

Crawford 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.....	4
I. Geographic Area	7
II. Population Demographics.....	10
III. Assessment of Available Services	14
Inventory of Transportation Providers	14
Existing Transportation Services.....	15
List of Transportation Service Providers.....	15
Assessment of Community Support for Transit.....	18
Safety	18
Vehicles	18
Summary of Existing Resources	18
IV. Assessment of Transportation Needs and Gaps.....	19
Local Demographic and Socio-Economic Data.....	19
Analysis of Demographic Data	21
General Public and Stakeholder Meetings/Focus Groups	22
Surveys	23
Challenges to Coordinated Transportation.....	31
Summary of Unmet Mobility Needs	32
V. Goals and Strategies	34
Developing Strategies to Address Gaps and Needs.....	34
Goal #1: Evaluate Extended-Hours Transportation to Meet Community Needs	34
Goal #2: Explore Transportation Service Models to Provide Flexible Transportation Options	36
Goal #3: Enhance Active Transportation Infrastructure and Accessibility	38
Goal #4: Strengthen and Sustain Coordinated Transportation Services	39
Goal #5: Advance Sustainable Transportation Through Alternative Fuels and Infrastructure.....	41
VI. Plan Adoption	43
Appendix A: List of Planning Committee Participants	45

Agency Representation	45
Appendix B: List of Annual Reviews and Plan Amendments	46
Annual Review – Fiscal Year (FY) 2026.....	46
Agency Representation – Annual Review FY 2026	47
Goals and Strategies – Annual Review FY 2026	47
Appendix C: Definitions.....	52

Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Crawford 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 Crawford 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 that are identified in the plan
 - Crawford County Council on Aging
 - Crawford County Job and Family Services
 - Crawford County Veterans Service Commission
 - Great Lakes Community Action Partnership (GLCAP) Mobility Management
 - O.C.C.
 - North Central Area Transit (NCAT)
 - United Way of North Central Ohio
2. Identify and Prioritize community transportation needs
 - Limited transportation options during evenings, weekends, and non-traditional hours
 - Need for 24-hour transportation access
 - Need for flexible, on-demand transportation
 - Transportation driver shortage
 - Lack of fixed-route transit connections between key communities
 - Insufficient direct transportation options
 - Limited accessibility for individuals with disabilities
 - Lack of safe and accessible routes to schools, grocery stores, etc.
 - Insufficient pedestrian and cycling infrastructure
 - Inadequate coordination between transportation providers
 - Continued and increased transportation funding needs
 - Limited access to funding opportunities and difficulty passing levies
 - Need for cross-agency collaboration
 - Barriers to access for retired or unemployed individuals

- Aging population
- Food desert issues
- Limited local government engagement
- Challenges with public infrastructure
- Loss of parking

3. Establish a clear plan for achieving shared goals

To achieve the shared goals outlined in the Crawford 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 NCAT, Crawford County Commission on Aging, 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, Crawford 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 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

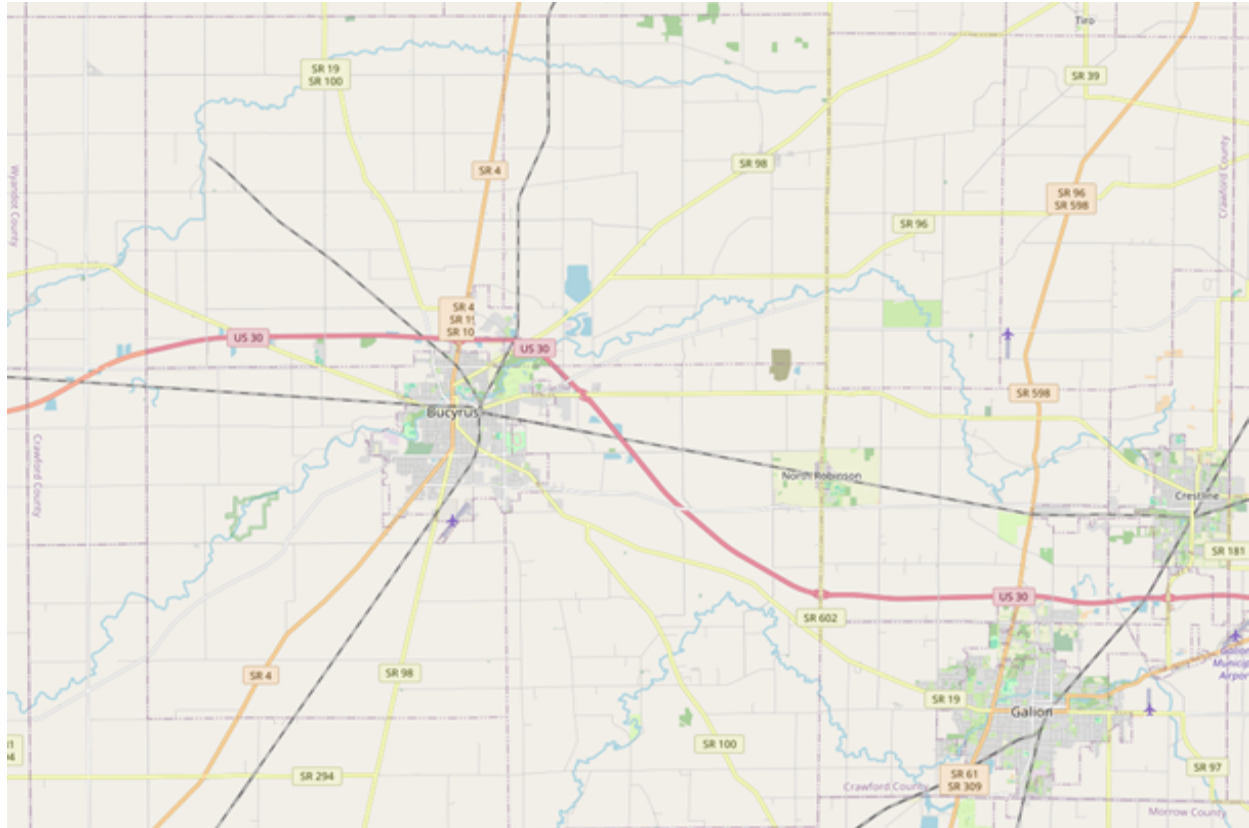
This plan was developed and adopted by Crawford County's Transportation Advisory Committee (TAC). More information about the advisory committee can be found in Appendix A.

I. Geographic Area

Crawford County is located in the north central portion of the U.S. state of Ohio. As of the 2020 census, the population was 42,025. Its county seat and largest city is Bucyrus. According to the U.S. Census Bureau, the county has a total area of 403 square miles, of which 402 square miles is land and 0.9 square miles (0.2%) is water. It is the fourth-smallest county in Ohio by total area.

Crawford County is currently not a part of a Regional Transportation Planning Organization.

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

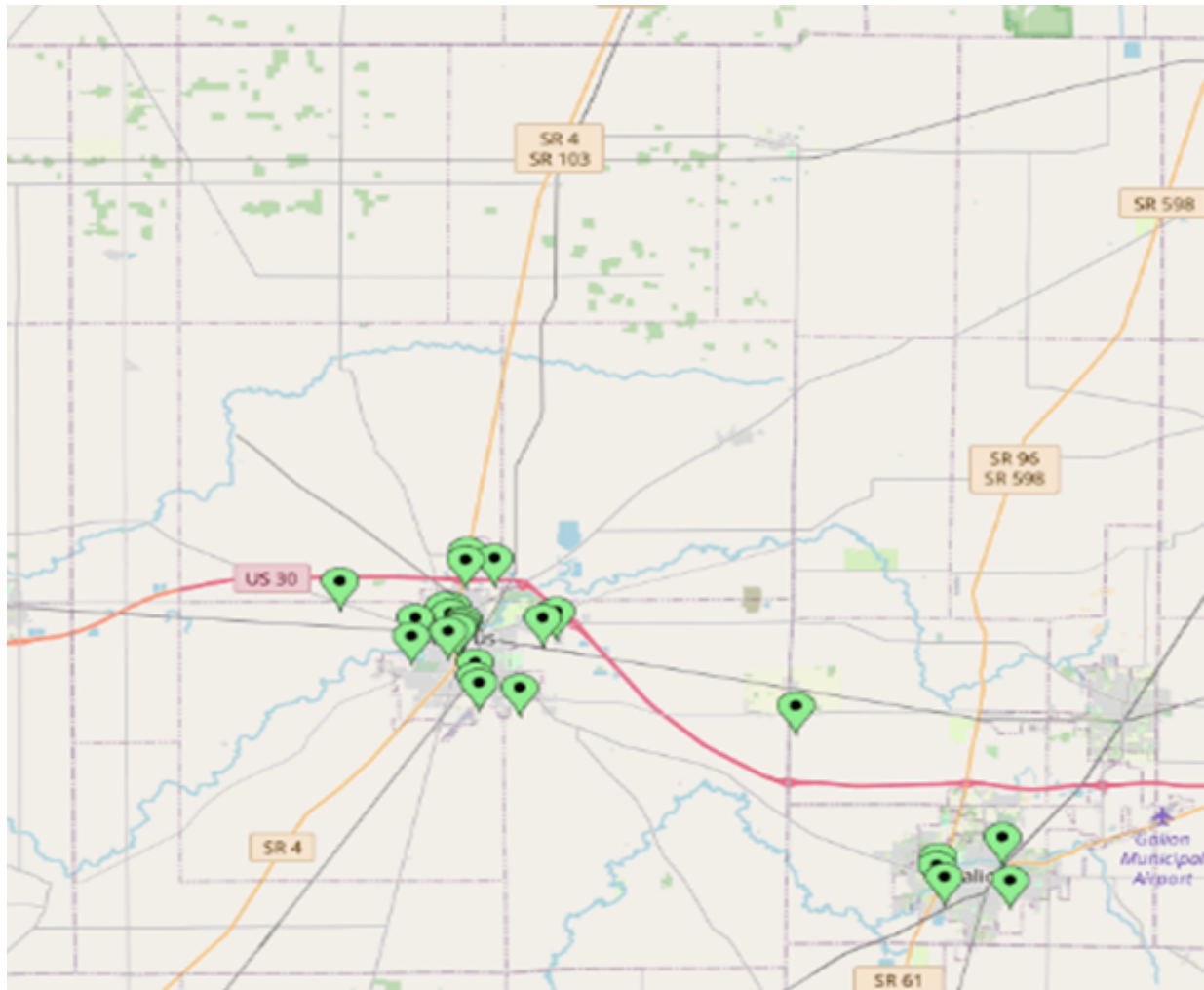


Table 1: List of Trip Generators

Healthcare	
Avita Health System - Bucyrus Hospital 629 N. Sandusky Ave., Bucyrus, OH 44820	Avita Health System - Galion Hospital 269 Portland Way S., Galion, OH 44833
Fresenius Kidney Care Crawford County 701 Tiffin St., Bucyrus, OH 44820	DaVita Galion At Home 865 Harding Way W., Galion, OH 44833
Third Street Family Health Services 2458 Stetzer Rd. Bucyrus, OH 44820	
Government	
Crawford County Courthouse 112 E. Mansfield St., Bucyrus, OH 44820	Crawford County Public Health 1520 Isaac Beal Rd., Bucyrus, OH 44820

Schools	
Colonel Crawford High School 5444 Crestline Rd., Crestline, OH 44827	Wynford High School 3288 Holmes Center Rd., Bucyrus, OH 44820
Crawford Success Center 130 N. Walnut St., Bucyrus, OH 44820	Bucyrus High School 900 W. Perry St., Bucyrus, OH 44820
Manufacturers	
IB-Tech 260 Crossroads Blvd., Bucyrus, OH 44820	Covert Manufacturing Inc 328 S. East St., Galion, OH 44833
W.E. Lott Company 1432 Isaac Beal Rd., Bucyrus, OH 44820	Ohio Poly Tech, LLC 201 E. Beal Ave., Bucyrus, OH 44820
Advanced Fiber Technology 100 Crossroads Blvd., Bucyrus, OH 44820	
Shopping	
The Pickwick Place 1875 N. Sandusky Ave., Bucyrus, OH 44820	ALDI 1885 E. Mansfield St., Bucyrus, OH 44820
Kroger 210 E. Mary St., Bucyrus, OH 44820	Buehler's Fresh Foods 230 Portland Way N., Galion, OH 44833
Family Farm & Home 2460 E. Mansfield St., Bucyrus, OH 44820	
Adult Day Programs/Seniors	
Waycraft Inc. 118 River St., Bucyrus, OH 44820	Crawford County Council on Aging 200 South Spring St., Bucyrus, Ohio 44820
Human Services Agencies/Non-Profits	
Crawford County Job and Family Services 224 Norton Way, Bucyrus, OH 44820	Crawford County Board of Developmental Disabilities 1630 E. Southern Ave., Bucyrus, OH 44820
Crawford County Community Action 124 Buehler St., Galion, OH 44833	
Parks and Recreation Sites	
Aumiller Park, 500 Aumiller Park Dr., Bucyrus, OH 44820	
Long-term Care Facilities/Assisted Living	
Legacy Bucyrus 1170 W. Mansfield St., Bucyrus, OH 44820	Altercare Bucyrus 1929 Whetstone St., Bucyrus, OH 44820
Orchard Park Assisted Living 500 Wedgewood, Bucyrus, OH 44820	Trustwell Living at Carlisle Place 1721 Whetstone St., Bucyrus, OH 44820
Mill Creek Nursing 900 Wedgewood Circle, Galion, OH 44833	Galion Meadows Skilled Nursing and Rehab 935 Rosewood Ave., Galion, OH 44833
Magnolia Terrace Assisted Living 1110 N. Market St., Galion, OH 44833	

II. Population Demographics

There has been a steady, but slight decrease in Crawford County's population over the last five years. According to the 2020 census, the total population of Crawford County was 42,025, the population loss is seen most in the city of Bucyrus, which is the county seat.

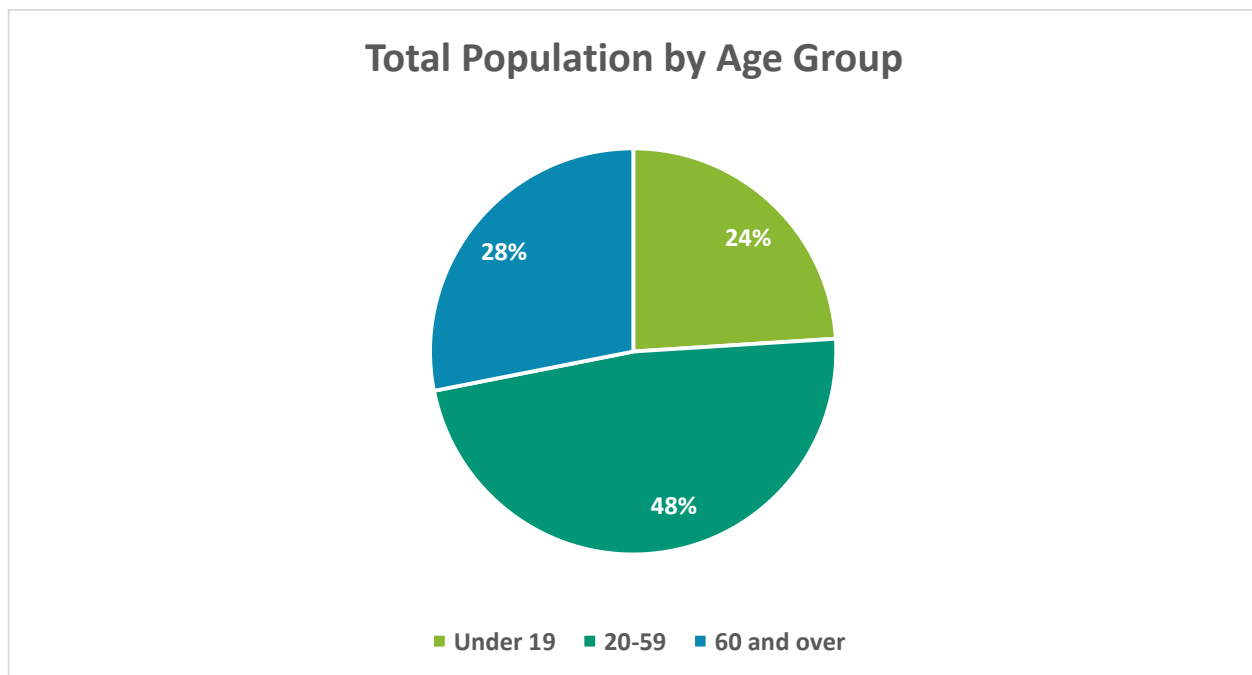
Chart 1 shows the population projections in five-year increments.

Chart 1: Total Population Current and Projected for Five Years

Year	Total Population	Male	Female	Change
2024	42,025	20,762	21,263	-399
2030	41,647	20,575	21,072	-378
2035	41,272	20,390	20,882	-375
2040	40,901	20,206	20,694	-371
2045	40,532	20,025	20,508	-369

Chart 2 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 10,026 people under the age of 19, there are 20,001 people between the ages of 20 and 59, and 11,740 aged 60 and over.

Chart 2: Total Population by Age Group



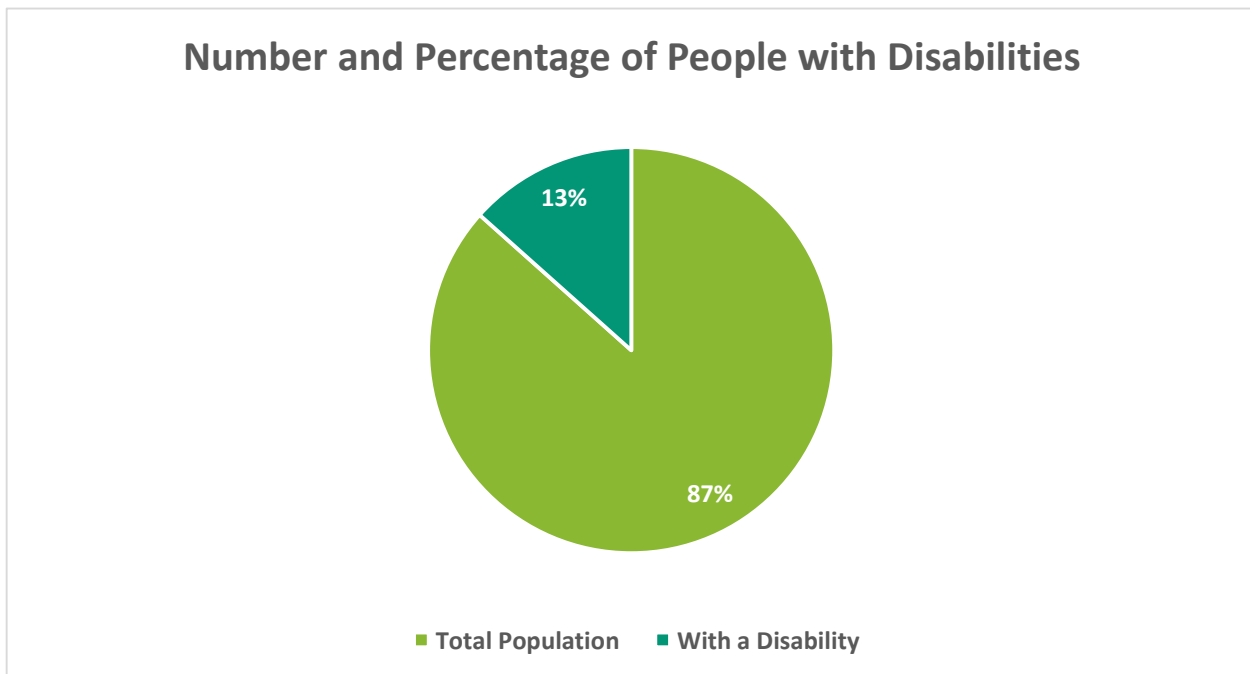
The majority of this area identifies as White (39,652), with the following groups also noted:

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

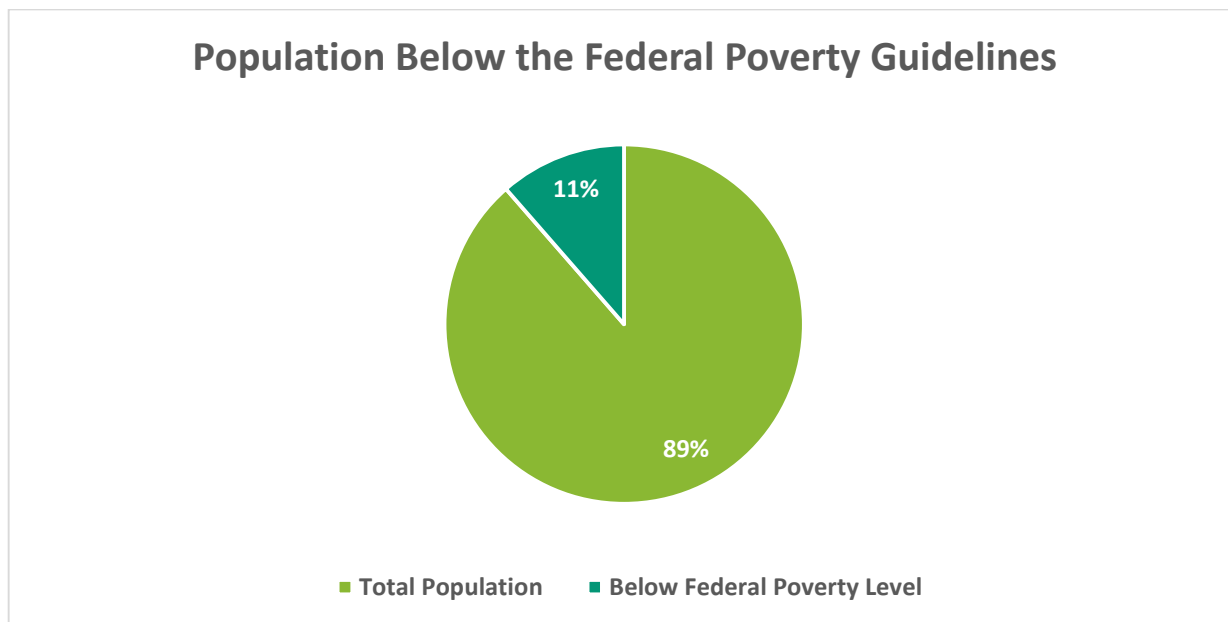
The number of people identifying as having a disability in Crawford County is 6,504 or 13% of the overall population, which is on par with the national average of 13%.

Chart 4: Number and Percentage of People with Disabilities



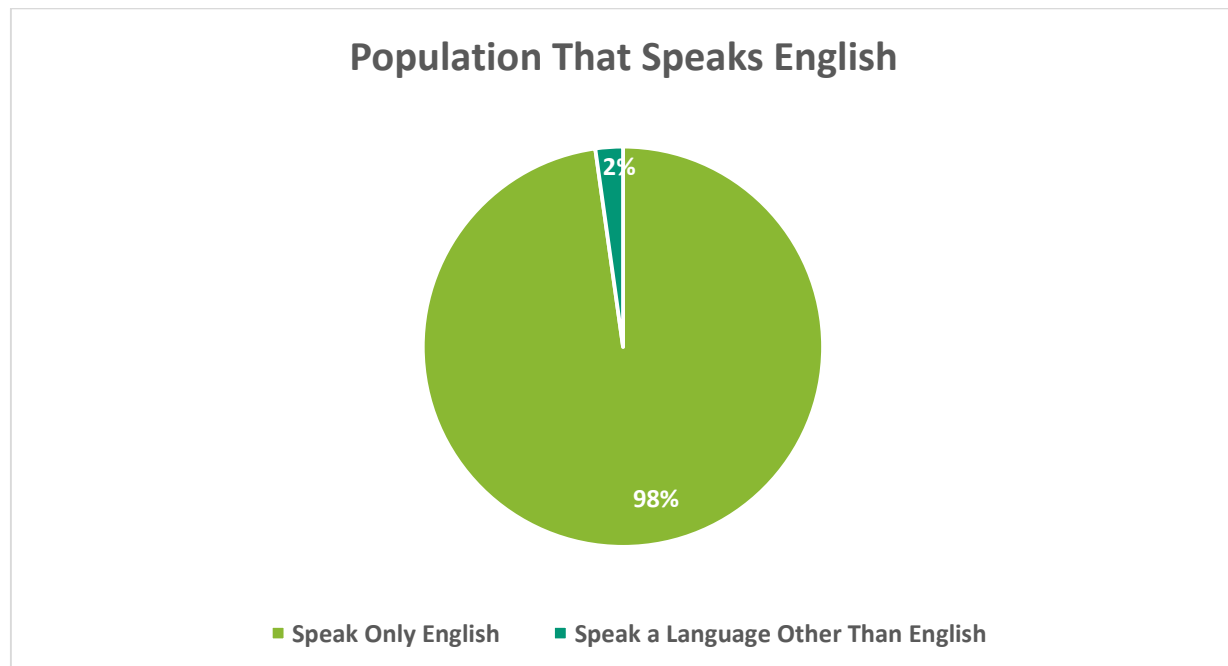
The number and percentage of people or households that have incomes below the Federal poverty level in Crawford County is 5,416 people or 11%, which is on par with the national rate of 11.1%.

Chart 5: Number and Percentage of Households with Incomes Below the Federal Poverty Level



In Crawford County, the percent of population that speak English as their primary language is 98% or a total of 41,095. A total of 930 people, or 2%, speak a language other than English.

Chart 6: Percent of Population That Speak English “Less Than Very Well”



This chart 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

Means of Transportation	Percentage
Car, truck, or van	90.7%
Public Transportation (excluding taxicab)	0.1%
Walked	1.6%
Bicycle	0.0%
Taxicab, motorcycle, or other means	2.0%
Worked from home	5.5%

The majority of households in Crawford 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

Vehicles Available	
No vehicle available	2.2%
1 vehicle available	19.9%
2 vehicles available	38.7%
3 or more vehicles available	39.2%

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 Crawford 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. 8 of the participating organizations provide services on weekdays. 2 operate transportation on Saturdays and 1 on Sundays. Evening services after 6pm are operated by 2 organizations.

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 Crawford 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 8 organizations provided information about their services.

List of Transportation Service Providers

Agency Name: Crawford County Council on Aging

Transportation Service Type: Directly operates door-to-door transportation for Crawford County residents aged 60 and older and individuals with disabilities

Other Services Provided: In addition to providing transportation, the Crawford County Council on Aging, a private non-profit, offers a range of supportive services designed to promote independence and well-being among older adults. These services include home-delivered meals, in-home personal care and homemaking assistance, caregiver support programs, wellness and social engagement activities, and benefits counseling to connect seniors with essential community resources.

Contact Information: 419-562-3050

Hours: Monday-Friday 6 a.m. – 5 p.m.

Service Area: Crawford County; Out-of-county medical appointment transportation to Marion, Mansfield, and Columbus dependent on availability of vehicles and drivers.

Eligibility Requirements: Provides door-to-door service to Crawford County residents aged 60 and older and individuals with disabilities

Website: crawfordcountyaging.com

Agency Name: Crawford County Department of Job and Family Services (CCDJFS)

Transportation Service Type: Indirectly provides non-emergency medical transportation (NET) services for Medicaid-eligible individuals to attend medical appointments by contracting with local transportation providers.

Other Services Provided: CCDJFS administers various public assistance programs, including food assistance, cash assistance, and employment services, to support families and individuals in need.

Contact Information: 419-562-0015

Hours: Monday–Friday, 8:00 a.m.–4:30 p.m.

Service Area: Crawford County

Eligibility Requirements: Must be Medicaid-eligible and require transportation to Medicaid-covered medical services.

Website: crawfordcountyjfs.org

Agency Name: Crawford County Veterans Service Commission

Transportation Service Type: Directly operates transportation to medical appointments for eligible Crawford County Veterans and indirectly provides transportation by purchasing transportation vouchers from NCAT for in county medical appointments

Other Services Provided: In addition to transportation services, the Crawford County Veterans Service Commission provides emergency financial assistance to eligible veterans and their families facing hardship, as well as guidance in navigating federal and state veterans' benefits. The Commission also assists with applications for VA compensation, pension, healthcare, and education benefits, ensuring veterans and their dependents receive the support they are entitled to.

Contact Information: 419-562-7761

Hours: Monday-Thursday 8 a.m. – 4 p.m.

Service Area: Transportation for eligible veterans to the Louis Stokes Cleveland VA Medical Center and the David F Winder Mansfield VA Clinic to medical appointments

Eligibility Requirements: Veteran

Website: crawfordcountyveteransohio.com

Agency Name: Great Lakes Community Action Partnership

Transportation Service Type: Indirectly provides transportation through the Mobility Management program by offering transportation information, referrals, and travel training

Other Services Provided: In addition to mobility management, GLCAP provides a wide range of services including early childhood education (Head Start), housing and energy assistance, senior support services, workforce development, and community health programs to assist individuals and families in achieving greater self-sufficiency.

Contact Information: 1-800-775-9767

Hours: Monday–Thursday, 8:00 a.m.–4:30 p.m.

Service Area: Crawford County and surrounding Northwest Ohio region

Eligibility Requirements: Open to the general public

Website: glcap.org

Agency Name: Lynx EMS

Transportation Service Type: Directly operates ambulance and ambulette emergency and non-emergency transportation 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: North Central Area Transit (NCAT)

Transportation Service Type: Directly operates demand-response, door-to-door public transportation services for the general public, including seniors and individuals with disabilities.

Other Services Provided: NCAT is a demand-response service that provides ADA accessible vehicles with curb-to-curb service. Door-to-door service is available when requested.

Contact Information: 419-617-7191

Hours: Monday–Friday, 8:00 a.m.–6:00 p.m.

Service Area: Crawford County, with connections to Seneca county. Limited out-of-county trips are available with 3 days advance notice.

Eligibility Requirements: Open to the general public; services are accessible to seniors and individuals with disabilities. Individuals 60 years of age and older, those with disabilities, and veterans may qualify for discounted rates

Website: ncatohio.org

Agency Name: O.C.C.

Transportation Service Type: OCC is a taxi company based out of Richland County that provides taxi services throughout the state

Other Services Provided: OCC provides transportation to dialysis, medical, appointments, personal, airport and train station, and more

Contact Information: 567-560-5228; for airport and train station transportation please call: 419-961-8287

Hours: Monday-Saturday 8 a.m.-8 p.m.; 24/7 for airport and train station transportation

Service Area: throughout state of Ohio

Eligibility Requirements: Call to verify

Website: occ-taxi.square.site

Agency Name: United Way of North Central Ohio

Transportation Service Type: Does not directly operate transportation services but provides transportation referrals, and may be able to provide funding to assist with transportation costs.

Other Services Provided: United Way supports various programs aimed at improving education, financial stability, and health in the community, including funding and coordinating services with partner agencies.

Contact Information: 419-468-4291

Hours: Monday–Friday, 9:00 a.m.–5:00 p.m.

Service Area: Crawford County and surround counties

Eligibility Requirements: Varies by program; contact directly for specific information.

Website: unitedwaynco.org

Assessment of Community Support for Transit

Community support for transit in Crawford 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 Crawford 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 North Central Area Transit (NCAT), Crawford County Council On Aging (CCCOA), 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 55 vehicles. Approximately 99% 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 stores, and other essential destinations throughout the county. While public and nonprofit providers like NCAT and Crawford County Council on Aging 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 42% 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

Crawford County's transportation network is primarily supported by two key providers: NCAT and CCCOA. NCAT offers ADA accessible general public transportation services across the county and plays a central role in connecting residents to work, medical appointments, shopping, and community resources. Its curb-to-curb and door-to-door (upon request) services are open to the public and are designed to improve access, especially for individuals who are unable to drive or without personal vehicles.

CCCOA, a 5310-operating recipient, primarily serves older adults aged 60 and over and individuals with disabilities. CCCOA provides door-to-door transportation to seniors for essential trips, including medical visits, grocery shopping, and senior center activities. This service is crucial for maintaining independence and quality of life for the county's aging population.

Several human service agencies supplement the public transportation network by offering or coordinating transportation for the individuals they serve. The Crawford 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 Crawford County Department of Job and Family Services (DJFS) and the Crawford County Board of Developmental Disabilities (BDD) play an important role in meeting local transportation needs by contracting with transportation providers 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 Crawford County residents

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand Crawford 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:

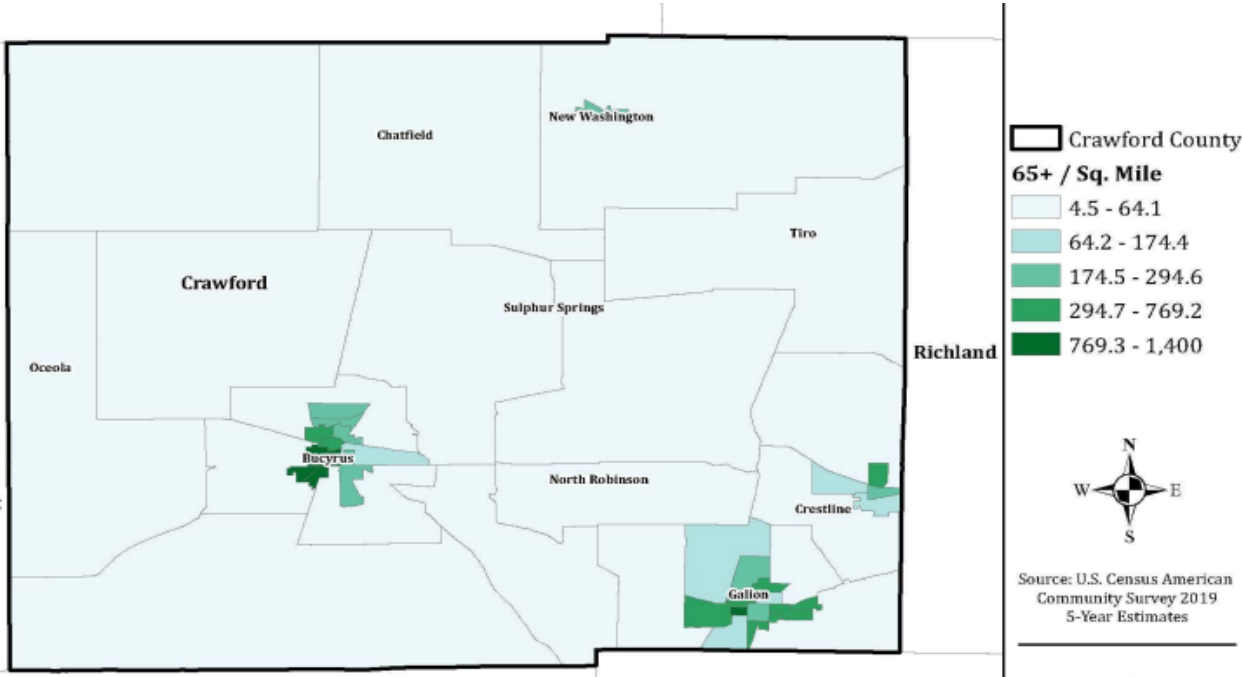
- Assessment of data and demographics (required)
- A SWOT analysis/stakeholder focus group
- Surveys performed with senior centers and the general public
- A focus group involving and engaging seniors at the senior center

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.

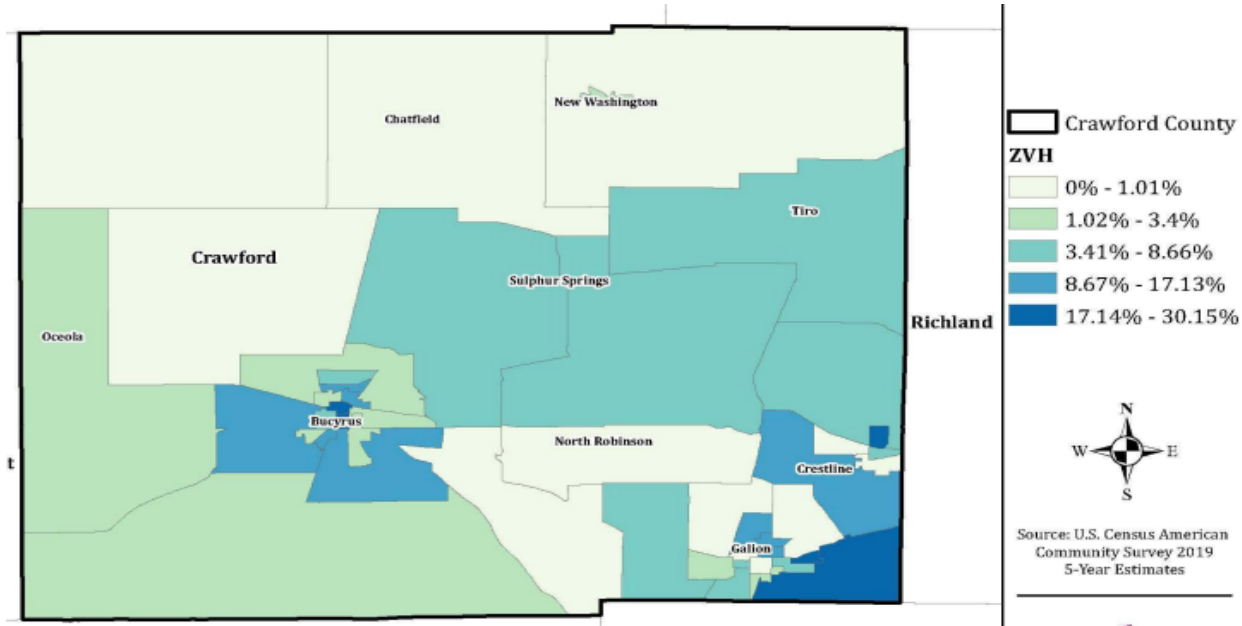
The following exhibit 1 illustrates the areas where the number of older adults (age 65 and older) is at or above Ohio's average.

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



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

Exhibit 2: Map of Density of Zero Vehicle Households



Analysis of Demographic Data

Crawford County, Ohio, has a population of approximately 41,529 residents as of 2023, with notable demographic characteristics that influence transportation planning. A significant portion of the population, 21.7% or around 9,000, 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 Crawford 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. 48 people participated in the meetings. Of those, 7 self-identified as older adults and 0 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.

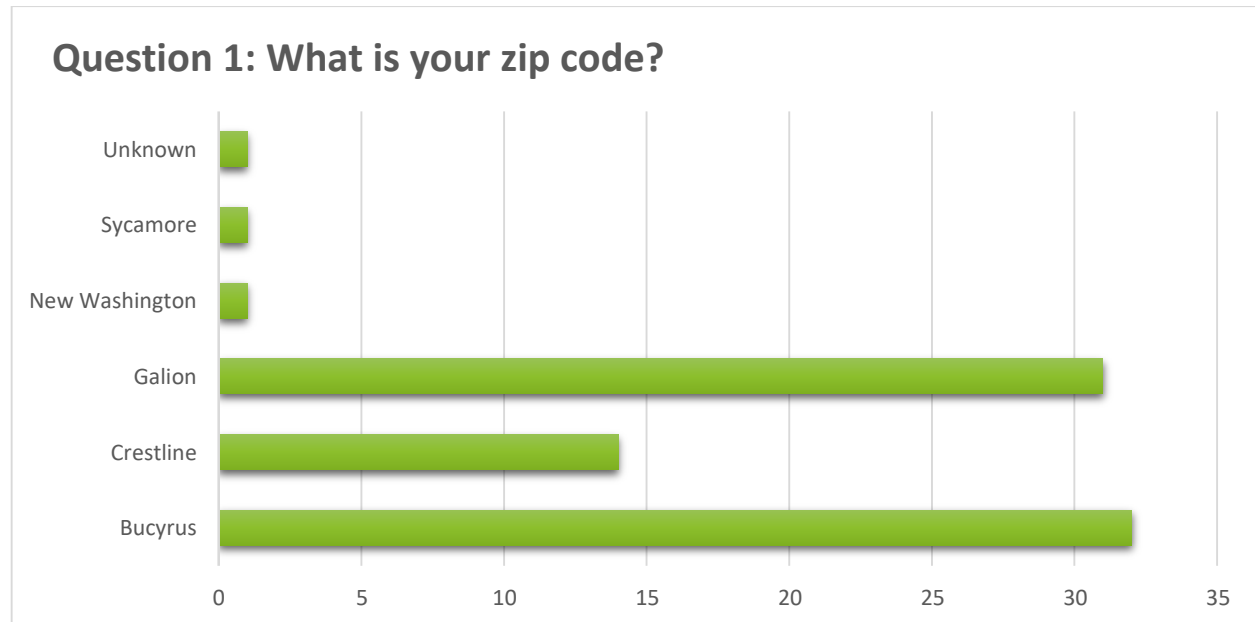
During the meeting, Great Lakes Community Action Partnership presented highlights of historical coordinated transportation in Crawford County and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation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

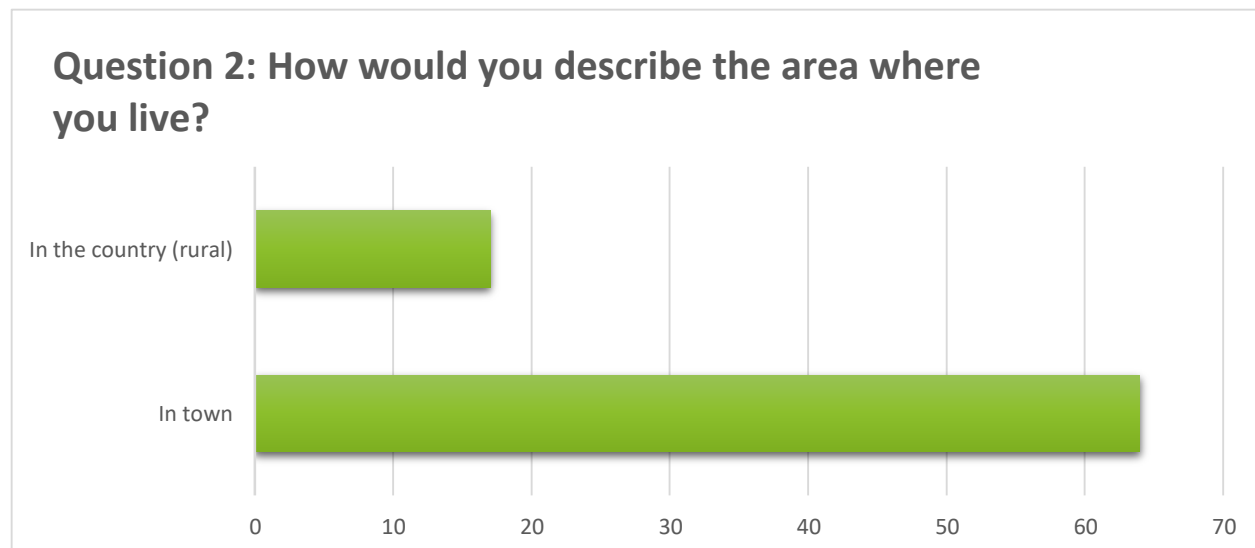
Participants discussed more than 5 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meeting[s]. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at 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. 81 surveys from the general public: 46.84% of individuals with disabilities completed the survey; 81.48% of older adults completed the survey.

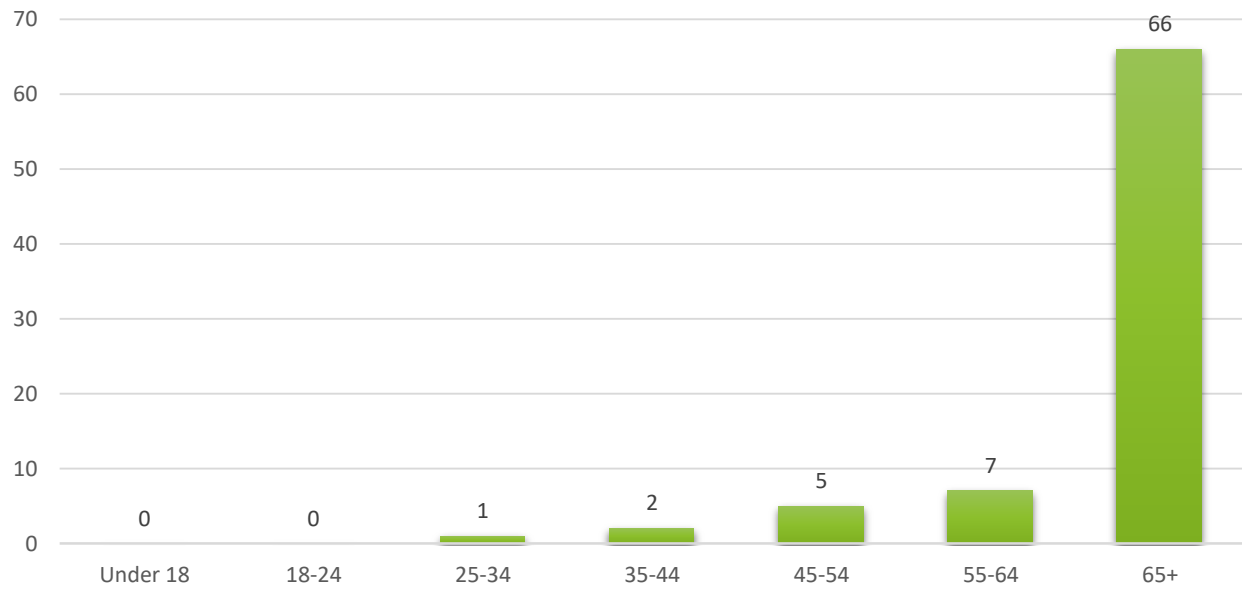


Summary: A majority of respondents from Crawford County live in either Bucyrus (40%) or Galion (39%), with a small portion 18% residing in Crestline. Only 1 respondent lives in New Washington, Sycamore, and 1 respondent's zip code was unknown.



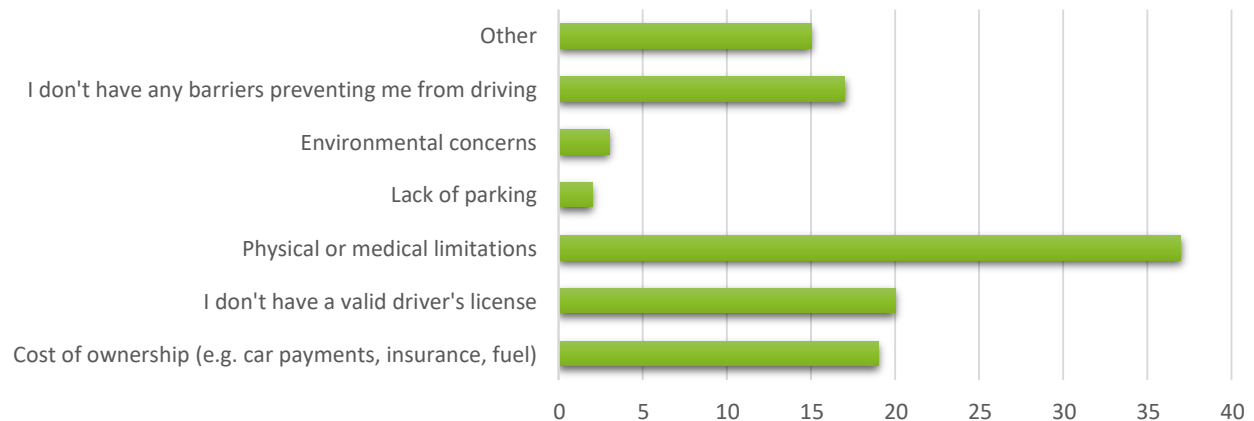
Summary: Most respondents, 79% live in town while the remaining 21% live in the country (rural).

Question 3: What is your age group?



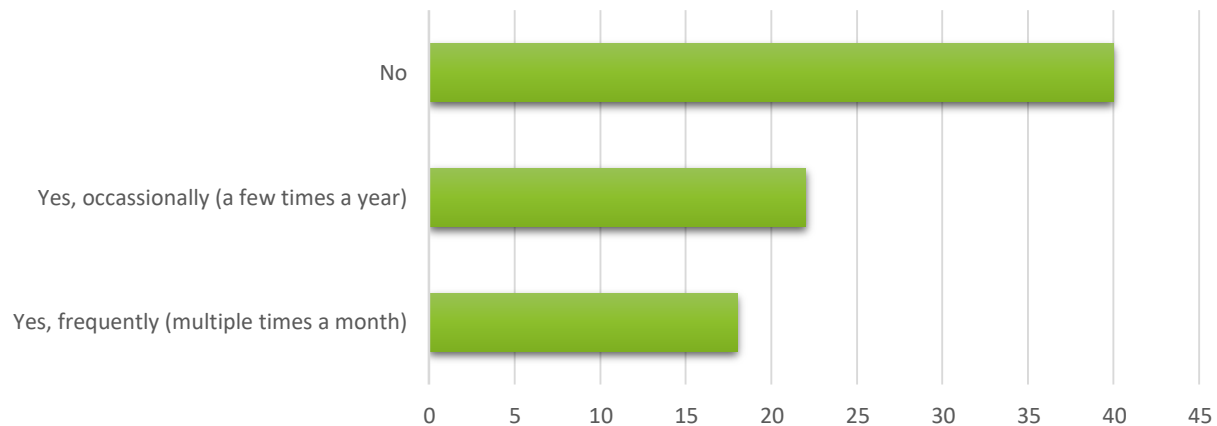
Summary: A majority (81.48%) of those that responded were over the age of 65, 8.64% were between the ages of 55-64, 6.17% aged 45-54, 2.47% 35-44, 1.23% aged 25-34, and 0% under the age of 24

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



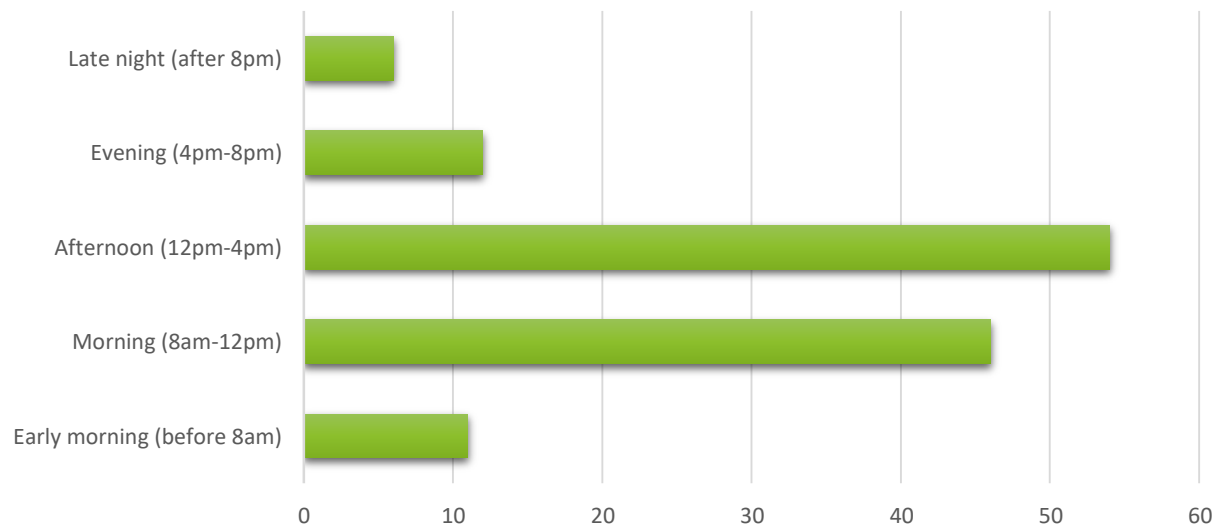
Summary: 46.84% of respondents have a physical or medical limitation that prevents them from being able to drive themselves, over 25% does not have a valid driver's license, and 24% stated the cost of car ownership, while 21.52% did not have any barrier preventing them from driving.

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



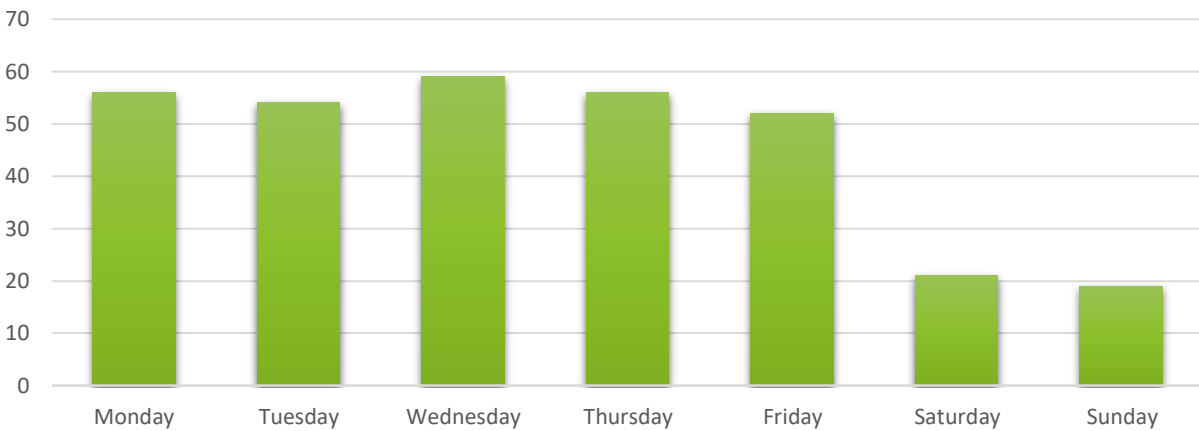
Summary: 50% of respondents are unable to go somewhere because of lack of transportation (27.5% are unable to go somewhere a few times a year, and 22.5% is unable to go somewhere multiple times a month); while the other 50% is not unable to go somewhere due to lack of transportation.

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



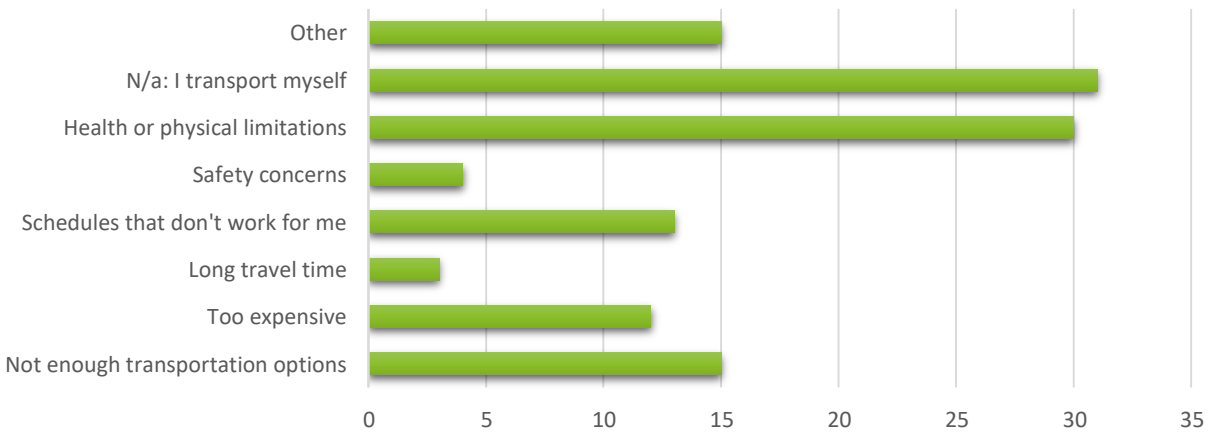
Summary: Most respondents need transportation in the morning between 8am-12pm (64.79% and afternoon between 12pm-4pm (54%). 15.49% of survey participants need transportation before 8am and 16.9% need transportation between 4pm-8pm. 8.45% expressed needing transportation after 8pm.

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



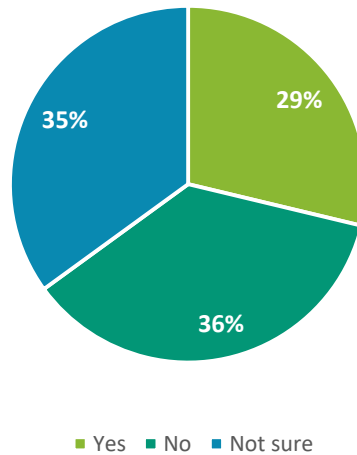
Summary: A majority of the survey respondents expressed they are most likely to travel between Monday-Friday with Monday being at 74.67%, Tuesday: 72%, Wednesday: 78.67%, Thursday: 74.67% and Friday: 69.33%. 28% expressed being likely to travel on Saturdays and 25.33% on Sundays.

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



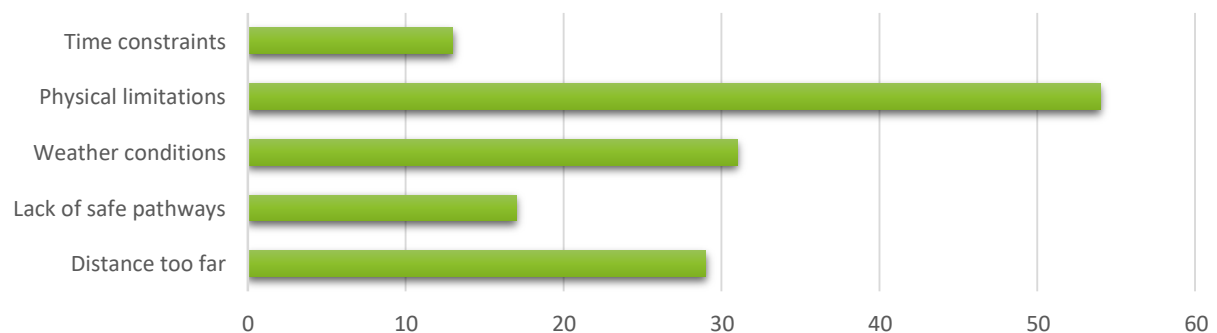
Summary: 40.79% of respondents stated that they didn't face challenges due to transporting themselves. The remaining 60% cited the following challenges they face with current transportation options: health or physical limitations: 39.47%, not enough transportation options: 19.74%, schedules that don't work for them: 17.11%, too expensive: 15.79%, safety concerns: 5.26%, long travel times: 3.95%. 19.74% 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, 36.25% stated that they do not feel there are enough transportation options in the area, followed by 35% stating that they are not sure, and 28.75% stating that yes, 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: Most respondents (76.06%) cited physical limitations as the primary challenge they face when using active transportation, followed by weather conditions at 43.66%, distance too far at 40.85%, lack of safe pathways at 23.94%, and time constraints at 18.31%.

Question #11: How would having access to reliable transportation impact your daily life?	
1	"as a case manager, my client would be able to have a more fulfilling life"
2	"get out more"
3	"great"
4	"I would be able to get to stores, see my family. Just go whenever I wanted to do like I did before I became disabled."
5	"I would be able to meet my medical needs"
6	"groceries and church activities saturday and Sunday"
7	"wouldn't have to rely so much on someone else (relatives/friends)"
8	"Great"
9	"allow more social activity"
10	"able to do more"
11	"N/a"
12	"1. help to run errands 2. help to shop at drugstore and other shops for needed items (3-5 items or so)"
13	"In person appointments"
14	"open all day light time"
15	"It would be nice if I just wanted to run to store quick or to just get out of my apartment other than drs. appts."
16	"to be able to get food"
17	"no change at the moment"
18	"Currently, it doesn't impact my life too much."
19	"Good"
20	"I don't have access to a car most of the time. It would help me when I need to go to the doctor/hospital appointments."
21	"My family are all working a lot of children in school needing taking care of when sick. My daughter usually takes me but now is very busy with her husband and family."
22	"It would be a lot"
23	"There's enough transportation for me but I have friends and family to help I am lucky"
24	"Have relatives for transportation"
25	"I am dependant on Council of Aging Transportation, unless my family provides it. I am very satisfied with COA service. They are meeting my needs."
26	"?"
27	"cancer-doing chemo treatments"
28	"I would be able to go places I needed if my wife needed to be somewhere else at that time or if Survey I needed to take care of anything on my own."
29	"would improve it drastically"
30	"not needed at this time"
31	"don't know"
32	"makes life less stressful"
33	"not applicable at this time"
34	"no change"

35	"at this pint-it would not matter"
36	"none 101 yrs old"
37	"Makes it better, in a wheelchair, no car-would not be able to get to medical appointments, lab work, etc."
38	"I wouldn't miss appointments that I need to go to."
39	"Blessings"
40	"It would allow me to be more mobile"
41	"Would add much more emotional and psychological support for my psychological and emotional health"
42	"have driver's license, but can't afford cost of car and insurance. daughters take me where I need to go. Only can't go somewhere if they're unable to take me"
43	"Make things easier as this is for Dr appointment for me and due to having private insurance I get no assistance and the cost otherwise it expensive"
44	"For my disabled brother it would be great."
45	"Make it easier to get around."
46	"I would be able to volunteer & go to workshops"
47	"Can choose to go to various places - different activities"
48	"I'm having problems staying awake on dialysis days. I don't want to hurt anyone."
49	"I wouldn't have to worry about getting to my appts."
50	"make it easier"
51	"making easy"
52	"It would be nice to have more economical options when time constraints aren't an issue."

Summary: This was an open-ended question which received 52 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	"COA, SCAT run past 5pm"
2	"not sore"
3	"Be able to call anytime I need a ride instead of waiting 3 or 4 days to get ride"
4	"not at this time"
5	"maybe a meeting where passengers can discuss their needs. hope this helped"
6	"Sure wish Galion had an affordable cab service-maybe some day"
7	"Not enough some cost"
8	"yes"
9	"cheaper transportatation willing shopper at reasonable price. (just short time) 30-40 min or less"
10	"Maybe some type of taxi service that didn't cost a fortune."
11	"AAA Assistance? Membership 05/01/2025 due date \$67.00 per year"
12	"?"
13	"You should have 2 or more people to go to the store (grocery) on the bus at one time and go to one store one day once a month"

14	"?"
15	"have reliable people for transportation"
16	"COA meets my needs. Maybe earlier scheduling, but its fine. I hope their transportation remains."
17	"less notification time"
18	"offer last minute options"
19	"electric scooters in all drug stores and grocery stores. stores keeping all electric scooters working. I can't shop in big stores without a scooter!"
20	"no"
21	"no"
22	"no"
23	"no"
24	"it's wonderful, just need to keep it in our county"
25	"Make it easier for older people."
26	"Keep what you do"
27	"I would like to be able to go to more functions that uplift me by going out for socialization and entertainment to lift my spirits"
28	"Not now"
29	"More options of types of transportation and possibly cheaper for out of town. It would cost me\$25 1way to get where I need to go and most times I'm limited on a day of the week that they make these trips as well"
30	"The sidewalks in Bucyrus are awful!"
31	"I would love to see longer hours + same day scheduling"
32	"No."
33	"no"
34	"no"
35	"Better roads and sidewalks"
36	"county-wide bussing system with designated times/stops to popular destinations"

Summary: This was an open-ended question which received 36 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:** Crawford 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 NCAT and the Crawford County Council on Aging, 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 Crawford 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:** Crawford 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 Crawford 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	Limited transportation options during evenings, weekends, and non-traditional hours	TAC meetings, SWOT, surveys, & focus groups
2	Need for 24-hour transportation access	TAC meetings, SWOT, surveys, & focus groups
3	Need for flexible, on-demand transportation	TAC meetings, SWOT, surveys, & focus groups
4	Transportation driver shortage directly limiting service availability and expansion	TAC meetings, SWOT, surveys, & focus groups
5	Lack of deviated-fixed route transit connections between key communities (Galion, Crestline, Ontario) and regional systems (e.g., RTA)	TAC meetings, SWOT, surveys, & focus groups
6	Insufficient direct transportation options	TAC meetings, SWOT, surveys, & focus groups
7	Limited accessibility for individuals with disabilities in both transportation and pedestrian infrastructure	TAC meetings, SWOT, surveys, & focus groups
8	Lack of safe and accessible routes to schools, grocery stores, and essential services	TAC meetings, SWOT, surveys, & focus groups
9	Insufficient pedestrian and cycling infrastructure, including walkability, lighting, and safety (e.g., Portland Way, rail crossings)	TAC meetings, SWOT, surveys, & focus groups
10	Inadequate coordination between transportation providers	TAC meetings, SWOT, surveys, & focus groups
11	Continued and increased funding needs to support transportation programs and accessible vehicles	TAC meetings, SWOT, surveys, & focus groups
12	Limited access to funding opportunities and difficulty passing levies	TAC meetings, SWOT, surveys, & focus groups
13	Need for cross-agency collaboration	TAC meetings, SWOT, surveys, & focus groups
14	Barriers to access for retired or unemployed individuals	TAC meetings, SWOT, surveys, & focus groups
15	Aging population	TAC meetings, SWOT, surveys, & focus groups
16	Food desert issues: grocery store access	TAC meetings, SWOT, surveys, & focus groups
17	Limited local government engagement	TAC meetings, SWOT, surveys, & focus groups

18	Challenges with public infrastructure, such as narrow downtowns, utility infrastructure, and traffic congestion (e.g., Bucyrus Route 4/Cedar Point traffic)	TAC meetings, SWOT, surveys, & focus groups
19	Loss of parking	TAC meetings, SWOT, surveys, & focus groups

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Crawford 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 focus groups and 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 19 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 Extended-Hours Transportation to Meet Community Needs

Description: Expand transportation availability in Crawford County during evenings, weekends, and non-traditional hours by assessing community demand, developing public-private partnerships, and launching new service models such as volunteer driver programs and ride-hailing collaborations to improve access to essential services, employment, and healthcare for residents facing transportation barriers outside standard transit hours

Need(s) Being Addressed:

- Limited transportation options during evenings, weekends, and non-traditional hours
- Need for 24-hour transportation access
- Need for flexible, on-demand transportation
- Insufficient direct transportation options
- Limited accessibility for individuals with disabilities in both transportation and pedestrian infrastructure
- Inadequate coordination between transportation providers
- Barriers to access for retired or unemployed individuals, especially in Crestline

Strategy 1.1: Conduct a community survey on extended hours transportation needs

Strategy 1.2: Engage local businesses and healthcare providers for contracted partnerships

Strategy 1.3: Partner with local taxi services and ride-hailing providers to expand and increase services

Strategy 1.4: Explore a volunteer driver network to provide after-hours rides

Strategy 1.5: Secure funding through local foundations, grants, or government programs to cover costs of extended-hour trips

Timeline for Implementation: 3 years

Action Steps:

- Create and distribute a survey in Crawford County to assess demand for evening and weekend transportation services
- Identify high-need employers and medical facilities to explore cost-sharing agreements or service contracts that support extended-hours transportation for employees, patients, and clients
- Explore contracted partnerships or voucher programs with NMT providers, taxis, rideshares, etc. to offer subsidies during evenings, weekends, and holidays
- Engage churches, nonprofits, the salvation army, and community groups to explore interest in developing a network of trained volunteer drivers to provide after-hours rides for critical needs like medical appointments, jobs, or food access
- Identify and apply for relevant funding opportunities from local foundations, state and federal grant programs, and community development funds to subsidize the cost of extended-hours transportation

Parties Responsible for Leading Implementation: Mobility Management, NCAT, Crawford Council on Aging

Parties Responsible for Supporting Implementation: Crawford County Transportation Advisory Committee, other transportation providers, local employers, and faith-based organizations

Resources Needed: Staff time, coordination and collaboration, vehicles

Potential Cost Range: \$10,000-\$100,000

Potential Funding Sources: ODOT Section 5310 program, local foundations, employer contributions

Performance Measures/Targets:

1. Measure: Assess community demand for evening and weekend transportation
 - a. Target: Distribute at least 500 transportation needs surveys across Crawford County
 - b. Target: Achieve a minimum 30% response rate from distributed surveys
 - c. Target: Analyze and publish findings to inform service planning within 3 months of survey close

2. Measure: Establish partnerships to support extended-hours service
 - a. Target: Create 3 formal agreements with employers, healthcare providers, or transportation vendors
 - b. Target: Host 4 quarterly meetings annually to engage and update partners
 - c. Target: Launch at least 1 contracted or cost-sharing pilot for after-hours rides
3. Measure: Increase availability of transportation during non-traditional hours
 - a. Target: Launch at least 1 new service (volunteer, taxi/rideshare, micro-transit) within 3 years
 - b. Target: Track and report monthly ride volume and user feedback to evaluate performance
4. Measure: Secure financial support for extended-hours transportation
 - a. Target: Apply for 3 or more grants or funding opportunities within the first 2 years
 - b. Target: Engage 2 or more local employers or institutions as funding or in-kind partners

Goal #2: Explore Transportation Service Models to Provide Flexible Transportation Options

Description: Develop and pilot innovative transportation service models that offer flexible, demand-responsive mobility options across Crawford County by implementing micro-transit and semi-fixed flex routes, enhancing regional connectivity between Galion, Crestline, and Ontario, and addressing gaps in access to employment, healthcare, groceries, and essential services

Need(s) Being Addressed:

- Need for flexible, on-demand transportation
- Lack of deviated-fixed route transit connections between key communities (Galion, Crestline, Ontario) and regional systems (e.g., Richland Transit Authority)
- Insufficient direct transportation options
- Limited accessibility for individuals with disabilities in both transportation and pedestrian infrastructure
- Lack of safe and accessible routes to schools, grocery stores, and essential services
- Barriers to access for retired or unemployed individuals
- Aging population
- Food desert issues: grocery store access
- Loss of parking

Strategy 2.1: Collaborate with health systems to align transportation services with patient and employee needs

Strategy 2.2: Establish a flex route service connecting Galion, Crestline, and Ontario

Strategy 2.3: Develop a micro-transit or on-demand transportation program

Strategy 2.4: Engage employers and workforce development agencies in service planning

Strategy 2.5: Seek funding and grant opportunities to support innovative transit models

Strategy 2.6: Coordinate with GoBus to establish or enhance inter-city transportation connections to increase statewide access

Timeline for Implementation: 2-3 years

Action Steps:

- Design and implement a semi-fixed route with scheduled stops and flexibility for deviations, improving regional connectivity and access to key destinations such as job centers, healthcare, and shopping
- Explore shared service agreements, route coordination, and fare alignment to connect Crawford and Richland County
- Launch a technology-enabled, demand-response service that uses smaller vehicles to provide curb-to-curb service within designated zones, particularly targeting underserved areas and non-traditional trip times
- Partner with local employers and job placement programs to identify transit gaps related to commuting and explore flexible service options tailored to shift-based work
- Pursue state, federal, and private-sector grants to fund pilot programs, vehicle purchases, and staff needed to support flexible transportation

Parties Responsible for Leading Implementation: Crawford and Richland County Mobility Management, NCAT

Parties Responsible for Supporting Implementation: Avita Health System, Richland Transit Authority, Crawford County Transportation Advisory Committee, local employers and businesses

Resources Needed: Staff time, coordination and collaboration, vehicles, scheduling/routing technology/software, driver recruitment

Potential Cost Range: \$75,000-500,000

Potential Funding Sources: ODOT Sections 5311, 5310, Ohio Workforce Mobility Grants, Mobility Innovation Grants, Avita Health System, Local Employer Contributions

Performance Measures/Targets:

1. Measure: Expand regional connectivity through a new flexible service
 - a. Target: Launch a flex route connecting Galion, Crestline, and Ontario within 2 years
 - b. Target: Connect at least 3 major employers, shopping areas, or medical facilities via the new route
2. Measure: Implement a micro-transit or on-demand pilot to improve access for underserved populations
 - a. Target: Launch a pilot micro-transit or on-demand pilot within 2 years
 - b. Target: Achieve an average response time of 30 minutes or less for ride requests
 - c. Target: Complete 250 micro-transit rides within the first 12 months of service
3. Measure: Strengthen employer and health system partnerships

- a. Target: Engage at least 5 local employers and 1 healthcare system in transit service planning
- b. Target: Develop at least 1 cost-sharing or co-branded transportation initiative with employers or healthcare systems
- c. Target: Increase employment-related transit ridership by 20% in the pilot areas over 2 years

Goal #3: Enhance Active Transportation Infrastructure and Accessibility

Description: Improve pedestrian, bicycle, and accessibility infrastructure across Crawford County by implementing Complete Streets principles, expanding Safe Routes to School programming, and supporting aging populations through Safe Routes to Age in Place initiatives

Need(s) Being Addressed:

- Limited accessibility for individuals with disabilities in both transportation and pedestrian infrastructure
- Lack of safe and accessible routes to schools, grocery stores, and essential services
- Insufficient pedestrian and cycling infrastructure, including walkability, lighting, and safety
- Aging population
- Food desert issues: grocery store access
- Challenges with public infrastructure (e.g., narrow downtowns, outdated utilities)

Strategy 3.1: Advocate for pedestrian and bicycle infrastructure through investments in sidewalks, crosswalks, trails and lighting

Strategy 3.2: Develop a Complete Streets Policy in the county

Strategy 3.3: Expand Safe Routes to School programming in coordination with local school districts

Strategy 3.4: Develop and pilot a Safe Routes to Age in Place program to improve walkability and access for older adults

Timeline for Implementation: Duration of plan

Action Steps:

- Conduct walkability and bikeability audits in priority areas (e.g., school zones, senior housing, downtown areas throughout the county)
- Map gaps in sidewalks, crosswalks, and lighting infrastructure
- Coordinate with Health Department and city/village administration to develop a Complete Streets resolution and design guidelines
- Engage with school districts to identify infrastructure and safety needs for Safe Routes to School
- Partner with Crawford County Council on Aging to identify priority corridors for Safe Routes to Age in Place

Parties Responsible for Leading Implementation: Mobility Management, Health Department

Parties Responsible for Supporting Implementation: Crawford Council on Aging, City/Village administration, local school districts, Toole Design

Resources Needed: staff time, planning/outreach, audit tools, community engagement materials, advocacy support

Potential Cost Range: \$5,000-\$75,000

Potential Funding Sources: ODOT, AARP Community Challenge Grants, Ohio Department of Health – Active Transportation Funding, Transportation Alternatives Program (TAP), Community Foundations

Performance Measures/Targets:

1. Measure: Improve pedestrian and bicycle safety and accessibility
 - a. Target: Complete walkability/bikeability audits in at least 3 priority areas within 2 years
2. Measure: Advance adoption of supportive transportation policy
 - a. Target: Draft and present a Complete Streets policy to city/village decision-makers within 2 years
 - b. Secure policy adoption in at least 1 jurisdiction by Year 3
3. Measure: Increase participation in Safe Routes programs
 - a. Target: Apply for at least 1 grant to receive financial assistance for a Safe Routes to Age in Place Study
 - b. Target: Engage with seniors to complete at least 15 travel diaries.

Goal #4: Strengthen and Sustain Coordinated Transportation Services

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

Need(s) Being Addressed:

- Transportation driver shortage directly limiting service availability and expansion
- Inadequate coordination between transportation providers
- Continued and increased funding needs to support transportation programs and accessible vehicles
- Limited access to funding opportunities and difficulty passing levies
- Need for cross-agency collaboration
- Limited local government engagement

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 Crawford 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 Crawford County Guides, social media content, flyers)
- Participate annually in Ohio Loves Transit Week and other awareness events to promote to advocate for rural 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, Crawford Council on Aging

Parties Responsible for Supporting Implementation: Human service agencies, NCAT, Municipal governments and local elected officials, ODOT, Ohio Public Transit Association, community and business partners

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 Crawford 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 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 Sustainable Transportation Through Alternative Fuels and Infrastructure

Description: Support long-term sustainability and modernization of Crawford County's transportation system by advancing the use of alternative fuels, investing in supportive infrastructure, and engaging the community in forward-looking energy and transportation planning

Need(s) Being Addressed:

- Continued and increased funding needs to support transportation programs and accessible vehicles
- Limited access to funding opportunities and difficulty passing levies
- Challenges with public infrastructure, such as narrow downtowns, utility infrastructure, and traffic congestion (e.g., Bucyrus Route 4/Cedar Point traffic)

Strategy 5.1: Support NCAT's electric vehicle transition efforts funded by state and federal grants

Strategy 5.2: Explore additional alternative fuel sources (e.g., propane, CNG) for long-term fleet diversification

Strategy 5.3: Increase community and stakeholder awareness of sustainable transportation technologies and infrastructure

Timeline for Implementation: 1-4 years

Action Steps:

- Engage with NCAT on progress of electric vehicle implementation and performance
- Collaborate with utility companies, Clean Fuels Ohio, ODOT, and local governments
- Identify high-priority locations for public or agency-accessible EV charging stations
- Apply for state, federal, and private-sector funding to support infrastructure and vehicle replacement
- Create education materials to increase understanding of alternative fuel benefits

Parties Responsible for Leading Implementation: NCAT

Parties Responsible for Supporting Implementation: Mobility Management, ODOT, Clean Fuels Ohio

Resources Needed: EV infrastructure planning and installation support, education/outreach materials, capital funding

Potential Cost Range: N/a

Potential Funding Sources: Low-No Emission Grant, ODOT

Performance Measures/Targets:

1. Measure: Support NCAT's electric vehicle transition
 - a. Target: Deploy at least 1 electric vehicles within 4 years
 - b. Target: Achieve 100% EV training completion for NCAT operations staff
 - c. Target: Track and report comparative fuel and maintenance costs annually
2. Measure: Expand infrastructure readiness
 - a. Target: Identify at least 3 priority charging or fueling locations
 - b. Target: Complete an infrastructure upgrade by year 4
3. Measure: Increase public and stakeholder awareness
 - a. Target: Publish infrastructure updates in at least 1 TAC per year
 - b. Target: Produce at least 1 press release on NCAT's electric vehicle progress with educational information

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 Crawford 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 1, 2025, at the Crawford Success Center, 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 3, 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 1, 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. Mary Habig with NCAT, recommended edits to improve the accuracy of unmet needs (e.g., specifying "deviated-fixed route" instead of "fixed-route") and to generalize references by removing location-specific language. She also proposed adding non-medical transportation (NMT) providers as potential partners in Goal 1, updating Goal 2 language to reference "health systems" more broadly, and incorporating a strategy to enhance inter-city connectivity via GoBus. Greg Timberlake from Crawford Partnership, suggested including the new Salvation Army location in Maplecrest as a partner under Goal 1. Cassie Herschler with CCCOA, raised questions about sidewalk and active transportation infrastructure and requested clarification on performance measures—specifically the target for two 5310 applications per year—and transparency around the cost estimates associated with each goal.

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 1, 2025, at the Crawford Success Center, 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 17 members attended including 10 in person and 7 virtually.

A motion to adopt the plan, allowing for any formatting or insignificant changes to be made afterward, was introduced by Mary Habig and seconded by Kate Siefert. 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 Crawford 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 11, 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, NCAT, and CCCOA presented the Coordinated Plan to the Crawford County Board of Commissioners on June 4, 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
Averee Richardson	Bucyrus Chamber of Commerce
Mayor Tom O’Leary	City of Galion
Kim Kent	Crawford County Board of DD
Commissioner Jeff Price, Larry Schmidt, Tim Ley	Crawford County Commissioner
Cassier Herschler, Heather Mohr	Crawford County Council on Aging
Jette Cander	Crawford County EMA
Melinda Crall-Cauley, Suzanne Cole	Crawford County JFS
Katie Rafeld, Kate Seifert	Crawford County Public Health
Shiloh Sipe	Crawford County Veterans Service Commission
Brian Penrod	Crawford-Marion ADAMH Board
Greg Timberlake	Crawford Partnership
Andrea Barnes, Matt Schwab	Galion City Health Department
Courtney Curtis, Jim Oliver, Mindy Birkholz	GLCAP
Holly Starner, Mary Habig	NCAT
Lisa Workman	The Community Foundation for Crawford County
Alex Goff	Third Street Family Health Services
Amber Wertman, Erica Hart	United Way of North Central Ohio

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 Crawford 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 Crawford 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
Transportation Service Providers	15-17	Updated provider information and service changes.
Various Sections	45-46	Updated GLCAP Mobility Management Coordinator name and contact information to reflect a staff transition
Agency Representation	47	Updated Transportation Advisory Committee members and participating agencies
Goals and Strategies	47-51	Added FY2026 progress updates and revised implementation status

Agency Representation – Annual Review FY 2026

Name	Agency
Kim Winkle	Avita Health System
Commissioner Jeff Price	Crawford County Commissioner
Cassier Herschler, Heather Mohr	Crawford County Council on Aging
Kennedy Pine, Jeremy Schick	Crawford County EMA
Melinda Crall-Cauley, Suzanne Cole	Crawford County JFS
Kate Seifert, Andrea Cindr	Crawford County Public Health
Makenna Laser, Crystal Dean	Crawford Partnership
Andrea Barnes, Brandi Riddlebaugh, Matt Schwab	Galion City Health Department
Mayor Brian Saterfield	Galion City
Mindy Birkholz, Nadine Habig	GLCAP
Holly Starner, Mary Habig	NCAT
Alex Goff	Third Street Family Health Services
Erica Hart	United Way of North Central Ohio

Goals and Strategies – Annual Review FY 2026

Goal #1: Evaluate Extended-Hours Transportation to Meet Community Needs

STRATEGY 1.1:

Conduct a community survey on extended hours transportation needs

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026.

STRATEGY 1.2:

Engage local businesses and healthcare providers for contracted partnerships

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026. Continued collaboration with community partners will support future evaluation of partnership opportunities as transportation capacity expands.

STRATEGY 1.3:

Partner with local taxi services and ride-hailing providers to expand and increase services

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026.

STRATEGY 1.4:

Explore a volunteer driver network to provide after-hours rides

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026.

STRATEGY 1.5:

Secure funding through local foundations, grants, or government programs to cover costs of extended-hour trips

FY2026 PROGRESS UPDATE:

Transportation providers continued pursuing federal and state funding opportunities to support transportation operations, fleet expansion, and future service improvements. Expansion of extended-hour services continues to be dependent upon available funding and driver capacity.

Goal #2: Explore Transportation Service Models to Provide Flexible Transportation Options

STRATEGY 2.1:

Collaborate with health systems to align transportation services with patient and employee needs

FY2026 PROGRESS UPDATE:

Continued collaboration occurred among transportation providers, healthcare organizations, and community partners to identify transportation needs and improve coordination. Additional opportunities to strengthen transportation partnerships will continue to be explored throughout the coordinated planning period.

STRATEGY 2.2:

Establish a flex route service connecting Galion, Crestline, and Ontario

FY2026 PROGRESS UPDATE:

NCAT continued evaluating opportunities to expand transportation services throughout Crawford County. While no flex route service was implemented during FY2026, continued fleet expansion and development of the new Galion operations facility support future opportunities for service expansion as staffing allows.

STRATEGY 2.3:

Develop a micro-transit or on-demand transportation program

FY2026 PROGRESS UPDATE:

Preliminary planning continued during FY2026 to evaluate future micro-transit and on-demand transportation services. Discussions included operational needs such as implementation of an electronic fare collection system to support flexible service models. Available driver and vehicle capacity were also identified as important considerations for future implementation.

STRATEGY 2.4:

Engage employers and workforce development agencies in service planning

FY2026 PROGRESS UPDATE:

Transportation stakeholders continued discussing workforce transportation needs throughout FY2026, including opportunities presented through GoOhio Commute and future employer partnerships supporting transportation access.

STRATEGY 2.5:

Seek funding and grant opportunities to support innovative transit models

FY2026 PROGRESS UPDATE:

Transportation providers continued pursuing grant opportunities supporting fleet expansion, transportation operations, and future service enhancements. NCAT was awarded funding for additional vehicles, strengthening capacity for future service growth.

STRATEGY 2.6:

Coordinate with GoBus to establish or enhance inter-city transportation connections to increase statewide access

FY2026 PROGRESS UPDATE:

GoBus service expanded into neighboring communities during FY2026, providing Crawford County residents with increased access to regional and statewide transportation connections. While GoBus service is not currently available within Crawford County, residents may access the service through nearby locations and connect to destinations throughout Ohio. Transportation stakeholders will continue working with the Ohio Department of Transportation to support future service expansion and advocate for improved regional connectivity within Crawford County.

Goal #3: Enhance Active Transportation Infrastructure and Accessibility

STRATEGY 3.1:

Advocate for pedestrian and bicycle infrastructure through investments in sidewalks, crosswalks, trails and lighting

FY2026 PROGRESS UPDATE:

Local partners continued supporting pedestrian and bicycle infrastructure improvements through ongoing planning efforts and pursuit of funding opportunities that encourage active transportation throughout Crawford County.

STRATEGY 3.2:

Develop a Complete Streets Policy in the county

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026.

STRATEGY 3.3:

Expand Safe Routes to School programming in coordination with local school districts

FY2026 PROGRESS UPDATE:

This strategy was not prioritized during FY2026.

STRATEGY 3.4:

Develop and pilot a Safe Routes to Age in Place program to improve walkability and access for older adults

FY2026 PROGRESS UPDATE:

Mobility Management completed a CarFit event during FY2026 to improve older driver safety and mobility by educating participants on proper vehicle fit and safety features. Additional age-friendly transportation initiatives will continue to be explored throughout the coordinated planning period.

Goal #4: Strengthen and Sustain Coordinated Transportation Services

STRATEGY 4.1:

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

FY2026 PROGRESS UPDATE:

Transportation providers continued utilizing and pursuing Section 5310 funding to support accessible vehicles and transportation services throughout Crawford County. The Crawford County Council on Aging applied for replacement vehicle funding and preservation for operating funds.

STRATEGY 4.2:

Strengthen collaboration between agencies to improve service coordination and reduce duplication

FY2026 PROGRESS UPDATE:

Transportation providers, healthcare organizations, and community partners continued collaborating through quarterly Transportation Advisory Committee meetings to improve transportation coordination and address local mobility needs. Action teams were established to support implementation of the Crawford County Coordinated Public Transit–Human Services Transportation Plan; however, meetings were temporarily paused due to staffing transitions. Action team activities are expected to resume during the next fiscal year and continue throughout the remainder of the coordinated planning period.

STRATEGY 4.3:

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, travel training, community outreach, Ohio Loves Transit activities, and promotion of transportation-related programs including Drive to Succeed.

STRATEGY 4.4:

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

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 Crawford County.

STRATEGY 4.5:

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 Crawford County.

Goal #5: Advance Sustainable Transportation Through Alternative Fuels and Infrastructure

STRATEGY 5.1:

Support NCAT's electric vehicle transition efforts funded by state and federal grants

FY2026 PROGRESS UPDATE:

Previously awarded grant funding supporting NCAT's fleet transition was amended during FY2026 to permit the purchase of propane-powered vehicles in place of electric vehicles. The change reflected local infrastructure considerations while allowing the agency to continue advancing sustainable transportation and alternative fuel objectives.

STRATEGY 5.2:

Explore additional alternative fuel sources (e.g., propane, CNG) for long-term fleet diversification

FY2026 PROGRESS UPDATE:

During FY2026, NCAT continued planning for the use of propane-powered vehicles as part of its long-term fleet diversification strategy. Progress also continued at the new Galion operations facility, including securing a contractor for installation of propane fueling infrastructure to support future alternative fuel vehicles.

STRATEGY 5.3:

Increase community and stakeholder awareness of sustainable transportation technologies and infrastructure

FY2026 PROGRESS UPDATE:

Transportation stakeholders continued receiving updates regarding NCAT's transition to alternative fuel vehicles and supporting infrastructure through quarterly Transportation Advisory Committee meetings. These discussions helped increase awareness of sustainable transportation initiatives and long-term fleet planning within Crawford County.

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.