

Morrow 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

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

TABLE OF CONTENTS

Contents

Executive Summary.....	3
I. Geographic Area	5
II. Population Demographics.....	8
III. Assessment of Available Services	12
Inventory of Transportation Providers	12
Existing Transportation Services.....	13
List of Transportation Service Providers.....	13
Assessment of Community Support for Transit.....	15
Safety	15
Vehicles	15
Summary of Existing Resources	15
IV. Assessment of Transportation Needs and Gaps.....	17
Local Demographic and Socio-Economic Data	17
Analysis of Demographic Data	19
General Public and Stakeholder Meetings/Focus Groups	20
Surveys.....	21
Challenges to Coordinated Transportation.....	27
Summary of Unmet Mobility Needs	28
V. Goals and Strategies	29
Developing Strategies to Address Gaps and Needs.....	29
Goal #1: Expand and Optimize Public Transportation Service Hours and Capacity	29
Goal #2: Increase Awareness, Affordability, and Access to Public Transportation Services	31
Goal #3: Strengthen Community Partnerships and Transportation Engagement.....	32
Goal #4: Strengthen Transportation Affordability, Funding Sustainability, and Coordination	33
Goal #5: Advance Inclusive and Accessible Mobility Options for a Rural, Aging Population	35
VI. Plan Adoption	37
Appendix A: List of Planning Committee Participants	39
Agency Representation.....	39
Appendix B: List of Annual Reviews and Plan Amendments	40

Annual Review – Fiscal Year (FY) 2026.....	40
FY2026 Plan Review	40
Agency Representation – Annual Review FY 2026	41
Goals and Strategies – Annual Review FY 2026	41
Appendix C: Definitions.....	47

Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Morrow County. The plan was initially developed as a regional plan with Crawford, Marion, and Morrow County in 2017 and updated in 2022. This document replaces the former Crawford County, Marion County, and Morrow County Regional Coordinated Public Transit-Human Services Transportation Plan as of July 1, 2025. 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 Morrow 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
 - Lynx EMS
 - Morrow County Area Transit
 - Morrow County Veteran's Services
 - O.C.C.
 - Seniors On Center
 - GoBus
2. Identify and Prioritize community transportation needs
 - Limited transportation options during evenings, weekends, and non-traditional hours
 - Insufficient direct transportation options
 - Insufficient pedestrian and cycling infrastructure
 - Continued and increased transportation funding needs
 - Limited access to funding opportunities and difficulty passing levies
 - Barriers to access for retired or unemployed individuals
 - Aging population
3. Establish a clear plan for achieving shared goals

To achieve the shared goals outlined in the Morrow County Coordinated Public and Human Services Transportation Plan, a collaborative and well-structured implementation process will guide all actions. Each goal is supported by practical strategies, defined timelines, clear roles and responsibilities, and measurable performance indicators to ensure accountability and track progress over time.

Mobility Management will oversee the coordination of implementation efforts, working in partnership with Morrow County Area Transit (MCAT), local government agencies, human service organizations, employers, and regional planning partners.

The Transportation Advisory Committee (TAC) will meet quarterly to evaluate progress, strengthen collaboration, and align available resources. Key activities—such as targeted community engagement, pilot initiatives, infrastructure reviews, driver recruitment efforts, and advocacy campaigns—will be implemented in phases, with periodic evaluations used to inform adjustments and improvements.

A range of funding sources, including federal, state, and local support, will be pursued to finance vehicle acquisitions, service expansions, facility improvements, staffing, and public outreach efforts.

By combining data-driven planning, inclusive public engagement, and strong partnerships across sectors, Morrow County is committed to building a reliable, accessible, and equitable transportation system that meets the needs of all its 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 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

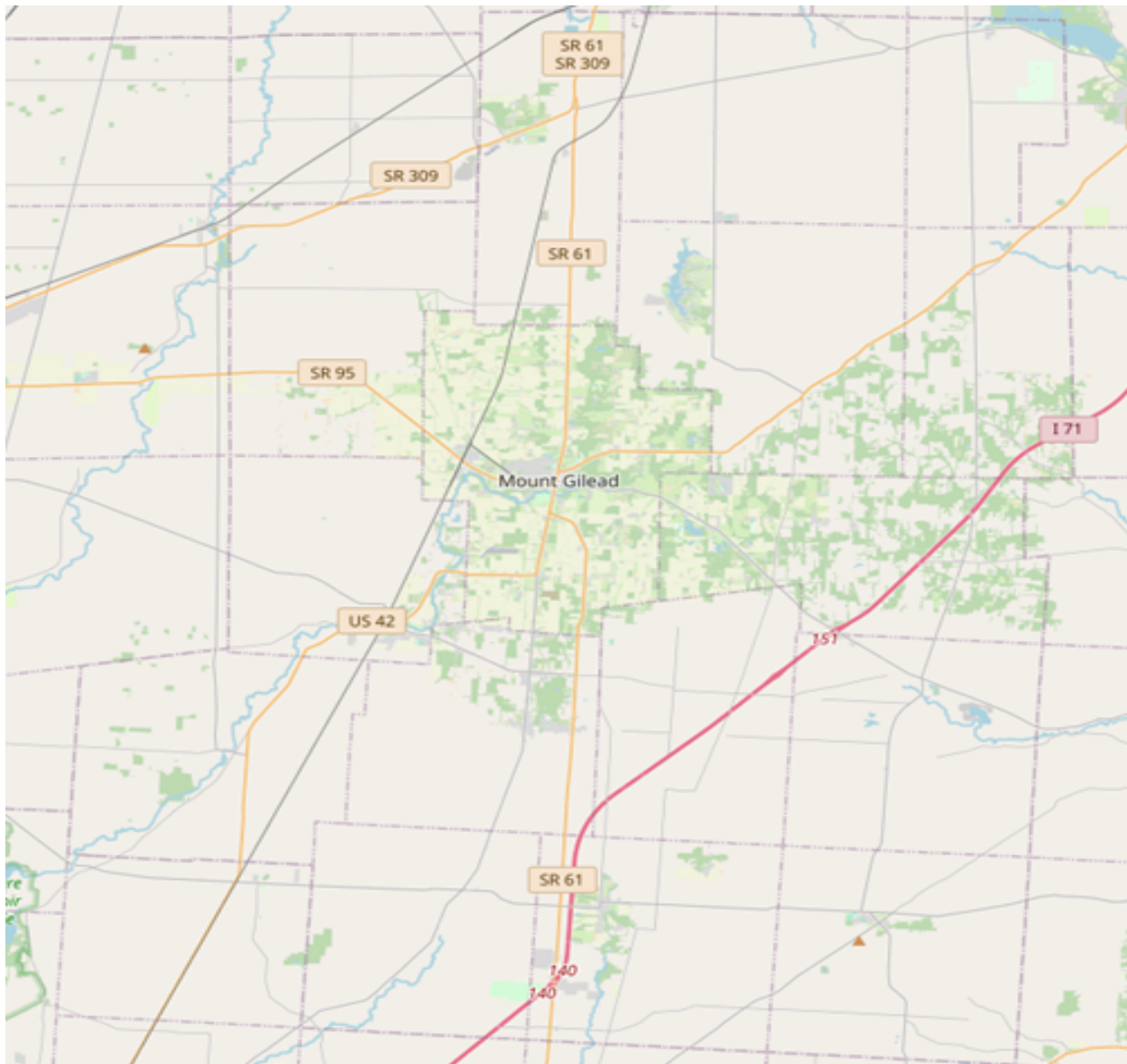
This plan was developed and adopted by Morrow County's Transportation Advisory Committee (TAC). More information about the planning committee can be found in Appendix A.

I. Geographic Area

Morrow County is located in north central Ohio. As of the 2020 census, the population was 34,950 and its county seat is Mount Gilead. Morrow County is part of a Rural Transportation Planning Organization, the Central Ohio Planning Organization. Morrow County is designated as a rural area.

According to the U.S. Census Bureau, the county has a total area of 407 square miles (1,050 km), of which 406 square miles (1,050 km) is land and 1.1 square miles (2.8 km) (0.3%) is water.

Map 1: Basic Map of the Geographic Area Covered by the Plan



Below is a map of major trip generators within the county, with the following table detailing the major trip generators.

Map 2: Major Trip Generators in the Geographic Area

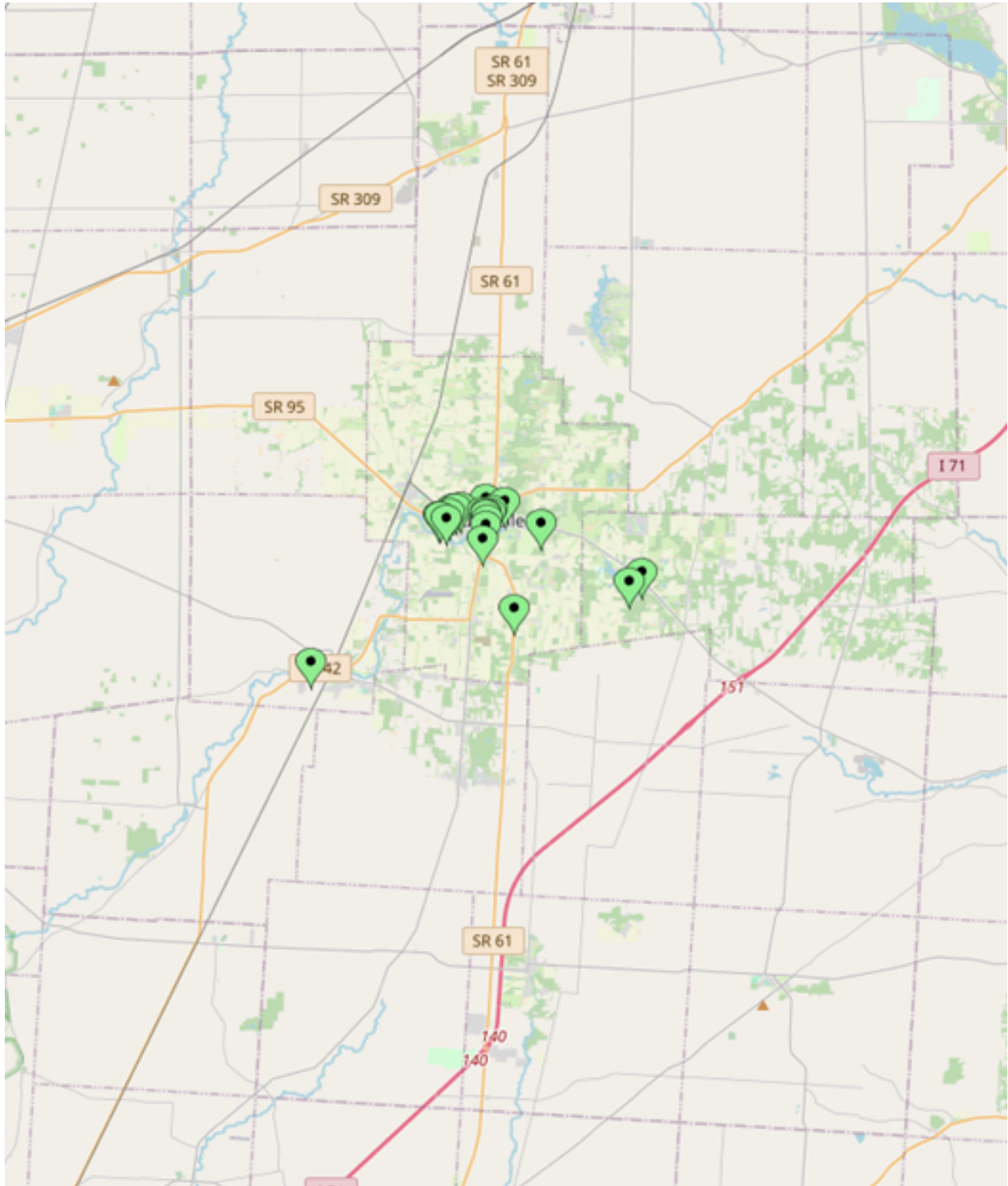


Table 1: List of Trip Generators

Healthcare	
Morrow County Hospital 651 W Marion St, Mt Gilead, OH 43338	Morrow Family Health Center 76 S Main St, Mt Gilead, OH 43338

Government	
Morrow County Courthouse 48 E High St, Mt Gilead, OH 43338	Morrow County Commissioners 80 N. Walnut St, Mt Gilead, OH 43338
Village of Mount Gilead 72 West High St., Mount Gilead, OH 43338	
Schools	
Mount Gilead High School 338 Park Ave, Mt Gilead, OH 43338	The Tomorrow Center 3700 Co Rd 168, Cardington, OH 43315
Highland High School 1300 OH-314, Marengo, OH 43334	Heartland Outdoor School 3201 County Rd 225, Marengo, OH 43334
Manufacturers	
Lilly Industries 6437 Co Rd 20, Mt Gilead, OH 43338	Cardington Yutaka Technologies 575 W Main St, Cardington, OH 43315
Champion Manufacturing 4025 Bennington Way, Marengo, OH 43334	Glen-Gery Iberia Plant 3785 Cardington Iberia Rd
Recreation	
Mount Gilead Recreation Center 223 N Cherry St, Mt Gilead, OH 43338	Morrow County Fairgrounds 195 S Main St, Mt Gilead, OH 43338
Mount Gilead State Park 4353 OH-95, Mt Gilead, OH 43338	Oakland Park Conservation Club 768 County Rd 26, Marengo, OH 43334
Flying Horse Farms 5260 State Route 95, Mounty Gilead, OH 43338	Groovy Plants Ranch 4160 County Rd 15, Marengo, OH 43334
Shopping	
Goodwill Mount Gilead 510 W Marion St, Mt Gilead, OH 43338	Kroger 555 W Marion St, Mt Gilead, OH 43338
Downtown Mount Gilead S Main St, Mt Gilead, OH 43338	
Adult Day Programs/Seniors	
Seniors On Center 41 W Center St, Mt Gilead, OH 43338	Angels Home Care 4440 State Route 61, Mount Gilead, OH 43338
Human Services Agencies/Non-Profits	
Morrow County Job and Family Services 619 W Marion St # 16, Mt Gilead, OH 43338	Ohio Heartland Community Action 28 W High St, Mt Gilead, OH 43338
Morrow County Board of Developmental Disabilities 406 Bank St, Mt Gilead, OH 43338	Morrow County Health District 480 Douglas St, Mt Gilead, OH 43338
Nursing Homes/Assisted Living	
Mount Gilead Manor 600 Douglas St, Mt Gilead, OH 43338	The Reserve at Mount Gilead Senior Apts 540 Douglas St, Mt Gilead, OH 43338

II. Population Demographics

There has been a steady, but slight increase in Morrow County's population over the last five years. According to the 2020 census, the total population of Morrow County was 34,950, the population gain is seen most in the city of Mount Gilead, which is the county seat.

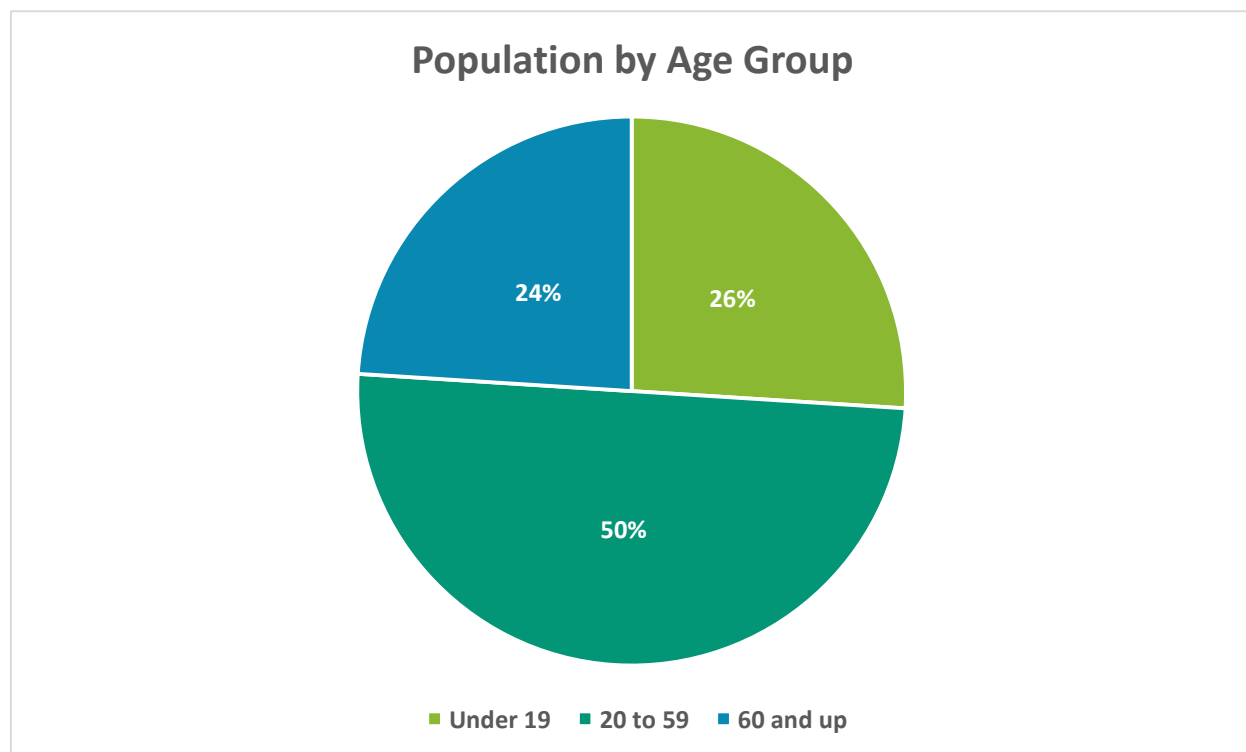
Chart 1 shows the population projections in five-year increments:

Chart 1: Total Population Current and Projected for Five Years

Year	Total Population	Male	Female	Change
2025	34,950	17,706	17,337	
2030	35,195	17,830	17,458	+245
2035	35,441	17,955	17,581	+246
2040	35,689	18,080	17,704	+248
2045	35,939	18,207	17,828	+250
2050	36,190	18,334	17,952	+251

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 9,035 people under the age of 19, 17,386 people between the ages of 20 and 59, and 8,622 aged 60 and over.

Chart 2: Total Population by Age Group



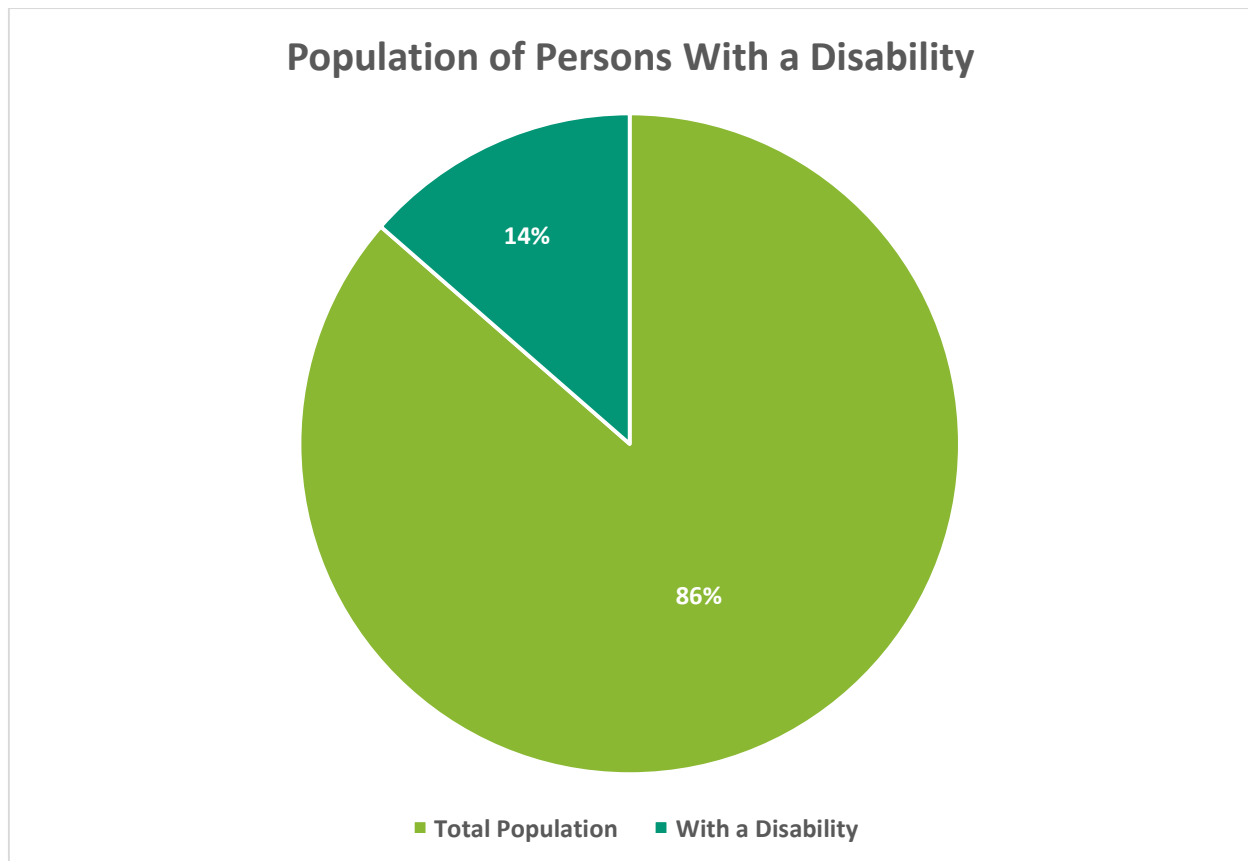
The majority of this area identifies as White (32,933), with the following groups also noted:

Chart 3: Total Population by Race

Black or African American	159
American Indian and Alaska Native	88
Asian	90
Native Hawaiian and Other Pacific Islander	8
Other Race	234
Two or More Races	1438

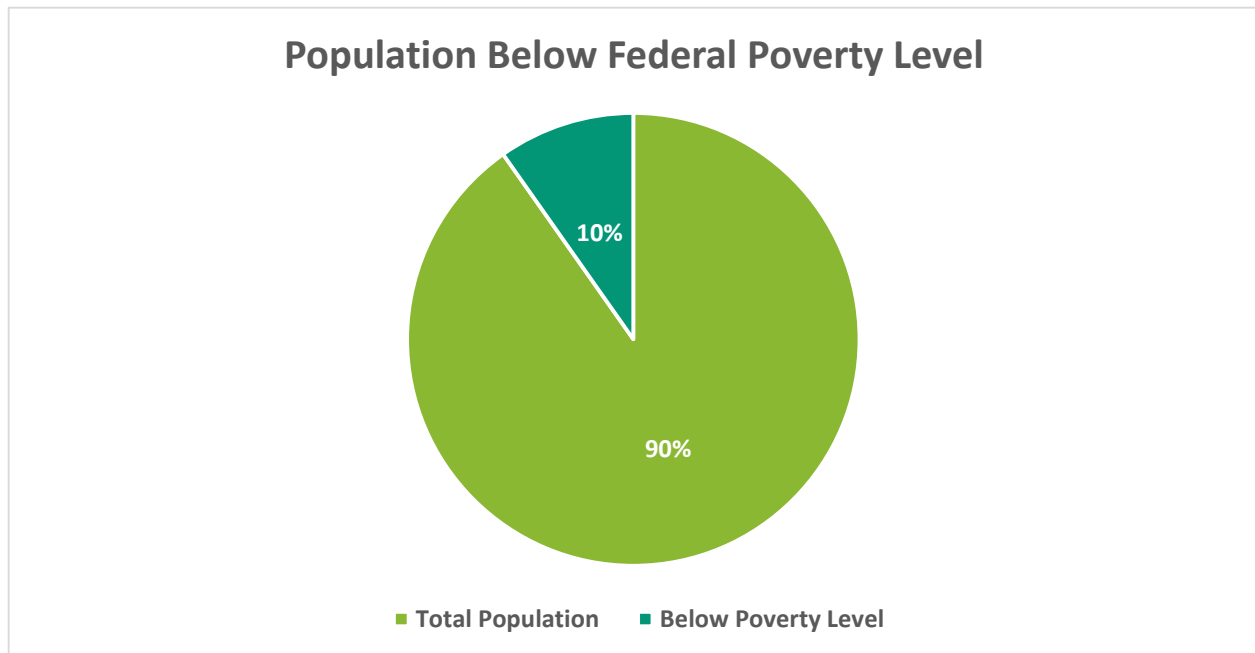
The number of people identifying as having a disability in Morrow County is 5,494, or 13% of the overall population, which is on par with the national average of 13%.

Chart 4: Number and Percentage of People with Disabilities



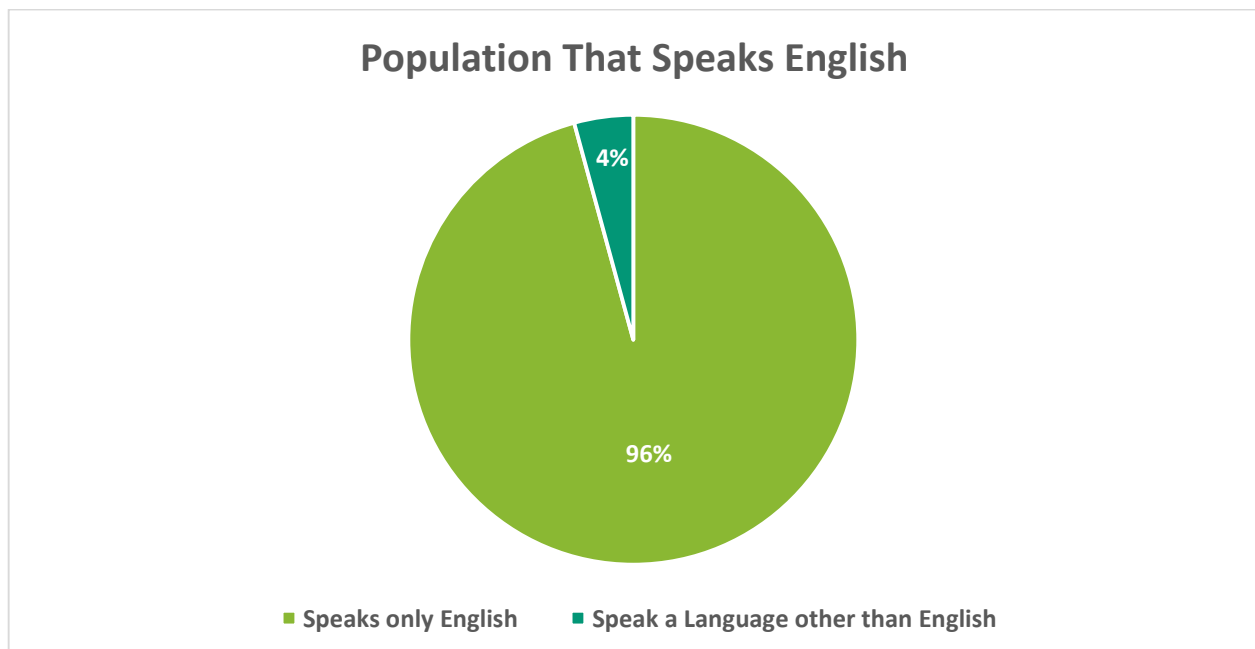
The number and percentage of people or households that have incomes below the Federal poverty level in Morrow County is 3,781 people, or 10%, which is slightly below the national rate of 11.1%. The following table shows the population below the federal poverty guidelines.

Chart 5: Population Below the Federal Poverty Guidelines



In Morrow County, the percent of population that speak English as their primary language is 98%, or a total of 31,816. A total of 1,411 people, or 4%, speak a language other than English.

Chart 6: Population That Speaks English



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

Chart 7: Means of Transportation to Work

Car, truck, or van	84.7%
Public Transportation (excluding taxi)	0.2%
Walked	1.6%
Bicycle	0.2%
Taxi, motorcycle, or other means	2.0%
Worked from home	11.3%

The majority of households in Morrow County have at least one vehicle. The following chart shows the percentages of homes with no vehicles or one or more vehicles.

Chart 8: Number of Vehicles per Household

No Vehicles Available	1.9%
1 Vehicle Available	12.3%
2 Vehicles Available	34.3%
3 or More Vehicles Available	51.5%

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 Morrow 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 planning committee 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 should 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. 5 of the participating organizations provide services on weekdays. 2 of the participating organizations operate on weekends and evenings after 6pm.

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 Morrow 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 6 organizations provided information about their services.

List of Transportation Service Providers

Agency Name: Lynx EMS

Transportation Service Type: Directly operates ambulance and ambulette emergency services and non-emergency transport services.

Other Services Provided: Provides emergency and non-emergency services to and from private residences, emergency rooms, and long-term care, skilled nursing, or assisted living facilities, as well as behavioral health transports.

Contact Information: 1-877-574-6777

Hours: 24/7/365

Service Area: Surrounding areas of Cleveland, Columbus, Greater Cincinnati, Dayton, Lorain, Mansfield, Sandusky, Toledo

Eligibility Requirements: Lynx EMS is a private transportation company specializing in behavioral health transport.

Website: lynx911.com

Agency Name: Morrow County Area Transit

Transportation Service Type: Public

Other Services Provided: Curb to curb, on demand

Contact Information: 419-864-3500

Hours: Monday-Friday 7am-5:30pm; Saturday 6am-12pm

Service Area: Morrow County and surrounding counties

Eligibility Requirements: None

Website: morrowcountyareatransit.com

Agency Name: Morrow County Veteran Services

Transportation Service Type: On demand; non-emergency medical for veterans

Other Services Provided: VA benefits

Contact Information: 419-946-1914

Hours: Monday-Thursday 7:00am-4:30pm

Service Area: Non-emergency medical appointments to the Veterans Center in Marion and the VA Clinic in Columbus.

Eligibility Requirements: U.S. military veterans

Website: morrowcountyveterans.com

Agency Name: O.C.C.

Transportation Service Type: Public

Other Services Provided: Curb-to-curb transportation service

Contact Information: 567-560-5228

Hours: 24/7

Service Area: Morrow County, Richland County, and surrounding counties

Eligibility Requirements: There are no eligibility requirements, however vehicles are not ADA accessible.

Website: occ-taxi.square.site

Agency Name: Seniors On Center

Transportation Service Type: Public Non-Profit, On-demand service

Other Services Provided: Senior socialization, education, programming, and other experiences

Contact Information: 419-946-4191

Hours: Monday-Friday 8am-4pm in-county service; 8am-2pm out-of-county service

Service Area: Morrow County

Eligibility Requirements: Morrow County seniors 60 and older

Website: seniorsoncenter.org

Agency Name: GoBus

Transportation Service Type: State-wide public transportation bus service

Other Services Provided: GoBus is a non-profit, grant funded rural intercity bus service, connecting Ohio's rural communities to urban centers and beyond.

Contact Information: 888-954-9287 (M-F 8am-4pm)

Hours: Varies by route

Service Area: GoBus stops in 63 cities and towns across Ohio and beyond and makes connections with other regional and national bus carriers in many cities, as well as the Columbus, Pittsburgh and Cincinnati-KY airports.

Eligibility Requirements: Open to the general public

Website: ridegobus.com

Assessment of Community Support for Transit

Community support for public transportation in Morrow County is growing, with particular interest in extending service hours, strengthening regional connections, and improving access for older adults, individuals with disabilities, and low-income populations. Feedback collected through public engagement efforts, Transportation Advisory Committee discussions, and input from human service providers and local employers reveals a clear need for flexible, reliable, and affordable transportation options.

Safety

Improving transportation safety remains a central focus of planning efforts in Morrow County. Stakeholders have raised concerns about areas with incomplete pedestrian infrastructure and limited accommodation for bicycles. To address these issues, the plan outlines strategies such as conducting walkability audits, applying Complete Streets principles, and performing localized assessments to identify and remove safety barriers for residents of all ages and abilities.

Additionally, maintaining high standards for vehicle safety and delivering thorough training for transit personnel—in coordination with Morrow County Area Transit (MCAT) and Mobility Management—will help create a safer, more inclusive transportation system for all Morrow County residents.

Vehicles

Survey/Interview participants listed a combined total of 26 vehicles. Approximately 77% of the vehicles are wheelchair accessible.

All of the transportation providers provide at least 1 wheelchair accessible vehicle, while some organizations have an entire fleet of wheelchair accessible vehicles. While there are 26 vehicles in Morrow County, all come from either Morrow County Area Transit or the Morrow County Senior Center. Around 37% 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

Morrow County's transportation network is primarily supported by one key provider: Morrow County area Transit (MCAT).

MCAT serves as the county's public transit provider, offering ADA-accessible curb-to-curb service throughout Morrow County, with door-to-door accommodation available upon request. Open to the general public, MCAT connects residents to employment opportunities, medical care, shopping, and essential community services. This service is especially critical for individuals who do not have access to a personal vehicle or who are unable to drive due to age, disability, or financial limitations.

Seniors on Center focuses on meeting the transportation needs of older adults (age 60+) providing transportation for medical appointments, grocery trips, and participation in senior center activities. By helping older residents maintain mobility, Seniors on Center supports independence, health, and social connection across the county.

There are limited or no taxi and rideshare options available within the county. Morrow County is a rural county and these services tend to be inconsistent and scarce, especially outside municipal areas and during evenings or weekends. This limited availability increases reliance on public and human-service transportation providers like MCAT.

Planning and coordination efforts are led by the county's Mobility Management Program, which collaborates with human service agencies, healthcare providers, employers, transportation operators, and local governments. The Morrow County Transportation Advisory Committee works to identify and address service gaps, improve interagency coordination, and strengthen the overall efficiency, accessibility, and equity of the transportation system.

Together, these agencies and partners form the core of a coordinated mobility network, helping ensure that Morrow County residents, particularly those with mobility barriers, can access the services and opportunities necessary for health, stability, and community participation.

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand Morrow County's needs, the TAC 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.

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

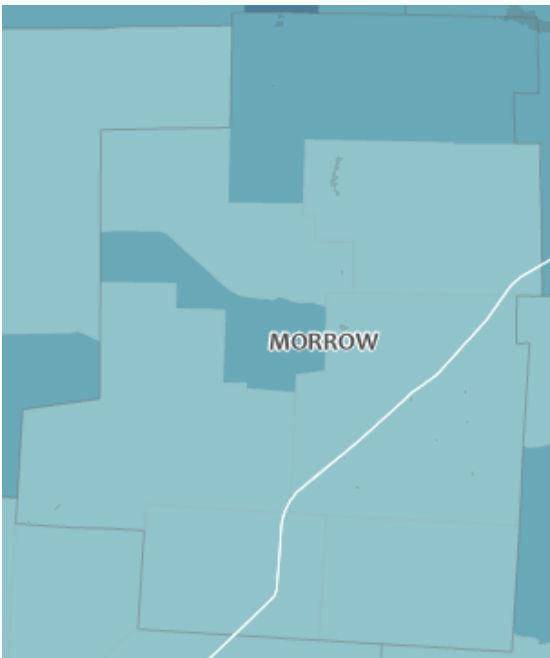
Data for each target population group was aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data is valuable because it allows for a comparison of where the highest and lowest densities individuals who are most likely to need transportation live. This information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

The following table and exhibit illustrate the areas where the number of older adults (age 65 and older) is at or above Ohio's average in Morrow County.

Table 2: Population Density of Individuals Aged 65 and Older

65-74 years	11.6%
75-84 years	5.8%
85 years and over	1.3%

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

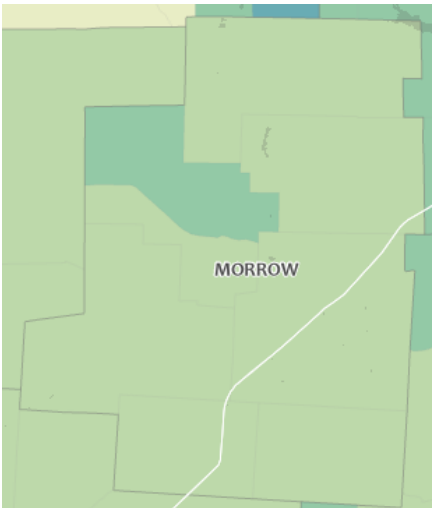


The table and exhibit below indicates the areas where the number of zero vehicle households is above Ohio’s average. The absence of a vehicle in the household is often an indication of the need for transportation services.

Table 3: Density of Zero Vehicle Households

No vehicle available	1.9%
1 vehicle available	12.3%
2 vehicles available	34.3%
3 or more vehicles available	51.5%

Exhibit 2: Map of Density of Zero Vehicle Households



Analysis of Demographic Data

Morrow County, Ohio, has a population of approximately 34,950 residents as of 2025, with notable demographic characteristics that influence transportation planning. A significant portion of the population, 24% or around 8,600 individuals, 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 Morrow 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 3 local meetings and 1 focus group to discuss the unmet transportation needs and gaps in mobility and transportation. 17 people participated in the meetings. Of those, 5 self-identified as older adults and 2 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.

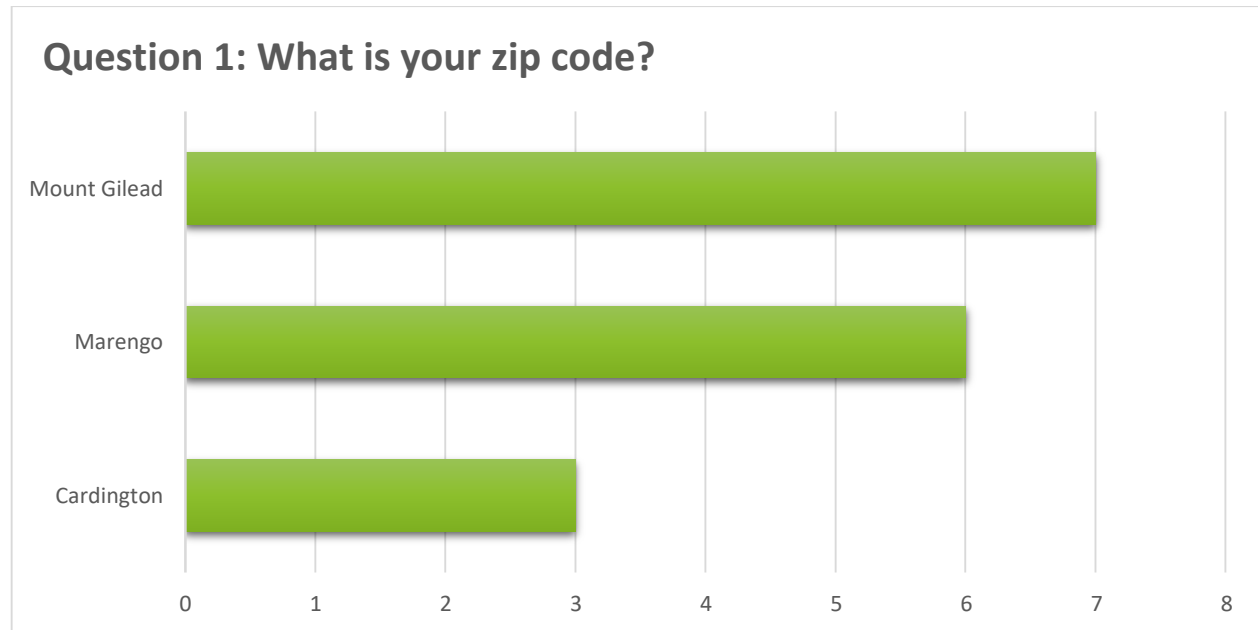
During the meeting, Great Lakes Community Action Partnership presented highlights of historical coordinated transportation in Morrow County and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation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

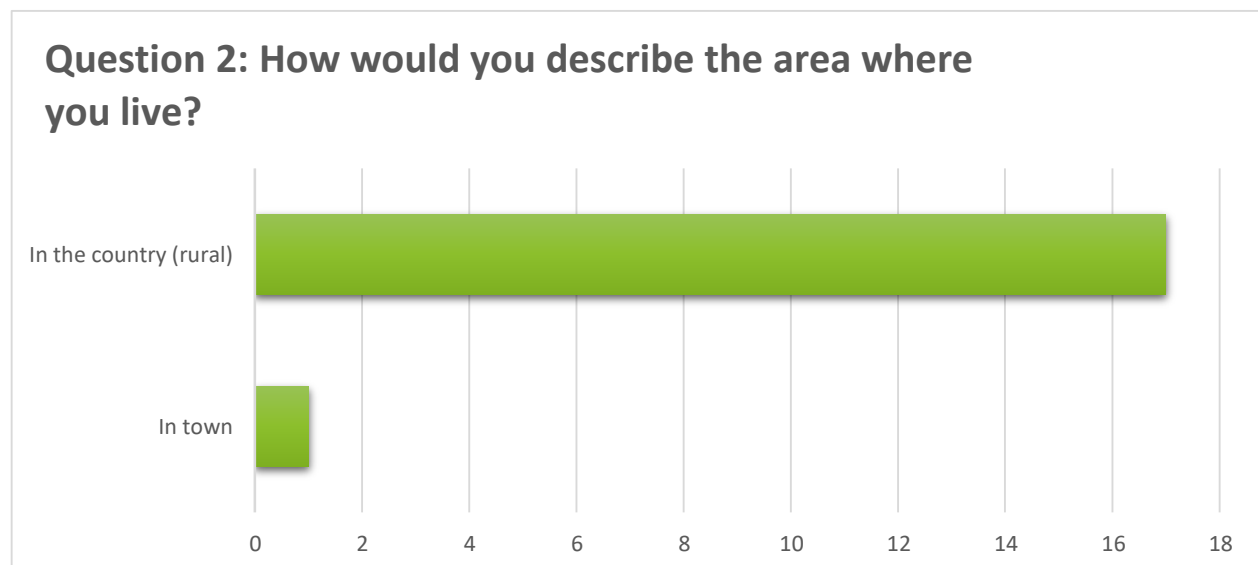
Participants discussed more than 16 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meeting[s]. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at 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.

Surveys

The following survey summary includes the information gained from the following surveys that were performed. 19 surveys from the general public: 28.57% of individuals with disabilities completed the survey and 26.32% of older adults completed the survey.

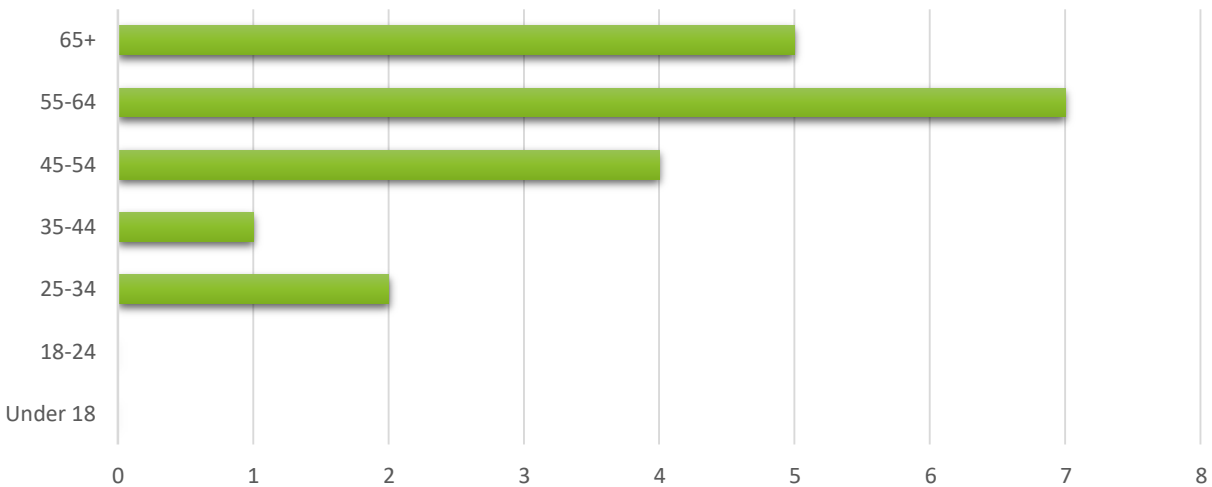


Summary: Respondents came from three different villages within the county; Mount Gilead (36.84%), Marengo (31.57%), and Cardington (15.78%).



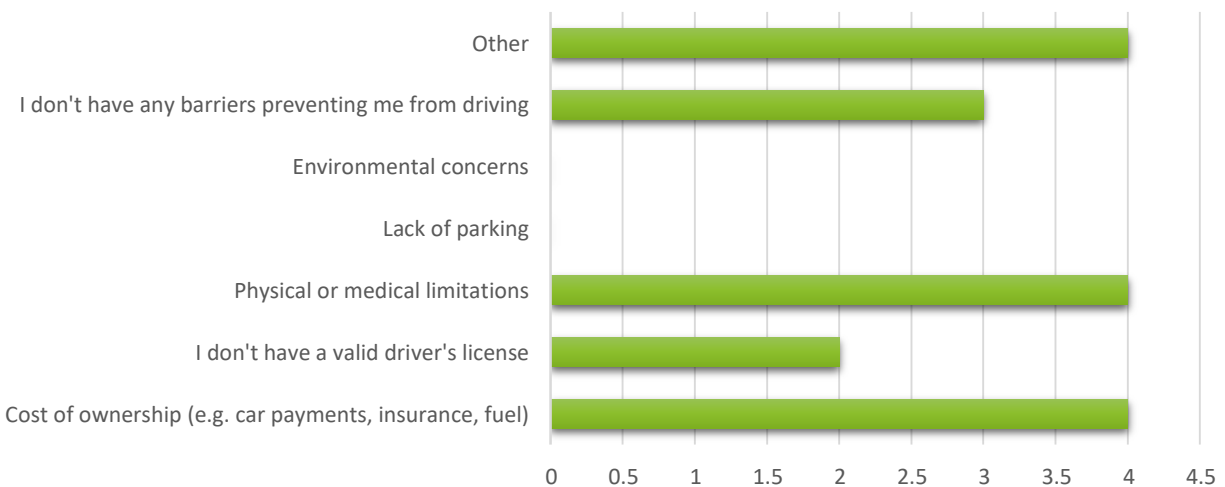
Summary: Most respondents, 89.47%, live in the country (rural), while the remaining 5.26% live in town.

Question 3: What is your age group?



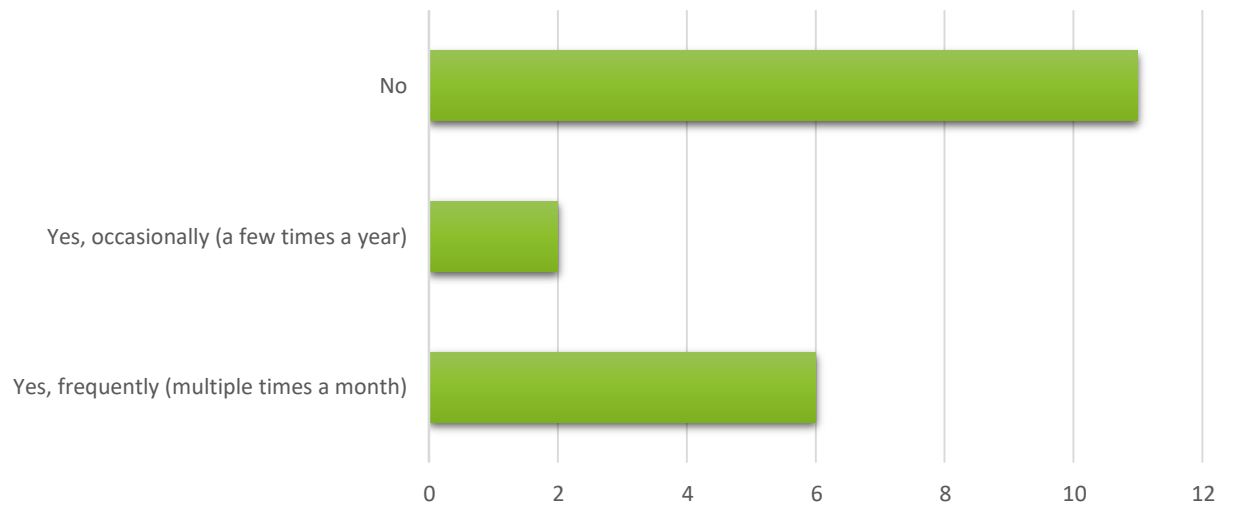
Summary: 26.32% of respondents were over the age of 65, 36.84% between the ages of 55-64, 21.05% between the ages of 45-55, 5.26% between the ages of 35-44, 10.53% between the ages of 25-34, 0% between the ages of 18-24, and 0% under the age of 18.

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



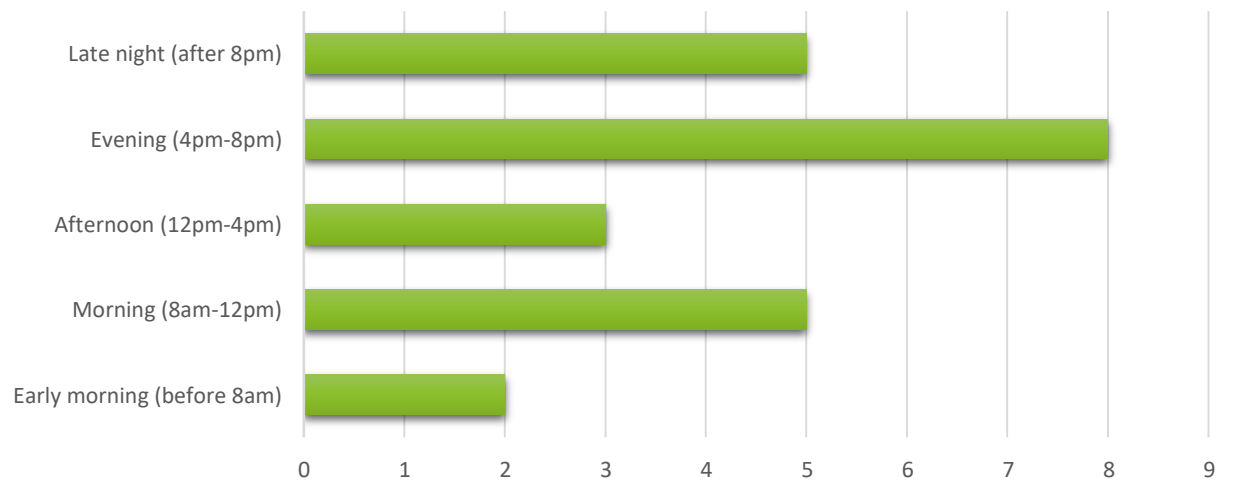
Summary: 28.57% of respondents have a physical or medical limitation that prevents them from being able to drive themselves, 14.29% do not have a valid driver's license, and 28.57% stated the cost of car ownership, while 21.43% did not have any barrier preventing them from driving, and an additional 28.57 cited other reasons.

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



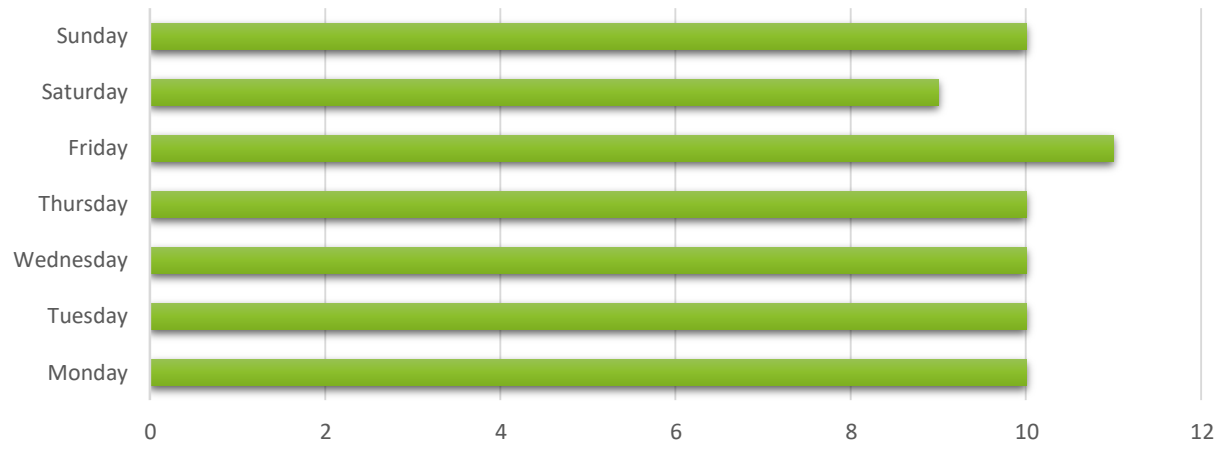
Summary: 42.11% of respondents are unable to go somewhere because of lack of transportation (10.53% is unable to go somewhere a few times a year, and 31.58% is unable to go somewhere multiple times a month); while the other 57.89% is able to go where they need to go.

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



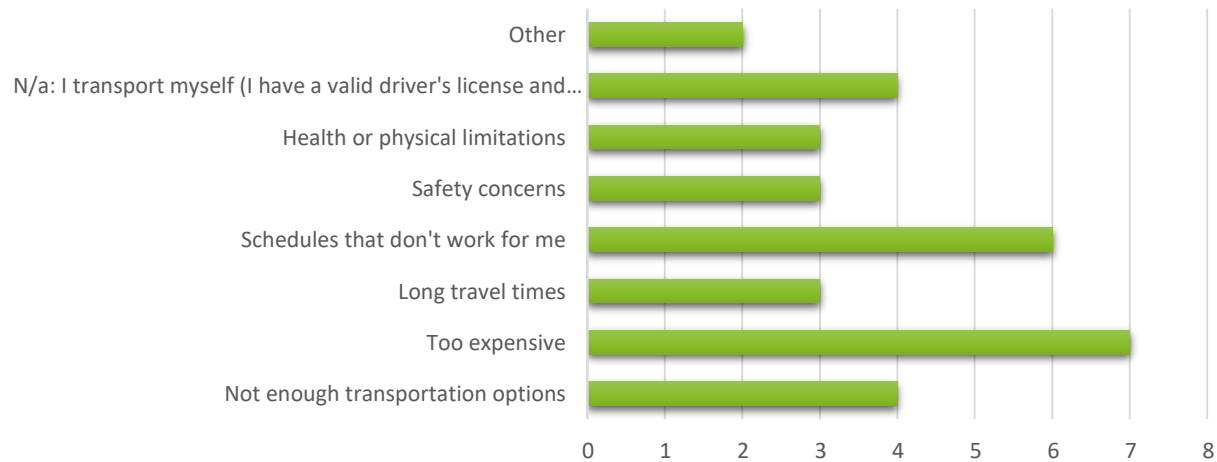
Summary: Most respondents need transportation in the evening between 4pm-8pm (61.54%). Other responses include early morning (before 8 am) 15.38%, morning (8am-12pm) 38.46%, afternoon (12pm-4pm) 23.08%, and late night (after 8 pm) 38.46%.

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



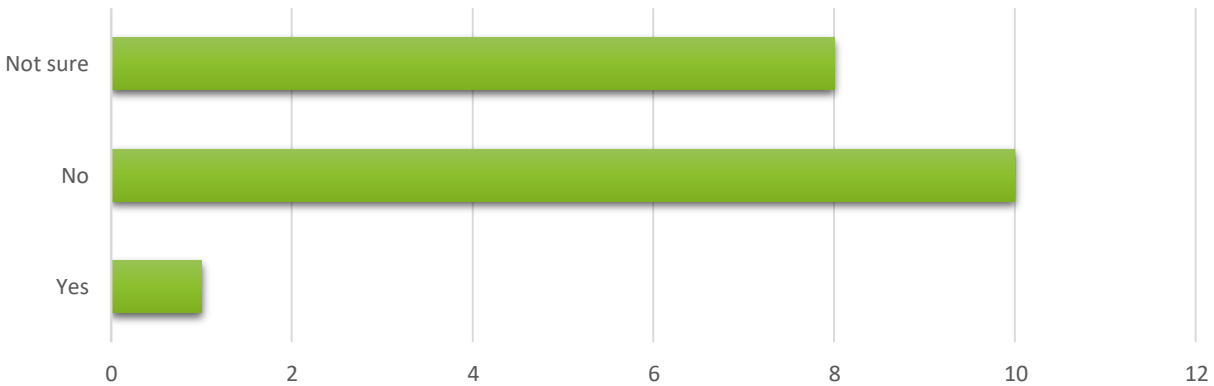
Summary: A narrow majority of the survey respondents expressed they are most likely to travel between Sunday-Friday with Friday being the most likely travel day at 84.62%. Sunday through Thursday followed as being the second most likely days to travel, all at 76.92%. Saturday was the least likely day of the week to travel at 69.23%.

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



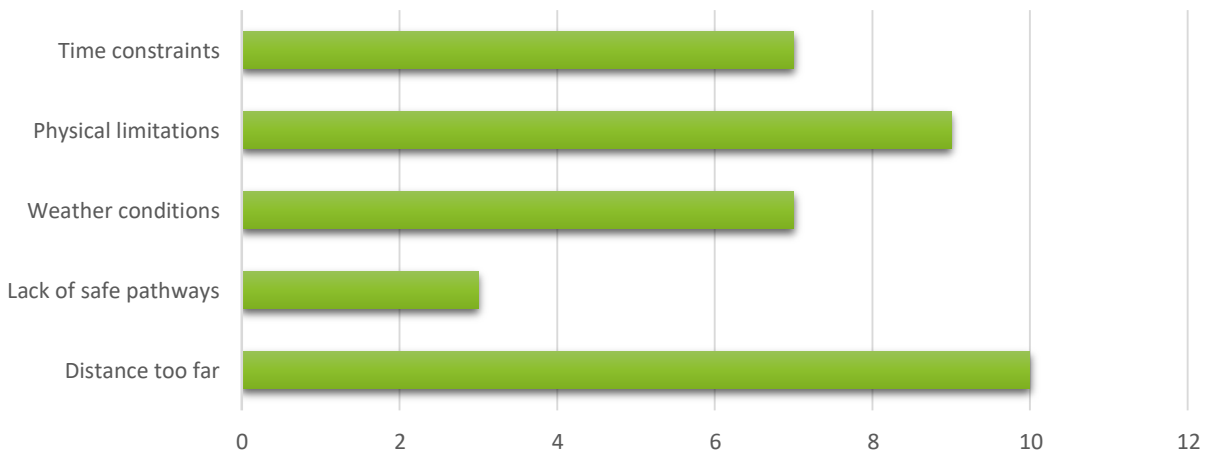
Summary: 20% of respondents stated that they face challenges having health or physical limitations. The remaining cited the following challenges they face with current transportation options: not enough transportation options: 26.67%, schedules that don't work for them: 40%, too expensive: 46.67%, safety concerns: 20%, long travel times: 9.09%, and 26.67% stated that they drive themselves. 13.33% cited "other" reasons with most specifying that they are unaware of options and that the County Board of DD provides their transportation, but they are limited on night and weekend transportation.

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



Summary: A majority of respondents, 52.63% stated that they do not feel there are enough transportation options in the area, followed by 42.11% stating that they are not sure, and 5.26% stating that they do 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: A majority of respondents cited distance too far: 71.43%, lack of safe pathways: 21.43%, weather conditions: 50%, physical limitations: 64.29%, and time constraints: 50% as being challenges to using active transportation.

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

1	"doctors appointments, etc"
2	"it would help to know I didn't need to worry about getting a ride"

3	"Allow access to many essential needs – grocery store, employment, counseling/treatment"
4	"More when needing medical assistance"
5	"Freedom"
6	"I would be able to go to the store on Saturday or Sunday afternoons/evenings when needed"
7	"Less stress"
8	"I would be more social and involved in my computer which would help me not be so lonely."

Summary: This was an open-ended question which received 8 responses with most responses stating that it would be easier to go to appointments (especially medical), more freedom, less stress, and that they could be more social

Question #12: Do you have specific suggestions for improving transportation in your area?	
1	"more buses/better prices/hire more drivers"
2	"give them more buses"
3	"extended hours of local transportation, easier access to scheduling, easy to understand and find information about what is available"
4	"Available hours of transportation"
5	"Yes, more money designated for transportation (reduce match for grant)"
6	"No keep up the good work"
7	"Lower fares, prepaid monthly and/or weekly passes"
8	"I have no idea what the answer would be to improving transportation. It seems like the million dollar question in many communities. Especially people with DD"

Summary: This was an open-ended question which received 8 responses ranging from more buses, extended hours, lower fares, and that there are no suggestions, or not sure how to improve services.

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:** Morrow County is largely rural, 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 TRIPS, 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 Morrow 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:** Morrow 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 Morrow 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 evening and weekend transportation	TAC meetings, SWOT, surveys & focus groups
2	Insufficient transportation providers and vehicle capacity to meet demand	TAC meetings, SWOT, surveys & focus groups
3	High cost of transportation; limited free or affordable options	TAC meetings, SWOT, surveys & focus groups
4	Difficulty scheduling transportation easily or efficiently	TAC meetings, SWOT, surveys & focus groups
5	Inadequate access to essential destinations like grocery stores, jobs, treatment, and medical care	TAC meetings, SWOT, surveys & focus groups
6	Physical and medical limitations that restrict driving or using active transportation	TAC meetings, SWOT, surveys & focus groups
7	Limited public and agency/partner engagement and support	TAC meetings, SWOT, surveys & focus groups
8	Unsustainable 50% local match requirement for transit funding in rural counties	TAC meetings, SWOT, surveys & focus groups
9	Limited transportation options for social outings, increasing senior isolation	TAC meetings, SWOT, surveys & focus groups
10	Seniors uncomfortable driving out of county for medical appointments	TAC meetings, SWOT, surveys & focus groups
11	Low public awareness of available transportation options and how to access them	TAC meetings, SWOT, surveys & focus groups
12	Rural geography makes walking and biking impractical for many trips	TAC meetings, SWOT, surveys & focus groups
13	Lack of prepaid weekly or monthly transit pass options	TAC meetings, SWOT, surveys & focus groups
14	Gaps in active transportation infrastructure (e.g., sidewalks, bike lanes)	TAC meetings, SWOT, surveys & focus groups

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Morrow 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 14 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: Expand and Optimize Public Transportation Service Hours and Capacity

Description: Enhance the reach and availability of Morrow County's public transportation system by increasing hours of operation, exploring flexible micro-transit/on-demand solutions, and addressing operational workforce needs to ensure more consistent, responsive, and widespread service.

Need(s) Being Addressed:

- Lack of evening and weekend transportation
- Insufficient transportation providers and vehicle capacity to meet demand
- Difficulty scheduling transportation easily or efficiently
- High cost of transportation; limited free or affordable options
- Low public awareness of available transportation options and how to access them
- Unsustainable 50% local match requirement for transit funding in rural counties
- Limited public and agency/partner engagement and support

Strategy 1.1: Pilot a micro-transit or on-demand service in underserved areas and/or during evenings and weekends

Strategy 1.2: Assess current usage patterns and unmet demand for evening/weekend service

Strategy 1.3: Develop a phased plan to pilot extended service hours

Strategy 1.4: Address staffing needs to support expanded hours

Strategy 1.5: Improve trip scheduling systems for ease of use

Strategy 1.6: Pursue funding to support service expansion and staffing

Strategy 1.7: Support the planning, funding, and development of a new or expanded MCAT operations facility

Timeline for Implementation: plan duration

Action Steps:

- Assess demand and feasibility for on-demand/micro-transit service
- Conduct a ridership analysis and community survey to document need and preferred hours
- Identify high-priority service times (e.g., Sunday mornings) and target zones to launch a limited pilot
- Seek vendor partnerships or software platforms for routing/scheduling
- Review operational costs and driver availability
- Develop phased implementation plan starting with Saturday or evening service
- Launch pilot with evaluation metrics
- Monitor ridership and adjust hours as needed
- Conduct staffing needs assessment
- Partner with local workforce agencies for recruitment
- Explore shared staffing models with partners
- Explore new and existing funding streams (e.g., ODOT grants, local partnerships, shared match agreements)
- Explore cost-sharing or coordination agreements

Parties Responsible for Leading Implementation: MCAT, Mobility Management

Parties Responsible for Supporting Implementation: Morrow County Commissioners, Morrow County JFS, Human Service Agencies

Resources Needed: staff time, operational funds, scheduling software, vehicles, survey and data tools

Potential Cost Range: \$100,000-\$500,000

Potential Funding Source: ODOT, local government contributions, private/community foundation grants, partnerships with healthcare systems and/or employers

Performance Measures/Targets:

1. Measure: Progress toward expanded service hours and new transportation models
 - a. Target: Conduct a feasibility study on evening/weekend service and on-demand/micro-transit options by 2027
 - b. Target: Pilot one evening or weekend service if funding allows during the plan period
2. Measure: Utilization of extended-hour service
 - a. Target: Achieve a 50% average ridership capacity during pilot period
 - b. Target: Document rider feedback on extended hours to inform future planning
3. Measure: Staffing and operational capacity to support service enhancements
 - a. Target: Pursue at least one funding or partnership opportunity to support staffing/operational needs during the plan period
 - b. Target: Identify staffing gaps and assess administrative capacity through internal review or partner consultation by 2027

Goal #2: Increase Awareness, Affordability, and Access to Public Transportation Services

Description: Increase community awareness, strengthen relationships with public and partner agencies, and make it easier for residents to use available services with confidence — particularly for older adults, first-time riders, and those unfamiliar with scheduling or fare options.

Need(s) Being Addressed:

- High cost of transportation; limited free or affordable options
- Difficulty scheduling transportation easily or efficiently
- Low public awareness of available transportation options and how to access them
- Limited public and agency/partner engagement and support
- Limited transportation options for social outings, increasing senior isolation
- Lack of prepaid weekly or monthly transit pass options

Strategy 2.1: Implement targeted public outreach and travel training

Strategy 2.2: Develop prepaid monthly and/or weekly pass options

Strategy 2.3: Explore creative free or reduced fare structures, such as “Happy Hour”

Strategy 2.4: Simplify trip scheduling and explore app-based or digital tools

Strategy 2.5: Strengthen relationships with community partners and public agencies to expand outreach and improve service visibility

Timeline for Implementation: duration of plan

Action Steps:

- Conduct travel training sessions tailored to seniors, people with disabilities, and new riders
- Create clear, user-friendly print and digital materials about scheduling and fares
- Train partner agency staff on how to assist clients with transportation planning
- Design and pilot affordable weekly/monthly passes
- Promote passes and scheduling tools via outreach, partners, and local media
- Test free or reduced-fare rides during low-demand times
- Evaluate and improve current scheduling system; explore mobile app options
- Host quarterly stakeholder roundtables for collaboration and feedback
- Develop and distribute transportation toolkits to partner organizations
- Maintain regular communication channels with partner agencies

Parties Responsible for Leading Implementation: Mobility Management, MCAT

Parties Responsible for Supporting Implementation: Board of DD, Senior Services, local nonprofits, health and social service agencies

Resources Needed: Staff time, outreach materials, technology tools, training curriculum, scheduling software

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

Potential Funding Sources: ODOT grants, local government support, community foundations, in-kind contributions

Performance Measures/Targets:

1. Measure: Community awareness of transportation options
 - a. Target: Conduct at least 1 targeted outreach campaign annually
 - b. Target: Increase the percentage of survey respondents who report awareness of available transportation services by 50% over the plan period
2. Measure: Rider satisfaction and usability of scheduling system
 - a. Target: Maintain or improve satisfaction ratings on rider surveys
 - b. Target: Implement a simplified scheduling tool or app pilot by 2030
3. Measure: Affordability and use of fare options
 - a. Target: Launch a prepaid pass program by 2028
 - b. Target: Achieve at least 25% adoption among frequent riders within first year of implementation

Goal #3: Strengthen Community Partnerships and Transportation Engagement

Description: Strengthen local ownership and involvement in Morrow County's mobility planning by expanding the Transportation Advisory Committee (TAC), fostering relationships with local service agencies, and engaging seniors and community members in transportation conversations.

Need(s) Being Addressed:

- Limited public and agency/partner engagement and support
- Low public awareness of available transportation options and how to access them
- Limited transportation options for social outings, increasing senior isolation
- Seniors uncomfortable driving out of county for medical appointments
- Unsustainable 50% local match requirement for transit funding in rural counties

Strategy 3.1: Expand and diversify TAC membership to include representatives from senior groups, local nonprofits, health and human service agencies, faith-based organizations, and the general public

Strategy 3.2: Build relationships with local agencies to increase awareness of transportation needs and opportunities for collaboration

Strategy 3.3: Provide regular updates and information to local elected officials and agency partners to encourage buy-in and support

Strategy 3.4: Develop and implement an outreach plan to increase awareness of transportation planning efforts

Strategy 3.5: Engage with community groups, and participate in local events to raise awareness of transportation efforts

Timeline for Implementation: duration of plan

Action Steps:

- Identify and personally invite new stakeholders to join the TAC
- Host quarterly TAC meetings with standing time on the agenda for community engagement or guest presentations
- Create and distribute transportation materials for local leaders and community partners
- Develop a list of community events and assign representatives to attend on behalf of the TAC or mobility team
- Design and launch a transportation outreach toolkit with flyers, FAQs, and presentations
- Coordinate with senior centers and service providers to host informal “transportation talks” or listening sessions

Parties Responsible for Leading Implementation: Mobility Management

Parties Responsible for Supporting Implementation: MCAT

Resources Needed: staff time, outreach materials/marketing supplies

Potential Cost Range: \$5,000-\$15,000

Potential Funding Sources: ODOT

Performance Measures/Targets:

1. Measure: TAC engagement
 - a. Target: Add at least 3 new TAC members by 2027
 - b. Target: Maintain consistent TAC meeting attendance of at least 75% members per meeting annually
2. Measure: Community outreach activities
 - a. Target: Attend or host at least 2 community events, forums, or presentations annually
 - b. Target: Distribute transportation outreach materials to at least 5 local organizations by 2026
3. Measure: Partner and Public Communication
 - a. Target: Deliver quarterly transportation updates to local elected officials and key stakeholders
 - b. Target: Conduct at least one public feedback session or survey per year to gather transportation input and monitor progress/transportation awareness

Goal #4: Strengthen Transportation Affordability, Funding Sustainability, and Coordination

Description: Support a coordinated, affordable, and sustainable transportation network in Morrow County by leveraging diverse funding sources, enhancing inter-agency collaboration, expanding accessible vehicle resources, and improving service efficiency and visibility.

Need(s) Being Addressed:

- Insufficient transportation providers and vehicle capacity to meet demand
- High cost of transportation; limited free or affordable options
- Limited public and agency/partner engagement and support
- Unsustainable 50% local match requirements for transit funding in rural counties
- Lack of evening and weekend transportation

- Difficulty scheduling transportation easily or efficiently
- Low public awareness of available transportation options and how to access them
- Inadequate access to essential destinations like grocery stores, jobs, treatment, and medical care
- Limited transportation options for social outings, increasing senior isolation

Strategy 4.1: Expand and optimize the use of 5310 and other grant funding to acquire accessible vehicles, transportation operations, and programming

Strategy 4.2: Pursue diverse and sustainable funding sources to support operations, staffing, and fare affordability (e.g., grants, local government, partnerships, cost-sharing agreements)

Strategy 4.3: Strengthen coordination and collaboration between agencies to improve service coordination and reduce duplication

Strategy 4.4: Develop and implement a marketing and public awareness campaign to promote all transportation services and resources

Strategy 4.5: Advocate at local, state, and federal levels for stable and increased transportation funding and supportive policies

Strategy 4.6: Explore innovative approaches to reduce or leverage local match requirements

Strategy 4.7: 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 Morrow County's Coordinated Public and Human Services Transportation Plan
- Design a communications strategy to promote transportation services across all audiences
- Develop and distribute marketing materials (e.g., Getting Around Morrow County Guides, social media content, 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
- Explore in-kind contributions, partnerships, and local fundraising to ease the financial burden on rural transportation providers to increase access to funding

Parties Responsible for Leading Implementation: Mobility Management

Parties Responsible for Supporting Implementation: ODOT, MCAT, Morrow County Commissioners, local social service agencies

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 all transportation services
 - a. Target: Develop an annual Getting Around Guide that lists the transportation providers in Morrow 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 1 5310 grant applications during the planning period
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 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: Advance Inclusive and Accessible Mobility Options for a Rural, Aging Population

Description: Promote mobility options that accommodate the needs of Morrow County's aging population and individuals with physical or medical limitations by improving infrastructure, expanding supportive transportation services, and fostering community-based mobility solutions.

Need(s) Being Addressed:

- Physical and medical limitations that restrict using active transportation
- Seniors uncomfortable driving out of county for medical appointments
- Gaps in active transportation infrastructure (e.g., sidewalks, bike lanes)
- Rural geography makes walking and biking impractical for many trips
- Limited transportation options for social outings, increasing senior isolation
- Low public awareness of available transportation options and how to access them

Strategy 5.1: Partner with healthcare providers, senior centers, and community organizations to increase awareness and use of accessible transportation options

Strategy 5.2 Support transportation providers in adapting services to better meet the needs of aging residents

Strategy 5.3 Explore conducting a Safe Routes to Age in Place study to identify and prioritize infrastructure improvements

Strategy 5.4 Conduct walk and bike audits to assess current conditions, identify barriers, and recommend improvements

Strategy 5.5 Develop education and safety programs tailored to older adults and those with mobility challenges

Timeline for Implementation: duration of plan

Action Steps:

- Assess accessibility gaps and prioritize infrastructure improvements based on study findings
- Coordinate with local municipalities and planning departments to implement infrastructure upgrades and policies
- Complete walk and/or bicycle audits to assess infrastructure needs
- Conduct mobility training workshops and develop supportive materials tailored for aging adults
- Partner with healthcare providers and community organizations for outreach and service coordination
- Pilot innovative mobility aids (e.g., senior tricycles) and collect user feedback for program expansion
- Collect travel diaries from older adults to better understand daily mobility challenges and needs

Parties Responsible for Leading Implementation: Mobility Management, local municipalities

Parties Responsible for Supporting Implementation: Senior Services, healthcare providers, MCAT

Resources Needed: Funding for infrastructure upgrades, program staff, training materials, mobility aids,

Potential Cost Range: \$25,000 – \$400,000

Potential Funding Sources: ODOT grants, community foundations, health system partnerships, local government funds

Performance Measures/Targets:

1. Measure: Completion of planning and assessment activities
 - a. Target: Complete at least 1 walk and/or bike audit in a key community during the planning period
 - b. Target: Conduct a Safe Routes to Age in Place study in a priority community
2. Measure: Community engagement and data collection
 - a. Target: Collect travel diaries from at least 10 older adults to inform transportation and infrastructure needs
 - b. Target: Host at least one focus group with older adults and mobility limited residents
3. Measure: Documentation and dissemination of findings to inform local planning
 - a. Target: Develop a summary report of audit results, travel diaries, and community feedback
 - b. Target: Present findings and recommendations to the key community municipalities and/or county officials to support future planning and funding efforts

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 Morrow 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 27, 2025, at Morrow County Department of Job and Family Services, 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 the day of the public meeting (May 27, 2025) to ensure that key stakeholders had the opportunity to attend and provide final feedback.

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

Comments were received from April 10th-May 31st, 2025. Stakeholders requested improved clarity and inclusivity within the plan. Morrow County Commissioner Tim Abraham asked for some clarifications on funding and Morrow County Area Transit's role in the plan.

Following the public comment period, GLCAP reviewed all feedback and incorporated relevant revisions into the final Coordinated Plan. Clarifications on active transportation, 5310 performance targets, and funding estimates were provided in person to address stakeholder questions.

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 27, 2025, at Morrow County Job and Family services, 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 8 members attended, including 4 in person and 4 virtually.

A motion to adopt the plan, allowing for any formatting or insignificant changes to be made afterward, was introduced by Commissioner Tim Abraham and seconded by Charles Chandler. 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 Morrow 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 26, 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 contacted the Morrow County Board of Commissioners on April 9, 2025, to present the Coordinated Public and Human Services Transportation Plan to ensure that the appropriate local authority was informed and involved in the final adoption process. The board declined a formal presentation but sent a representative to attend the local Transportation Advisory Committee meeting instead.

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
Michelle Brown	Morrow County DD
Sundie Brown	Morrow County Job and Family Services
Beth Jarvis	United Way
Courtney Curtis	GLCAP
Jim Oliver	GLCAP
Mindy Birkholz	GLCAP
Commissioner Tim Abraham	Morrow County Commissioner
Derek Allen	Mount Gilead Administrator
Brenda Harden	Community Representative
Kristan Warren	Delaware-Morrow Mental Health and Recovery Services Board
Charles Chandler	MCAT

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:

Mindy Birkholz
Mobility Management Coordinator
Great Lakes Community Action Partnership
419-333-5087
mabirkholz@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:

Mindy Birkholz
Mobility Management Coordinator
Great Lakes Community Action Partnership
419-333-5087
mabirkholz@glcap.org

Annual Review – Fiscal Year (FY) 2026

The Fiscal Year 2026 Annual Review of the Morrow County Coordinated Public and Human Services Transportation Plan was conducted in May 2026. The purpose of the annual review is to evaluate the 2026-2030 Coordinated Plan, adopted in FY2025, and document updates that ensure the plan remains current, relevant, and responsive to the county's evolving transportation needs.

Throughout FY2026, the Transportation Advisory Committee (TAC) met quarterly to review transportation priorities, discuss emerging needs, monitor progress toward plan goals, and recommend updates. As a result of the annual review process, the following sections of the Coordinated Plan were amended.

FY2026 Plan Review

The Morrow County Coordinated Public and Human Services Transportation Plan was reviewed in its entirety. The following sections were updated during the FY2026 Annual Review:

Section Updated	Page(s)	Summary of Amendment
Executive Summary	3	Updated community resources to include addition of new transportation services.
Transportation Service Providers	13-14	Updated provider information and service changes.
Various Sections	39-40	Updated GLCAP Mobility Management Coordinator name and contact information to reflect a staff transition.
Agency Representation	41	Updated Transportation Advisory Committee members and participating agencies
Goals and Strategies	41-46	Added FY2026 progress updates and revised implementation status.

Agency Representation – Annual Review FY 2026

Name	Agency
Michelle Brown	Morrow County DD
Sundie Brown	Morrow County Job and Family Services
Beth Jarvis	United Way
Mindy Birkholz, Nadine Thompson	GLCAP
Commissioner Tim Abraham	Morrow County Commissioner
Derek Allen	Mount Gilead Administrator
Brenda Harden	Community Representative
Kristan Warren	Delaware-Morrow Mental Health and Recovery Services Board
Pamela Knoblock	MCAT

Goals and Strategies – Annual Review FY 2026

Goal #1: Expand and Optimize Public Transportation Service Hours and Capacity

STRATEGY 1.1:

Pilot a micro-transit or on-demand service in underserved areas and/or during evenings and weekends

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026. Transportation providers remained focused on maintaining existing services while strengthening operational capacity and preparing for future service expansion opportunities.

STRATEGY 1.2:

Assess current usage patterns and unmet demand for evening/weekend service

FY2026 PROGRESS UPDATE:

MCAT continued monitoring ridership and service utilization throughout FY2026. Planning also began for implementation of a new tracking system to support data collection and future evaluation of transportation needs and service performance.

STRATEGY 1.3:

Develop a phased plan to pilot extended service hours

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026. Opportunities to expand service hours will continue to be evaluated as staffing, funding, and operational capacity allow.

STRATEGY 1.4:

Address staffing needs to support expanded hours

FY2026 PROGRESS UPDATE:

MCAT continued addressing workforce needs throughout FY2026 through recruitment efforts and organizational transitions, including hiring a new Transit Director. Staffing remained an important priority in supporting reliable transportation services and future service expansion.

STRATEGY 1.5:

Improve trip scheduling systems for ease of use

FY2026 PROGRESS UPDATE:

MCAT began planning for implementation of a new tracking system to improve operational efficiency and support future enhancements to transportation service management.

STRATEGY 1.6:

Pursue funding to support service expansion and staffing

FY2026 PROGRESS UPDATE:

Transportation providers continued pursuing federal and state funding opportunities to support transportation operations, staffing, capital improvements, and future service enhancements. Technical assistance regarding ODOT funding programs and grant opportunities remained available throughout FY2026.

STRATEGY 1.7:

Support the planning, funding, and development of a new or expanded MCAT operations facility

FY2026 PROGRESS UPDATE:

Significant progress continued toward development of a new MCAT operations facility during FY2026. Planning and funding activities advanced as the project continued through the Federal Transit Administration review process, supporting long-term improvements to transportation operations and service capacity.

Goal #2: Increase Awareness, Affordability, and Access to Public Transportation Services

STRATEGY 2.1:

Implement targeted public outreach and travel training

FY2026 PROGRESS UPDATE:

Transportation education continued throughout FY2026 through travel training, individualized transportation assistance, case management services, and distribution of updated Morrow County Getting Around Guides to improve awareness of available transportation resources.

STRATEGY 2.2:

Develop prepaid monthly and/or weekly pass options

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026.

STRATEGY 2.3:

Explore creative free or reduced fare structures, such as “Happy Hour”

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026.

STRATEGY 2.4:

Simplify trip scheduling and explore app-based or digital tools

FY2026 PROGRESS UPDATE:

MCAT continued planning for implementation of a new scheduling and trip tracking system to improve service efficiency and support future opportunities to modernize trip scheduling and customer service.

STRATEGY 2.5:

Strengthen relationships with community partners and public agencies to expand outreach and improve service visibility

FY2026 PROGRESS UPDATE:

Partnerships with community organizations, transportation providers, and public agencies continued throughout FY2026 to improve awareness of available transportation services and identify opportunities to enhance accessibility. Preliminary discussions also began regarding opportunities to improve the accessibility and visibility of the existing GoBus stop to better serve Morrow County residents.

Goal #3: Strengthen Community Partnerships and Transportation Engagement

STRATEGY 3.1:

Expand and diversify TAC membership to include representatives from senior groups, local nonprofits, health and human service agencies, faith-based organizations, and the general public

FY2026 PROGRESS UPDATE:

Quarterly Transportation Advisory Committee (TAC) meetings continued bringing together transportation providers, health and human service agencies, local organizations, and community partners to discuss transportation needs, coordinated planning efforts, and future mobility opportunities. Additional outreach was conducted to encourage participation from community partners.

STRATEGY 3.2:

Build relationships with local agencies to increase awareness of transportation needs and opportunities for collaboration

FY2026 PROGRESS UPDATE:

Transportation providers and community partners continued strengthening relationships throughout FY2026 to improve coordination and identify opportunities to enhance community mobility. Collaborative planning efforts also continued for the proposed Shared Use Path project, including coordination with ODOT and local partners to explore funding opportunities and support future implementation alongside planned bridge improvements.

STRATEGY 3.3:

Provide regular updates and information to local elected officials and agency partners to encourage buy-in and support

FY2026 PROGRESS UPDATE:

Morrow County Commissioners continued participating in quarterly Transportation Advisory Committee (TAC) meetings, which also serve as the MCAT Transportation Advisory Board. Regular updates regarding transportation operations, coordinated planning efforts, funding opportunities, and future initiatives supported continued collaboration and local leadership engagement in transportation planning and decision-making.

STRATEGY 3.4:

Develop and implement an outreach plan to increase awareness of transportation planning efforts

FY2026 PROGRESS UPDATE:

Transportation planning activities continued to be shared through quarterly Transportation Advisory Committee meetings, coordinated planning updates, and collaboration with regional planning partners including CORPO and MORPC.

STRATEGY 3.5:

Engage with community groups, and participate in local events to raise awareness of transportation efforts

FY2026 PROGRESS UPDATE:

Transportation providers continued engaging with community organizations throughout FY2026 to increase awareness of available transportation services and coordinated planning efforts. MCAT also participated in community outreach activities to promote public transportation services.

Goal #4: Strengthen Transportation Affordability, Funding Sustainability, and Coordination

STRATEGY 4.1:

Expand and optimize the use of 5310 and other grant funding to acquire accessible vehicles, transportation operations, and programming

FY2026 PROGRESS UPDATE:

Transportation providers continued pursuing and utilizing federal and state funding opportunities to support transportation operations, capital improvements, and accessible transportation services. MCAT was awarded Section 5311 operations and capitalized maintenance funding, while Mobility Management continued providing technical assistance regarding available transportation funding opportunities.

STRATEGY 4.2:

Pursue diverse and sustainable funding sources to support operations, staffing, and fare affordability (e.g., grants, local government, partnerships, cost-sharing agreements)

FY2026 PROGRESS UPDATE:

Funding opportunities continued to be pursued throughout FY2026 to support transportation operations, staffing, facility development, and future service improvements. Transportation providers continued evaluating available grant opportunities to strengthen long-term financial sustainability.

STRATEGY 4.3:

Strengthen coordination and collaboration between agencies to improve service coordination and reduce duplication

FY2026 PROGRESS UPDATE:

Transportation providers and community partners continued strengthening service coordination through quarterly Transportation Advisory Committee meetings and ongoing collaboration among agencies serving Morrow County residents. These partnerships supported coordinated transportation planning and improved communication regarding community transportation needs.

STRATEGY 4.4:

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

FY2026 PROGRESS UPDATE:

While a formal countywide marketing campaign was not implemented during FY2026, transportation providers continued promoting available transportation services through updated Getting Around Guides, community outreach, travel training, and participation in community events.

STRATEGY 4.5:

Advocate at local, state, and federal levels for stable and increased transportation funding and supportive policies

FY2026 PROGRESS UPDATE:

Advocacy efforts continued throughout FY2026 to support sustainable transportation funding at the local, state, and federal levels. Activities included participation in the annual Ohio Loves Transit campaign, engagement through the Ohio Public Transit Association (OPTA), participation in transportation advocacy committees, and continued collaboration with regional and local partners to promote coordinated transportation planning and long-term investment in mobility services throughout Morrow County.

STRATEGY 4.6:

Explore innovative approaches to reduce or leverage local match requirements

FY2026 PROGRESS UPDATE:

Opportunities to leverage local funding will continue to be explored throughout the coordinated planning period.

STRATEGY 4.7:

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

FY2026 PROGRESS UPDATE:

Great Lakes Community Action Partnership applied through the Ohio Department of Transportation Mobility Management Program to preserve mobility management services supporting transportation planning, coordination, and public education efforts within Morrow County.

Goal #5: Advance Inclusive and Accessible Mobility Options for a Rural, Aging Population

STRATEGY 5.1:

Partner with healthcare providers, senior centers, and community organizations to increase awareness and use of accessible transportation options

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026. Existing partnerships with healthcare providers, senior centers, and community organizations will continue to support future efforts to increase awareness and use of accessible transportation options throughout the coordinated planning period.

STRATEGY 5.2

Support transportation providers in adapting services to better meet the needs of aging residents

FY2026 PROGRESS UPDATE:

Transportation providers continued improving their ability to serve older adults and individuals with mobility challenges through specialized driver training opportunities, including CPR/First Aid, Passenger Assistance Technique (PAT) training, and other trainings. These efforts strengthened driver knowledge, passenger assistance skills, and safe transportation practices.

STRATEGY 5.3

Explore conducting a Safe Routes to Age in Place study to identify and prioritize infrastructure improvements

FY2026 PROGRESS UPDATE

This strategy was not prioritized during FY2026.

STRATEGY 5.4

Conduct walk and bike audits to assess current conditions, identify barriers, and recommend improvements

FY2026 PROGRESS UPDATE

This strategy was not prioritized during FY2026.

STRATEGY 5.5

Develop education and safety programs tailored to older adults and those with mobility challenges

FY2026 PROGRESS UPDATE

This strategy was not prioritized during FY2026.

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.