

Ottawa County

Coordinated Public and Human Services Transportation Plan

2026-2030

Great Lakes Community Action Partnership

For more information about this plan please contact the
Mobility Management Coordinator at 419-333-5087

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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Ottawa County. The plan was initially developed in 2016 and updated in 2021. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Infrastructure Investment and Jobs (IIJ) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2026. According to requirements of the IIJ Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the IIJ Act legislation. The IIJ Act applies new programs and rules for all Fiscal Year 2026 funds and authorizes transit programs for five (5) years.

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

1. Identify all community resources including
 - OCTA
 - Luther Home of Mercy
 - Ottawa County Veterans Services
 - Oak House
2. Identify and Prioritize community transportation needs
 1. Limited service coverage in rural and outlying areas
 2. Trip denials and delays due to limited capacity
 3. Lack of evening and weekend transportation options
 4. Ongoing driver shortages reduce service availability
 5. Inability to schedule same-day or short-notice trip
 6. Insufficient transportation access for residents without a personal vehicle
 7. Limited sidewalk access and walkability in many areas
 8. Heavy reliance on informal transportation (family, friends)
 9. Transportation barriers to employment, especially for shift work
 10. High cost of vehicle ownership and maintenance
 11. Low public awareness of available transportation services
 12. Limited coordination among local transportation providers
 13. Absence of hospitals and dialysis centers in western Ottawa County
 14. Insufficient number of accessible vehicles for mobility-impaired riders
 15. Limited non-emergency medical transportation options
 16. Unstable and limited funding for operations and expansion
 17. Lack of fixed-route or deviated fixed-route service options
 18. Need for stronger collaboration with employers and community partners
 19. Gaps in transportation access to essential services like grocery stores and clinics
 20. Limited data to support and promote the economic value of transit

3. Establish a clear plan for achieving shared goals

To achieve the shared goals outlined in the Ottawa County Coordinated Public and Human Services Transportation Plan, a structured and collaborative implementation approach will be used. Each goal is accompanied by specific, actionable strategies, detailed timelines, responsible parties, and measurable performance targets to ensure progress and accountability. Mobility Management will lead coordination efforts with strong support from OCTA, local governments, human service agencies, employers, and planning partners.

Quarterly Transportation Advisory Committee (TAC) meetings will serve as a platform to monitor implementation, encourage stakeholder input, and align resources. Targeted outreach, pilot programs, infrastructure assessments, driver recruitment strategies, and advocacy efforts will be rolled out according to defined timeframes, with periodic evaluation of outcomes. Funding will be pursued from federal, state, and local sources to support vehicle acquisition, service expansion, infrastructure, staffing, and public awareness.

By aligning data-driven decision-making with community engagement and cross-sector partnerships, Ottawa County aims to build a flexible, sustainable, and inclusive transportation network that meets the needs of all residents.

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

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

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

- A series of stakeholder planning meetings with agencies and individuals who serve target populations
- A SWOT analysis with transportation providers, social service agencies, and other local agencies
- Social media and other outreach methods
- Completion of surveys by a sample of persons representing the individuals with disabilities, seniors, and the general population, many of whom are of low income, to learn of priorities and obstacles facing any of these user groups
- Facilitation of a focus group of seniors to gain insight into their issues and obstacles faced when desiring public transportation services

This plan was developed and adopted by Ottawa County's Transportation Advisory Committee (TAC). More information about the planning committee can be found in Appendix A.

I. Geographic Area

Ottawa County is located in northwestern Ohio. As of the 2020 census, the population was 40,364 and its county seat is Port Clinton. Part of Ottawa County is part of the Erie County Metropolitan Planning Organization. Ottawa County is designated as a rural area.

According to the U.S. Census Bureau, the county has a total area of 585 square miles (1,520 km), of which 255 square miles (660 km) is land and 330 square miles (850 km) (56%) is water.

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



Below is a map [Map 2] of major trip generators within the county, with the following table [Table 1], detailing the major trip generators.

Map 2: Major trip generators in the geographic area

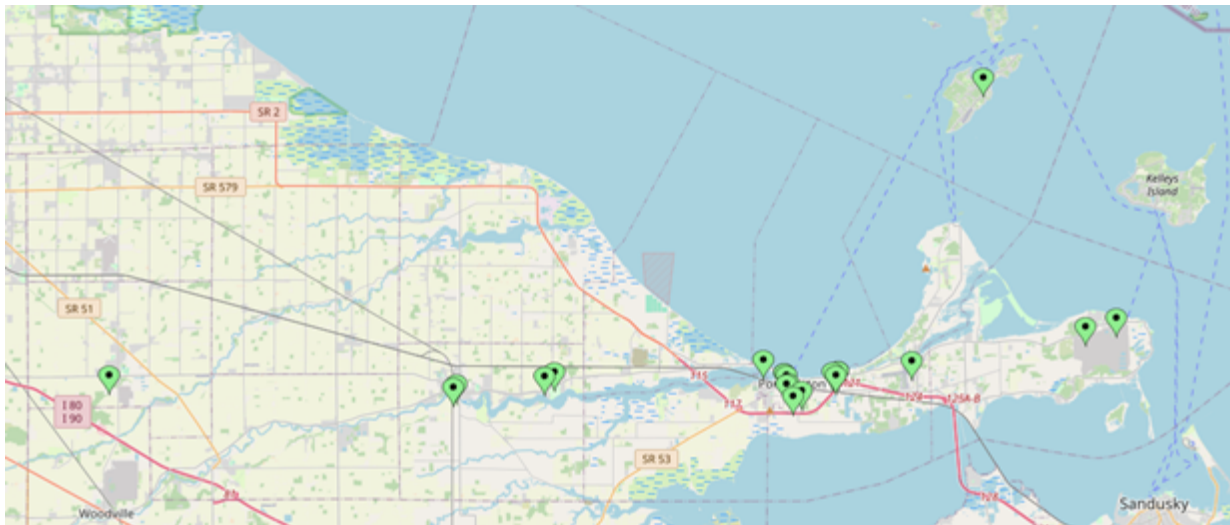


Table 1: List of Trip Generators

Healthcare	
Magruder Hospital 615 Fulton St., Port Clinton, OH 43452	Magruder Hospital Ottawa Family Care Center 2861 E Harbor Rd., Port Clinton, OH 43452
Government	
Ottawa County Commissioners / Court House 315 Madison St. #103, Port Clinton, OH 43452	Port Clinton City Hall 1868 E Perry St., Port Clinton, OH 43452
Village of Oak Harbor 146 N. Church St., Oak Harbor, OH 43449	Village of Marblehead 513 W. Main St., Marblehead, OH 43440
Schools	
Port Clinton High School 821 Jefferson St., Port Clinton, OH 43452	Oak Harbor High School 11661 W State Rt. 163, Oak Harbor, OH 43449
Danbury High School 9451 E Harbor Rd., Lakeside, OH 43440	Immaculate Conception School 109 W 4th St., Port Clinton, OH 43452
Manufacturers	
Northern Manufacturing 150 N Lake Winds Pkwy., Oak Harbor, OH 43449	Fenner Dunlop Americas Manufacturing Facility 5225 W Lakeshore Dr., Port Clinton, OH 43452
Lakecraft Corporation 1010 W Lakeshore Dr., Port Clinton, OH 43452	LogistiQ, A Division of LEWCO 5225 W Lakeshore Dr., Port Clinton, OH 43452
Davis-Besse Nuclear Power Station 5501 State Rt. 2, Oak Harbor, OH 43449	
Recreation	
Miller Ferry to Put in Bay 5174 Water St., Port Clinton, OH 43452	Put In Bay, OH 43456
Jet Express 5174 Water St., Port Clinton, OH 43452	Ottawa National Wildlife Refuge 14000 State Rt. 2, Oak Harbor, OH 43449
Shopping	
Harbor Light Landing 753 SE Catawba Rd, Port Clinton, OH 43452	Port Clinton Plaza Shopping Center Port Clinton, OH 43452
Walmart 2826 E Harbor Rd, Port Clinton, OH 43452	Community Markets 279 W Water St, Oak Harbor, OH 43449
Adult Day Programs/Seniors	
REM Ohio 2026 E Harbor Rd, Port Clinton, OH 43452	Riverview Industries 8380 OH-163 Scenic, Oak Harbor, OH 43449
Luther Home of Mercy 5810 N. Main St., Williston, OH 43468	
Human Services Agencies/Non-Profits	
Ottawa County Job and Family Services 8043 W State Rte 163, Oak Harbor, OH 43449	Main Street Port Clinton 110 Madison St, Port Clinton, OH 43452
Ottawa County Board of Developmental Disabilities 235 N Toussaint South Rd, Oak Harbor, OH 43449	Ottawa County Health Department 1856 E Perry St, Port Clinton, OH 43452

Long-term Care Facilities/Assisted Living	
Ottawa Riverview Health Care Campus 8180 W State Rt. 163, Oak Harbor, OH 43449	Genoa Retirement Village 300 Cherry St, Genoa, OH 43430
Luther Home of Mercy 5810 N. Main St., Williston, OH 43468	

II. Population Demographics

There has been a steady, but slight decrease in Ottawa County's population over the last five years. According to the 2020 census, the total population of Ottawa County was 40,364, the population loss is seen most in the city of Port Clinton, which is the county seat.

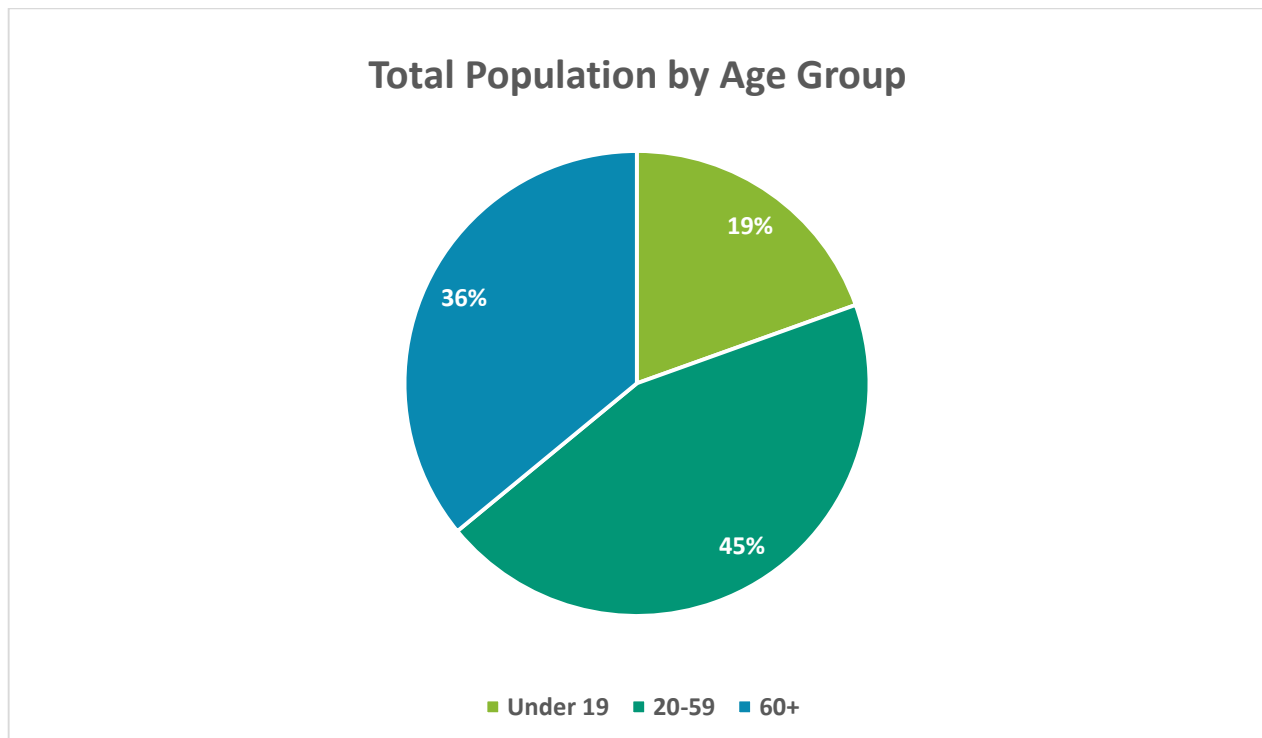
Chart 1 shows the population projections in five-year increments:

Chart 1: Total Population Current and Projected for Five Years

Year	Total Population	Male	Female	Change
2025	40,364	20,314	20,251	
2030	39,960	20,111	20,048	-404
2035	39,561	19,910	19,848	-399
2040	39,165	19,711	19,650	-396
2045	38,773	19,514	19,453	-392
2050	38,386	19,318	19,258	-387

The chart below shows the population divided into various age groups. The age group of 65+ is expected to grow over the next five years according to the US Census. There is a total of 7,840 people under the age of 19, there are 17,883 people between the ages of 20 and 59, and 14,438 aged 60 and over.

Chart 2: Total Population by Age Group



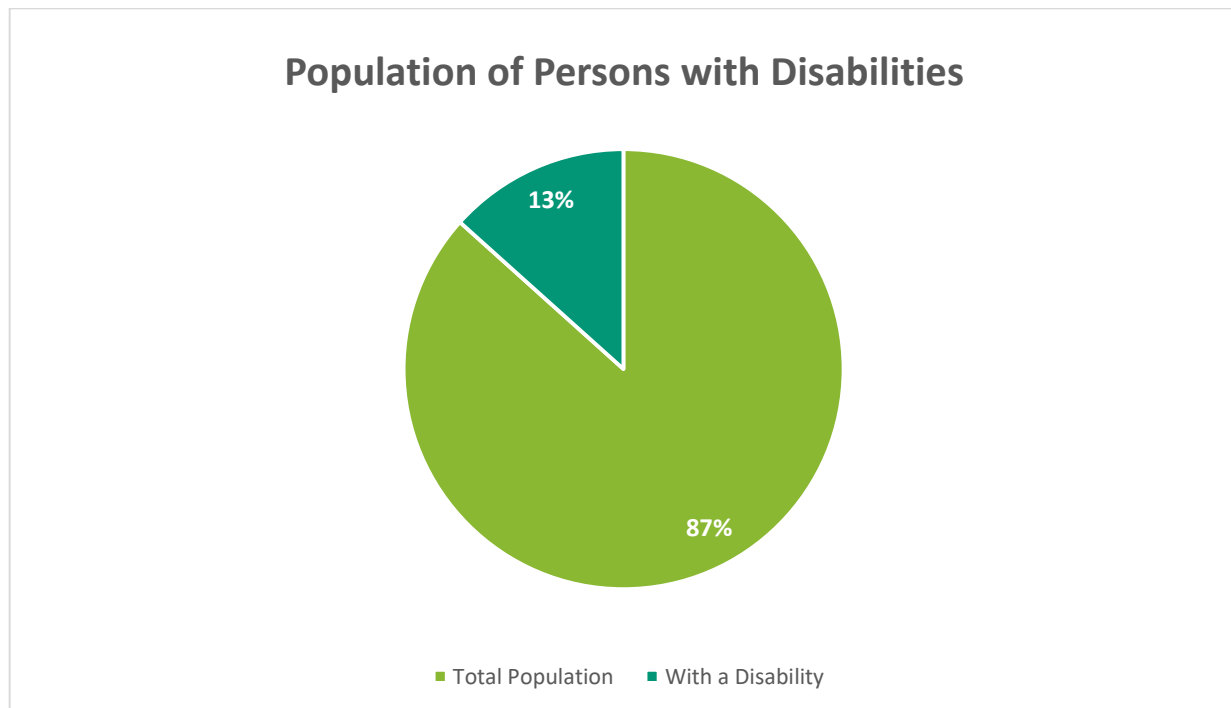
The majority of this area identifies as White (37,275), with the following groups also noted:

Chart 3: Total Population by Race

Black or African American	358
American Indian and Alaska Native	78
Asian	174
Native Hawaiian and Other Pacific Islander	7
Some Other Race	482
Two or More Races	1,990

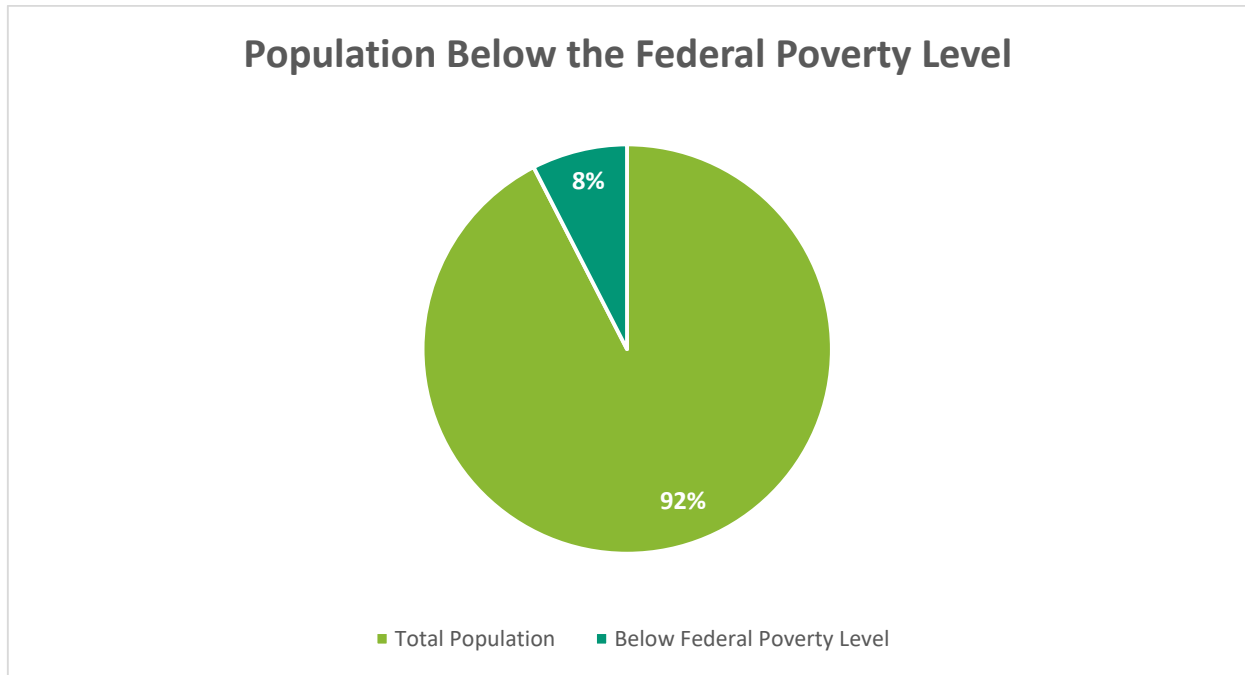
The number of people identifying as having a disability in Ottawa County is 6,219 or 13% of the overall population, which is on par with the national average of 13%.

Chart 4: Number and Percentage of People with Disabilities



The number and percentage of people or households that have incomes below the Federal poverty level in Ottawa County is 3,303 people, or 8%; which is below the national rate of 11.1%.

Chart 5: Population Below the Federal Poverty Guidelines



In Ottawa County, the percent of population that speak English as their primary language is 98%, or a total of 40,364. A total of 883 people, or 2%, speak a language other than English.

Chart 6: Population That Speaks English



The chart below shows the various ways that individuals get to work, with utilizing their own vehicle as being the primary way. Working from home has increased over the last few years.

Chart 7: Means of Transportation to Work

Means of Transportation	Percentage
Car, truck, or van	89.0%
Public transportation (excluding taxicab)	0.4%
Walked	1.3%
Bicycle	0.1%
Taxicab, motorcycle, or other means	2.3%
Worked from home	6.9%

The majority of households in Ottawa County have at least one vehicle. The following chart shows the percentage of number of vehicles per household.

Chart 8: Number of Vehicles per Household

Vehicles Available	
No vehicle available	2.4%
1 vehicle available	16.3%
2 vehicles available	39.1%
3 or more vehicles available	42.3%

III. Assessment of Available Services

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

Great Lakes Community Action Partnership identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past Transportation Advisory Committee (TAC), as well as others who the TAC identified as being appropriate stakeholders.

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

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

Inventory of Transportation Providers

Included in this section is a list of all participating transportation providers. Descriptions of transportation providers include organizations that subsidize transportation at the local level, administer transportation or mobility programs, directly operate vehicles, and/or arrange transportation on behalf of an individual.

The participating organizations provide a wide range of transportation including demand response, on-demand, ambulette, and human service agency contracted transportation. 14 of the participating organizations provide services on weekdays. 8 operate transportation on Saturdays and Sundays. Evening services after 6pm are operated by 8 organizations as well.

Transportation-related expenses and revenues also differ by organization. ODOT 5311 and 5310 funds, federal, state, and local grants are common revenue sources for transportation operators in Ottawa County, Ohio, with local match requirements being met by local social service agencies and other contracts.

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 14 organizations provided information about their services.

List of Transportation Service Providers

Agency Name: Ottawa County Transportation Agency (OCTA)

Transportation Service Type: Public

Other Services Provided: ADA

Contact Information: 1-888-898-7433

Hours: Monday-Saturday 6AM to 9PM; Sunday 7am-5pm

Service Area: Ottawa County

Eligibility Requirements: None

Website: octapublictransit.org

Agency Name: Riverview Industries Inc. (RVI)

Transportation Service Type: Private, Non-profit

Other Services Provided: ADA

Contact Information: 419-898-5250

Hours: As needed

Service Area: Ottawa County and adjacent areas

Eligibility Requirements: Individuals with disabilities

Website: www.rviinc.org

Agency Name: Luther Home of Mercy

Transportation Service type: Private, Non-profit

Other Services Provided: ADA

Contact Information: Dan Housepian; Director of ICF Services

Hours: 24 hours per day, seven days per week

Service Area: Ottawa County and adjacent areas

Eligibility Requirements: Resident of Luther Home of Mercy

Website: lutherhome.org

Agency Name: Ottawa County Veterans Services

Transportation Service type: Door-to-door service to medical appointments only

Other Services Provided: ADA

Contact Information: 419-898-2089 or 800-610-8872

Hours: Monday - Friday

Service Area: Toledo Community Based Outpatient Clinic (CBOC), Sandusky CBOC, Parma COBC, Ann Arbor Veterans Affairs Medical center (VAMC), and Wade Park VMAC. Also, rides are provided to Sandusky Veterans Home and the Georgetown Veterans Home.

Eligibility Requirements: Must be an Ottawa County resident for 90 days prior to service request

Website: www.co.ottawa.oh.us

Agency Name: Oak House

Transportation Service type: Private, Non-profit

Other Services Provided: See website

Contact Information: Kristen Gerwin; Executive Director

Hours: Open After 9:00 a.m. Monday-Friday (Varies)

Service Area: Ottawa County and Adjacent areas

Eligibility Requirements: Oak House Member

Website: oakhouse-pc.org

Agency Name: North Central EMS

Transportation Service type: On-demand; emergency and non-emergency medical transportation

Other Services Provided: See website

Contact Information: 419-499-2515 or 1-800-589-2515

Hours: 24/7

Service Area: Parts of Sandusky, Seneca, Huron, Ottawa, Erie counties and NW Ohio

Eligibility Requirements: Not provided

Website: northcentralems.com

Agency Name: TLC Transportation

Transportation Service type: On-demand; door-to-door; emergency and non-emergency medical transportation

Other Services Provided: See website

Contact Information: 419-861-4000

Hours: Monday-Friday; 8:00 a.m.-5:00 p.m.

Service Area: NW Ohio and SE Michigan

Eligibility Requirements: Individuals must call 24 hours in advance to schedule ride

Website: info@tlctransit.com

Agency Name: Millers Ferry

Transportation Service type: Provides Ferry service for people and goods from Catawba Island to South Bass and Middle Bass Islands

Other Services Provided: see website

Contact Information: 419-285-2421

Hours: Varies seasonally; See website

Eligibility Requirements: None

Website: millerferry.com

Agency Name: Kelly's Island Ferry

Transportation Service type: Provides ferry service for people and goods from Marblehead to Kelly's Island

Other Services Provided: See website

Contact Information: 419-798-9763

Hours: Varies seasonally; See website

Eligibility Requirements: None

Website: kellysislandferry.com

Agency Name: Jet Express

Transportation Service type: Provides Ferry service for people and goods from Port Clinton to South Bass Island, Kelly's Island, and Sandusky

Other Services Provided: See website

Contact Information: 1-800-245-1538

Hours: Varies seasonally; See website

Eligibility Requirements: None

Website: jet-express.com

Agency Name: Griffing Flying Service

Transportation Service type: Provides Flight service for people and goods to all Lake Erie Islands

Other Services Provided: See website

Contact Information: 419-734-5400

Hours: Varies seasonally; See website

Eligibility Requirements: None

Website: flygriffing.com

Agency Name: A+ Steiny's Cab Company

Transportation Service type: Curb-to-curb transportation service, vehicles are not ADA accessible

Other Services Provided: See website

Contact Information: 419-734-9480

Hours: 24 hours per day; 7 days per week

Service Area: Ottawa County; airports; out-of-county destinations

Eligibility Requirements: None

Agency Name: After Hours Taxi

Transportation Service type: Curb-to-curb transportation service, vehicles are not ADA accessible.

Services available for 1-15 passengers

Other Services Provided: See website

Contact Information: 419-732-6151

Hours: 24 hours per day; 7 days per week

Service Area: Ottawa County; Airport service

Eligibility Requirements: None

Agency Name: Turbo Taxi

Transportation Service Type: Curb-to-curb transportation service, vehicles are not ADA accessible.

Other Services Provided: Offers wedding, prom, sporting event, airport transportation, group trips, delivery services, shuttle services, and medical transportation.

Contact Information: 419-975-0324

Hours: Sunday-Thursdays 7am-10pm; Friday-Saturday 7am-12am

Service Area: Lorain, Erie, Ottawa, Sandusky, and Huron Counties

Eligibility Requirements: None

Assessment of Community Support for Transit

Community support for transit in Ottawa County is increasing, especially in relation to expanding service hours, improving regional connections, and ensuring accessible transportation for older adults, individuals with disabilities, and low-income residents. Input gathered through public outreach, advisory committee discussions, and feedback from human service agencies and local employers highlights a strong demand for flexible and affordable transportation solutions.

Safety

Safety continues to be a central focus in all transportation planning efforts across Ottawa County. Through stakeholder engagement, consistent concerns emerged around pedestrian infrastructure, safe routes to schools, and adequate lighting. The plan outlines strategies to address these issues, including walkability assessments, adoption of Complete Streets principles, and expansion of programs like Safe Routes to School and Safe Routes to Age in Place. In addition, maintaining vehicle safety standards and providing staff training, especially in coordination with OCTA and mobility management—are key components in promoting a safe and reliable transportation environment for all users.

Vehicles

Survey/interview participants listed a combined total of 52 vehicles. Approximately 71% of the vehicles are wheelchair accessible. Most of the transportation providers provide at least 1 wheelchair accessible vehicle, while some organization's fleets are primarily wheelchair accessible vehicles.

Wheelchair accessible vehicles are used by older adults and individuals with disabilities to access medical appointments, employment, grocery store, and other essential destinations throughout the county. While public and nonprofit providers like OCTA, Luther Home of Mercy, and Ottawa County Board of Developmental Disabilities maintain accessible fleets, community feedback and provider reports consistently indicate high demand and unmet needs. Trip denials, advance scheduling requirements, and limited-service hours/service areas – especially in rural or low-density areas suggest that the current number of wheelchair accessible vehicles is insufficient to meet the existing demand. Around 46% of the vehicles are at least 10 years of age or older. 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.

Summary of Existing Resources

Ottawa County's transportation network is supported by a diverse mix of public, private, and nonprofit providers that collectively serve the mobility needs of older adults, individuals with disabilities, low-income residents, veterans, and the general public. The primary public transportation provider is Ottawa County Transportation Agency (OCTA), which offers general public, ADA-accessible transportation throughout the county. OCTA provides curb-to-curb and door-to-door service, helping residents access employment, healthcare, shopping, and community services—particularly those without access to a personal vehicle.

Several human service agencies supplement the public transportation network by offering or coordinating transportation for the individuals they serve. Luther Home of Mercy provides transportation for its own clients and also contracts with OCTA for additional service. Oak House similarly operates a van for its members and partners with OCTA to expand transportation options.

The Ottawa County Veterans Service Office offers dedicated transportation for eligible veterans, particularly to and from medical appointments, including those at VA facilities.

In addition, both the Ottawa County Department of Job and Family Services (DJFS) and the Ottawa County Board of Developmental Disabilities (DD) play an important role in meeting local transportation needs by contracting with transportation providers, including OCTA, to facilitate access to medical appointments and other essential services.

Great Lakes Community Action Partnership (GLCAP) leads the region's mobility management efforts by offering travel training, driver training, transportation referrals, technical assistance, and coordination support.

Finally, local organizations may offer transportation referrals and/or may assist with funding transportation-related expenses through partnerships and grants.

Together, these public and human service transportation providers form a coordinated but multi-layered system that addresses the varied and evolving mobility needs of Ottawa County residents.

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand Ottawa County's needs, the TAC examined research and data, as well as solicited input from the community in an effort to gather information about needs and gaps in transportation services.

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

Great Lakes Community Action Partnership partnered with a variety of stakeholders in the area in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholders and the general public is available upon request.

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

- Assessment of data and demographics (required)
- A SWOT analysis/stakeholder focus group
- Surveys performed with senior centers and the general public
- A focus group involving and engaging seniors at the senior center

Local Demographic and Socio-Economic Data

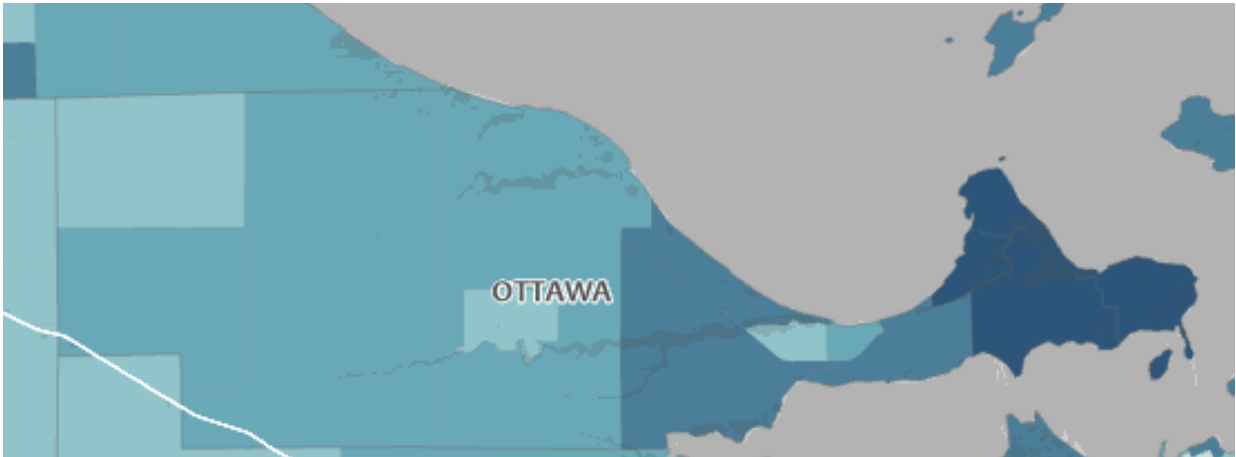
Data for each target population group was aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data is valuable because it allows for a comparison of where the highest and lowest densities of individuals who are most likely to need transportation live. This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

The following table 2 and exhibit 1 illustrates the areas where the number of older adults (age 65 and older) is at or above Ohio's average.

Table 2: Number of Older Adults (Age 65 and Older)

65-74 years	15.9%
75-84 years	8.1%
85 years and over	3.1%

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



The following table 3 and exhibit 2 below indicates the areas where the number of zero vehicle households is above Ohio’s average. The absence of a vehicle in the household is often an indication of the need for transportation services.

Table 3: Percentage of Zero Vehicle Households

No vehicle available	2.4%
1 vehicle available	16.3%
2 vehicles available	39.1%
3 vehicles available	42.3%

Exhibit 2: Map of Density of Zero Vehicle Households



Analysis of Demographic Data

Ottawa County, Ohio, has a population of approximately 40,364 residents as of 2025, with notable demographic characteristics that influence transportation planning. A significant portion of the population—36% or around 14,000, is aged 65 or older, indicating a growing need for transportation services that accommodate aging adults. Many of these residents require accessible and reliable transit options to maintain independence, access medical care, and engage in community activities.

The county also faces socioeconomic challenges. Median household income levels are below the state average, and certain communities experience higher rates of poverty and unemployment. This economic landscape reinforces the importance of affordable transportation solutions for low-income individuals and families who may not have access to a personal vehicle.

Additionally, the rural makeup of Ottawa County means that many residents live in areas with limited access to public transportation, highlighting the need for flexible, on-demand services. Individuals with disabilities represent another important demographic, requiring transportation that supports mobility aids and specialized assistance.

These demographic trends underscore the necessity of coordinated and inclusive transportation planning that prioritizes equity, accessibility, and regional connectivity to support all segments of the population.

General Public and Stakeholder Meetings/Focus Groups

Great Lakes Community Action Partnership hosted and facilitated 4 local meetings and 1 focus group to discuss the unmet transportation needs and gaps in mobility and transportation. 38 people participated in the meetings. Of those, 6 self-identified as older adults and 12 self-identified as being a person with a disability. More information about what meetings were held and attendance at those meetings is available upon request.

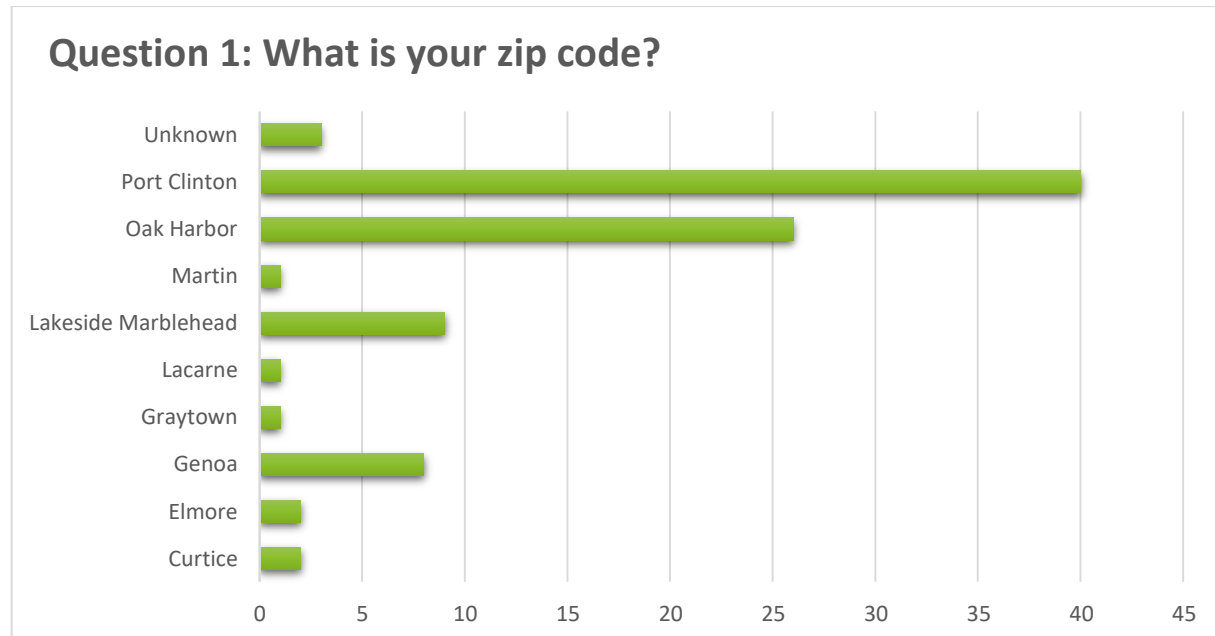
During the meeting, Great Lakes Community Action Partnership presented highlights of historical coordinated transportation in Ottawa County and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation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

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

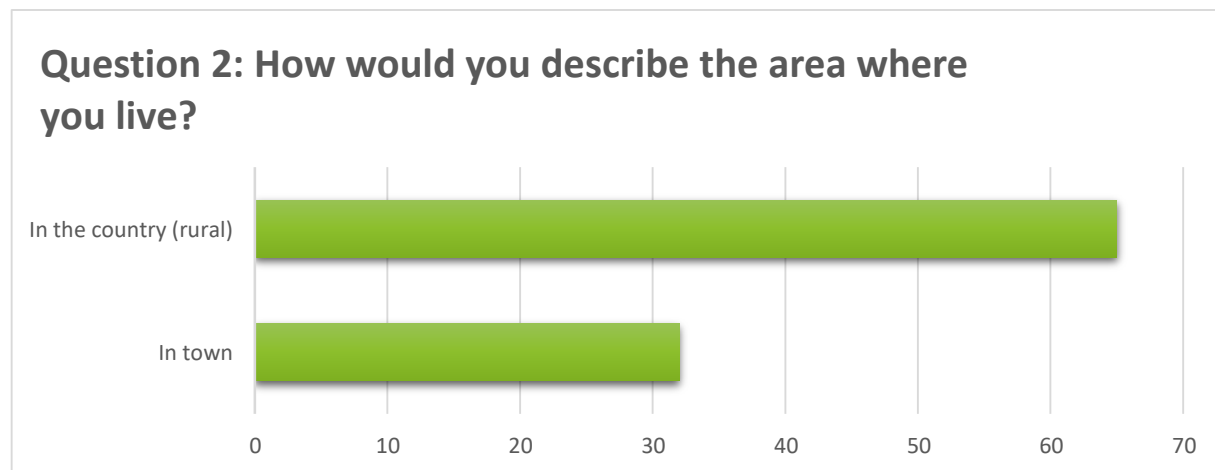
Participants discussed more than 5 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meeting[s]. Coordinated transportation stakeholders will consider the unmet transportation needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meetings as well as the needs identified by the survey results.

Surveys

The following survey summary includes the information gained from the following surveys that were performed. A total of 98 surveys from the general public were completed with 37.93% of individuals identifying as having a disability and 51.58% identifying as being an older adult.

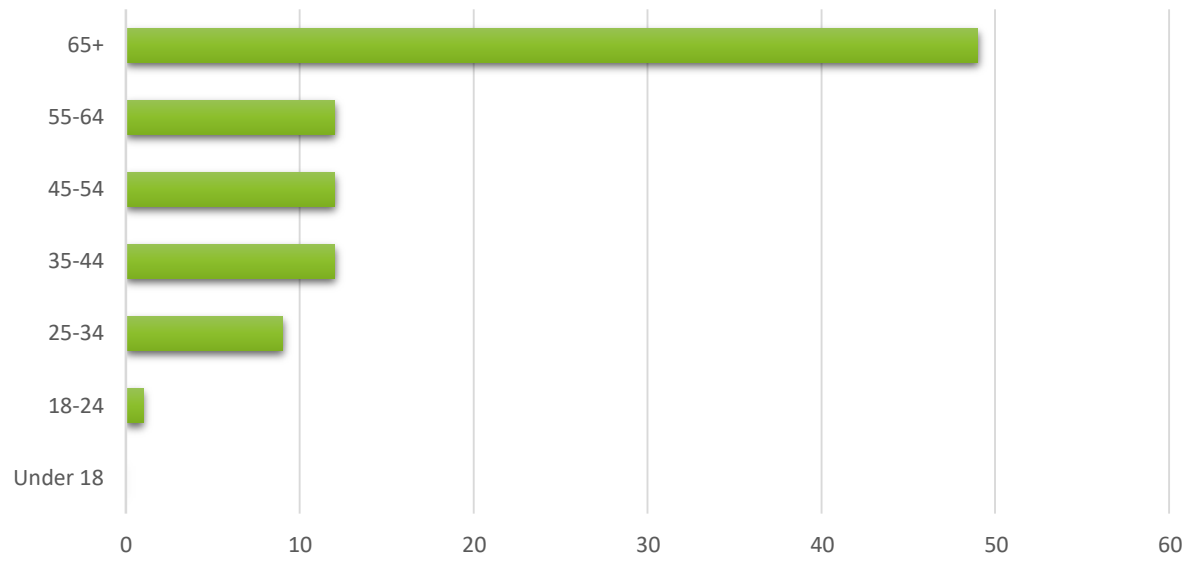


Summary: A majority of respondents from Ottawa County live in Port Clinton (40), followed by Oak Harbor (26), Lakeside Marblehead (9), Genoa (8), Unknown (3), Curtice (2), Elmore (2), Graytown (1), and Lacarne (1).



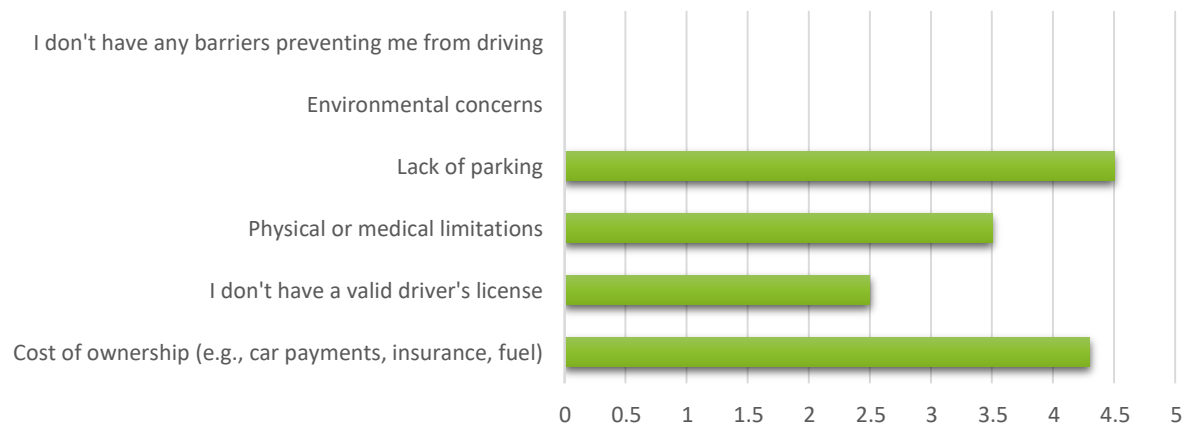
Summary: Most respondents, 67.01% live in the country (rural) while the remaining 32.99% live in town.

Question 3: What is your age group?



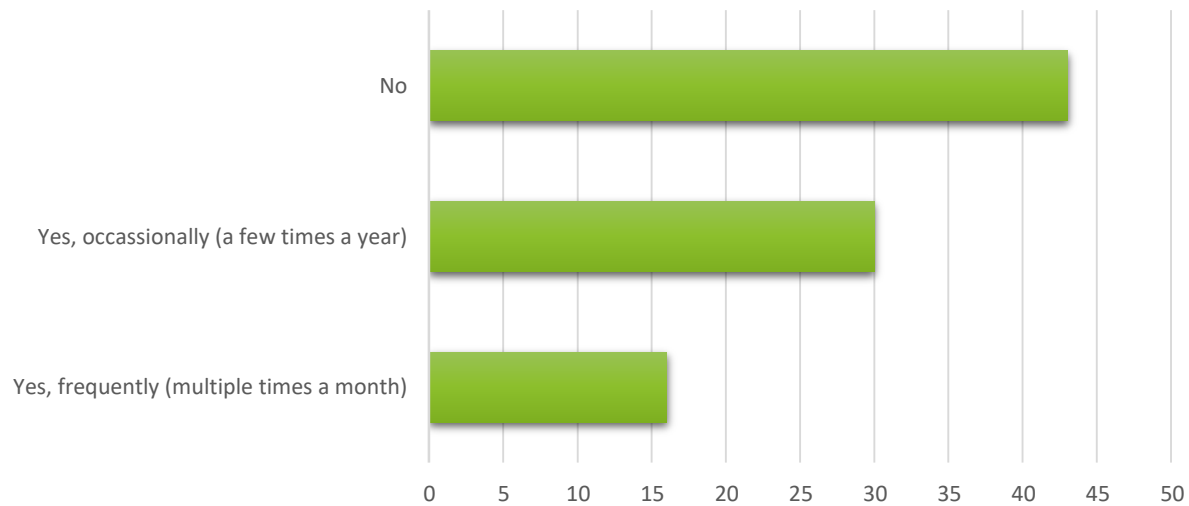
Summary: 51.58% of respondents were over the age of 65, 12.63% between the ages of 55-64, 12.63% between the ages of 45-55, 12.63% between the ages of 35-44, 9.47% between the ages of 25-34, 1.05% between the ages of 18-24, and 0% under the age of 18.

Question 4: Are there any barriers that prevent you from driving or owning a vehicle? (Check all that apply)



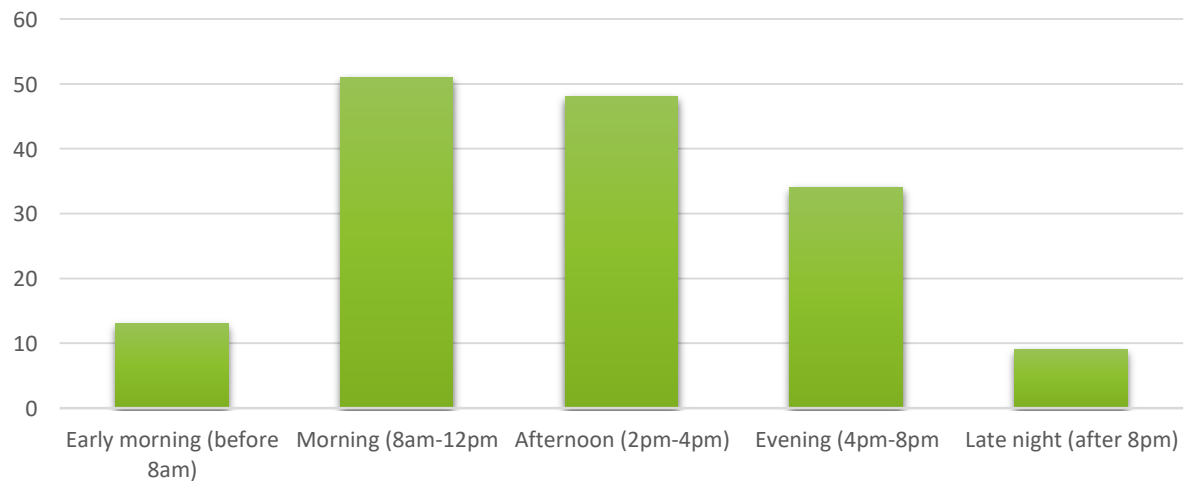
Summary: 37.93% of respondents have a physical or medical limitation that prevents them from being able to drive themselves, 29.89% do not have a valid driver's license, and 17.24% stated the cost of car ownership, while 22.99% did not have any barrier preventing them from driving.

Question 5: Are you ever unable to go somewhere because of lack of transportation?



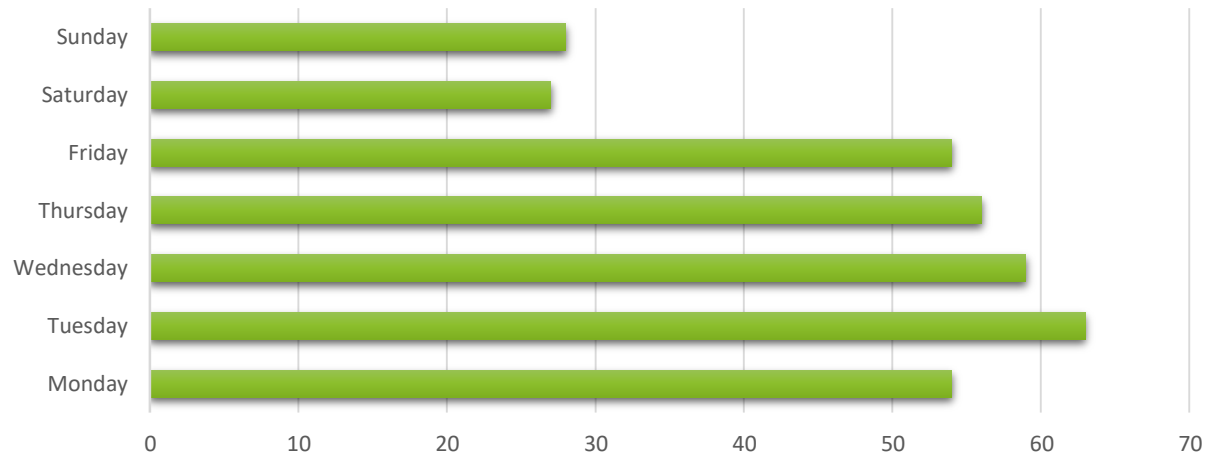
Summary: 51.69% of respondents are unable to go somewhere because of lack of transportation (33.71% is unable to go somewhere a few times a year, and 17.98% is unable to go somewhere multiple times a month); while the other 48.31% is not unable to go somewhere due to lack of transportation.

Question 6: What time of day do you typically need transportation? (Check all that apply)



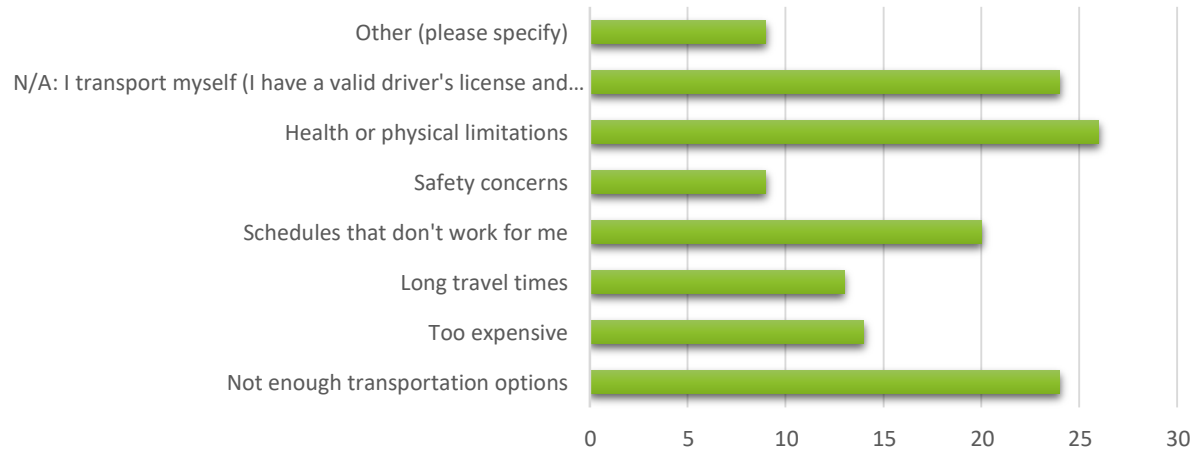
Summary: Most respondents need transportation in the morning between 8am-12pm (64.56%). Early morning (before 8 am) 16.46%, afternoon (12 pm - 4 pm) 60.76%, evening (4 pm - 8 pm) 43.04%, and late night (after 8 pm) 11.39%.

Question 7: What days of the week are you most likely to travel? (Check all that apply)



Summary: A majority of the survey respondents expressed they are most likely to travel between the days of Monday-Friday with Monday being at 70.13%, Tuesday: 81.82%, Wednesday: 76.62%, Thursday: 72.73% and Friday: 70.13%. 35.06% expressed being likely to travel on Saturdays and 36.36% on Sundays.

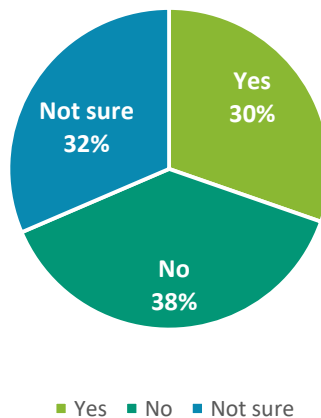
Question 8: What challenges do you face with your current transportation options? (Check all that apply)



Summary: 32.10% of respondents stated that they face challenges having health or physical limitations. The remaining cited the following challenges they face with current transportation options: not enough transportation options: 29.63%, schedules that don't work for them: 24.69%, too expensive: 17.28%,

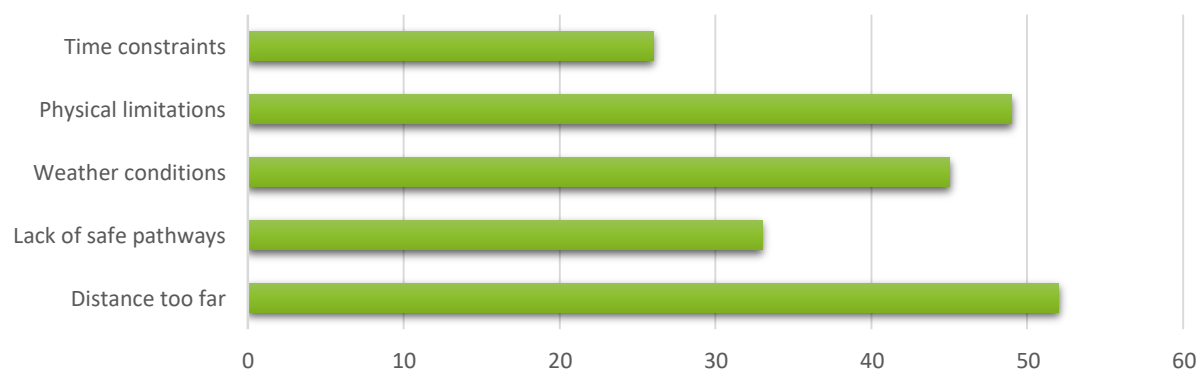
safety concerns: 11.11%, long travel times: 16.05%, and 29.63% stated that they drive themselves. 11.11% cited “other” reasons with most specifying that if they do not feel well, they won’t drive that day; they only feel comfortable driving locally or in town; or that their children/spouse drive them.

Question 9: Do you feel there are enough transportation options in your area?



Summary: A majority of respondents, 38.20% stated that they do not feel there are enough transportation options in the area, followed by 31.46% stating that they are not sure, and 30.34% stating that no, they do not feel there are enough transportation options in the area.

Question 10: What are the primary challenges to using active transportation (walking, biking, etc.)? (Check all that apply)



Summary: Distance too far: 63.41%, lack of safe pathways: 40.24%, weather conditions: 54.88%, physical limitations: 59.76%, time constraints: 31.71%

Question #11: How would having access to reliable transportation impact your daily life?

1	"rides to work"
2	"getting around to dr or friends in different cities"
3	"I have people drive me"
4	"make me happy"
5	"can go more places"
6	"go more places"
7	"go more places"
8	"makes me safe"
9	"family"
10	"saves gas fill ups, don't have to worry about break downs, help with grocery handling"
11	"It would give me more options"
12	"great help"
13	"access to doctors, bank and haircuts"
14	"more choices"
15	"plan appointments and errands without having to ask others"
16	"If I had an inexpensive way to get around that would help greatly"
17	"need wheelchair"
18	"it would help"
19	"doctor appointments across town I cannot get to"
20	"scheduling appointments"
21	"I could go places even if the weather is not cooperating for my electric bike"
22	"never had the option, family always takes me to where I need to go"
23	"Usually I do not need any other transportation unless I have a surgery done where I cannot drive"
24	"I have physical limitations, I would need help regardless"
25	"not very much"
26	"right now not very much"
27	"I am fortunate to have a daughter willing to take care of my needs"
28	"sometimes things pop up without having time to get prepared, and it would free me up a lot"
29	"don't really need it"
30	"May benefit me to doc appointments , hair cuts and picking up medicine"
31	"I wouldn't have to choose where I go or how often I go."
32	"It would be very beneficial"
33	"Be able to attend more social activities"
34	"N/S"
35	"It would not since I have reliable transportation"
36	"I have two wheelchair bound adults that I provide transportation for. We do not have a reliable system for transportation for them."
37	"N/a"
38	"N/a"

39	"I could get out of house and doors volunteering, go to other places besides oak harbor"
40	"Would make trips to the sandusky/toledo/Cleveland areas easier"
41	"n/a"
42	"n/a"
43	"I would be more active"
44	"I would love a more active life"
45	"N/a"
46	"In a positive way."
47	"increase freedom, increased ability to schedule and attend work and appointments on my own, increased health if there are safe walking or biking paths."
48	"n/a"

Summary: This was an open-ended question which received 48 responses with most responses stating that it would be easier to go to appointments, run errands, have social visits, and gain independence.

Question #12: Do you have specific suggestions for improving transportation in your area?

1	"more people with vehicles for appointments"
2	"something else available besides taxi"
3	"more bus drivers"
4	"bad sidewalks, no money around here"
5	"more bus drivers, more routes, trains"
6	"more drive more routes"
7	"fix the street pot holes, offer doordash"
8	"more choices"
9	"a routine route like city transits. specific pick up and drop offs on certain days and times for easy planning"
10	"provide transportation at a low cost for seniors and/or people with physical limitations"
11	"Taxi ?"
12	"No wants to hear what I've got to say"
13	"More options of schedules and not have to schedule ahead of time"
14	"Provide more community and affordable transportation for all ages and for those that are as mobile"
15	"More options for taxis and routes on OCTA."
16	"N/a"
17	"N/a"
18	"Availability"
19	"Yes, light rail service to Toledo area to encourage younger families to reside In Ottawa county but have access totally the Toledo Job Market"
20	"That people of similar needs be treated similarly even in different areas and prestige"
21	"Ottawa County could use a loop service. OCTA is not always available or on time and cabs are so expensive"
22	"Creating a bus loop with designated pick up and drop off locations, arrival/departure times throughout the County or even around Port Clinton, Oak Harbor, Marblehead area to help those

	lacking transportation with accessing food, healthcare, employment and personal needs items would make a huge difference!"
23	"If octa would run later or more days"
24	"N/a"
25	"No."
26	"Having a bus system with routine routes. OCTA does it's best but it is difficult to manage, inconsistent, and we really just need an inner
27	"A scheduled transit, with scheduled routine stops, would be helpful. But, not easy to implement."

Summary: This was an open-ended question which received 27 responses ranging from on-demand taxi wants, to after 5pm transportation, ease of scheduling, and pedestrian infrastructure. There were also statements about "no specific suggestions" or "nothing to improve upon".

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:

- **Limited Transportation Coverage:** Ottawa County is largely rural with a long geography, with many residents living in areas that are not easily accessible. This results in gaps in service coverage, especially in outlying areas where demand may be lower but still significant for key groups like seniors and low-income residents.
- **Inadequate Service Hours:** Current transportation services, including those provided by OCTA, have limited operating hours, making it difficult for residents who need transportation during evenings, weekends, and non-traditional hours to access services. This affects people working night shifts, those needing to attend medical appointments, and individuals who require transportation for other time-sensitive needs.
- **Shortage of Transportation Drivers and Providers:** There is a significant shortage of qualified transportation drivers in Ottawa County, which limits the capacity to expand services or extend operating hours. Additionally, the county lacks sufficient transportation providers, with very few taxi services and ridesharing options available. This shortage makes it challenging to meet the growing demand for flexible, on-demand transportation, particularly for residents who do not have access to private vehicles.
- **Lack of Coordination Among Providers:** Although multiple transportation providers are available in the county, there is insufficient coordination between them. This lack of collaboration can result in duplicated services in some areas and unmet needs in others. A more integrated system could ensure that resources are used more efficiently and that service gaps are identified and addressed.
- **Limited Funding and Resources:** Securing funding for transportation services remains a challenge, with many programs reliant on grants and local match. While federal and state funding, such as the Section 5310 program, is available, the funding may not always be sufficient to cover growing transportation needs. Additionally, there is a need for investment in fleet upgrades and the maintenance of accessible vehicles.
- **Infrastructure Limitations:** Ottawa County's aging infrastructure, including narrow streets and outdated utilities, limits the development of more extensive transportation routes. Many areas lack adequate pedestrian infrastructure such as sidewalks and crosswalks, creating challenges for people with mobility issues and increasing the potential for accidents.
- **Public Awareness and Engagement:** While there is a demonstrated need for transportation services, some residents are unaware of existing resources or are unsure of how to access them. Effective marketing and public outreach are needed to increase awareness of available services and to better educate the public on how to utilize them.

These challenges highlight the need for comprehensive planning, expanded funding, and better coordination to create a transportation system that meets the needs of all residents in Ottawa County.

Summary of Unmet Mobility Needs

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

Exhibit 3: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Lack of in-county medical facilities on the western side	TAC meetings, SWOT, surveys & focus groups
2	No in-county dialysis centers	TAC meetings, SWOT, surveys & focus groups
3	Limited affordable transportation options for out-of-county medical appointments	TAC meetings, SWOT, surveys & focus groups
4	OCTA capacity is lower than demand	TAC meetings, SWOT, surveys & focus groups
5	Transportation provider staffing shortages	TAC meetings, SWOT, surveys & focus groups
6	Lack of deviated-fixed route or flexible, on-demand transit services	TAC meetings, SWOT, surveys & focus groups
7	Shortage of ambulette and non-emergency medical transportation (NEMT) providers	TAC meetings, SWOT, surveys & focus groups
8	Need for wheelchair-accessible and demand-response transportation	TAC meetings, SWOT, surveys & focus groups
9	Need for reliable transportation to medical, employment, and essential errands	TAC meetings, SWOT, surveys & focus groups
10	Limited evening and weekend service	TAC meetings, SWOT, surveys & focus groups
11	Lack of transportation to grocery stores and food pantries	TAC meetings, SWOT, surveys & focus groups
12	High cost of obtaining and maintaining vehicles for service providers	TAC meetings, SWOT, surveys & focus groups
13	Difficulty securing rural local match funding	TAC meetings, SWOT, surveys & focus groups
14	Poor sidewalk conditions and lack of ADA-compliant infrastructure	TAC meetings, SWOT, surveys & focus groups
15	Rural geography and inadequate infrastructure that limit walkability and bikeability	TAC meetings, SWOT, surveys & focus groups
16	Limited transportation options and provider choices	TAC meetings, SWOT, surveys & focus groups
17	Lack of transportation for social and quality-of-life activities	TAC meetings, SWOT, surveys & focus groups
18	Aging population increasing demand for accessible transportation	TAC meetings, SWOT, surveys & focus groups

19	Lack of affordable housing near transportation and essential services	TAC meetings, SWOT, surveys & focus groups
20	Heavy reliance on family or friends for transportation	TAC meetings, SWOT, surveys & focus groups
21	Physical or medical limitations preventing independent travel	TAC meetings, SWOT, surveys & focus groups
22	Limited coordination among local transportation providers	TAC meetings, SWOT, surveys & focus groups
23	Limited data to support and promote economic value of transit	TAC meetings, SWOT, surveys & focus groups
24	Large geographic size of the county requiring long travel distances	TAC meetings, SWOT, surveys & focus groups
25	Youth outmigration (“brain drain”)	TAC meetings, SWOT, surveys & focus groups
26	Public interest in regional or light rail access to Toledo and job centers	TAC meetings, SWOT, surveys & focus groups

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, Great Lakes Community Action Partnership developed the following strategies to address the gaps and unmet transportation needs. Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting this unmet need expressed by the public and stakeholders. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be accomplished. Nonetheless, these strategies have been tailored to 26 of the identified primary gaps and needs.

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

Goal #1: Evaluate and Integrate Flexible Transportation Options to Enhance County and Regional Connectivity to Improve Access and Mobility

Description: Evaluate, pilot, and coordinate flexible transportation service models such as micro-transit, on-demand, and deviated-fixed routes to improve mobility for older adults, individuals with disabilities, rural residents, and workers with non-traditional hours to support expanding regional connections to healthcare and employment destinations through inter-county coordination and initiatives

Need(s) Being Addressed:

- OCTA capacity is lower than demand
- Limited affordable transportation options for out-of-county medical appointments
- Lack of deviated-fixed route or flexible, on-demand transit services
- Need for reliable transportation to medical, employment, and essential errands
- Lack of transportation to grocery stores and food pantries
- Limited transportation options and provider choices
- Lack of transportation for social and quality-of-life activities
- Aging population increasing demand for accessible transportation
- Heavy reliance on family or friends for transportation
- Physical or medical limitations preventing independent travel
- Large geographic size of the county requiring long travel distances
- Public interest in regional or light rail access to Toledo and job centers

Strategy 1.1: Conduct a countywide transportation needs assessment and feasibility study focused on flexible service models

Strategy 1.2: Pilot a flexible or on-demand service in a priority area within the county

Strategy 1.3: Engage key stakeholders to co-design services and build support

Strategy 1.4: Support the addition of a GoBus intercity transit stop in Port Clinton to enhance statewide connectivity

Strategy 1.5: Strengthen OCTA's coordination with adjacent county transit providers to expand access to medical and essential services

Strategy 1.6: Identify and map underserved areas and common out-of-county trip destinations, and develop service agreements or pilot solutions (e.g., transit hubs) to improve access to high-demand out-of-county destinations

Strategy 1.7: Promote available transportation options through partnerships with social service and healthcare agencies

Strategy 1.8: Launch targeted education, outreach, and travel training initiatives to ensure residents understand and can access all transportation options

Strategy 1.9: Pursue funding to support planning, implementation, and continuation of pilot and regional services

Timeline for Implementation: plan duration

Action Steps:

- Use survey data, GIS mapping, and trip logs to identify high-demand areas and service gaps
- Partner with a consultant or planning staff to evaluate service options like on-demand or deviated-fixed routes
- Design and implement a pilot project that focuses on addressing rural access or workforce mobility
- Monitor ridership, adjust service design, and document lessons learned
- Collaborate with GoBus, municipalities, and ODOT to determine and implement a Port Clinton stop
- Coordinate with adjacent counties' transit providers to explore joint planning and scheduling solutions
- Develop agreements with hospitals, dialysis centers, and clinics for reliable transportation to medical appointments
- Design and distribute user-friendly outreach materials
- Apply for funding through ODOT, federal grants, and partnerships with local employers or philanthropic foundations

Parties Responsible for Leading Implementation: OCTA, Mobility Management

Parties Responsible for Supporting Implementation: ODOT, ERPC, Greater Sandusky Partnership, OCIC, social service agencies, healthcare providers

Resources Needed: Staff time, GIS, scheduling software, vehicles, outreach and marketing materials, funding for studies and operations Potential Cost Range: \$20,000-\$500,000

Potential Funding Sources: ODOT, Workforce Mobility Partnership, local

Performance Measures/Targets:

1. Measure: Planning and Feasibility
 - a. Target: Complete a flexible service feasibility study within 2 years
 - b. Target: Identify at least two service scenarios (e.g., on-demand, deviated-fixed) with estimated costs and service zones
2. Measure: Pilot Service Implementation
 - a. Target: Launch a flexible or regional pilot service by 2030
 - b. Target: Provide at least 100 one-way passenger trips in the first 6 months of the pilot
3. Measure: Regional Connectivity and Coordination
 - a. Target: Secure implementation of a GoBus stop in Port Clinton within 2 years
 - b. Target: Establish at least one service agreement or formal coordination plan with a contiguous county provider

Goal #2: Increase Transportation Provider Capacity to Strengthen Service Reliability and Reduce Trip Denials

Description: Support OCTA and other county transportation providers in building capacity through improved driver recruitment and retention, enhanced workforce practices, expanded accessible vehicle resources, and access to training programs to better meet community transportation needs

Need(s) Being Addressed:

- Limited affordable transportation options for out-of-county medical appointments
- OCTA capacity is lower than demand
- Transportation provider staffing shortages
- Shortage of ambulette and non-emergency medical transportation (NEMT) providers
- Limited evening and weekend services
- Limited transportation options and provider choices
- Aging population increasing demand for accessible transportation
- Heavy reliance on family or friends for transportation
- Limited coordination among local transportation providers
- Large geographic size of the county requiring long travel distances

Strategy 2.1: Collect and disseminate best practices on driver recruitment, retention, and job satisfaction from peer transit agencies to inform county providers' workforce management

Strategy 2.2: Assist providers in evaluating and recommending adjustments to driver wages, benefits, and job structures to improve recruitment and retention outcomes

Strategy 2.3: Lead or support a coordinated driver recruitment campaign targeting retirees, second-career individuals, and under-employed workers across Ottawa County

Strategy 2.4: Facilitate opportunities for providers to share resources or jointly apply for funding to expand accessible vehicle fleets and maintenance capabilities

Strategy 2.5: Assist providers with access to training programs for drivers and maintenance staff to enhance service quality and vehicle uptime

Timeline for Implementation: duration of plan

Action Steps:

- Conduct surveys or interviews with providers to identify current recruitment and retention challenges and promising practices
- Coordinate and promote a countywide driver recruitment campaign collaboratively with community partners and media
- Work with providers to review and compare driver compensation and job structures, and develop recommendations
- Identify and assist providers with funding applications for vehicle acquisition or maintenance support
- Research and connect providers with relevant training programs for drivers and vehicle maintenance staff

Parties Responsible for Leading Implementation: Mobility Management, OCTA, local transportation providers

Parties Responsible for Supporting Implementation: ODOT, community workforce agencies, local government, transit peer networks

Resources Needed: Staff time, marketing materials, outreach support, grant application assistance, training coordination

Potential Cost Range: \$50,000–\$150,000

Potential Funding Sources: ODOT 5311, Workforce Mobility Partnership Program, local foundations, private partnerships

Performance Measures/Targets:

1. Measure: Driver Recruitment and Retention
 - a. Target: Increase the number of qualified drivers available to providers by 10% within 2 years
 - b. Target: Reduce driver turnover rates among county transportation providers by 15% within 3 years
2. Measure: Vehicle and Equipment Accessibility
 - a. Target: Ensure at least 80% of transportation providers operate accessible vehicles suited to diverse rider needs within 3 years
 - b. Target: Secure funding or partnerships to upgrade or maintain at least 5 vehicles annually to improve fleet reliability
3. Measure: Provider Training and Support
 - a. Target: Conduct at least four training sessions annually on CPR/First Aid, passenger assistance, and safety best practices for transportation providers
 - b. Target: Achieve a 10% reduction in trip denials related to driver availability or capability within 12 months after training sessions

Goal #3: Enhance Active Transportation Infrastructure and Accessibility

Description: Improve infrastructure and environmental conditions that support walking, biking, and the use of mobility devices, especially for older adults, individuals with disabilities, and low-income residents—by identifying gaps in sidewalks and crossings, promoting Safe Routes to Age in Place, and supporting local jurisdictions in exploring age- and ability-friendly infrastructure improvements

Need(s) Being Addressed:

- Transportation provider staffing shortages
- Lack of deviated-fixed route or flexible, on-demand transit services
- Limited evening and weekend service
- Lack of transportation to grocery stores and food pantries
- Poor sidewalk conditions and lack of ADA-compliant infrastructure
- Rural geography and inadequate infrastructure that limit walkability and bikeability
- Limited transportation options and provider choices
- Lack of transportation for social and quality-of-life activities
- Lack of affordable housing near transportation and essential services
- Heavy reliance on family or friends for transportation
- Physical or medical limitations preventing independent travel
- Large geographic size of the county requiring long travel distances
- Youth outmigration (“brain drain”)

Strategy 3.1: Conduct walk audits and identify priority pedestrian infrastructure improvements in rural communities, village centers, and unincorporated areas

Strategy 3.2: Explore feasibility of local jurisdictions adopting Complete Streets policies and/or incorporating age-friendly design principles into future road and sidewalk improvements

Strategy 3.3: Develop and promote Safe Routes to Age in Place plans in collaboration with health and aging services organizations

Strategy 3.4: Promote use of adaptive mobility equipment such as senior tricycles or walkers through targeted programs and create safe activity loops

Strategy 3.5: Identify funding opportunities and support local applications for infrastructure grants focused on sidewalk and pedestrian safety

Strategy 3.6: Conduct community engagement and education to build awareness of walkable design benefits and promote behavior change

Strategy 3.7: Support local communities in their Safe Routes to School planning and implementation efforts

Timeline for Implementation: duration of plan

Action Steps:

- Conduct walk and/or bike audits/assessments with community partners in key population centers to identify priority sidewalk and crossing needs
- Use GIS mapping and survey data to highlight areas with high concentrations of older adults, individuals with disabilities, and low-income residents to guide infrastructure planning
- Partner with local jurisdictions to explore the feasibility of adopting Complete Streets policies, including hosting informational meetings and reviewing model policies
- Work with the Ottawa County Health Department and Ottawa County Senior Resources to develop and promote Safe Routes to Age in Place plans
- Coordinate with planning agencies or consultants to design and cost-out improvements on identified infrastructure gaps
- Promote and support the distribution of adaptive mobility devices (e.g., senior tricycles) and create accessible activity routes where feasible
- Apply for funding from programs like ODOT's Active Transportation Program, Safe Streets for All, or Ohio Department of Health grants.
- Partner with communities/agencies to participate in bike to school days and other bicycle awareness/educational events

Parties Responsible for Leading Implementation: Mobility Management, Ottawa County Health Department

Parties Responsible for Supporting Implementation: Local governments/municipalities, Ottawa County Senior Resources, Ottawa County BDD, Parks Department, Ottawa County Engineer, local school districts, local bicycle and pedestrian coalitions, regional planning agencies, other health partners/systems

Resources Needed: Staff time, GIS mapping tools, community volunteers, adaptive devices, printed materials, grant writing support

Potential Cost Range: \$10,000–\$300,000

Potential Funding Sources: ODOT Active Transportation Program, Ohio Department of Health (CHC grants), Safe Streets for All, AARP Community Challenge, local funds

Performance Measures/Targets:

1. Measure: Walkability Planning and Assessment
 - a. Target: Conduct at least two walk audits or infrastructure assessments in underserved areas within two years
 - b. Target: Identify and map at least five high-need pedestrian improvement zones using GIS data
2. Measure: Safe Routes to Age in Place Implementation
 - a. Target: Distribute travel diaries and collect data from at least 10 seniors
 - b. Target: Develop and promote a Safe Routes to Age in Place plan by the end of the planning period
3. Measure: Community Engagement and Education
 - a. Target: Host or participate in at least three educational or engagement events focused on walkability, biking, and/or aging in place
 - b. Target: Reach at least 100 residents/students through outreach and promotional efforts related to active transportation

Goal #4: Strengthen and Sustain Coordinated Transportation Services

Description: Support a coordinated and sustainable transportation network in Ottawa County by expanding public awareness, leveraging funding for accessible vehicles and services, and enhancing inter-agency collaboration

Need(s) Being Addressed:

- Limited affordable transportation options for out-of-county medical appointments
- OCTA capacity is lower than demand
- Transportation provider staffing shortages
- Lack of deviated-fixed route or flexible, on-demand transit services
- Need for wheelchair-accessible and demand-response transportation

- Need for reliable transportation to medical, employment, and essential errands
- Limited evening and weekend service
- Lack of transportation to grocery stores and food pantries
- High cost of obtaining and maintaining vehicles for service providers
- Difficulty securing rural local match funding
- Limited transportation options and provider choices
- Lack of transportation for social and quality-of-life activities
- Aging population increasing demand for accessible transportation
- Limited coordination among local transportation providers
- Large geographic size of the county requiring long travel distances

Strategy 4.1: Support the ongoing use and expansion of 5310 funding to acquire accessible vehicles, transportation operations, and programming

Strategy 4.2: Strengthen collaboration between agencies to improve service coordination and reduce duplication

Strategy 4.3: Develop and implement a marketing and public awareness campaign to promote all transportation services and resources

Strategy 4.4: Advocate for sustainable transportation funding at the local, state, and federal levels

Strategy 4.5: Preserve mobility management services to support planning, coordination, and public education across the transportation network

Timeline for Implementation: ongoing

Action Steps:

- Conduct an annual assessment of 5310 applications and needs
- Identify shared coordination opportunities among local transportation providers and agencies
- Host quarterly Transportation Advisory Committee meetings and work groups to advance Ottawa County's Coordinated Public and Human Services Transportation Plan
- Promote transportation services across all audiences
- Develop and distribute marketing materials (e.g., Getting Around Ottawa County Guides, social media content, and flyers)
- Participate annually in Ohio Loves Transit Week and other awareness events to promote to advocate for rural/small urban transportation
- Meet with local and state officials to advocate for transportation investment and policy support
- Maintain and secure Section 5310 funding to support vehicle replacement, service continuity, and mobility management programming

Parties Responsible for Leading Implementation: Mobility Management

Parties Responsible for Supporting Implementation: OCTA, Luther Home of Mercy, Ottawa County Senior Resources, ODOT, Ohio Public Transit Association, Ottawa County Job and Family Services, Ottawa County BDD, other local government/non-profit organizations who have individuals that need transportation services

Resources Needed: operational funding, vehicles, staff time, coordination/collaboration, communications/outreach materials, meeting space

Potential Cost Range: \$250,000

Potential Funding Sources: Section 5310 ODOT Funding, community foundations, local government match and in-kind contributions

Performance Measures/Targets:

1. Measure: Increase awareness and utilization of transportation services
 - a. Target: Develop an annual Getting Around Guide that lists the transportation providers in Ottawa County
 - b. Target: Distribute 250 Getting Around Guides throughout the county annually
2. Measure: Support accessible transportation through effective use of 5310 resources
 - a. Target: Maintain 100% operational readiness of 5310 -funded vehicles
 - b. Target: Submit at least 2 5310 grant applications annually
3. Measure: Maintain mobility management services
 - a. Target: Sustain a full-time Mobility Manager position annually
 - b. Target: Convene 4 Transportation Advisory Committee meetings
4. Measure: Advocate for ongoing transportation funding and awareness
 - a. Target: Participate in Ohio Loves Transit week each year
 - b. Target: Meet with local and state policymakers about transit priorities at least once per year
 - c. Target: Publish or present one advocacy-related update or success story annually

Goal #5: Achieve Financial Sustainability and Enhance Service Delivery Through Strategic Partnerships

Description: Secure and diversify funding sources while building strong partnerships with employers, healthcare providers, and community organizations to support the maintenance, expansion, and reliability of transportation services by exploring to conduct a comprehensive study to assess the economic impact of transit services and integrate workforce transportation needs to strengthen the local economy and ensure sustainable, cost-effective transportation options

Need(s) Being Addressed:

- Limited affordable transportation options for out-of-county medical appointments
- OCTA capacity is lower than demand

- Transportation provider staffing shortages
- Lack of deviated-fixed route or flexible, on-demand transit services
- Need for reliable transportation to medical, employment, and essential errands
- Limited evening and weekend service
- Lack of transportation to grocery stores and food pantries
- High cost of obtaining and maintaining vehicles for service providers
- Difficulty securing rural local match funding
- Limited transportation options and provider choices
- Lack of transportation for social and quality-of-life activities
- Limited coordination among local transportation providers
- Limited data to support and promote economic value of transit

Strategy 5.1: Identify and pursue diverse funding opportunities—including federal, state, local, private, and philanthropic sources—to support operations, vehicle maintenance, and service expansion

Strategy 5.2: Develop partnerships with local employers, healthcare providers, and community organizations to contract services and leverage state and federal funding opportunities

Strategy 5.3: Explore conducting a Comprehensive Transportation Study to assess the overall economic impact of transit services in Ottawa County

Strategy 5.4: Integrate workforce transportation considerations into transit planning to better connect residents with employment opportunities and support local economic growth

Strategy 5.5: Advocate for increased local government investment in transportation, emphasizing the importance of funding for vehicle upkeep and service reliability

Strategy 5.6: Explore innovative cost-saving and revenue-generating models such as shared maintenance facilities, bulk purchasing agreements, fare integration, advertising, or subscription services to improve financial sustainability

Strategy 5.7: Evaluate and pursue regionalization opportunities – including shared services, coordinated operations, and cross-county partnerships to maximize resources, reduce duplication, and improve service efficiency and coverage

Timeline for Implementation: duration of plan

Action Steps:

- Research and apply for applicable funding programs at multiple levels

- Convene stakeholder working groups including employers, healthcare providers, and community partners
- Initiate and oversee a transportation economic impact study with academic or consulting partners
- Collect data on workforce transit needs and collaborate with employers on solutions
- Engage local governments for increased transportation budget support
- Evaluate opportunities for shared services, regionalization, bulk purchasing, and alternative revenue streams

Parties Responsible for Leading Implementation: OCTA, Mobility Management

Parties Responsible for Supporting Implementation: ODOT, local governments, OCIC, ERPC, Greater Sandusky Partnership, Ottawa County JFS, Ottawa County Senior Resources, Ottawa County BDD, employers, healthcare providers, community organizations

Resources Needed: Staff time, funding for studies and outreach, partnership coordination, marketing materials, data collection and analysis tools

Potential Cost Range: \$150,000–\$400,000

Potential Funding Sources: ODOT grants, Workforce Mobility Partnership Program, federal grants (e.g., 5310, 5311) local government contributions, private partnerships, foundations

Performance Measures/Targets:

1. Measure: Funding and Partnership Development
 - a. Target: Establish at least two formal partnerships with employers, healthcare providers, or community organizations within 2 years
 - b. Target: Increase external funding secured for transit services by 20% within 3 years
2. Measure: Service Contracting and Resource Sharing
 - a. Target: Secure contracts with at least three partners to provide or support transit services within 3 years
 - b. Target: Increase partner-contracted services by 15% within 3 years to expand coordinated funding and resource sharing
3. Measure: Economic Impact and Workforce Integration
 - a. Target: Complete a comprehensive transportation economic impact study within 3 years
 - b. Target: Develop and implement at least two workforce transportation initiatives informed by study findings within 4 years

VI. Plan Adoption

The Infrastructure Investment and Jobs Act (IIJ) requires that the plan development process must include older adults, individuals with disabilities, members of the general public, and representatives from public, private and non-profit transportation, and human services providers but does not mandate the body or organization that must adopt the plan. However, the Section 5310 program specifies that individuals who adopt the plan must include individuals who were involved in the planning process. Therefore, ODOT has taken the step of requiring that the local Transportation Advisory Committee that was developed at the onset of the planning process will have the responsibility of plan adoption and approving future amendments of the plan.

In accordance with the requirements set forth by the IIJ Act and ODOT, the Ottawa County Coordinated Public and Human Services Transportation Plan included a designated public comment period to allow for stakeholder and community input prior to plan adoption. A draft of the Coordinated Plan was made available upon request for review by stakeholders and the general public prior to a community meeting held on May 15, 2025, at the Ottawa County Resource Centre, with the option to attend virtually to ensure accessibility. Specific outreach efforts were made to engage older adults, individuals with disabilities, and representatives from public, private, and non-profit transportation and human services providers.

Outreach and notification efforts included the following:

- A public notice posted on April 9, 2025, announcing the opportunity to request, review, and comment on the draft plan throughout the month of May.
- Social media promotion on April 10, 2025, to broaden awareness and reach additional community members.
- Calendar invitations sent on April 9, 2025, to private, non-profit, and human services providers involved in the planning process.
- An email reminder sent on May 14, 2025, to ensure that key stakeholders had the opportunity to attend and provide final feedback at the public meeting.

All outreach and engagement efforts were documented and will be maintained by GLCAP.

Comments were received from April 10th-May 31st, 2025. Quinton Babcock, Mayor of Oak Harbor, commented on a Regional Transportation Planning Organization (RTPO), or being included in a long-range transportation plan of some kind. Megan O'Brien with Lutherhome of Mercy, commented on Genoa not having a pharmacy anymore and about potential transportation barriers for prescription access. Discussion followed about whether or not to include a strategy regarding prescription transportation.

Following the public comment period, GLCAP reviewed all feedback and incorporated relevant revisions into the final Coordinated Plan.

The draft plan was distributed electronically via email to all Planning Committee members, with hard copies available upon request to ensure efficient and equitable access.

The Coordinated Plan was formally presented to the Planning Committee during a public meeting held on May 15, 2025, at the Ottawa County Resource Centre, with a virtual participation option also available. The meeting was open to the public and promoted through previously established outreach channels used throughout the planning process. A total of 12 members attended, including 6 in person and 6 virtually.

A motion to adopt the plan, allowing for any formatting or insignificant changes to be made afterward, was introduced by Kristen Gerwin and seconded by Nicole Williams. The Planning Committee voted unanimously in favor of adoption.

Following the incorporation of feedback from the public comment period, the lead agency prepared the final draft of the Ottawa County Coordinated Public and Human Services Transportation Plan. The updated version of the plan, along with documentation of all comments received and the corresponding responses or revisions, was shared with the Planning Committee on June 16, 2025. No significant edits or objections were received from the Planning Committee following the distribution of the final draft. As a result, the plan advanced to the final adoption stage without requiring an additional stakeholder review.

To meet state requirements for rural and small urban counties, GLCAP presented the Coordinated Plan to the Ottawa County Board of Commissioners on May 29, 2025, to ensure appropriate local authority was informed and involved in the final adoption process.

The Final Coordinated Plan was then submitted to the Special Project Manager within the Office of Transit at ODOT for a final review. Once the review was complete with any corrections, a Plan Adoption Page was distributed to each Planning Committee member for signature, confirming both their involvement in the planning process and their approval of the final plan. The signed adoption page will be submitted to ODOT alongside the final plan and made available to all stakeholders, including via publication on the Great Lakes Community Action Partnership's website.

Appendix A: List of Planning Committee Participants

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

Agency Representation

Name	Agency
Jim Crist	Ottawa County Board of DD
Stephanie Kowal	Ottawa County Job and Family Services
Emily Gerber	Ottawa County Job and Family Services
Megan O'Brien	Luther Home of Mercy
Kristen Gerwin	Oak House
Kim Sedlak	Ottawa County Senior Resources
Tori Thompson	Ottawa County Senior Resources
Marissa Alaniz	United Way
Lauren Brown	OCTA
Kevin Cannon	Erie County MPO
Jerry Bingham	Ottawa County Health Department
Melanie Herron	Ottawa County Health Department
Michelle Veliz	Ottawa County Health Department
Nicole Williams	Mental Health and Recovery Services Board of Seneca, Ottawa, Sandusky, and Wyandot Counties
Kevin Cannon	Erie Regional Planning Commission & Metropolitan Planning Organization
Mackenzie Lynch	Advocates for Basic Legal Equality, Inc.
Cyndi Johnson	Goodwill
Bri Mantz	Goodwill
Courtney Curtis	GLCAP
Jim Oliver	GLCAP
Mindy Birkholz	GLCAP

In addition to participants listed above, the planning committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting a planning committee, Great Lakes Community Action Partnership 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:

Jim Oliver
 Mobility Management Coordinator
 Great Lakes Community Action Partnership
 419-333-5087
jaoliver@glcap.org

Appendix B: List of Annual Reviews and Plan Amendments

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

Jim Oliver
Mobility Management Coordinator
Great Lakes Community Action Partnership
419-333-5087
jaoliver@glcap.org

Appendix C: Definitions

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

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

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.

Infrastructure Investment and Jobs Act (IIJA) – The Infrastructure Investment and Jobs Act, signed into law on November 15, 2021, authorizes significant funding to improve the nation’s transportation infrastructure, including public transit. The IIJA provides \$550 billion in new investments over five years, with a focus on modernizing infrastructure, enhancing safety, and expanding access to reliable and affordable transportation options. Specifically, it includes funding for the Federal Transit Administration (FTA) to improve transit systems, support the transition to electric buses, enhance transit safety, and promote equitable access to transportation services across rural and urban communities.

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

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

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

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

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

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

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

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