/16/2020 9:09 PM
113	Toledo	7/16/2020 7:35 PM
114	Toledo	7/16/2020 7:12 PM
115	Toledo	7/16/2020 6:28 PM
116	Toledo	7/16/2020 5:23 PM
117	Toledo	7/16/2020 8:58 AM
118	Retired	7/15/2020 2:52 PM
119	Rossford	7/13/2020 6:44 PM
120	perrysburg	7/10/2020 1:03 PM
121	Toledo	7/9/2020 2:18 PM
122	toledo	7/9/2020 12:32 PM
123	Rossford	7/9/2020 9:59 AM
124	toledo	7/9/2020 9:46 AM
125	Toledo	7/8/2020 5:57 PM
126	toledo, sylvania	7/8/2020 12:06 PM
127	Toledo	7/6/2020 11:47 AM
128	Toledo	7/5/2020 11:24 AM
129	Perrysburg	7/2/2020 3:33 PM
130	Toledo, Sylvania	7/1/2020 2:19 PM
131	Maumee	7/1/2020 11:53 AM
#	CHILD CARE/DAY CARE	DATE
1	Toledo	8/14/2020 3:33 PM
2	N/A	8/13/2020 3:50 AM
3	Toledo	8/12/2020 7:42 PM
4	Toledo	8/11/2020 11:04 AM
5	Toledo	7/30/2020 9:36 AM
6	Oregon	7/22/2020 11:34 AM
7	Toledo	7/20/2020 11:48 AM
8	Maumee, Toledo	7/19/2020 7:01 PM
9	Toledo	7/18/2020 2:20 PM
10	Maumee	7/18/2020 8:24 AM
11	Whitehouse	7/17/2020 12:14 PM
12	Toledo and surrounding areas including suburbs	7/17/2020 11:21 AM
13	Na	7/16/2020 7:12 PM
14	Toledo	7/9/2020 2:18 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	SCHOOL	DATE
1	Toledo	8/15/2020 8:39 AM
2	Toledo	8/14/2020 3:33 PM
3	Toledo MSA	8/13/2020 10:55 AM
4	N/A	8/13/2020 3:50 AM
5	Sylvania	8/13/2020 1:04 AM
6	Toledo	8/12/2020 7:42 PM
7	Toledo	8/11/2020 10:58 PM
8	Bowling Green	8/11/2020 10:47 PM
9	Toledo	8/11/2020 11:04 AM
10	Toledo	8/10/2020 3:52 PM
11	Toledo	8/6/2020 11:20 PM
12	Downtown Toledo	8/6/2020 10:59 AM
13	Toledo (east side)	7/30/2020 5:16 PM
14	Perrysburg	7/30/2020 2:57 PM
15	Toledo	7/30/2020 9:16 AM
16	toledo/sylvania/perrysburg twnshp	7/28/2020 6:16 PM
17	Toledo	7/20/2020 11:48 AM
18	Toledo	7/19/2020 7:34 PM
19	Northwood	7/19/2020 1:11 PM
20	Toledo	7/17/2020 11:46 PM
21	Toledo	7/17/2020 3:43 PM
22	ann arbor , bowling green, detroit	7/17/2020 1:40 PM
23	Toledo and surrounding areas including suburbs	7/17/2020 11:21 AM
24	Na	7/16/2020 7:12 PM
25	Toledo	7/9/2020 2:18 PM
26	Toledo	7/8/2020 8:31 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	GENERAL SHOPPING/GROCERIES	DATE
1	perrysburg, toledo	8/15/2020 7:03 PM
2	Perrysburg, Maumee, Toledo	8/15/2020 9:58 AM
3	Toledo	8/14/2020 10:37 PM
4	Sylvania	8/14/2020 5:36 PM
5	Toledo	8/14/2020 3:33 PM
6	Toledo	8/14/2020 2:01 PM
7	ToledoMaumee Sylvania East Toledo	8/14/2020 1:14 PM
8	Toledo	8/13/2020 7:03 PM
9	Toledo	8/13/2020 4:23 PM
10	Toledo MSA	8/13/2020 10:55 AM
11	Toledo	8/13/2020 7:57 AM
12	Toledo, Maumee, Sylvania	8/13/2020 3:50 AM
13	Toledo and Springfield	8/12/2020 9:34 PM
14	Toledo	8/12/2020 7:42 PM
15	All over	8/12/2020 7:34 PM
16	Toledo	8/12/2020 6:37 AM
17	Oregon ohio	8/11/2020 11:18 PM
18	Toledo, Sylvania,Perrysburg, Rossford	8/11/2020 10:58 PM
19	Oregon	8/11/2020 10:47 PM
20	Tokedo, sylvania	8/11/2020 7:01 PM
21	Me	8/11/2020 3:26 PM
22	Toledo	8/11/2020 1:28 PM
23	Toledo Maumee Sylvania	8/11/2020 12:48 PM
24	Toledo	8/11/2020 11:30 AM
25	Toledo	8/11/2020 11:04 AM
26	Toledo	8/11/2020 7:09 AM
27	Lambertville	8/11/2020 6:37 AM
28	Toledo, Sylvania, Maumee	8/10/2020 10:16 PM
29	Toledo	8/10/2020 7:32 PM
30	Toledo	8/10/2020 6:29 PM
31	Toledo	8/10/2020 3:52 PM
32	Toledo. Sylvania	8/10/2020 1:56 PM
33	Toledo	8/6/2020 11:20 PM
34	Toledo	8/6/2020 9:43 PM
35	Glendale Ave Walmart usually, would love for a Meijer	8/6/2020 10:59 AM
36	Perrysburg	8/5/2020 11:00 PM
37	Toledo, Maumee, Sylvania, Perrysburg	8/5/2020 12:33 PM
38	Sylvania, Toledo, Maumee, Holland	8/5/2020 7:10 AM
39	TOLEDO, PERRYSBURG	8/4/2020 2:25 PM
40	Maumee	8/4/2020 6:44 AM
41	Sylvania	8/3/2020 8:09 AM
42	toledo	8/2/2020 10:30 PM
43	Rossford/Perrysburg	8/1/2020 12:52 PM
44	Rossford/Toledo	7/30/2020 5:12 PM
45	Toledo, Holland	7/30/2020 5:10 PM
46	Springfield	7/30/2020 2:57 PM
47	Toledo	7/30/2020 10:32 AM
48	Toledo	7/30/2020 10:30 AM
49	Toledo	7/30/2020 10:28 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

50	Toledo	7/30/2020 10:26 AM
51	Maumee	7/30/2020 10:13 AM
52	Swanton	7/30/2020 10:11 AM
53	Toledo	7/30/2020 9:36 AM
54	Toledo	7/30/2020 9:23 AM
55	Toledo	7/30/2020 9:21 AM
56	Holland	7/30/2020 9:18 AM
57	Oregon	7/30/2020 9:16 AM
58	Toledo	7/30/2020 9:01 AM
59	Toledo	7/29/2020 11:27 AM
60	Holland	7/29/2020 9:26 AM
61	Toledo	7/29/2020 9:21 AM
62	Toledo/Sylvania	7/29/2020 9:18 AM
63	Toledo, Oregon	7/28/2020 10:59 PM
64	toledo	7/28/2020 6:16 PM
65	toledo	7/28/2020 5:17 PM
66	Maumee, Perrysburg, Toledo	7/28/2020 11:36 AM
67	Toledo	7/28/2020 10:06 AM
68	Toledo	7/28/2020 9:58 AM
69	Toledo	7/28/2020 9:49 AM
70	Maumee	7/28/2020 9:40 AM
71	Maumee	7/28/2020 9:38 AM
72	Holland, Maumee, Toledo	7/26/2020 9:34 AM
73	Perrysburg	7/24/2020 4:20 PM
74	Toledo and Oregon	7/24/2020 3:35 PM
75	Toledo	7/24/2020 8:44 AM
76	Toledo, Perrysburg, Oregon, Maumee	7/23/2020 7:37 AM
77	Toledo, Perrysburg, Maumee	7/22/2020 11:50 PM
78	Oregon, Toledo	7/22/2020 11:34 AM
79	Maumee, Toledo, Holland	7/21/2020 9:16 AM
80	Toledo	7/21/2020 9:12 AM
81	Toledo	7/21/2020 8:32 AM
82	Toledo, Springfield, Sylvania	7/21/2020 8:21 AM
83	Toledo	7/21/2020 12:27 AM
84	Toledo/Sylvania/maumee/Perrysburg	7/20/2020 10:11 PM
85	Toledo	7/20/2020 11:48 AM
86	Toledo	7/19/2020 7:34 PM
87	Toledo, Rossford, Perrysburg, Elmore, Oregon	7/19/2020 7:01 PM
88	Toledo, Oregon, Sylvania	7/19/2020 1:11 PM
89	Toledo	7/19/2020 8:35 AM
90	Toledo and Oregon	7/18/2020 11:09 PM
91	Perrysburg	7/18/2020 9:18 PM
92	Toledo	7/18/2020 3:33 PM
93	Oregon	7/18/2020 2:20 PM
94	Holland, Swanton, Maumee	7/18/2020 1:31 PM
95	Waterville	7/18/2020 1:25 PM
96	Oregon	7/18/2020 1:11 PM
97	Maumee and Perrysburg	7/18/2020 12:35 PM
98	Oregon, Toledo, Perrysburg	7/18/2020 11:27 AM
99	Toledo	7/18/2020 11:21 AM
100	Toledo, Maumee	7/18/2020 11:08 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

101	Maumee, Toledo	7/18/2020 10:41 AM
102	Toledo	7/18/2020 10:16 AM
103	Toledo, Sylvania	7/18/2020 9:31 AM
104	Toledo, Sylvania, Maumee, Perrysburg	7/18/2020 8:58 AM
105	Toledo/Maumee	7/18/2020 8:24 AM
106	Toledo, Oregon	7/18/2020 8:10 AM
107	Toledo and Maumee	7/18/2020 8:03 AM
108	Toledo	7/18/2020 5:09 AM
109	Toledo	7/17/2020 11:46 PM
110	Toledo	7/17/2020 11:39 PM
111	Holland & Maumee	7/17/2020 7:32 PM
112	Toledo	7/17/2020 5:06 PM
113	Toledo	7/17/2020 3:51 PM
114	Toledo	7/17/2020 3:43 PM
115	Toledo	7/17/2020 3:21 PM
116	Toledo	7/17/2020 2:47 PM
117	Toledo, Maumee, Sylvania	7/17/2020 2:08 PM
118	Toledo	7/17/2020 1:53 PM
119	Toledo & Sylvania & Maumee	7/17/2020 1:45 PM
120	Toledo, Sylvania	7/17/2020 1:43 PM
121	Oregon, Ohio	7/17/2020 1:35 PM
122	Whitehouse, Sylvania, Toledo	7/17/2020 12:14 PM
123	Holland	7/17/2020 12:04 PM
124	Toledo, Old west End to Miracle mile	7/17/2020 11:25 AM
125	Toledo and surrounding areas including suburbs	7/17/2020 11:21 AM
126	toledo	7/17/2020 11:09 AM
127	Toledo and Maumee	7/17/2020 10:00 AM
128	varies	7/17/2020 9:19 AM
129	Holland	7/17/2020 8:52 AM
130	Toledo	7/17/2020 7:08 AM
131	Toledo, Springfield, Holland, Maumee, Perrysburg	7/16/2020 10:16 PM
132	Toledo	7/16/2020 9:57 PM
133	Toledo	7/16/2020 9:09 PM
134	Perrysburg/Rossford	7/16/2020 7:12 PM
135	Toledo	7/16/2020 6:28 PM
136	Toledo, Perrysburg, Maumee	7/16/2020 5:23 PM
137	Perrysburg	7/16/2020 8:58 AM
138	West Toledo	7/15/2020 2:52 PM
139	Toledo , Sylvania City and Township	7/14/2020 7:51 AM
140	Oregon	7/13/2020 6:44 PM
141	Maumee Toledo	7/13/2020 6:17 PM
142	Perrysburg. Maumee. Toledo	7/13/2020 9:20 AM
143	Toledo	7/9/2020 2:18 PM
144	toledo	7/9/2020 9:46 AM
145	Toledo, Sylvania, Sylvania Township, Perrysburg	7/8/2020 5:57 PM
146	sylvania, toledo	7/8/2020 12:06 PM
147	Toledo	7/8/2020 8:31 AM
148	Toledo, Oregon,	7/6/2020 11:47 AM
149	Maumee	7/3/2020 10:48 AM
150	Toledo, Maumee, Perrysburg	7/3/2020 8:52 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

151	Waterville	7/2/2020 5:08 PM
152	Toledo Maumee Holland	7/2/2020 12:52 PM
153	Sylvania, Sylvania Township	7/2/2020 12:23 PM
154	Toledo, Maumee	7/2/2020 12:13 PM
155	Toledo, Sylvania, Maumee, Perrysburg	7/1/2020 2:19 PM
156	Perrysburg, Toledo	7/1/2020 11:53 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	RECREATION/SOCIAL	DATE
1	perrysburg, toledo	8/15/2020 7:03 PM
2	Toledo Maumee Sylvania	8/15/2020 8:39 AM
3	Sylvania, Toledo, Sprignfield TWP, Maumee	8/14/2020 5:36 PM
4	Toledo	8/14/2020 3:33 PM
5	Toledo	8/14/2020 2:01 PM
6	Toledo Maumee Sylvania East toledo	8/14/2020 1:14 PM
7	Toledo	8/13/2020 7:03 PM
8	Toledo	8/13/2020 4:23 PM
9	Toledo/Holland	8/13/2020 7:57 AM
10	Sylvania	8/13/2020 3:50 AM
11	Toledo	8/12/2020 9:34 PM
12	All over	8/12/2020 7:34 PM
13	Sylvania	8/12/2020 6:37 AM
14	Port Clinton	8/11/2020 10:47 PM
15	Toledo	8/11/2020 7:01 PM
16	Swanton, Toledo	8/11/2020 1:28 PM
17	Toledo Nirthwood	8/11/2020 12:48 PM
18	Toledo and metro area	8/11/2020 11:04 AM
19	Toledo, Maumee, Sylvania, Bowling Green	8/11/2020 9:34 AM
20	Toledo	8/11/2020 7:09 AM
21	Toledi, Sylvania, Maumee	8/10/2020 10:16 PM
22	Toledo, Sylvania	8/10/2020 7:32 PM
23	Toledo	8/10/2020 3:52 PM
24	Toledo	8/10/2020 3:43 PM
25	Toledo	8/10/2020 1:56 PM
26	Toledo	8/6/2020 11:20 PM
27	Toledo	8/6/2020 9:43 PM
28	Toledo, Maumee, Sylvania, Rossford, Perrysburg	8/5/2020 12:33 PM
29	Sylvania, Maumee, Holland, Toledo, Springfield, Oregon	8/5/2020 7:10 AM
30	TOLEDO,LUCAS COUNTY, PERRYSBURG	8/4/2020 2:25 PM
31	Toledo, Waterville and Maumee	8/4/2020 6:44 AM
32	toledo/sylvania	8/2/2020 10:30 PM
33	Perrysburg/ maumee	8/1/2020 12:52 PM
34	Toledo	7/30/2020 5:12 PM
35	Toledo, Sylvania, Whitehouse	7/30/2020 2:57 PM
36	Toledo	7/30/2020 10:32 AM
37	Toledo	7/30/2020 10:30 AM
38	Toledo	7/30/2020 10:28 AM
39	Toledo	7/30/2020 10:26 AM
40	Toledo	7/30/2020 10:13 AM
41	Swanton	7/30/2020 10:11 AM
42	Toledo	7/30/2020 9:21 AM
43	Oregon	7/30/2020 9:16 AM
44	Toledo, Perrysburg, Maumee, Sylvania	7/29/2020 11:27 AM
45	Toledo	7/29/2020 9:26 AM
46	Toledo	7/29/2020 9:21 AM
47	Toledo/Sylvania	7/29/2020 9:18 AM
48	Toledo, Maumee, Oregon, Maumee Bay State Park	7/28/2020 10:59 PM
49	toledo	7/28/2020 6:16 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

50	Maumee, Perrysburg, Toledo	7/28/2020 11:36 AM
51	Maumee, Toledo	7/28/2020 9:38 AM
52	Holland, Maumee, Toledo	7/26/2020 9:34 AM
53	Toledo	7/24/2020 8:49 PM
54	Perrysburg	7/24/2020 4:20 PM
55	Toledo	7/24/2020 3:35 PM
56	Toledo	7/22/2020 7:00 PM
57	Oregon, Toledo	7/22/2020 11:34 AM
58	Maumee	7/21/2020 9:19 AM
59	Maumee, Toledo	7/21/2020 9:16 AM
60	Toledo	7/21/2020 9:12 AM
61	Maumee, Toledo, Oregon	7/21/2020 8:32 AM
62	Maumee, Toledo	7/21/2020 8:21 AM
63	Maumee	7/21/2020 8:17 AM
64	Maumee	7/21/2020 8:15 AM
65	Toledo	7/21/2020 12:27 AM
66	Toledo/Sylvania/maumee/Perrysburg	7/20/2020 10:11 PM
67	Toledo	7/20/2020 11:48 AM
68	Port Clinton, Toledo, BG, Curtice, Genoa, Woodville	7/19/2020 7:01 PM
69	Toledo, Oregon, Sylvania	7/19/2020 1:11 PM
70	Toledo	7/19/2020 8:35 AM
71	Toledo	7/18/2020 11:09 PM
72	Perrysburg	7/18/2020 9:18 PM
73	Toledo	7/18/2020 3:33 PM
74	Maumee, Swanton	7/18/2020 1:31 PM
75	toledo	7/18/2020 1:11 PM
76	Toledo, Waterville, Sylvania	7/18/2020 11:27 AM
77	Toledo	7/18/2020 11:12 AM
78	Toledo	7/18/2020 10:41 AM
79	Toledo, Sylvania	7/18/2020 10:16 AM
80	Toledo, Sylvania, Maumee, Perrysburg	7/18/2020 8:58 AM
81	Toledo	7/18/2020 5:09 AM
82	Downtown toledo	7/17/2020 11:39 PM
83	Toledo	7/17/2020 5:06 PM
84	Toledo	7/17/2020 3:51 PM
85	Toledo	7/17/2020 3:46 PM
86	Toledo/Maumee	7/17/2020 3:43 PM
87	Ann Arbor, Michigan Toledo	7/17/2020 3:21 PM
88	Toledo	7/17/2020 2:08 PM
89	Toledo, Maumee, Oregon, Holland	7/17/2020 1:53 PM
90	Toledo & Sylvania	7/17/2020 1:45 PM
91	Toledo, Sylvania, Maumee, Oregon, Perrysburg	7/17/2020 1:43 PM
92	ann arbor, detroit	7/17/2020 1:40 PM
93	Sylvania, Ohio	7/17/2020 1:35 PM
94	Whitehouse, Waterville, Toledo	7/17/2020 12:14 PM
95	Toledo and surrounding areas including suburbs	7/17/2020 11:21 AM
96	toledo	7/17/2020 11:09 AM
97	Toledo and Maumee	7/17/2020 10:00 AM
98	varies	7/17/2020 9:19 AM
99	Maumee	7/16/2020 10:16 PM
100	Toledo	7/16/2020 7:35 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

101	Toledo	7/16/2020 7:12 PM
102	Toledi, maumee, perrysburg	7/16/2020 5:23 PM
103	Perrysburg	7/16/2020 8:58 AM
104	Toledo Area	7/15/2020 2:52 PM
105	Perrysburg	7/13/2020 6:44 PM
106	Maumee. Toledo	7/13/2020 6:17 PM
107	Perrysburg. Maumee. Toledo	7/13/2020 9:20 AM
108	Toledo	7/9/2020 2:18 PM
109	toledo	7/9/2020 9:46 AM
110	Toledo, Sylvania, Sylvania Township, Maumee	7/8/2020 5:57 PM
111	Lucas County	7/6/2020 11:47 AM
112	Toledo	7/5/2020 11:24 AM
113	Maumee	7/3/2020 10:48 AM
114	Toledo,Perrysburg,Maumee, sylvania	7/3/2020 8:52 AM
115	perrysburg and Maumee	7/2/2020 3:33 PM
116	Toledo	7/2/2020 12:52 PM
117	Maumee, Toledo	7/2/2020 12:13 PM
118	Toledo, Perrysburg	7/1/2020 2:19 PM
119	Toledo, Perrysburg, Maumee, Sylvania, Bowling Green, Findlay	7/1/2020 11:53 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

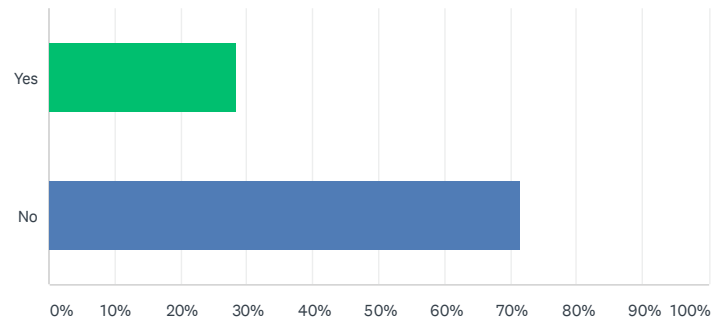
#	FAITH BASED	DATE
1	Toledo	8/14/2020 3:33 PM
2	Maumee/Toledo	8/14/2020 2:01 PM
3	Toledo	8/14/2020 1:14 PM
4	Toledo	8/13/2020 7:03 PM
5	Toledo	8/13/2020 4:23 PM
6	Toledo	8/13/2020 7:57 AM
7	N/A	8/13/2020 3:50 AM
8	Toledo	8/13/2020 1:04 AM
9	Toledo	8/11/2020 11:18 PM
10	Toledo	8/11/2020 10:47 PM
11	Toledo	8/11/2020 7:01 PM
12	Toledo, Oregon	8/11/2020 1:28 PM
13	Sylvania	8/11/2020 11:04 AM
14	Lambertville	8/11/2020 6:37 AM
15	Toledo	8/10/2020 3:52 PM
16	Toledo	8/10/2020 1:56 PM
17	Toledo	8/6/2020 11:20 PM
18	Perrysburg	8/6/2020 9:43 PM
19	Perrysburg	8/5/2020 11:00 PM
20	Toledo, Maumee,	8/5/2020 12:33 PM
21	Perrysburg	8/5/2020 7:10 AM
22	TOLEDO	8/4/2020 2:25 PM
23	Toledo	7/30/2020 5:10 PM
24	Sylvania	7/30/2020 2:57 PM
25	Toledo	7/30/2020 10:28 AM
26	Toledo	7/30/2020 10:26 AM
27	Maumee	7/30/2020 10:13 AM
28	Toledo	7/30/2020 9:23 AM
29	Toledo	7/30/2020 9:21 AM
30	toledo	7/28/2020 6:16 PM
31	Holland	7/28/2020 11:36 AM
32	Cedar Creek	7/28/2020 9:52 AM
33	Maumee	7/28/2020 9:38 AM
34	Sylvania	7/24/2020 8:49 PM
35	Perrysburg	7/24/2020 4:20 PM
36	Oregon	7/24/2020 8:44 AM
37	Toledo	7/21/2020 9:19 AM
38	Springfield, Holland	7/21/2020 9:16 AM
39	Toledo	7/20/2020 11:48 AM
40	Toledo, BG, Woodville	7/19/2020 7:01 PM
41	Toledo, Oregon, Sylvania	7/19/2020 1:11 PM
42	Sylvania	7/18/2020 3:33 PM
43	Swanton, Maumee	7/18/2020 1:31 PM
44	Toledo	7/18/2020 11:21 AM
45	Maumee, Toledo	7/18/2020 10:41 AM
46	Toledo, Maumee, Sylvania, Whitehouse	7/18/2020 10:16 AM
47	Toledo	7/18/2020 8:58 AM
48	Maumee	7/18/2020 8:03 AM
49	Holland	7/17/2020 11:46 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

50	Toledo	7/17/2020 7:32 PM
51	Toledo	7/17/2020 3:51 PM
52	Maumee	7/17/2020 3:43 PM
53	Toledo	7/17/2020 1:53 PM
54	Toledo	7/17/2020 1:43 PM
55	Maumee	7/17/2020 12:04 PM
56	Toledo and surrounding areas including suburbs	7/17/2020 11:21 AM
57	Perrysburg	7/16/2020 7:12 PM
58	Toledo	7/16/2020 6:28 PM
59	Toledo	7/16/2020 5:23 PM
60	Toledo, Maumee	7/16/2020 8:58 AM
61	West Toledo	7/15/2020 2:52 PM
62	Toledo	7/14/2020 7:51 AM
63	Maumee	7/13/2020 6:17 PM
64	Toledo	7/9/2020 2:18 PM
65	Toledo	7/8/2020 8:31 AM
66	Toledo	7/6/2020 11:47 AM
67	south toledo	7/3/2020 10:48 AM
68	Maumee	7/3/2020 8:52 AM
69	Perrysburg	7/2/2020 3:33 PM
70	Toledo	7/2/2020 12:52 PM
71	Toledo	7/2/2020 12:13 PM
72	Toledo, Ottawa Hills, Sylvania	7/1/2020 2:19 PM
#	OTHER	DATE
1	Perrysburg, Oregon	8/13/2020 3:50 AM
2	Toledo sylvaina	8/11/2020 7:01 PM
3	Toledo	8/5/2020 10:11 AM
4	Holland, Toledo, Sylvania, Maumee	7/30/2020 2:57 PM
5	Group @ Harbor	7/30/2020 9:42 AM
6	Toledo	7/30/2020 9:36 AM
7	Toledo	7/30/2020 9:23 AM
8	Toledo	7/28/2020 10:00 AM
9	Oregon	7/28/2020 9:56 AM
10	Toledo	7/21/2020 9:12 AM
11	Maumee from Perrysburg	7/21/2020 8:12 AM
12	Maumee	7/21/2020 12:27 AM
13	Currently limited to where TARTA goes	7/20/2020 4:12 PM
14	Port Clinton, Genoa, Rossford, Perrysburg, Toledo, Elmore, Woodville	7/19/2020 7:01 PM
15	Toledo, Oregon, Sylvania	7/19/2020 1:11 PM
16	Maumee Bay	7/19/2020 8:35 AM
17	none	7/18/2020 11:50 AM
18	Toledo, Sylvania	7/18/2020 9:31 AM
19	Toledo	7/18/2020 5:09 AM
20	Holland	7/17/2020 11:46 PM
21	Fremont, Ohio	7/17/2020 1:35 PM
22	Toledo Sylvania Oregon	7/17/2020 6:55 AM
23	Toledo	7/16/2020 9:57 PM
24	Toledo	7/16/2020 5:23 PM
25	Sylvania Township and Perrysburg	7/14/2020 7:51 AM

Q10 Are the current fixed route transportation (TARTA) services a reasonable option for your transportation needs?

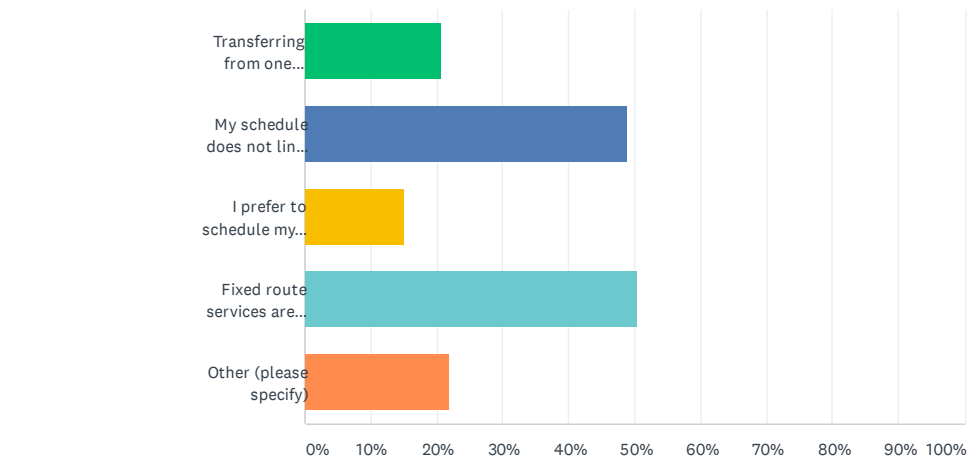
Answered: 211 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	28.44%	60
No	71.56%	151
TOTAL		211

Q11 If you answered "No" to the previous question, why not?

Answered: 159    Skipped: 56



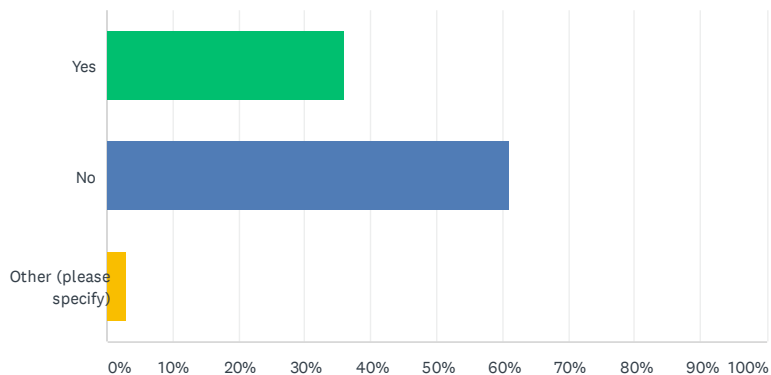
ANSWER CHOICES	RESPONSES	
Transferring from one transit vehicle to another is difficult for me	20.75%	33
My schedule does not line up with fixed line routes and transfers	49.06%	78
I prefer to schedule my routes in advance	15.09%	24
Fixed route services are not available where I live or where I need to go	50.31%	80
Other (please specify)	22.01%	35
Total Respondents: 159		

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	OTHER (PLEASE SPECIFY)	DATE
1	Limits me to where I can go	8/13/2020 3:50 AM
2	Dial a ride is available for my school	8/13/2020 1:04 AM
3	My limited physical mobility	8/12/2020 9:34 PM
4	I drive	8/12/2020 7:42 PM
5	N/a	8/11/2020 7:08 PM
6	Not sure how to access route and payment information on my phone	8/11/2020 9:34 AM
7	I am afraid of the unknown riders on these darkened busses	8/10/2020 10:47 PM
8	Time frames are sometimes bad with all my medical stuff	8/10/2020 1:56 PM
9	Cxxx	8/6/2020 9:43 PM
10	Not available in Perrysburg	8/5/2020 11:00 PM
11	EXTEND SERVICE TILL MIDNIGHT	8/4/2020 2:25 PM
12	Buses stop running to early,i'm forced to use uber/lyft to get home from work.Need late bus line up for 2n/3rd shift workers	8/2/2020 10:30 PM
13	I need Tarps and not in Holland	7/30/2020 2:57 PM
14	Already have transportation	7/30/2020 10:28 AM
15	Already have a provider	7/29/2020 9:26 AM
16	Some are reasonable, some make transportation time too long	7/28/2020 10:59 PM
17	Always with family	7/28/2020 10:04 AM
18	Have other transportation available	7/28/2020 10:02 AM
19	Fixed route services are not available during the mid to late evening hours on weekday evenings or on Sundays	7/24/2020 9:24 PM
20	I can take tarps	7/24/2020 8:49 PM
21	High stress and anxiety.	7/21/2020 9:19 AM
22	Unable to utilize cognitively	7/21/2020 8:21 AM
23	My bus doesn't run long enough! Some routes currently aren't running	7/19/2020 7:01 PM
24	Buses don't run often and go out of the way. Any gains from taking public transportation are lost by the inefficiency of the system.	7/19/2020 8:35 AM
25	Buses leave stops EARLY, and the drivers fly past waiting passengers; not reliable.	7/18/2020 5:44 PM
26	current routes keep them out of Oregon so I am just fine with the routes...tired of seeing empty buses driving around town every day of the week and then you want more taxes making us one of the highest taxes in the area....STOP.	7/18/2020 11:50 AM
27	Do not need Tarta	7/18/2020 11:08 AM
28	Will not ride with the human garbage that rides TARTA!	7/17/2020 3:21 PM
29	I prefer to drive.	7/17/2020 9:19 AM
30	I do not like riding TARTA busses. I feel unsafe.	7/17/2020 7:08 AM
31	Reduced and infrequent services are not viable for me choose to ride TARTA.	7/16/2020 9:09 PM
32	Have to transfer downtown and take more than one route if you're going anywhere but downtown Toledo; I find bus routes challenging to figure out	7/8/2020 5:57 PM
33	Fixed routes and transfers must be convenient and properly scheduled, without additional transfer fees.	7/6/2020 11:47 AM
34	I get confused with the maps and routes to figure out where to go when i plan for outings	7/3/2020 8:52 AM
35	Bus stops are not near my home.	7/2/2020 12:23 PM

## Q12 Do you or a family member need transportation outside of your county of residence, but transportation is not available?

Answered: 211 Skipped: 4

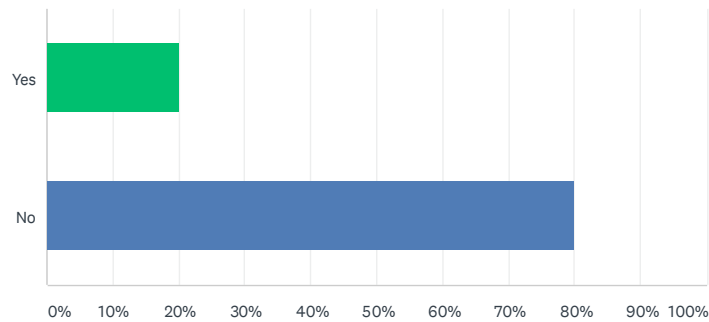


ANSWER CHOICES	RESPONSES
Yes	36.02% 76
No	61.14% 129
Other (please specify)	2.84% 6
TOTAL	211

#	OTHER (PLEASE SPECIFY)	DATE
1	Perrysburg public transportation is a joke.	8/15/2020 9:58 AM
2	sometimes	8/10/2020 10:47 PM
3	Txxxx	8/6/2020 9:43 PM
4	Would like it	7/16/2020 9:57 PM
5	Not absolutely necessary - but there are stores and activities in places like Perrysburg that I would enjoy. When I was first out of college I needed transportation to job interviews in BG and other parts of northwest Ohio	7/8/2020 5:57 PM
6	Ann Arbor area	7/2/2020 12:52 PM

Q13 Are you familiar with the Mobility Management program, which helps residents find transportation options to get from place to place, including across county lines?

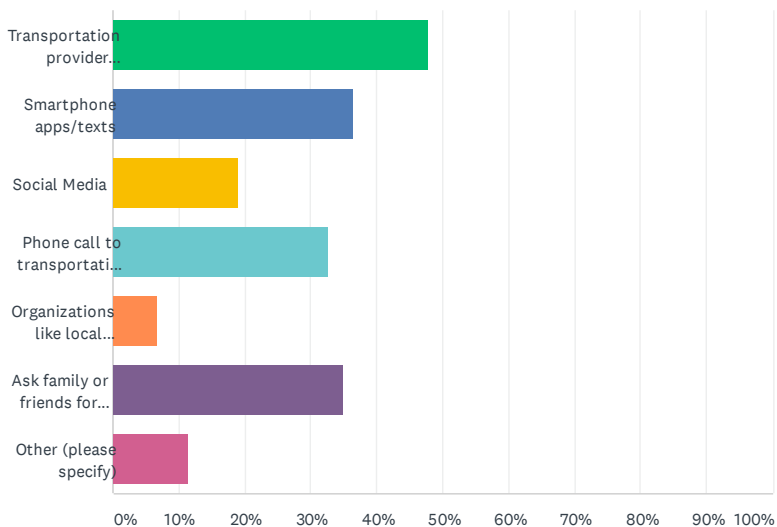
Answered: 209 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	20.10%	42
No	79.90%	167
TOTAL		209

## Q14 Which of the following do you use most often to get the transportation information that you need?

Answered: 209 Skipped: 6



ANSWER CHOICES	RESPONSES	
Transportation provider websites	47.85%	100
Smartphone apps/texts	36.36%	76
Social Media	19.14%	40
Phone call to transportation providers	32.54%	68
Organizations like local church or senior centers	6.70%	14
Ask family or friends for help	34.93%	73
Other (please specify)	11.48%	24
Total Respondents: 209		

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	OTHER (PLEASE SPECIFY)	DATE
1	use medical transport from insurances	8/15/2020 7:03 PM
2	Area of Agying	8/13/2020 7:57 AM
3	Call Tarta	8/10/2020 1:56 PM
4	Xxx	8/6/2020 9:43 PM
5	I know how to catch the bus	7/30/2020 5:16 PM
6	Support personnel	7/30/2020 2:57 PM
7	Provider	7/28/2020 9:56 AM
8	Case worker from Board of DD	7/21/2020 9:16 AM
9	Can't schedule on the phone due to difficult to understand communication	7/21/2020 9:12 AM
10	Staffing through the Board of DD	7/21/2020 8:32 AM
11	Board of DD	7/21/2020 8:21 AM
12	Board of DD	7/21/2020 8:17 AM
13	Board of DD	7/21/2020 8:12 AM
14	Mature Living magazine	7/20/2020 10:11 PM
15	I don't	7/18/2020 1:25 PM
16	I figure out where I have to go and I figure out how I am going to get there...as does all my family and friends	7/18/2020 11:50 AM
17	printed schedules	7/18/2020 11:21 AM
18	Drive	7/17/2020 11:46 PM
19	I dont bother - it is not reliable or convenient.	7/17/2020 7:32 PM
20	family friends case managers	7/17/2020 11:21 AM
21	My brain. I've been there before and I know where I am going.	7/17/2020 9:19 AM
22	Take TWO BUSES to Central and go to their HEADQUARTERS because no one ever pick up the PHONE, when I call them.	7/17/2020 8:52 AM
23	Google maps	7/16/2020 7:12 PM
24	my car	7/16/2020 8:58 AM

**Q15 What is the zip code where you live?**

Answered: 208   Skipped: 7

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	RESPONSES	DATE
1	43551	8/15/2020 7:03 PM
2	43551	8/15/2020 9:58 AM
3	43604	8/15/2020 9:44 AM
4	43606	8/15/2020 8:39 AM
5	43620	8/14/2020 10:37 PM
6	43608	8/14/2020 10:31 PM
7	43542	8/14/2020 9:17 PM
8	43560	8/14/2020 5:36 PM
9	43607	8/14/2020 3:33 PM
10	43611	8/14/2020 2:01 PM
11	43604	8/14/2020 1:14 PM
12	43607	8/14/2020 6:47 AM
13	06	8/13/2020 7:03 PM
14	43615	8/13/2020 4:23 PM
15	43604	8/13/2020 10:55 AM
16	43607	8/13/2020 10:22 AM
17	43608	8/13/2020 7:57 AM
18	43607	8/13/2020 3:50 AM
19	43606	8/13/2020 1:04 AM
20	43615	8/12/2020 9:34 PM
21	43609	8/12/2020 8:16 PM
22	43612	8/12/2020 7:42 PM
23	43613	8/12/2020 7:34 PM
24	43614	8/12/2020 6:37 AM
25	43607	8/11/2020 11:18 PM
26	43613	8/11/2020 10:58 PM
27	43604	8/11/2020 10:47 PM
28	43608	8/11/2020 7:08 PM
29	43604	8/11/2020 7:01 PM
30	43605	8/11/2020 3:26 PM
31	43611	8/11/2020 1:28 PM
32	43623	8/11/2020 12:48 PM
33	43560	8/11/2020 12:43 PM
34	43606	8/11/2020 11:30 AM
35	43613	8/11/2020 11:04 AM
36	43614	8/11/2020 9:34 AM
37	43604	8/11/2020 7:09 AM
38	43613	8/11/2020 6:37 AM
39	43615	8/10/2020 10:47 PM
40	43613	8/10/2020 10:16 PM
41	43606	8/10/2020 7:32 PM
42	43614	8/10/2020 6:29 PM
43	43606	8/10/2020 3:52 PM
44	43551	8/10/2020 3:43 PM
45	43612	8/10/2020 1:56 PM
46	43612	8/6/2020 11:20 PM
47	43551	8/6/2020 9:43 PM
48	43620	8/6/2020 10:59 AM
49	43551	8/5/2020 11:00 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

50	43614	8/5/2020 12:33 PM
51	43609	8/5/2020 10:11 AM
52	43560	8/5/2020 7:10 AM
53	43604-3004	8/4/2020 2:25 PM
54	43611	8/4/2020 10:13 AM
55	43537	8/4/2020 6:44 AM
56	43605	8/3/2020 8:09 AM
57	43612	8/2/2020 10:30 PM
58	43551	8/1/2020 12:52 PM
59	43606	7/30/2020 10:14 PM
60	43605	7/30/2020 5:16 PM
61	43606	7/30/2020 5:12 PM
62	43615	7/30/2020 5:10 PM
63	43528	7/30/2020 2:57 PM
64	43607	7/30/2020 10:32 AM
65	43615	7/30/2020 10:28 AM
66	43620	7/30/2020 10:26 AM
67	43614	7/30/2020 10:24 AM
68	43537	7/30/2020 10:13 AM
69	43558	7/30/2020 10:11 AM
70	43607	7/30/2020 9:42 AM
71	43607	7/30/2020 9:36 AM
72	43613	7/30/2020 9:23 AM
73	43606	7/30/2020 9:21 AM
74	43520	7/30/2020 9:18 AM
75	43616	7/30/2020 9:16 AM
76	43605	7/30/2020 9:01 AM
77	43613	7/29/2020 11:27 AM
78	43605	7/29/2020 9:21 AM
79	43608	7/28/2020 10:59 PM
80	43604/43606/43615	7/28/2020 6:16 PM
81	43606	7/28/2020 5:17 PM
82	43528	7/28/2020 11:36 AM
83	43615	7/28/2020 10:06 AM
84	43504	7/28/2020 10:04 AM
85	43616	7/28/2020 10:02 AM
86	43537	7/28/2020 10:00 AM
87	43606	7/28/2020 9:58 AM
88	43616	7/28/2020 9:56 AM
89	43610	7/28/2020 9:54 AM
90	43613	7/28/2020 9:52 AM
91	43615	7/28/2020 9:49 AM
92	43615	7/28/2020 9:40 AM
93	43737	7/28/2020 9:38 AM
94	43528	7/26/2020 9:34 AM
95	43528	7/25/2020 7:17 AM
96	43537	7/24/2020 9:24 PM
97	43613	7/24/2020 8:49 PM
98	43551	7/24/2020 4:20 PM
99	43605	7/24/2020 3:35 PM
100	43613	7/24/2020 8:44 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

101	43620	7/23/2020 7:37 AM
102	43611	7/22/2020 11:50 PM
103	43612	7/22/2020 7:54 PM
104	43606	7/22/2020 7:00 PM
105	43616	7/22/2020 11:34 AM
106	43617	7/21/2020 9:19 AM
107	43607	7/21/2020 9:19 AM
108	43537	7/21/2020 9:16 AM
109	43609	7/21/2020 9:12 AM
110	43623	7/21/2020 8:32 AM
111	43615	7/21/2020 8:21 AM
112	43607	7/21/2020 8:17 AM
113	43607	7/21/2020 8:15 AM
114	43551	7/21/2020 8:12 AM
115	43613	7/21/2020 12:27 AM
116	43560	7/20/2020 10:11 PM
117	43612	7/20/2020 4:22 PM
118	43607	7/20/2020 4:12 PM
119	43611	7/20/2020 11:48 AM
120	43615	7/19/2020 7:34 PM
121	43609	7/19/2020 7:01 PM
122	43614	7/19/2020 1:11 PM
123	43607	7/19/2020 8:35 AM
124	43614	7/18/2020 9:25 PM
125	43551	7/18/2020 9:18 PM
126	43609	7/18/2020 8:29 PM
127	43612	7/18/2020 5:44 PM
128	43604	7/18/2020 3:33 PM
129	43606	7/18/2020 2:20 PM
130	43558	7/18/2020 1:31 PM
131	43522	7/18/2020 1:25 PM
132	43616	7/18/2020 1:11 PM
133	43566	7/18/2020 12:35 PM
134	43571	7/18/2020 12:17 PM
135	43616	7/18/2020 11:50 AM
136	43615	7/18/2020 11:27 AM
137	43606	7/18/2020 11:21 AM
138	43623	7/18/2020 11:12 AM
139	43537	7/18/2020 11:08 AM
140	43537	7/18/2020 10:41 AM
141	43612	7/18/2020 10:16 AM
142	43623	7/18/2020 9:31 AM
143	43606	7/18/2020 8:58 AM
144	43537	7/18/2020 8:24 AM
145	43604	7/18/2020 8:10 AM
146	43614	7/18/2020 8:03 AM
147	43614	7/18/2020 5:09 AM
148	43612	7/18/2020 4:07 AM
149	43528	7/17/2020 11:46 PM
150	43527	7/17/2020 11:39 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

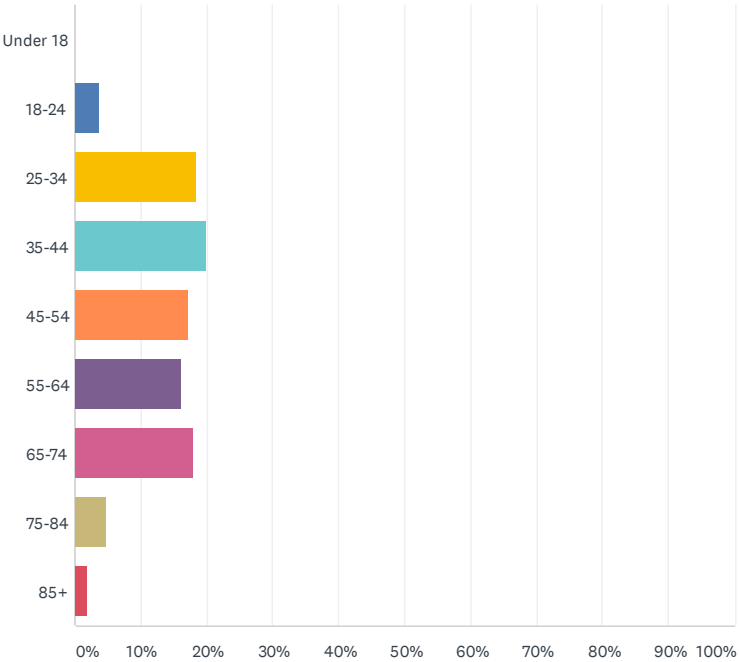
151	43537	7/17/2020 7:32 PM
152	43606	7/17/2020 5:06 PM
153	43609	7/17/2020 3:51 PM
154	43551	7/17/2020 3:46 PM
155	43614	7/17/2020 3:43 PM
156	43612	7/17/2020 3:21 PM
157	43607	7/17/2020 2:47 PM
158	43620	7/17/2020 2:08 PM
159	43614	7/17/2020 1:53 PM
160	43615	7/17/2020 1:47 PM
161	43560	7/17/2020 1:45 PM
162	43560	7/17/2020 1:43 PM
163	43806	7/17/2020 1:40 PM
164	43616	7/17/2020 1:35 PM
165	43571	7/17/2020 12:14 PM
166	43612	7/17/2020 12:04 PM
167	43610	7/17/2020 11:25 AM
168	43604	7/17/2020 11:21 AM
169	43612	7/17/2020 11:09 AM
170	43537	7/17/2020 10:00 AM
171	43623	7/17/2020 9:19 AM
172	43611	7/17/2020 9:12 AM
173	43614	7/17/2020 8:52 AM
174	43614	7/17/2020 7:08 AM
175	43605	7/17/2020 6:55 AM
176	43606	7/16/2020 10:16 PM
177	43613	7/16/2020 9:57 PM
178	43604	7/16/2020 9:09 PM
179	43613	7/16/2020 7:35 PM
180	43551	7/16/2020 7:12 PM
181	43604	7/16/2020 6:28 PM
182	43605	7/16/2020 5:23 PM
183	43551	7/16/2020 8:58 AM
184	43623	7/15/2020 2:52 PM
185	43620	7/14/2020 7:51 AM
186	43465	7/13/2020 6:44 PM
187	43532	7/13/2020 6:17 PM
188	43551	7/13/2020 9:20 AM
189	43609	7/10/2020 1:03 PM
190	43613	7/9/2020 2:18 PM
191	43605	7/9/2020 12:32 PM
192	43609	7/9/2020 9:59 AM
193	43609	7/9/2020 9:46 AM
194	43615	7/8/2020 5:57 PM
195	43560	7/8/2020 12:06 PM
196	43612	7/8/2020 8:31 AM
197	43604	7/6/2020 11:47 AM
198	43571	7/5/2020 11:24 AM
199	43614	7/3/2020 10:48 AM
200	43551	7/3/2020 8:52 AM
201	43537	7/2/2020 5:08 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

202	43551	7/2/2020 3:33 PM
203	43560	7/2/2020 3:22 PM
204	4e617	7/2/2020 12:52 PM
205	43560	7/2/2020 12:23 PM
206	43537	7/2/2020 12:13 PM
207	43560	7/1/2020 2:19 PM
208	43551	7/1/2020 11:53 AM

Q16 How old are you?

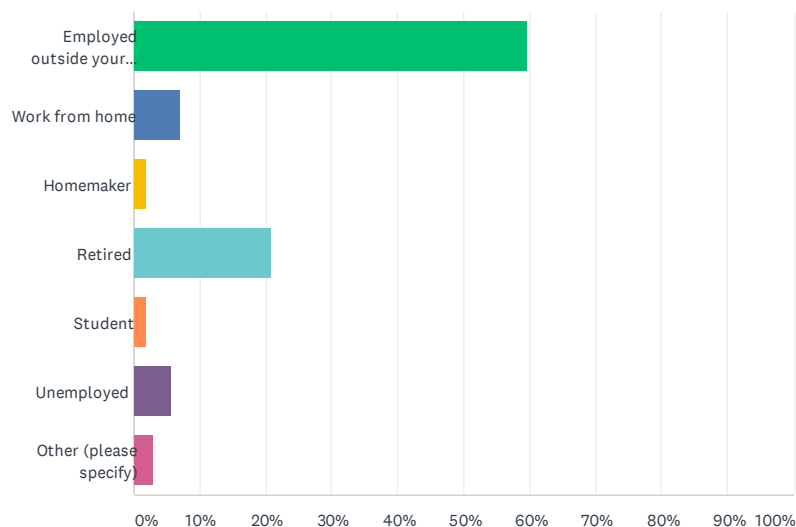
Answered: 211    Skipped: 4



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	3.79%	8
25-34	18.48%	39
35-44	19.91%	42
45-54	17.06%	36
55-64	16.11%	34
65-74	18.01%	38
75-84	4.74%	10
85+	1.90%	4
TOTAL		211

## Q17 Which of the following BEST applies to you?

Answered: 211 Skipped: 4



ANSWER CHOICES	RESPONSES	
Employed outside your home or daily volunteer	59.72%	126
Work from home	7.11%	15
Homemaker	1.90%	4
Retired	20.85%	44
Student	1.90%	4
Unemployed	5.69%	12
Other (please specify)	2.84%	6
<b>TOTAL</b>		<b>211</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Disabled/Unemployed	8/5/2020 12:33 PM
2	disabled	8/5/2020 10:11 AM
3	Day Hab/Job Training	7/30/2020 10:26 AM
4	Work from home but need to visit clients	7/28/2020 10:59 PM
5	Student, Employed outside the House, Volunteer (Teacher Intership)	7/17/2020 8:52 AM
6	disabled	7/17/2020 7:08 AM

## Q18 Where is your employer located?

Answered: 181   Skipped: 34

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	RESPONSES	DATE
1	unemployed.	8/15/2020 7:03 PM
2	Retired	8/15/2020 9:58 AM
3	Wood county and toledo	8/15/2020 9:44 AM
4	Toledo	8/15/2020 8:39 AM
5	Toledo	8/14/2020 10:37 PM
6	Broadway	8/14/2020 10:31 PM
7	Not employed	8/14/2020 9:17 PM
8	Multinational corporation with US headquarters in Minnesota	8/14/2020 5:36 PM
9	Unemployed	8/14/2020 3:33 PM
10	N/A	8/14/2020 2:01 PM
11	Retired	8/14/2020 1:14 PM
12	Rossford	8/14/2020 6:47 AM
13	Toledo	8/13/2020 7:03 PM
14	Toledo	8/13/2020 4:23 PM
15	Toledo MSA	8/13/2020 10:55 AM
16	Toledo	8/13/2020 10:22 AM
17	None	8/13/2020 7:57 AM
18	N/A	8/13/2020 3:50 AM
19	Toledo	8/13/2020 1:04 AM
20	downtown Toledo	8/12/2020 8:16 PM
21	Perrysburg	8/12/2020 7:42 PM
22	W Toledo	8/12/2020 7:34 PM
23	Sylvania	8/12/2020 6:37 AM
24	toledo	8/11/2020 11:18 PM
25	Toledo	8/11/2020 10:58 PM
26	Perrysburg	8/11/2020 10:47 PM
27	Downtown Toledo Ohio	8/11/2020 7:08 PM
28	N/a	8/11/2020 7:01 PM
29	Toledo	8/11/2020 3:26 PM
30	Lucas County	8/11/2020 1:28 PM
31	Toledo	8/11/2020 12:48 PM
32	Ann Arbor	8/11/2020 12:43 PM
33	Toledo	8/11/2020 11:30 AM
34	Perrysburg/Wood County	8/11/2020 11:04 AM
35	Downtown Toledo	8/11/2020 9:34 AM
36	43612	8/11/2020 7:09 AM
37	Perrysburg	8/11/2020 6:37 AM
38	Retired	8/10/2020 10:47 PM
39	Washington, DC	8/10/2020 10:16 PM
40	Toledo	8/10/2020 7:32 PM
41	Toledo	8/10/2020 6:29 PM
42	Toledo	8/10/2020 3:52 PM
43	Hopefully Toledo or bowling green	8/10/2020 3:43 PM
44	816 W. Alexis Rd	8/6/2020 11:20 PM
45	School	8/6/2020 9:43 PM
46	Sylvania, OH	8/6/2020 10:59 AM
47	Toledo	8/5/2020 11:00 PM
48	43612	8/5/2020 10:11 AM
49	Sylvania	8/5/2020 7:10 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

50	Toledo	8/4/2020 10:13 AM
51	Maumee	8/4/2020 6:44 AM
52	downtown toledo	8/2/2020 10:30 PM
53	Toledo	8/1/2020 12:52 PM
54	Toledo	7/30/2020 10:14 PM
55	East Toledo	7/30/2020 5:16 PM
56	Rossford, Ohio	7/30/2020 5:12 PM
57	Toledo	7/30/2020 5:10 PM
58	Only summer career exploration	7/30/2020 2:57 PM
59	Toledo	7/30/2020 10:32 AM
60	Toledo	7/30/2020 10:30 AM
61	Lott Industries	7/30/2020 10:26 AM
62	Toledo	7/30/2020 10:22 AM
63	Toledo	7/30/2020 10:13 AM
64	Toledo	7/30/2020 10:11 AM
65	Lott Industries	7/30/2020 9:42 AM
66	Toledo	7/30/2020 9:36 AM
67	Toledo	7/30/2020 9:16 AM
68	Lott Industries	7/30/2020 9:01 AM
69	Sylvania	7/29/2020 11:27 AM
70	Toledo	7/28/2020 10:59 PM
71	University of Toledo	7/28/2020 6:16 PM
72	n/a	7/28/2020 5:17 PM
73	Monclova	7/28/2020 11:36 AM
74	Lott Industries	7/28/2020 10:06 AM
75	Lott Industries	7/28/2020 10:04 AM
76	Lott Industries	7/28/2020 10:02 AM
77	Lott Industries	7/28/2020 10:00 AM
78	Lott Industries	7/28/2020 9:58 AM
79	Lott Industries	7/28/2020 9:56 AM
80	Lott Industries	7/28/2020 9:54 AM
81	Lott Industries	7/28/2020 9:52 AM
82	Lott Industries	7/28/2020 9:49 AM
83	Toledo	7/28/2020 9:40 AM
84	Toledo	7/28/2020 9:38 AM
85	Northwood	7/26/2020 9:34 AM
86	Toledo	7/25/2020 7:17 AM
87	FedEx Ground, 100 J Street, Perrysburg, OH 43551	7/24/2020 9:24 PM
88	Toledo	7/24/2020 8:49 PM
89	unemployed	7/24/2020 4:20 PM
90	Springfield Township	7/24/2020 3:35 PM
91	Perrysburg	7/23/2020 7:37 AM
92	43608 Toledo	7/22/2020 11:50 PM
93	Toledo	7/22/2020 7:54 PM
94	Toledo	7/22/2020 7:00 PM
95	Downtown Toledo	7/22/2020 11:34 AM
96	Sylvania	7/21/2020 9:19 AM
97	Unemployed	7/21/2020 9:19 AM
98	Toledo	7/21/2020 9:16 AM
99	Maumee - Day Program	7/21/2020 9:12 AM
100	Maumee	7/21/2020 8:32 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

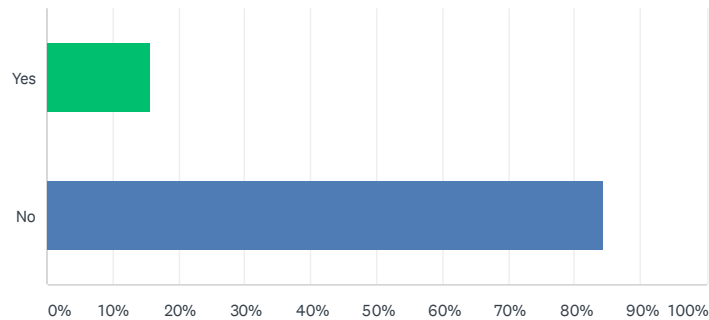
101	Maumee	7/21/2020 8:21 AM
102	Maumee	7/21/2020 8:17 AM
103	Sylvania	7/21/2020 8:15 AM
104	Maumee	7/21/2020 8:12 AM
105	Toledo	7/21/2020 12:27 AM
106	Toledo	7/20/2020 10:11 PM
107	Retired	7/20/2020 4:12 PM
108	Toledo	7/20/2020 11:48 AM
109	Home	7/19/2020 7:34 PM
110	Maumee	7/19/2020 7:01 PM
111	Home	7/19/2020 1:11 PM
112	Toledo	7/19/2020 8:35 AM
113	Toledo	7/18/2020 9:18 PM
114	Rossford, ohio	7/18/2020 8:29 PM
115	Toledo	7/18/2020 5:44 PM
116	Toledo	7/18/2020 2:20 PM
117	28101 Cedar Park Blvd. Perrysburg, Ohio 43551	7/18/2020 1:31 PM
118	self employed	7/18/2020 1:25 PM
119	toledo	7/18/2020 1:11 PM
120	Sylvania	7/18/2020 12:35 PM
121	Toledo, Ohio	7/18/2020 12:17 PM
122	Toledo	7/18/2020 11:50 AM
123	Perrysburg	7/18/2020 11:27 AM
124	Retired	7/18/2020 11:08 AM
125	Toledo	7/18/2020 10:41 AM
126	Sylvania	7/18/2020 8:58 AM
127	Downtown Toledo	7/18/2020 8:24 AM
128	Toledo	7/18/2020 8:10 AM
129	Toledo	7/18/2020 8:03 AM
130	Toledo	7/18/2020 5:09 AM
131	Toledo	7/17/2020 11:46 PM
132	Rite Aid	7/17/2020 11:39 PM
133	Toledo	7/17/2020 7:32 PM
134	5001 Monroe Street	7/17/2020 3:51 PM
135	Ann Arbor, Michigan	7/17/2020 3:21 PM
136	Toledo	7/17/2020 2:47 PM
137	Downtown Toledo	7/17/2020 2:08 PM
138	Maumee	7/17/2020 1:53 PM
139	Bowling Green	7/17/2020 1:47 PM
140	n/a	7/17/2020 1:45 PM
141	Toledo	7/17/2020 1:43 PM
142	toledo	7/17/2020 1:40 PM
143	Oregon, Ohio	7/17/2020 1:35 PM
144	Toledo	7/17/2020 12:14 PM
145	N/A	7/17/2020 12:04 PM
146	Sylvania	7/17/2020 11:25 AM
147	43604	7/17/2020 11:21 AM
148	Toledo Adams St	7/17/2020 10:00 AM
149	Unemployed	7/17/2020 9:12 AM
150	Bancroft, but #3 would take me straight there. Instead, I have to take TWO BUSES to get there.	7/17/2020 8:52 AM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

151	N/A	7/17/2020 7:08 AM
152	Holland Ohio	7/17/2020 6:55 AM
153	Toledo	7/16/2020 10:16 PM
154	Toledo	7/16/2020 9:09 PM
155	Toledo	7/16/2020 7:35 PM
156	1127 W. Central Ave. Toledo, ohio	7/16/2020 7:12 PM
157	East side of town	7/16/2020 6:28 PM
158	Toledo	7/16/2020 5:23 PM
159	Toledo	7/16/2020 8:58 AM
160	West Toledo -Retired School Administrator	7/15/2020 2:52 PM
161	downtown Toledo	7/14/2020 7:51 AM
162	Rossford	7/13/2020 6:44 PM
163	Grand Rapids	7/13/2020 6:17 PM
164	na	7/13/2020 9:20 AM
165	3 miles	7/10/2020 1:03 PM
166	Toledo	7/9/2020 2:18 PM
167	downtown	7/9/2020 12:32 PM
168	Rossford	7/9/2020 9:59 AM
169	toledo	7/9/2020 9:46 AM
170	Toledo, but not Downtown - in the South Detroit / Arlington area	7/8/2020 5:57 PM
171	downtown toledo	7/8/2020 12:06 PM
172	Toledo	7/8/2020 8:31 AM
173	3613 Monroe Street, Toledo	7/6/2020 11:47 AM
174	Toledo - downtown	7/5/2020 11:24 AM
175	Unemployed	7/3/2020 8:52 AM
176	none	7/2/2020 5:08 PM
177	Rossford	7/2/2020 3:33 PM
178	n/a	7/2/2020 12:23 PM
179	Retired	7/2/2020 12:13 PM
180	Archbold, Ohio	7/1/2020 2:19 PM
181	Maumee	7/1/2020 11:53 AM

Q19 Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help you get around?

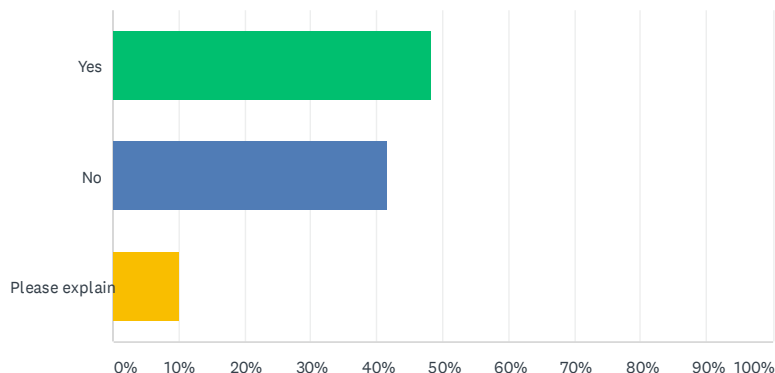
Answered: 210 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	15.71%	33
No	84.29%	177
TOTAL		210

## Q20 Has the COVID-19 stay at home orders altered your transportation needs or your access to transportation?

Answered: 211 Skipped: 4

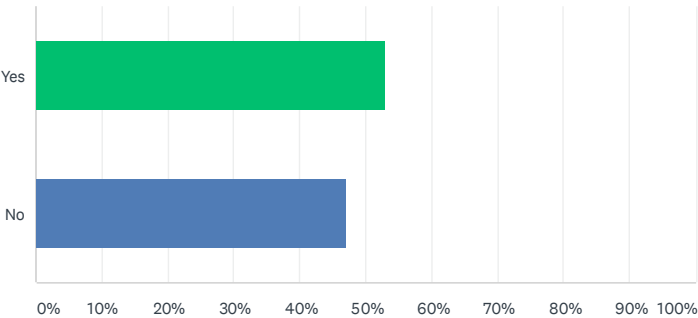


ANSWER CHOICES	RESPONSES
Yes	48.34% 102
No	41.71% 88
Please explain	9.95% 21
<b>TOTAL</b>	<b>211</b>

#	PLEASE EXPLAIN	DATE
1	Fixed line running on weekend schedule is hard	8/15/2020 9:46 AM
2	Ride bicycle ride to places a mile away	8/14/2020 10:39 PM
3	Laid off 2 months	8/12/2020 7:42 PM
4	Staying home much more now. Work from home.	8/11/2020 9:35 AM
5	I cant go visit my mother due to the way the buses are running	7/30/2020 5:16 PM
6	No, I don't care	7/30/2020 9:36 AM
7	Yes, work was cancelled	7/28/2020 10:00 AM
8	Yes, No work	7/28/2020 9:54 AM
9	No longer going to work every day, but working from home. And limiting trips out, so limited need for transportation.	7/22/2020 11:35 AM
10	Yes. No assistance from normal community resources.	7/21/2020 9:20 AM
11	Did not go to day program for 2 months	7/21/2020 8:32 AM
12	Was off work for 2 months, now back to work	7/21/2020 8:21 AM
13	Yes, was not needing transportation but am back to day program	7/21/2020 8:18 AM
14	Working from home and less outside shopping and recreation	7/20/2020 10:12 PM
15	Buses run less often.	7/18/2020 11:10 PM
16	Working remotely so I don't require daily transportation, and making more limited trips for essentials like groceries. Social events have been cancelled and vacation/travel options are limited due to safety precautions, so less reliance on transportation.	7/17/2020 2:20 PM
17	When we were shut down and the buses were not running I had to go back to work and find transportation to and from work for around 4 weeks until the bus started back on there route	7/17/2020 10:04 AM
18	I still go where I want to when I want to.	7/17/2020 9:20 AM
19	It stop #3 from running and school [UT] is about to start.	7/17/2020 8:54 AM
20	fixed line transportation frequency and start/ stop schedules have been cut by more than 2/3. But I can't complain because the buses run on time and are safe for riders and drivers.	7/14/2020 7:55 AM
21	I worked from home from March 19 through June 17, so transportation wasn't an issue. Since I returned to work they have actually been picking me up earlier because they aren't picking up as many people, but I worry about them being overbooked once more people are backed but they have to do fewer people per vehicle	7/8/2020 5:59 PM

Q21 Has COVID-19 affected your desire or interest in using public or private transportation?

Answered: 208 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	52.88%	110
No	47.12%	98
TOTAL		208

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

#	PLEASE EXPLAIN	DATE
1	avoiding leaving home	8/15/2020 7:03 PM
2	I don't want to be around people who may be sick.	8/15/2020 8:39 AM
3	Afraid to ride bus	8/14/2020 10:39 PM
4	Don't ride in car with others. Not using any public transport, cruises, airplane or train	8/14/2020 9:18 PM
5	Right now, I can drive myself. In the future, I may need public transportation, thought.	8/14/2020 5:36 PM
6	I'm not sure if I will be safe to ride.	8/14/2020 3:34 PM
7	Difficult To get people To wear masks	8/13/2020 7:04 PM
8	I am going nowhere and if I am I do not want to share space with others.	8/13/2020 10:23 AM
9	I still need to go to the Grocery Store for Food & Water	8/13/2020 3:51 AM
10	I still needed to get to work this summer and rode the bus	8/13/2020 1:05 AM
11	Following federal and state guidelines to limit exposure to Covid-19 .	8/12/2020 9:36 PM
12	Our family has been less likely to travel away from home. I am now less likely to travel by any mode, but public transportation would be even more of a concern due to possible community spread of the virus (did hear a report that public transport in large U.S. cities doesn't seem to be a big factor in community spread at this time though).	8/11/2020 11:07 AM
13	Proximity to others.	8/11/2020 9:35 AM
14	Avoiding close quarters while pandemic is ongoing	8/11/2020 7:10 AM
15	Volume of people	8/11/2020 6:38 AM
16	I don't want to be exposed.	8/10/2020 10:17 PM
17	Sometimes need to use Uber when buses are not running	8/10/2020 6:31 PM
18	Seniors are more at risk for COVID and I am diabetic as well	8/10/2020 1:59 PM
19	I'm concerned other passengers don't take precautions seriously or are traveling when ill. May not wear masks properly.	8/5/2020 12:36 PM
20	I still need to get around and seeing as I can't drive this bus is all I have.	8/5/2020 10:12 AM
21	I still want to be able to go to the park if I want to or see family	8/5/2020 7:13 AM
22	YES, IT'S DANGEROUS BUT TARTA HAS INTRODUCED REASSURING PRECAUTIONS	8/4/2020 2:27 PM
23	Even before COVID-19 I always took precautions when using public transportation, So I wasn't too concerned.	8/2/2020 10:35 PM
24	COVID has made it more difficult for me to get to work. During this time, I have struggled to pay my bills due to lack of transportation to and from work. I have also watched the public transportation make new routes to the Zoo instead of assisting those of us that are essential get to and from work	7/30/2020 5:14 PM
25	Wear mask and social distancing	7/30/2020 9:43 AM
26	No, didn't go anywhere	7/30/2020 9:36 AM
27	Worried about the number of people that I might have to share a paratransit ride with and the spread of germs.	7/29/2020 11:28 AM
28	I try to limit trips	7/28/2020 10:59 PM
29	TARTA is my only means of transportation	7/28/2020 6:18 PM
30	Would prefer not to use it during COVID-19	7/26/2020 9:35 AM
31	I would still use it if it were clean and did not have a lot of people on it	7/25/2020 7:19 AM
32	Public/Private transportation is still necessary for me due to not having a car.	7/24/2020 9:26 PM
33	The fear of contracting COVID has kept me at home.	7/24/2020 8:45 AM
34	I am worried about it.	7/22/2020 7:03 PM
35	Concerns about the safety of public transportation.	7/22/2020 11:35 AM
36	Don't want to be exposed to too many people	7/21/2020 8:32 AM
37	Mom and Dad want me to have less exposure to COVID	7/21/2020 8:18 AM
38	Scared of catching the virus	7/21/2020 8:15 AM
39	I'm not going as many places	7/21/2020 12:27 AM
40	Concerned about safety	7/20/2020 10:12 PM
41	I have friends who are concerned about my taking the bus	7/20/2020 4:13 PM
42	Once every 3 hours stopping at 6 is a bit of a joke	7/19/2020 7:35 PM
43	Buses are a high risk mode of transmission	7/19/2020 8:36 AM
44	Health reasons	7/18/2020 9:25 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

45	I question the safety of going out. Also, running on a Saturday schedule is not always conducive to getting where I need to go,	7/18/2020 3:36 PM
46	Afraid to use due to covid concerns	7/18/2020 2:21 PM
47	Right now, avoiding public transit or places where people gather until a vaccine comes out.	7/18/2020 1:32 PM
48	Wouldn't want to be on a bus with strangers	7/18/2020 12:18 PM
49	Had no interest before in using buses and now I surely wouldn't want to get on one...so whats better then seeing buses driving around empty or with no riders...is having many routes with another bus following the 1st empty bus wasting even more money...don't ask for tax dollars till you learn to run the program with the money you have...tired of all the waste and asking for more money every time you turn around. Many generations of my family and friends have lived in the 43616 and never once have we discussed how great it would be for TARTA to come into the city. We in fact have discussed how we don't want them in our city !!! Don't assume you know what is best for the city because of a couple people inquiring. Grew up and lived there all my life and we have never wanted it and still don't and surely don't want to pay higher taxes for something not needed. More pollution and traffic problems...find a way to fund it on you own and with the fares. Not fair to expect people who have no interest nor desire to pay taxes for someone else to be able to ride it for free/reduced fare/low cost. Live within your means!!!	7/18/2020 11:56 AM
50	Very hesitant to travel	7/18/2020 11:29 AM
51	I haven't needed public transportation during the pandemic.	7/18/2020 11:15 AM
52	Concern for infection	7/18/2020 10:42 AM
53	I have not ridden the bus since the stay at home order was enacted. I am still refraining from using the bus, but will probably begin to use it as the weather changes.	7/18/2020 8:11 AM
54	Not comfortable riding big bus with potentially sick strangers	7/18/2020 8:04 AM
55	Too contagious	7/17/2020 5:07 PM
56	Bus stop early .	7/17/2020 3:51 PM
57	I only use it for essential or stay home	7/17/2020 3:45 PM
58	Quarantine/stay at home orders mean many people are spending more time at home and driving less often. It's likely that some degree of remote work and school will continue for the foreseeable future, and people are relying more on delivery for food and other essentials. Public transportation is essential, but we need to rethink what transportation needs look like and what areas of the community people will be traveling to/from.	7/17/2020 2:20 PM
59	I think it could still be done safely with masks and scheduling.	7/17/2020 1:53 PM
60	Less inclined	7/17/2020 1:48 PM
61	With proper cleaning and wearing of masks I believe risk is to a lower level that Im OK with.	7/17/2020 1:44 PM
62	Scared of contracting it	7/17/2020 11:22 AM
63	I don't like to be close to strangers as it is. Public transportation is not a good fit for anyone in these trying times.	7/17/2020 9:20 AM
64	It is free and have two buses running at the same time, which is a good thing. I wished they had more routes, available.	7/17/2020 8:54 AM
65	I have MS and take a medication that lowers my immunity, so no, I do not like riding with others during the pandemic.	7/17/2020 7:09 AM
66	Do to Tarta not starting at 6 a.m. like they used to I have had to turn to another alternative for transportation to work such as Uber or Lyft which has been pulling teeth trying to get due to everybody wanting to collect unemployment	7/17/2020 7:00 AM
67	I don't ride as much unless I have to work or shop.	7/16/2020 10:18 PM
68	I need to do errands, so I just go	7/16/2020 9:59 PM
69	Dirty and unsafe buses. Need to take pride in keeping up with buses wear-and-tear. Also cutting MORE services during COVID-19 is making TARTA more infrequent than ever.	7/16/2020 9:11 PM
70	By eliminating the fare, everyone and their sister rides the bus regardless of the importance of their trip. It is far more crowded than ever before, especially with a third of the bus off-limits to seating. Given a better option to get to and from work, I'd avoid the bus altogether if I could.	7/16/2020 7:37 PM
71	The virus is a hoax.	7/16/2020 7:13 PM
72	Cut Down on Leaving the home	7/15/2020 2:53 PM
73	Do not want to be around people.	7/13/2020 6:45 PM
74	Risk of infection	7/9/2020 10:00 AM
75	I will always need public transportation because the issues that prevent me from driving are neurological - possible increased risk doesn't change the fact that I need it	7/8/2020 5:59 PM
76	I try to limit exposure.	7/6/2020 11:48 AM
77	I don't use public transportation. I drive myself.	7/3/2020 10:49 AM
78	At this time I shelter mostly at home but drive for necessities.	7/2/2020 12:54 PM
79	Less likely to use.	7/2/2020 12:24 PM

## Locally Coordinated Human Services Transportation Plan (LOCHSTP)

80	Social distancing	7/2/2020 12:14 PM
81	I would not use it due to the potential risk.	7/1/2020 11:54 AM

## Appendix E: Public Meeting Questions and Answers



**1. I am a new healthcare agency in Lucas County and approved by DODD and next week will be approved by the State for Non-Emergency Medical Transport, how can we work with you? Is there anything that we can do team up with you or any other local organizations to provide our service to clients in need?**

TARTA's Mobility Manager, Daniel Hunt, keeps a database of all transportation providers in the region. He can work with you to help identify potential clients and can help inform others about your service. Additionally, you may be eligible to apply for Section 5310 funds, which can help cover some of the costs associated with purchasing handicap accessible vehicles. Feel free to reach out to Daniel at [dhunt@tarta.com](mailto:dhunt@tarta.com) or 419-725-5281.

**2. Is TARTA service going to remain FREE/with no fares through the end of COVID or is this still to be determined?**

As long as TARTA is able to financially sustain this safety measure, we will remain fare free and request that all customers board through the rear bus door on our fixed-route lines. We feel that this as one of the safest measures that we can take to limit the spread of COVID.

**3. Is TARTA and TARPS able to offer services like Uber/Lyft?**

TARTA currently has Call A Ride where individuals can call and request a ride. Please visit <http://tarta.com/services/call-a-ride/> for more information.

**4. When will TARTA run on holidays again?**

In order to restore holiday service for TARTA's fixed-route bus service, TARTA's financial outlook will need to improve. Currently, TARTA is predicting a \$60 million deficit by 2027 if no changes are made to increase TARTA's local funding and/or if no cost savings are implemented which could include further route reductions during weekday service. For more information about TARTA's financial outlook, visit <http://tarta.com/future>.

**5. When can we expect Sunday service to be restored?**

TARTA will need to secure additional local funding in order to restore Sunday service for its fixed bus route service. Learn more about TARTA's financial outlook at <http://tarta.com/future>.

**6. Does Mobility Management help match customers with transportation services?**

Yes. It is a goal of Mobility Management to provide available mobility options to customers requesting transportation services.

**7. Doesn't Mobility Management work with transportation services provided by senior and DD providers? What about consumers who aren't served by DD or senior agencies? Don't they have to private pay?**

Mobility Management is a community resource that provides mobility options for seniors and individuals with disabilities. The entire transportation network – public transit, private operators, cycling and walking, volunteer drivers and others work

together with customers, planners and stakeholders to deliver the best transportation options. Yes, some transit options include private pay.

**8. We just heard that TARTA bought some buses from COTA. Are these buses newer than TARTA vehicles, even though they're used?**

The recently purchased COTA buses are around 8-10 years newer than the older TARTA vehicles in our fleet. We are impressed with how well the COTA buses have been maintained, so that should help us maintain those costs. In addition, we just learned that TARTA is receiving \$2.2 million from the Ohio Department of Transportation to help us purchase 10-12 new buses.

**9. How do you find a vanpool that goes to, or near, where you need to go?**

TARTA and Commute with Enterprise have announced TARTA SHARE-A-VAN. The first vanpool partnership for our region. Employers must sign –up for employees to participate. For more information, please reach out to TARTA's Mobility Manager: Daniel Hunt, Phone: 419-725-5281, Email: [dhunt@tarta.com](mailto:dhunt@tarta.com).

**10. It was mentioned that TARPS ridership is growing. I think part of the reason for this is that the fixed-route TARTA system can be hard to use. There is a lot of walking and changing buses, which can be difficult for people with even mild disabilities, so a lot of people are able to apply for and become eligible for paratransit.**

This is a good point. TARPS is a great option from individuals who find it difficult navigating the TARTA fixed line routes. TARPS is an application and interview process with a TARPS Mobility Specialist. TARTA offers Travel Training a self-paced process where an individual regardless of ability or age, can learn to use TARTA's services. TARTA will also be undergoing a Comprehensive Operational Analysis (COA) of its services to improve the customer experience, provide better access within the community, and with a goal of making it easier for all customers to utilize TARTA including those with mild disabilities.

**11. Taxis and many private transportation services are too expensive to use all the time.**

One question we are asking private transportation providers is what type of payments they accept. This will help us create gain a better understanding on what options are available for individuals with low-income and cannot afford private services.

**12. Is there a role for Uber and Lyft within this plan? How can we make sure drivers are well vetted for riders' safety?**

Uber and Lyft are becoming more widely available in this region. We need to acknowledge the role they have in our region regarding transportation, so they will be included in the plan. Uber and Lyft have their own driver standards and more communication has begun with representatives from each agency to determine ways we can work together with them.

**13. TARTA obviously needs to switch to sales tax funding, not just to expand, but to even survive long-term. I think there should be advocacy around changing state law to make switching easier. Can TMACOG advocate for the move to sales tax funding?**

TMACOG works with a coalition of transportation stakeholders to maintain a Transportation Legislative Agenda. This agenda is updated every two years and regional stakeholders have included and acknowledged the need for a county-wide transit system. This agenda can be utilized by anyone wishing to advocate for sustainable funding and the switch to a county-wide transit system.

**14. I think electronic payment can be great, but we need to make sure that it doesn't become the only way to pay so that people who don't own smartphones can't ride the bus.**

This is a great point. As we continue to advance technology, we want to make the transportation experience for users convenient and accessible. We need to be mindful that we continue to be inclusive by offering multiple ways for individuals to pay.

**15. It is great that Ohio DD providers provide transportation – but there are people with disabilities who can't drive because of their disability, but who don't qualify for DD services.**

This is another reason why the coordinated plan is vital to our region. We want to identify gaps and needs like this one in order to determine ways to address these issues. We do our best to get involvement from as many transportation providers as possible in order for us to know all of the resources available for the consumers.

**16. Is the unanimous consent of members issue in the Ohio Constitution? I thought it was a state statute. We did have a legislator introduce a bill to change it last year.**

The unanimous consent for members to let another member in, is in the Ohio Revised Code.

**17. Should all questions and comments sent by email go to Marissa, or should they go to Sean or Daniel if it's their area?**

Comments and questions can be submitted to Marissa Bechstein, Sean Smith or Daniel Hunt. They are working together on the plan, so we will communicate with each other when comments and questions are received.

**18. Public Comment:**

All TARTA routes going in or out of the suburbs go to or from downtown. If you want to travel from one suburb to another, or even to some part of Toledo that's not downtown, you have to change buses. This is not just an inconvenience – it makes the system harder to use, especially for people who are cognitively challenged, even to a minor degree (like me). Almost everywhere I'd need to go would involve a transfer – I also find the schedules and maps hard to understand. This is partly why TARPS ridership is up – it doesn't take a very serious disability to make it hard to use the fixed-route system. We need direct routes from one suburb to another and to different

parts of Toledo (TARTA has talked about re-designing the system if they get the funding)

**19. Public Comment:**

We need buses and trains to connect the different metro areas -connect Toledo to Bowling Green, Oak Harbor, Ann Arbor, and beyond. When I was out of school, this was an issue with finding employment – it was difficult to go out of my immediate area. For people who drive cars and live in Toledo, a job interview in Bowling Green, for example, is not that hard.

**20. Public Comment:**

One problem with TARPS and many transit services is that trips have to be scheduled far in advance, and sometimes if they're not, the time you need isn't available. And, if you have scheduled a pick-up time, you're usually stuck leaving the event then. Or, if there is a window of time the bus might arrive, you have to spend that whole window watching for them.

**21. Public Comment:**

When there is money for full weekend services, I think it would be good if the hours were the same as the weekdays. People who work at places like grocery stores do have weekend shifts, and there are many reasons people go out on the weekends. In the past, TARTA's weekend hours were reduced compared to the workweek. If anything, maybe weekend hours should be extended later in the evening.

**22. Public Comment:**

It seems like there are people who don't believe there's a real funding issue for TARTA and think TARTA is just cutting services arbitrarily.

## Appendix F: Plan Approval Documentation

