

Knox County, Ohio

# COORDINATED PUBLIC TRANSIT- HUMAN SERVICES TRANSPORTATION PLAN

2021 - 2026

## Knox Area Transit – Lead Agency

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## Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Knox County, Ohio. The plan was initially developed in 2017, is re-written every 4 years, and is updated yearly. The last plan update was January 2024. This plan fulfills the requirements of the Federal Transit Administration (FTA) Circular 9070.1G which purpose is to enhance mobility for seniors and individuals with disabilities.

Transportation is a critical component of the communities in Knox County, Ohio. 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 complete the following activities:

1. Identify all community resources including public transportation, senior transportation, veterans' transportation, medical transportation, and private transportation.
2. Identify and prioritize community transportation needs by working together to minimize duplication of services; develop strategies to increase transportation options for individuals; and coordinate efforts to provide efficiencies throughout the transportation industry in Knox County.
3. Establish a clear plan for achieving shared goals.

A major need in the community regarding transportation resources is to coordinate services and share information. To accomplish this, Knox County has created the position of Mobility Manager to serve as a resource to the community. The primary goal of a Mobility Manager in Knox County is to work with the various transportation resources to develop a knowledgebase of services and eligibilities. The Mobility Manager would then be able to refer transportation users to the appropriate transportation service. This would reduce duplication of services and expand the resources available to individuals.

Additionally, the Mobility Manager works in the community to educate riders and potential riders. Participation in community teams, building relationships with senior centers and participating in community events also provide opportunities to share information. The Mobility Manager also provides ride along educational experiences to assist new riders who are unsure how to manage the transportation services available to them. Communication with the local resources and regional services enhance the knowledge base of the Mobility Manager.

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
- Assisted living facilities
- Veterans Services
- Knox County Commissioners
- City of Mount Vernon
- Local Villages
- Local Police Department
- Knox Community Hospital
- Homeless Shelter
- Knox County Foundation
- United Way
- Local Businesses
- Emergency Management Agency
- Human services providers
- General public

In order to ensure participation from the above groups, the following stakeholder involvement and activities were performed at quarterly meetings in 2021. These activities included stakeholder meetings and help from the stakeholders in re-writing the plan.

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

# I. Geographic Area

Knox County is a rural county consisting of 530 square miles, 22 townships, and 11 incorporated towns and villages. 58% of the county consists of farmland, 28% forested, and 4.1 square miles of water.

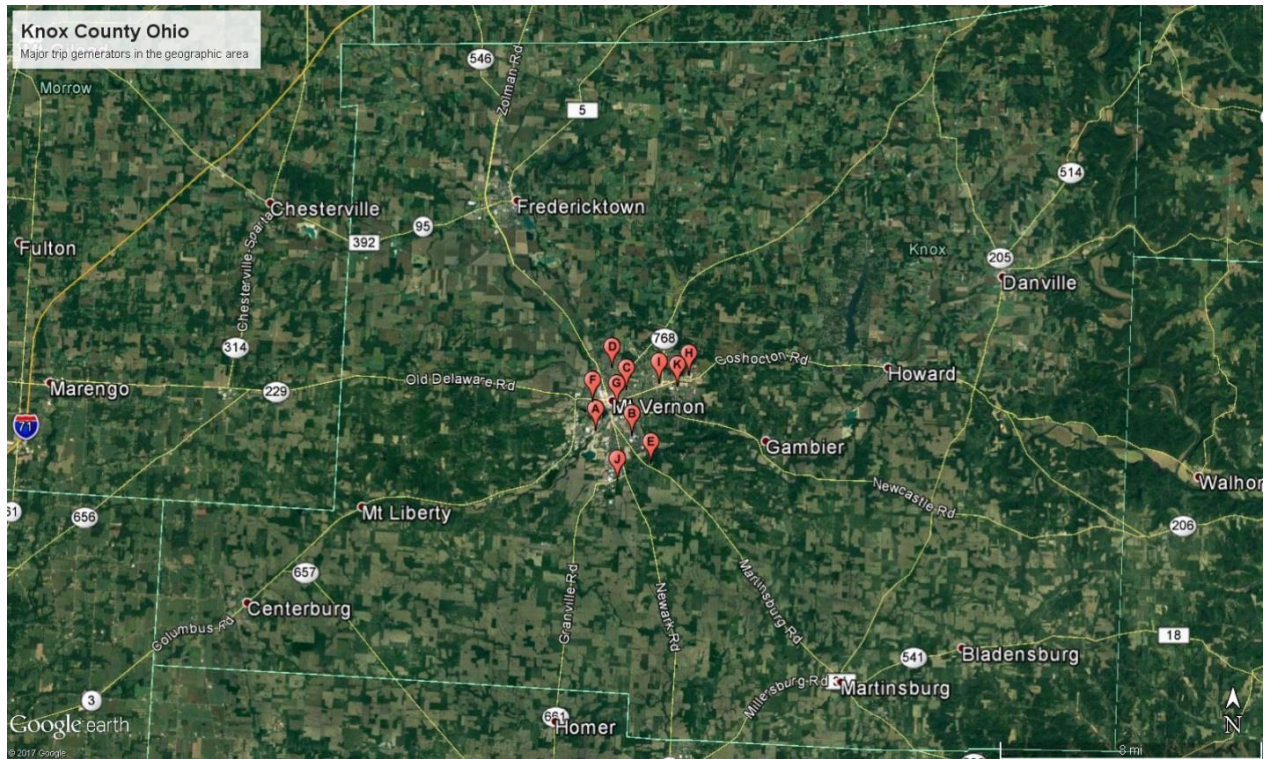
Knox County is the geographical center of the state. The county is located within an hour commute to Columbus, Mansfield, Newark, and Delaware. We continue to grow and draw young and old to our rural way of life. The median age of Knox County is 38. Over the last 21 years, the population of Knox County has grown from 54,500 (in 2000) to 62,897 (in 2021).

Knox County is a host to many festivals throughout the year. These festivals include Earth Day, First Fridays, Heart of Ohio USA Days, Knox County Fair, Mount Vernon Music and Arts Festival, Fredericktown Tomato Show, and Old time Farming Festival. The Kokosing Gap, Heart of Ohio, and the Mohican Valley Trail have recently become part of the Great American Rail-trail, which runs from Washington State to Washington DC. Many activities are offered at Ariel Foundation Park, Woodward Opera House and First Friday's during the summer months. Knox County is home to Kenyon College, the Mount Vernon Nazarene University, a branch of Central Ohio Technical College, and Knox Technical Center.

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



Map 2: Major trip generators in the geographic area



- A. Columbia School
- B. Mount Vernon High
- C. Pleasant Street School
- D. Dan Emmett School
- E. Twin Oak School
- F. Learning Center
- G. Freedom Center
- H. Walmart
- I. Kroger
- J. Behavior Health Partners
- K. Knox Community Hospital

## II. Population Demographics

According to DATAUSA.IO in 2017, around 50.4% of commuters traveled 23.5 minutes or more to work each day. 1.56% of those were considered “super commuters” with a travel time of 90 minutes or longer. A study by the Ohio Department of Transportation indicates that 1,169 families in Knox County do not own a vehicle and 2,890 families own only one vehicle.

The US Census 2021 reported that in Knox County, of the 62,897 people in Knox County, 10.9% are living in poverty. The largest groups according to the US Census are; persons under 18 years of age made up 22.9%; persons 65 and older made up 18%; Veterans population was 4,157.

Total eligible workers in Knox County is 61.5%. The county’s unemployment rate was an average of 4.0% for the 2021 calendar year.

Chart 1: Total Population Current and Projected for Five Years

Knox County, Ohio		
Description	Measure	Source
Population		
Census 2010 Total Population	60,921	2010 Demographic Profile
2016 Population Estimate (as of July 1, 2016)	60,814	2016 Population Estimates
2016 ACS 5-Year Population Estimate	60,878	2012-2016 American Community Survey 5-Year Estimates
Median Age	39.0	2012-2016 American Community Survey 5-Year Estimates
Number of Companies	4,909	2012 Survey of Business Owners
Educational Attainment: Percent high school graduate or higher	89.6%	2012-2016 American Community Survey 5-Year Estimates
Count of Governments	N/A	2012 Census of Governments
Total housing units	25,462	2012-2016 American Community Survey 5-Year Estimates
Median Household Income	48,619	2012-2016 American Community Survey 5-Year Estimates
Foreign Born Population	817	2012-2016 American Community Survey 5-Year Estimates
Individuals below poverty level	15.6%	2012-2016 American Community Survey 5-Year Estimates
Race and Hispanic Origin		
White alone	58,773	2012-2016 American Community Survey 5-Year Estimates
Black or African American alone	626	2012-2016 American Community Survey 5-Year Estimates
American Indian and Alaska Native alone	74	2012-2016 American Community Survey 5-Year Estimates
Asian alone	222	2012-2016 American Community Survey 5-Year Estimates
Native Hawaiian and Other Pacific Islander alone	0	2012-2016 American Community Survey 5-Year Estimates
Some Other Race alone	82	2012-2016 American Community Survey 5-Year Estimates
Two or More Races	1,101	2012-2016 American Community Survey 5-Year Estimates
Hispanic or Latino (of any race)	855	2012-2016 American Community Survey 5-Year Estimates
White alone, Not Hispanic or Latino	58,187	2012-2016 American Community Survey 5-Year Estimates
Veterans	4,348	2012-2016 American Community Survey 5-Year Estimates

• Want more? Need help? Use Guided Search or visit [Census.gov's Quick Facts](https://www.census.gov).

Chart 2: Total Population by Age Group

Subject	Knox County, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>SEX AND AGE</b>				
Total population	60,878	*****	60,878	(X)
Male	29,853	+/-91	49.0%	+/-0.1
Female	31,025	+/-91	51.0%	+/-0.1
Under 5 years	3,632	+/-97	6.0%	+/-0.2
5 to 9 years	4,230	+/-252	6.9%	+/-0.4
10 to 14 years	3,736	+/-264	6.1%	+/-0.4
15 to 19 years	4,877	+/-117	8.0%	+/-0.2
20 to 24 years	4,877	+/-115	8.0%	+/-0.2
25 to 34 years	6,588	+/-114	10.8%	+/-0.2
35 to 44 years	6,712	+/-82	11.0%	+/-0.1
45 to 54 years	7,984	+/-81	13.1%	+/-0.1
55 to 59 years	4,241	+/-294	7.0%	+/-0.5
60 to 64 years	4,063	+/-298	6.7%	+/-0.5
65 to 74 years	5,663	+/-48	9.3%	+/-0.1
75 to 84 years	3,042	+/-180	5.0%	+/-0.3
85 years and over	1,233	+/-181	2.0%	+/-0.3
Median age (years)	39.0	+/-0.6	(X)	(X)
18 years and over	46,761	+/-89	76.8%	+/-0.1
21 years and over	43,246	+/-226	71.0%	+/-0.4
62 years and over	12,270	+/-271	20.2%	+/-0.4
65 years and over	9,938	+/-80	16.3%	+/-0.1
18 years and over	46,761	+/-89	46,761	(X)
Male	22,595	+/-70	48.3%	+/-0.2
Female	24,166	+/-99	51.7%	+/-0.2
65 years and over	9,938	+/-80	9,938	(X)
Male	4,437	+/-30	44.6%	+/-0.4
Female	5,501	+/-72	55.4%	+/-0.4

Chart 3: Total Population by Race

Subject	Knox County, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>RACE</b>				
Total population	60,878	*****	60,878	(X)
One race	59,777	+/-166	98.2%	+/-0.3
Two or more races	1,101	+/-166	1.8%	+/-0.3
<b>One race</b>				
White	59,777	+/-166	98.2%	+/-0.3
Black or African American	58,773	+/-132	96.5%	+/-0.2
American Indian and Alaska Native	626	+/-125	1.0%	+/-0.2
Cherokee tribal grouping	74	+/-56	0.1%	+/-0.1
Chippewa tribal grouping	0	+/-27	0.0%	+/-0.1
Navajo tribal grouping	0	+/-27	0.0%	+/-0.1
Sioux tribal grouping	0	+/-27	0.0%	+/-0.1
<b>Asian</b>				
Asian Indian	222	+/-71	0.4%	+/-0.1
Chinese	0	+/-27	0.0%	+/-0.1
Filipino	48	+/-57	0.1%	+/-0.1
Japanese	14	+/-18	0.0%	+/-0.1
Korean	43	+/-58	0.1%	+/-0.1
Vietnamese	51	+/-51	0.1%	+/-0.1
Other Asian	41	+/-67	0.1%	+/-0.1
<b>Native Hawaiian and Other Pacific Islander</b>				
Native Hawaiian	25	+/-23	0.0%	+/-0.1
Guamanian or Chamorro	0	+/-27	0.0%	+/-0.1
Samoan	0	+/-27	0.0%	+/-0.1
Other Pacific Islander	0	+/-27	0.0%	+/-0.1
<b>Some other race</b>				
Some other race	82	+/-55	0.1%	+/-0.1
<b>Two or more races</b>				
Two or more races	1,101	+/-166	1.8%	+/-0.3
White and Black or African American	468	+/-123	0.8%	+/-0.2
White and American Indian and Alaska Native	251	+/-56	0.4%	+/-0.1
White and Asian	312	+/-71	0.5%	+/-0.1
Black or African American and American Indian and Alaska Native	13	+/-18	0.0%	+/-0.1
<b>Race alone or in combination with one or more other races</b>				
Total population	60,878	*****	60,878	(X)
White	59,838	+/-159	98.3%	+/-0.3
Black or African American	1,107	+/-135	1.8%	+/-0.2
American Indian and Alaska Native	361	+/-36	0.6%	+/-0.1
Asian	557	+/-27	0.9%	+/-0.1
Native Hawaiian and Other Pacific Islander	0	+/-27	0.0%	+/-0.1
Some other race	116	+/-79	0.2%	+/-0.1
<b>HISPANIC OR LATINO AND RACE</b>				
Total population	60,878	*****	60,878	(X)
Hispanic or Latino (of any race)	855	*****	1.4%	*****
Mexican	238	+/-120	0.4%	+/-0.2
Puerto Rican	355	+/-132	0.6%	+/-0.2
Cuban	29	+/-23	0.0%	+/-0.1
Other Hispanic or Latino	233	+/-96	0.4%	+/-0.2
<b>Not Hispanic or Latino</b>				
Not Hispanic or Latino	60,023	*****	98.6%	*****
White alone	56,187	+/-28	95.6%	+/-0.1
Black or African American alone	534	+/-98	0.9%	+/-0.2
American Indian and Alaska Native alone	74	+/-56	0.1%	+/-0.1
Asian alone	222	+/-71	0.4%	+/-0.1
Native Hawaiian and Other Pacific Islander alone	0	+/-27	0.0%	+/-0.1
Some other race alone	20	+/-22	0.0%	+/-0.1
<b>Two or more races</b>				
Two or more races	986	+/-154	1.6%	+/-0.3
Two races including Some other race	11	+/-17	0.0%	+/-0.1
Two races excluding Some other race, and Three or more races	975	+/-153	1.6%	+/-0.3

Chart 4: Number and percentage of people with disabilities

Population estimates July 1, 2016	Number	Percentage
<b>Total Population</b>	<b>60,814</b>	
<b>With a disability, under age 65 years</b>	<b>6,263</b>	<b>10.3%</b>
<a href="http://www.census.gov/quickfacts/fact/table/knoxcountyohio/PST045216">www.census.gov/quickfacts/fact/table/knoxcountyohio/PST045216</a>		

Chart 5: Number and percentage of households with incomes below the federal poverty level

Subject	Knox County, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>PERCENTAGE OF FAMILIES AND PEOPLE WHOSE INCOME IN THE PAST 12 MONTHS IS BELOW THE POVERTY LEVEL</b>				
All families	(X)	(X)	11.6%	+/-1.8
With related children of the householder under 18 years	(X)	(X)	19.3%	+/-3.3
With related children of the householder under 5 years only	(X)	(X)	13.1%	+/-5.9
Married couple families	(X)	(X)	5.2%	+/-1.2
With related children of the householder under 18 years	(X)	(X)	6.3%	+/-2.1
With related children of the householder under 5 years only	(X)	(X)	4.1%	+/-3.1
Families with female householder, no husband present	(X)	(X)	42.1%	+/-7.4
With related children of the householder under 18 years	(X)	(X)	56.5%	+/-8.2
With related children of the householder under 5 years only	(X)	(X)	45.2%	+/-18.7
All people	(X)	(X)	15.6%	+/-1.7
Under 18 years	(X)	(X)	22.1%	+/-3.7
Related children of the householder under 18 years	(X)	(X)	22.0%	+/-3.7
Related children of the householder under 5 years	(X)	(X)	18.8%	+/-5.5
Related children of the householder 5 to 17 years	(X)	(X)	23.1%	+/-4.1
18 years and over	(X)	(X)	13.5%	+/-1.4
18 to 64 years	(X)	(X)	14.6%	+/-1.6
65 years and over	(X)	(X)	9.4%	+/-2.4
People in families	(X)	(X)	12.5%	+/-1.8
Unrelated individuals 15 years and over	(X)	(X)	28.7%	+/-3.2

Chart 6: Number and percentage of individuals with incomes below the federal poverty level

Population estimates July 1, 2016	Number	Percentage
<b>Total Population</b>	<b>60,814</b>	
<b>Persons in poverty</b>	<b>7,723</b>	<b>12.7%</b>
<a href="http://www.census.gov/quickfacts/fact/table/knoxcountyohio/PST045216">www.census.gov/quickfacts/fact/table/knoxcountyohio/PST045216</a>		

Chart 7: Percent of population that speak English "Less than very well"

Subject	Knox County, Ohio														
	Total		Percent		Percent of specified language speakers										
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"				
Population 5 years and over	57,246	+/-97	(X)	(X)	56,451	(X)	+/-311	98.7%	(X)	765	(X)	+/-295	1.3%	(X)	+/-0.5
Speak only English	54,591	+/-788	95.4%	+/-1.4	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	2,655	+/-776	4.6%	+/-1.4	1,890	(X)	+/-578	71.2%	(X)	765	(X)	+/-295	28.8%	(X)	+/-7.1
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>															
Spanish	526	+/-159	0.9%	+/-0.3	468	(X)	+/-148	89.0%	(X)	60	(X)	+/-43	11.4%	(X)	+/-7.6
5 to 17 years old	144	+/-54	0.3%	+/-0.2	139	(X)	+/-58	96.5%	(X)	5	(X)	+/-8	3.5%	(X)	+/-7.6
18 to 64 years old	351	+/-122	0.6%	+/-0.2	296	(X)	+/-110	84.3%	(X)	55	(X)	+/-42	15.7%	(X)	+/-10.7
65 years old and over	31	+/-31	0.1%	+/-0.1	31	(X)	+/-31	100.0%	(X)	0	(X)	+/-27	0.0%	(X)	+/-51.2
Other Indo-European languages	1,958	+/-750	3.4%	+/-1.3	1,342	(X)	+/-554	68.5%	(X)	616	(X)	+/-273	31.5%	(X)	+/-8.5
5 to 17 years old	629	+/-514	1.4%	+/-0.9	522	(X)	+/-372	83.0%	(X)	307	(X)	+/-178	37.0%	(X)	+/-12.9
18 to 64 years old	973	+/-307	1.7%	+/-0.5	726	(X)	+/-233	74.6%	(X)	247	(X)	+/-140	25.4%	(X)	+/-10.5
65 years old and over	156	+/-30	0.3%	+/-0.2	94	(X)	+/-60	60.3%	(X)	62	(X)	+/-57	39.7%	(X)	+/-24.0
Asian and Pacific Island languages	131	+/-101	0.2%	+/-0.2	42	(X)	+/-67	32.1%	(X)	89	(X)	+/-38.5	67.9%	(X)	+/-39.5
5 to 17 years old	0	+/-27	0.0%	+/-0.1	0	(X)	+/-27	-	(X)	0	(X)	+/-27	-	(X)	-
18 to 64 years old	71	+/-67	0.1%	+/-0.1	0	(X)	+/-27	0.0%	(X)	71	(X)	+/-67	100.0%	(X)	+/-33.0
65 years old and over	60	+/-74	0.1%	+/-0.1	42	(X)	+/-67	70.0%	(X)	18	(X)	+/-57.5	30.0%	(X)	+/-57.5
Other languages	40	+/-33	0.1%	+/-0.1	40	(X)	+/-33	100.0%	(X)	0	(X)	+/-45.1	0.0%	(X)	+/-45.1
5 to 17 years old	0	+/-27	0.0%	+/-0.1	0	(X)	+/-27	-	(X)	0	(X)	+/-27	-	(X)	-
18 to 64 years old	40	+/-33	0.1%	+/-0.1	40	(X)	+/-33	100.0%	(X)	0	(X)	+/-45.1	0.0%	(X)	+/-45.1
65 years old and over	0	+/-27	0.0%	+/-0.1	0	(X)	+/-27	-	(X)	0	(X)	+/-27	-	(X)	-
<b>CITIZENS 18 YEARS AND OVER</b>															
All citizens 18 years old and over	46,386	+/-185	(X)	(X)	45,987	(X)	+/-233	99.1%	(X)	399	(X)	+/-174	0.9%	(X)	+/-0.4
Speak only English	44,880	+/-407	96.8%	+/-0.8	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	1,506	+/-383	3.2%	+/-0.6	1,107	(X)	+/-264	73.5%	(X)	399	(X)	+/-174	28.5%	(X)	+/-8.8
Spanish	318	+/-123	0.7%	+/-0.3	291	(X)	+/-120	91.5%	(X)	27	(X)	+/-31	8.5%	(X)	+/-9.8
Other languages	1,188	+/-335	2.6%	+/-0.7	816	(X)	+/-249	68.7%	(X)	372	(X)	+/-169	31.3%	(X)	+/-10.5

### III. Assessment of Available Services

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

The lead agency (Knox Area Transit) identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others who the planning committee identified as being appropriate stakeholders.

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

Organization Name	Number of Vehicles	Type of Vehicle	Programs offered	Service Area	Cost of Service	Notification on time for Service
Apple Lane Ambulette	30 Daily	Wheelchair Vans and cars	passport-manage care-JFS	Statewide	\$70.00 load/offload \$1.50 mile	72 hours or longer
Mount Vernon Health and Rehabilitation	1	Handicapped Van	resident outings only	Knox County	no charge	None
Brookdale Senior Living	1	Handicapped Van and car	resident outings only	Knox County	no charge	None
Centerburg Pointe	1	Handicapped Van	resident outings only	Knox County	no charge	None
Country Club Rehabilitation Campus	1	Handicapped Van	resident outings only	In Town Service	N/C for residents	None
Country Court Nursing Center	1	Handicapped Van	activities-Dr. Appts. - outings	Knox County	N/C for residents	None
Centerburg Pointe	0	0	outsource transportation	None	no charge	None
Go Bus*	2	Handicapped 60 passenger bus	State wide transportation options	State of Ohio	Varies by destination	None
Hospice of Knox County	0	0	outsource transportation	None	no charge	None
Kenyon College	6 mini vans & 3 12 passenger vans	1 handicapped	College affiliates	Knox County/Airports	charged per service	None
Knox Area Transit	29	Mobility Vans	Public Transportation	Knox County primary, Statewide	\$.50 to \$10.00 in Knox County	same day
Knox Community Hospital	18 buses and van	no handicapped vehicle	in house transportation only	on campus		
Knox County Health Department	1	minivan non-handicapped	gas vouchers to public	None	no charge	None
Mount Vernon Nazarene University	4 buses and 3 vans	Non-handicapped	students only	Knox County and airport	charged per service	None
Ohio Eastern Star	2	Handicapped van and bus	resident outings only	Knox County	fee when staff member drives	48 to 72 hours
Station Break Senior Center	3	1 handicapped van 3 van 1 car	donation based	statewide	free and self-pay	24 hours or longer
The Laurels of Mt. Vernon	1	handicapped bus	resident outings only	None	no charge	None
The Living Center	1	Non-handicapped van	resident outings only	Knox County	charged per service	None
Veterans Administration	4	all vans no handicapped	rides, gas vouchers, pay for other transport	statewide	free to veterans	72 hours or longer
Whispering Hills Nursing Home	1	handicapped bus	resident outings only	Knox County	free	None

## Existing Transportation Services

The following information is based on tabulations from survey and interview results. A total of 22 organizations provided information about their services.

### List of Transportation Service Providers

Agency Name: Knox County Transit

Transportation Service Type: On Demand, Mount Vernon Shuttle, Mount Vernon-Gambier Shuttle, Night Bus

Other Services Provided: Contract services

Contact Information: 740-392-7433

Hours: M-F 5:00 am to 3:00 am, Sat 5:00 am to 7:00 pm

Service Area: Knox County same day, Statewide 3-day notice

Eligibility Requirements: General Public, discounts available for 60-year-old or disability

Web-site: [knoxcountytransit.com](http://knoxcountytransit.com)

Agency Name: NET (Non-Emergency Transportation)

Transportation Service Type: Gas vouchers and voucher authorization for KCT service

Other Services Provided:

Contact Information: 740-393-5306

Hours: M-F 8:00 am to 4:00 pm

Service Area: Knox County and statewide

Eligibility Requirements: Medicaid eligible

Web-site: [co.knox.oh.us/jfs/children-and-family-services/](http://co.knox.oh.us/jfs/children-and-family-services/)

Agency Name: GoBus

Transportation Service Type: Regional fixed route

Other Services Provided:

Contact Information: 888-95-GoBus

Hours: 7 days a week, 365 days a year, including all holidays

Service Area: Fixed routes in Ohio

Eligibility Requirements:

Web-site: [RideGoBus.com](http://RideGoBus.com)

Agency Name: Station Break  
Type: Senior - Public  
Other Services Provided: Senior Transportation  
Contact Information: 740-397-2417  
Hours: M-F, 8 am to 4 pm  
Service Area: Central Ohio  
Eligibility Requirements: 60+ years old  
Web-site: [stationbreak.org](http://stationbreak.org)

The table below provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers.

Table 1: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Apple Lane Ambulette	No					
Mount Vernon Health and Rehabilitation	Yes	Yes, Knox County Transit				Yes
Brookdale of Mount Vernon	Yes	Yes, Knox County Transit				Yes
Centerburg Pointe	Yes	Yes, Knox County Transit				Yes
Country Club Rehabilitation Campus	Yes	Yes, Knox County Transit				Yes
Country Court Nursing Center	Yes	Yes, Knox County Transit				Yes
Hospice of the Western Reserve	No					
Independency LLC	No					
Kenyon College	Yes	Yes, Knox County Transit				Yes
Knox Community Hospital	No	Yes, Knox County Transit				
Knox Public Health	No	Yes, Knox County Transit				
The Laurels of Mt. Vernon	Yes	Yes, Knox County Transit				
The Living Center	No	Yes, Knox County Transit				
Mount Vernon Nazarene University	Yes					Yes
Ohio Eastern Star Home	Yes	Yes, Knox County Transit				Yes
Station Break Senior Center	Yes	Yes, Knox County Transit				No
Veterans Services of Knox County	Yes	Yes, Knox County Transit				Yes
Whispering Hills Nursing Home	Yes	Yes, Knox County Transit				Yes
National Multiple Sclerosis Society	No	Yes, Knox County Transit or Independency LLC.				Yes
American Cancer Society	No	Yes, Knox County Transit or Independency LLC				Yes

\* “Yes” indicates the agency is closed door. An agency is considered closed door if they ONLY provide transportation to the facility as a courtesy or if they ONLY serve a particular clientele enrolled in agency programs (i.e. members of a sheltered workshop, or residents in a nursing home).

“No” indicates the agency is open door. This means the service is open to the public or a segment of the

public defined by age, disability, or low income. For example, an agency is considered “open door” if they provide general transportation for anyone over the age of 60 or, an individual who is 60 or over can request transportation to a doctor’s appointment or the grocery store regardless of their affiliation with your agency.

Participating organizations provide a wide range of transportation including fixed routes, demand response, on-demand, and deviated fixed routes. Four of the participating organizations provide services on weekdays. Two operate transportation on Saturdays and one on Sundays. Evening services after 5:00 pm are operated by one organization. The following table depicts the transportation service characteristics by agency.

**Table 2: Transportation Service Characteristics**

<b>Agency Name</b>	<b>Mode of Service</b>	<b>Days &amp; Hours of Operation</b>	<b>Provides Medicaid-Eligible Trips (Y/N)</b>	<b>Level of Passenger Assistance Provided</b>	<b>Training Courses Required for Drivers</b>
Knox County Transit	On Demand	M-F 5 am to 3 am, Sat 5 am to 5 pm	Y	Door to Door	PAT
Knox County Transit	Deviated Fixed Route	M-F 8 am to 10 pm, Sat 2 pm to 10 pm	Y	Stop to Stop	PAT
GoBus	Fixed Route	Mon – Sun	N	Stop to Stop	
Station Break	Demand Response	Mon – Fri	N	Door to Door	
Veterans Services	Demand Response	Mon - Fri			
Independency LLC.	Demand Response	24/7	N	Door to Door	Drive, CPR

Transportation-related expenses and revenues also differ by organization. General public fares, contract services, federal grants, state grants, and local grants are common revenue sources for transportation operators in Knox County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table 3: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/ Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
Knox Area Transit	Yes	Y	18 full time, 12 part time	6 full time, 1 part time	Federal Grant, State Grant, E&D Grant, Knox County Local match, Mount Vernon City local	\$2,900,000

The following table provides basic information about transportation options other than the traditional public and human services transportation. Transportation options might include bike share, ride share, intercity, or taxi services, and more.

Table 4: Alternative/ Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
Ontario Cab Company	24/7	Cash	Local and long-distance transportation	Counties that surround Richland County

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

Table 5: Transportation Resources

<b>Transportation Resource</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
Knox County Mobility Management	M-F 8:00 am – 4:30 pm	None	N/A	Knox County Ohio

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

Table 6: Technology

<b>Agency Name</b>	<b>Name of Scheduling Software</b>	<b>Do you have an App for Transportation (Y/N)?</b>	<b>Name of Dispatching Software</b>	<b>AVL System/ GPS (Y/N)</b>
<b>Knox Area Transit</b>	<b>Ecolane</b>	<b>Y</b>	<b>Ecolane</b>	<b>Y</b>

## Assessment of Community Support for Transit

Knox County had a huge following for public transit of 450-500 runs daily prior to the Pandemic. Public transportation is slowly returning to normal with around 450 runs daily. As drivers return to work, the number continues to rise. According to the 2021 Customer Survey, 71 out of 263 people ride public transit. The Mobility Manager provides on going education throughout the County. The Mobility Manager also offers one on one training with first time riders. This project has been well received.

## Safety

100% of the participating agency drivers are required to have background checks, BCI checks, drug and alcohol screenings. 50% have first aid/CPR, device securement training, defensive driver training, and sensitivity/awareness training

## Summary of Existing Resources

Knox County has several resources available to the community from senior transportation through the Station Break, veteran's transportation through the Veteran's office, or general public transportation with Knox County Transit. Additionally, there are several agencies that will assist with transportation through gas vouchers or contracted service. The NET (Non-Emergency Transportation) program and several other medical plans have transportation services available. Many of the assisted living facilities have transportation options either internally or through contract service. Human service organizations assist residents with transportation depending upon their qualifications.

## Assessment of Transportation Needs and Gaps

In an effort to better understand the Knox County needs, the planning committee 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 population demographics portion 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.

Knox County Transportation Advisory Committee (KCTAC) is variety of stakeholders in the area that solicits input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process as well as the general public.

The following methods were used to assess transportation needs and gaps

- Assessment of data and demographics
- Customer Surveys distributed at community events and community services

## Emergency Management Agency

The Knox County Emergency Management Agency (EMA) is responsible for bringing partner agencies and organizations together within the county's Emergency Operations Center (EOC) to support a coordinated response to disasters within Knox County. The Mobility Manger serves as transportation coordinator with the EOC.

With the onset of COVID-19 pandemic, Knox County activated the county's Emergency Operations Center. Throughout the response to the pandemic, the Mobility Management demonstrated the importance and ability to plan and provide mobility issues for the whole community.

Mobility Management of Knox County has worked hard to build a professional working relationship with Emergency Management Agency (EMA) by providing transportation expertise.

It is important for the Mobility Manager to keep updated resource manuals, and updated vehicle and contact lists. The Mobility Manager should perform a Resource Capabilities Assessment yearly and share with the EMA.

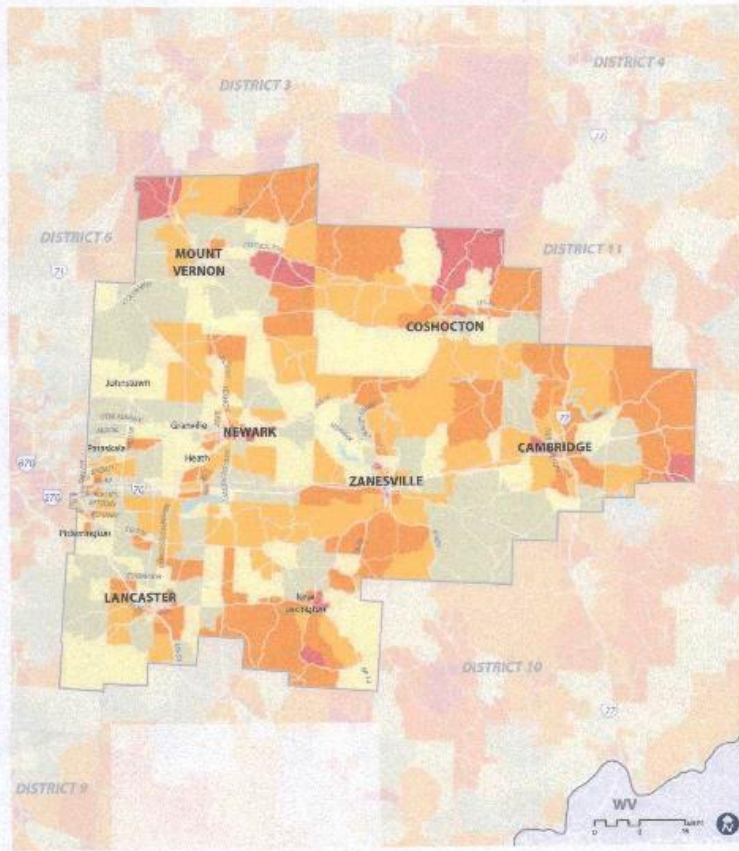
EMA's expectation of the Mobility Manager is that we can do the following each time we come together for an exercise or disaster:

- Communicate and support the networks that serve the most vulnerable population.
- Quick deployment of services.
- System to prioritize evacuations for those at the most risk.
- Activate and coordinate fuel, emergency repairs, and other transportation support systems.
- Prioritize transportation for area where critical resources are limited.

## Local Demographic and Socio-Economic Data

Data for each target population group were aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data is valuable because a comparison of where the highest and lowest densities 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 will illustrate the areas where the number of older adults (age 65 and older) is at or above the Knox County average.



**NEEDS ANALYSIS | DISTRICT 5 | COMPOSITE EQUITY SCORE**

OHIO DOT STATEWIDE BIKE AND PEDESTRIAN PLAN

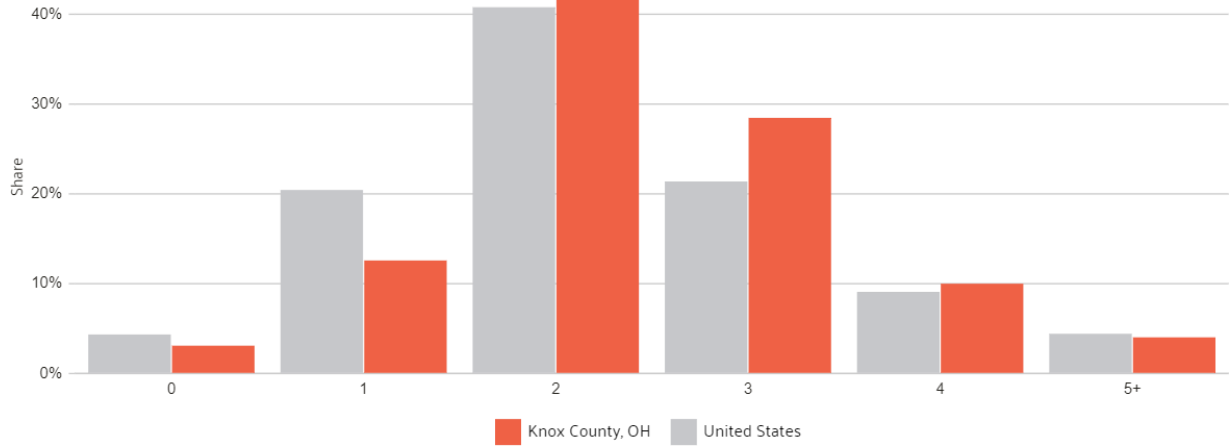


July 2019  
Data provided by OTCI Open Street Map and Bicycling Counts



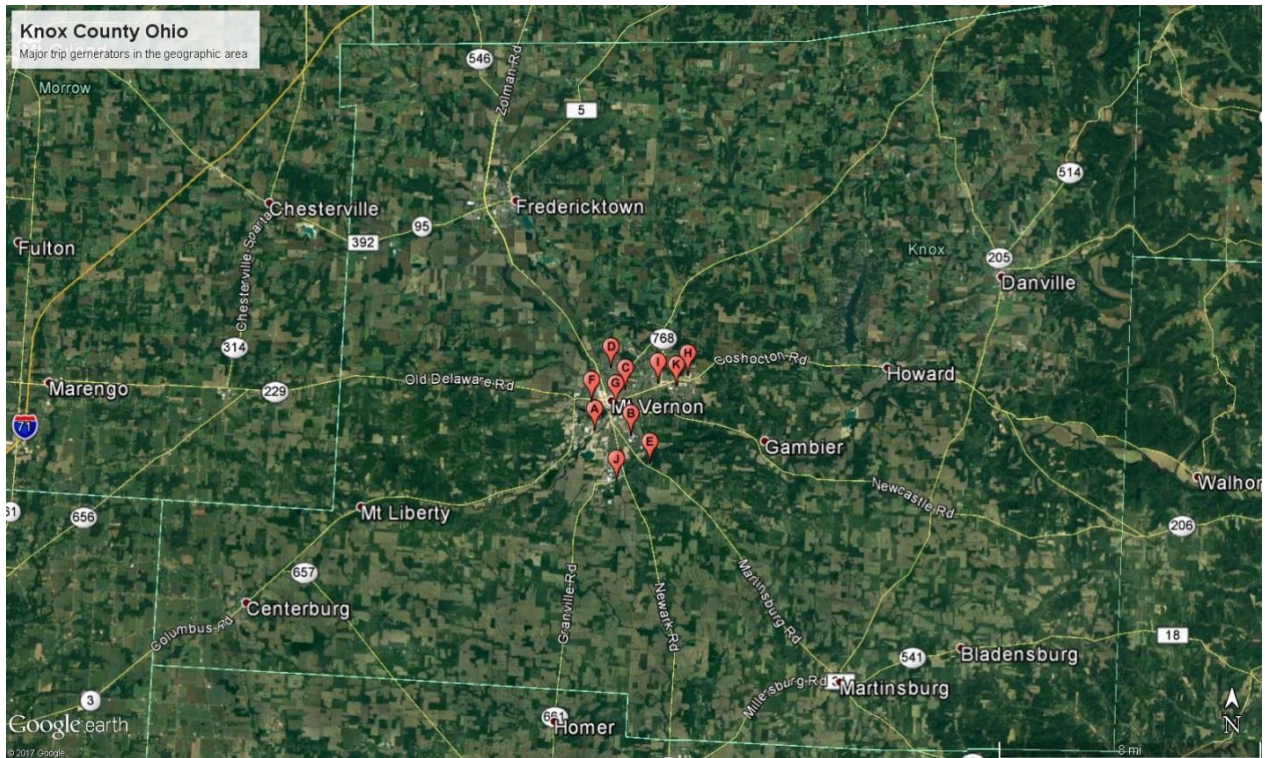
The exhibit below will indicate the areas where the number of zero vehicle households is above the Knox County average. The absence of a vehicle in the household is often an indication of the need for transportation services. Knox County is at 3.8% of residents not having any vehicles.

Exhibit 2: Flow Chart of Zero Vehicle Households



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

Exhibit 3: Map of Major Trip Generators



- A. Columbia School
- B. Mount Vernon School Complex
- C. Pleasant Street School
- D. Dan Emmett School
- E. Twin Oak School
- F. The Learning Center
- G. Freedom Center
- H. Walmart
- I. Kroger
- J. Behavioral Health Partners
- K. Knox Community Hospital Complex

## Analysis of Demographic Data

As this demographic data is available at the Knox County level, the coordinated plan group will analyze and report this data. Currently this data is not accurately available at the Knox County level.

## General Public and Stakeholder Meetings/Focus Groups

Knox County Transit hosted and facilitated five local meetings with focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. 57 people participated in the meetings. Of those, none self-identified as an older adult and none self-identified as being a person with a disability; as it was not requested for attendees to identify as such.

During the meeting, Knox County Transit presented highlights of historical coordinated transportation in Knox 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.

After the changes to the needs/gaps list were completed and new needs/gaps were added, each participant was asked to rank the needs/gaps using colored dots representing a high, medium, or low priority or that the remaining gap/need should be deleted.

Participants discussed more than 40 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings. 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

A Community Survey was circulated in 2024. It was distributed at local events, on Public Transit buses, and various groups throughout Knox County.

The following survey summary includes the information gained from the following surveys that were performed.

# Survey

## PUBLIC SURVEY RESULTS

The Knox Area Transit (KAT) public survey was open for approximately one month. The survey was available online and in hard copy. KAT and local stakeholders helped distribute the survey to ensure broad outreach. The survey opportunity was announced on social media, websites, flyers, and meetings.

There were 392 survey responses. The survey results have a margin of error of approximately five percent. Therefore, if 50 percent of the respondents selected an answer, it is likely that if a question had been asked to the entire county population, 45 percent to 55 percent would have picked that answer.

### OVERVIEW OF SURVEY RESPONDENTS

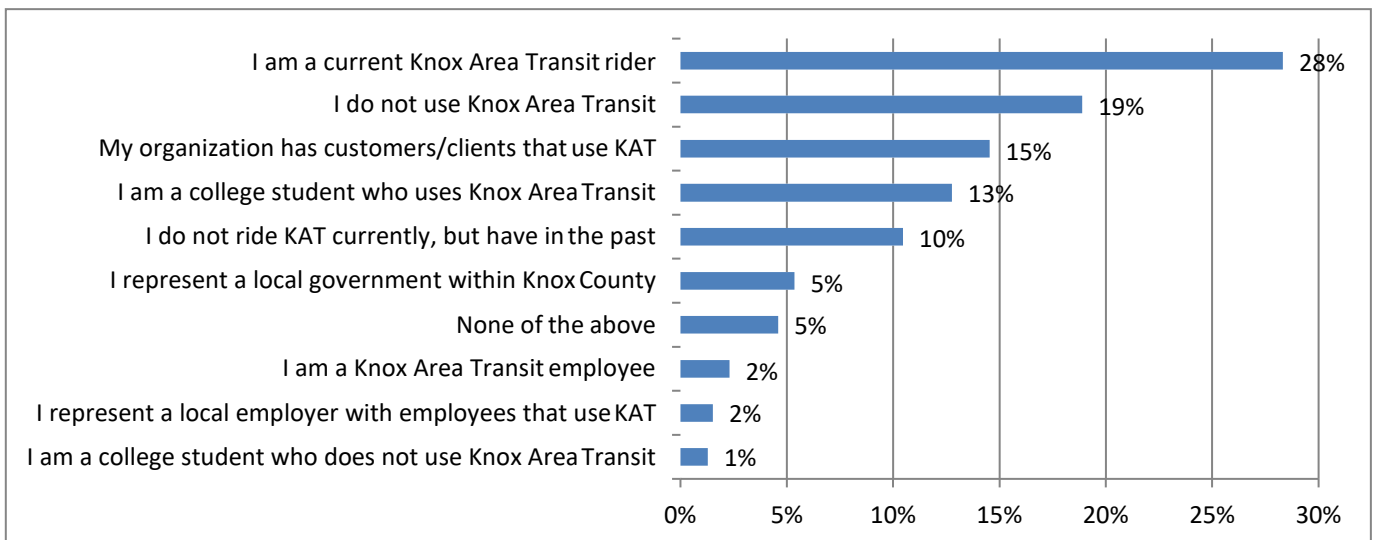
The survey reached a combination of KAT riders, non-riders, businesses, medical offices, college students, and others. Respondents were asked to select one option that most accurately applied to them. The responses revealed that:

- ◆ 38 percent of the respondents are current riders or have ridden in the past.
- ◆ 13 percent of respondents are college students who use KAT.
- ◆ 19 percent of respondents do not use KAT
- ◆ Other respondents represent organizations in the local area, many with clients or customers who use KAT

The following chart depicts the breakdown of responses by affiliation.

**Chart 1.1: Survey Respondent Affiliations**

N = 392



### Survey Respondent Demographics

Collecting demographic information from transit survey respondents is crucial for gaining comprehensive insights into the diverse needs and experiences of both KAT riders and non-riders. This data allows transit agencies to understand the composition of their user base, identify disparities in service utilization, and

tailor transportation solutions to better meet the specific needs of different demographic groups. By incorporating demographic data into its survey data analysis, KAT can strive to create more equitable, accessible, and responsive transportation services that serve all members of the Knox community effectively.

Chart 1.2 represents the distribution of monthly family income levels among survey respondents. Each row shows a range of income and the percentage of respondents falling within that range.

The majority of respondents (36%) reported a monthly family income of \$2,430 or less. The average household size earning \$2,430 or less was 1.6 adults per household.

As income brackets increase, the percentage of respondents within those brackets decreases, indicating a decline in income distribution. The data in Chart 1.3 suggests an unequal distribution of monthly family income among the surveyed population, with a larger proportion having lower incomes and fewer having higher incomes.

**Chart 1.2: Monthly Family Income Level of Respondents**

N: 287

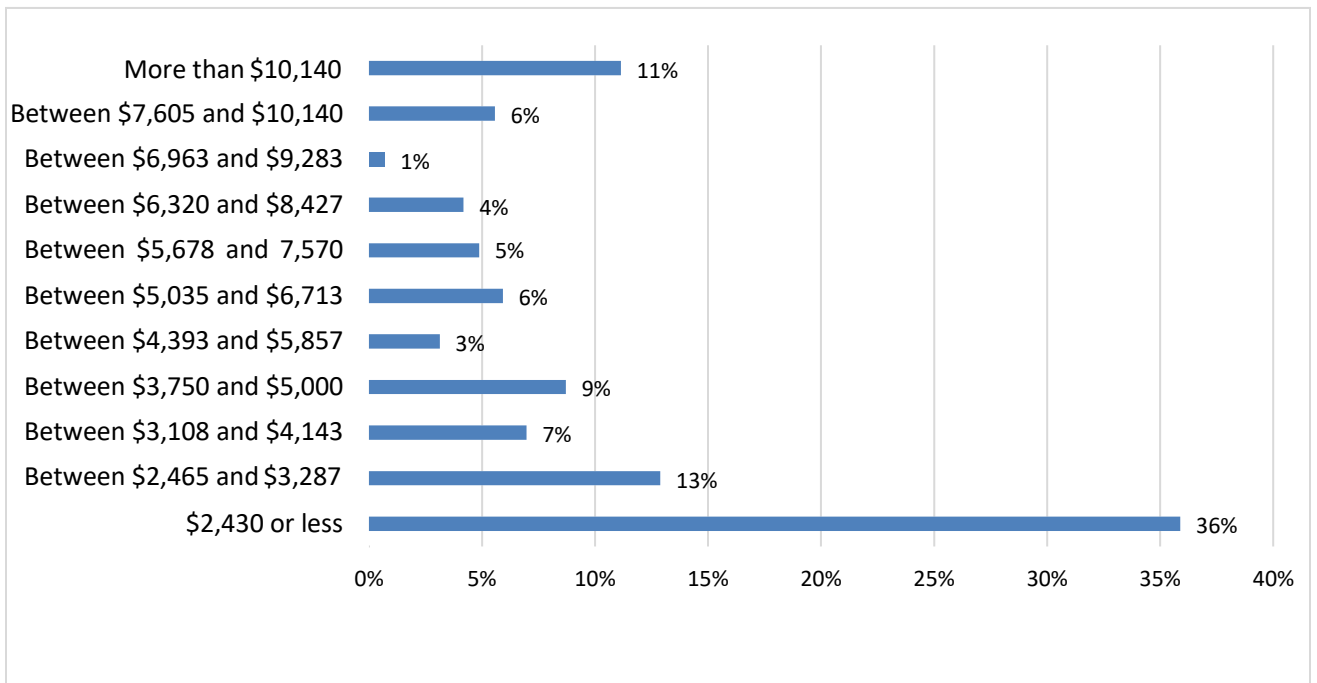


Chart 1.3 provides information on the number of vehicles available in survey respondents' households. Twenty-two percent of respondents reported having no vehicles available in their households. The majority of respondents (32%) indicated having one vehicle. The average household size for respondents with no vehicle or one vehicle was 1.6 adults.

Overall, this data reflects the distribution of the number of vehicles among the surveyed households, indicating that more than 61 percent of households have one or two vehicles, and more than 20 percent have

no available vehicle. **Households with one or no vehicles, have 1.6 adults (on average) sharing the vehicle or using alternative transportation.**

**Chart 1.3: Number of Vehicles Available per Household**

N: 317

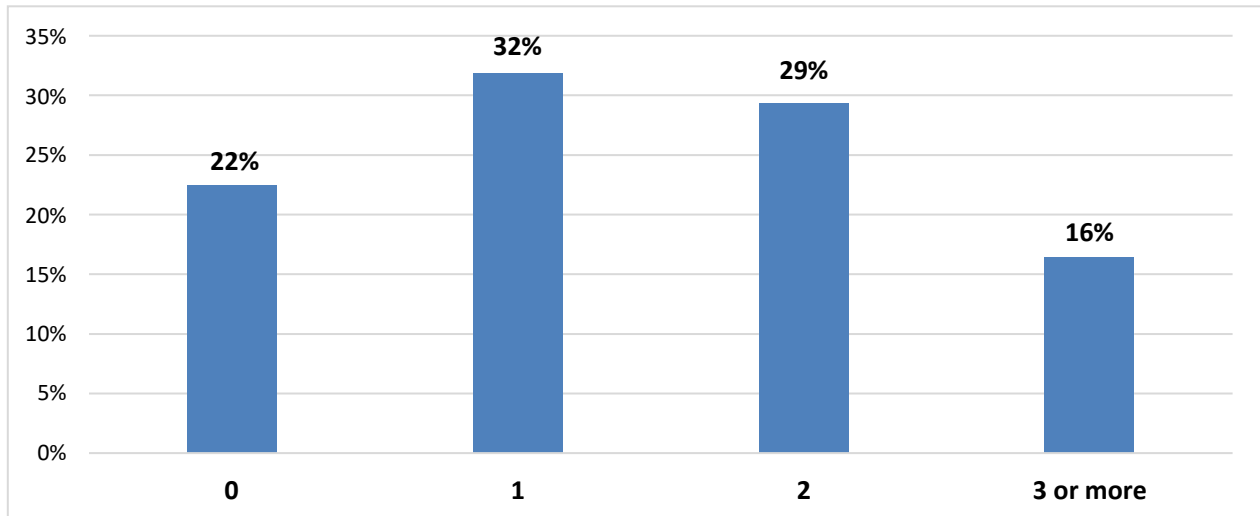
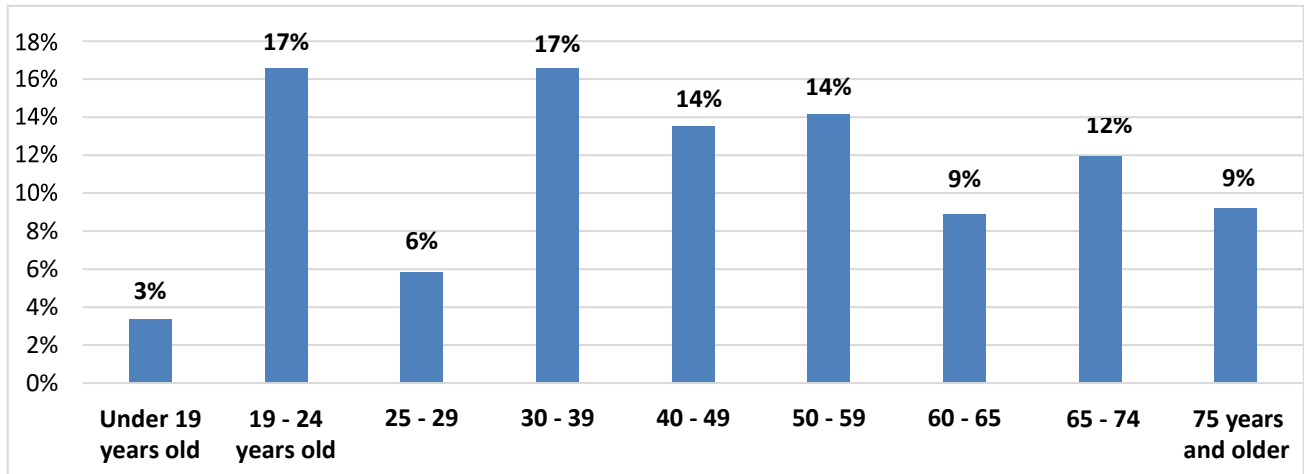


Chart 1.4 presents the age distribution of the survey respondents. The majority of the survey respondents were of working age, and there is also a strong representation of adults age 65 and older. About 17 percent of the respondents were in the traditional age group for college students.

**Chart 1.4: Age Distribution of Survey Respondents**

N: 326



**Eligibility for transportation benefits under Medicaid**

Chart 1.5 reflects responses regarding eligibility for transportation provided through the Medicaid program. Fourteen percent of respondents answered "Yes," indicating they are eligible for transportation provided through the Medicaid program. The majority, 62%, answered "No," suggesting they are not eligible for this

transportation assistance. A significant portion, 24%, responded with "Not Sure," indicating uncertainty about their eligibility.

Overall, this data provides insights into the proportion of respondents who are aware of their eligibility status for transportation assistance under the Medicaid program and those who are uncertain about it

## SURVEY RESPONSES FROM THE GENERAL PUBLIC

Exhibits 1.6 through 1.17 summarize survey responses from individuals who did not identify as students.

### Town of Residence and Popular Destinations

Survey respondents live in communities located throughout Knox County. The communities representing five percent or more of the responses are listed in the table below. Other participating communities were Millwood, North Liberty, Bladensburg, Millwood, Jelloway, Amity, and Mt. Liberty.

**Table 1.6: Most Common Places of Residence for Respondents**

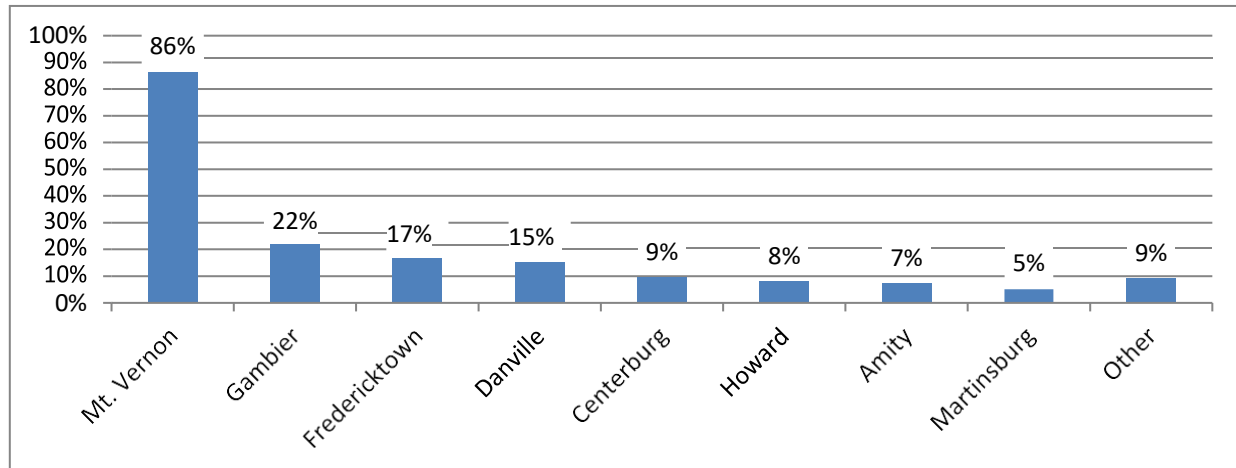
N: 324

Town of Residence	Percent of Respondents
Mt. Vernon	40%
Gambier	19%
Howard	8%
Centerburg	8%
Fredericktown	7%
Danville	5%

Most non-student survey respondents travel to destinations in Mt. Vernon (86 percent), with Gambier, Fredericktown and Danville accounting for 15 percent or more of the town destinations for respondents. “Other” communities that were noted by one to three percent of respondents included Bladensburg, Jelloway, Millwood, North Liberty, and Mt. Liberty. This data is relevant because it helps us understand the geographic area where people are most likely to need a ride.

**Chart 1.7: Most Common Destinations in Knox County for Non-Student Survey Respondents**

N=138

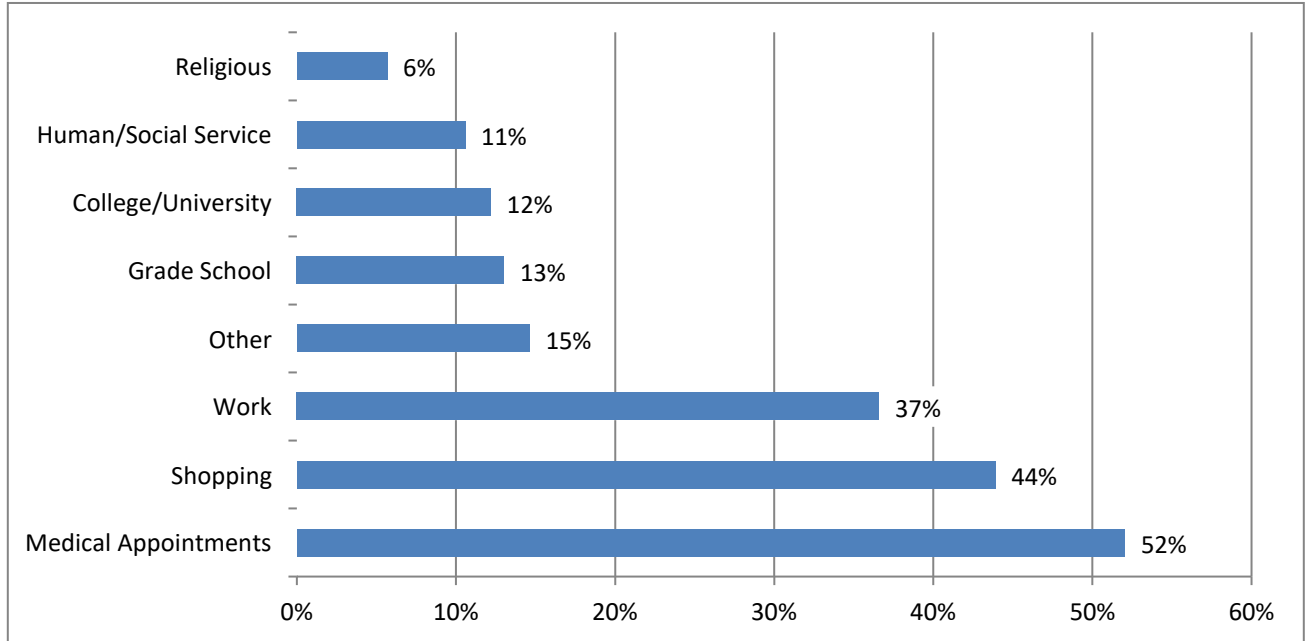


### **Why Ride KAT?**

Transportation to/from medical appointments was the most common reason for riding KAT among survey respondents (52%). Shopping (44%) and Work (37%) were the next most common trip purposes. “Other” trip purposes included going to Station Break, the public library, and urgent care.

**Chart 1.8: Reasons for Riding KAT**

N= 123



### **Why Not Ride KAT?**

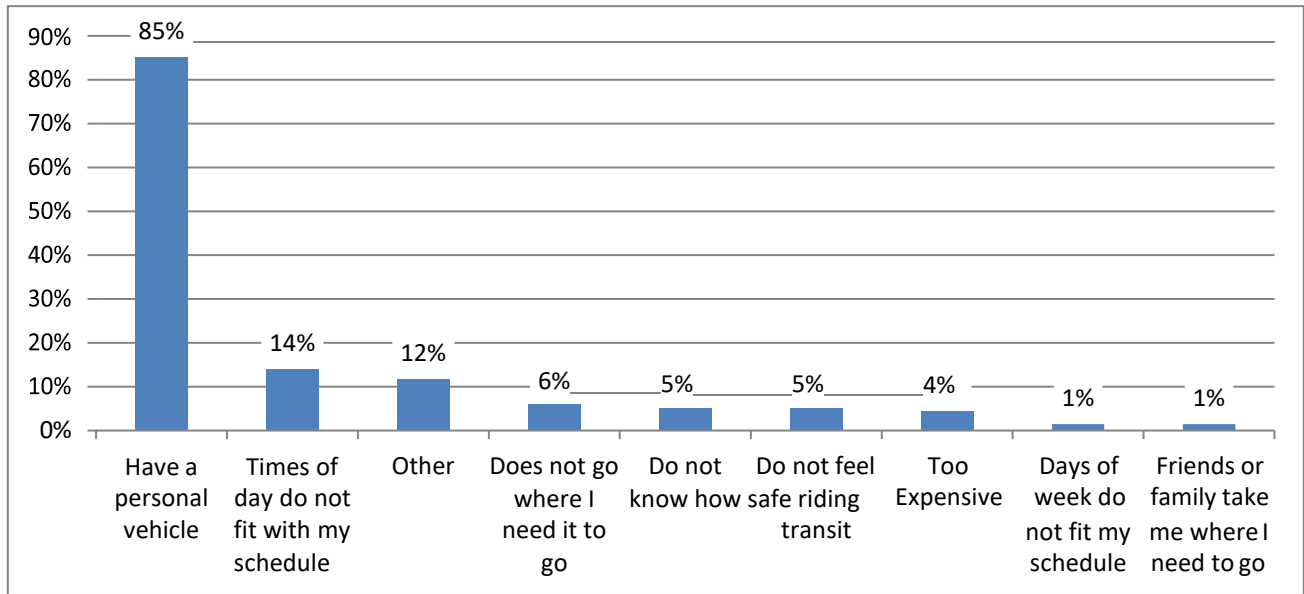
Chart 1.9 provides insights into reasons why individuals may not use public transit. Respondents could select all of the answers that apply.

The majority of respondents (85%) have their own personal vehicle, indicating that they may prefer the convenience or flexibility of using their own vehicle. Several respondents selected “other” and wrote that they have heard friends or family say that the KAT service runs behind schedule and passengers have been late for appointments as a result of the vehicle being late. Other respondents find that the times of day for transit services do not align with their schedules, it does not go where they need to go, they do not feel safe, it is not affordable, or they do not know how to use it.

Overall, this data suggests that factors such as personal vehicle ownership, schedule compatibility, service coverage, cost, safety perceptions, and knowledge about transit options influence individuals' decisions to use public transit.

**Chart 1.9: Why Respondents Choose Not to Ride Knox Area Transit?**

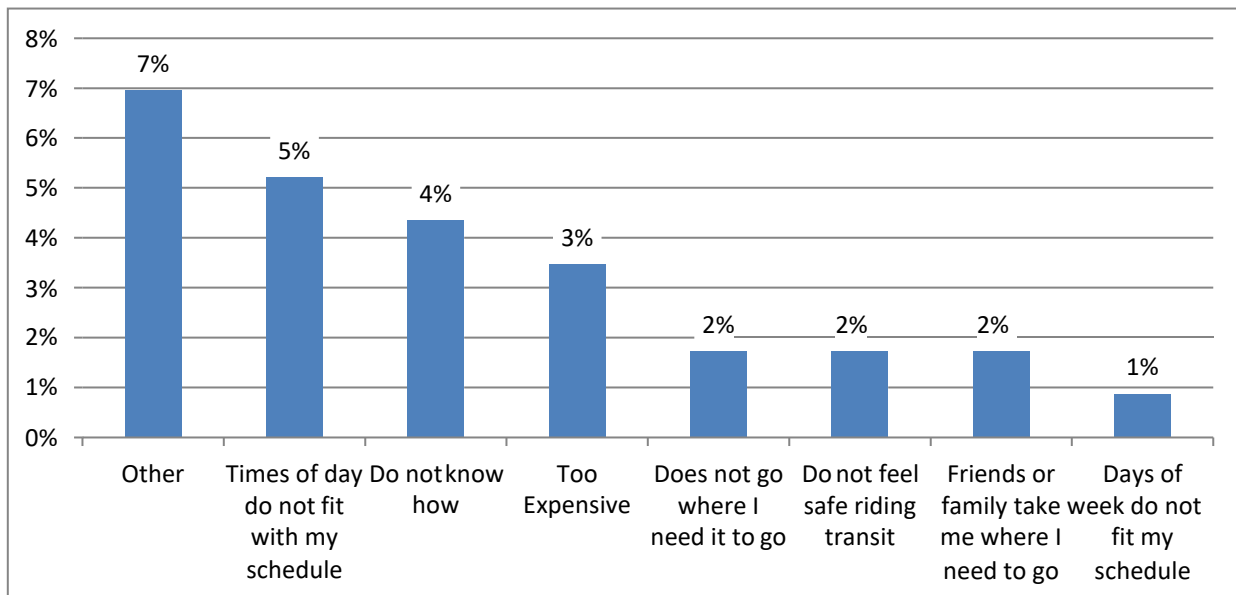
N: 135



Respondents who selected that they do not ride because they have a personal vehicle also selected other reasons for not riding KAT. Chart 1.10 illustrates that many of the people who own a personal vehicle also do not ride because they have either been late because of a late pickup from KAT or they have heard rumors about it running late are people who have a car (7%). Also, the times of day when KAT operates do not fit the schedules of people who do not ride because they have a personal vehicle (5%); they do not know how to use KAT (4%); or KAT is too expensive (3%).

**Chart 1.10: Why Respondents Who Have a Personal Vehicle Do Not Ride Knox Area Transit**

N=30



**Other input from people who drive a personal vehicle as their first choice:**

- ◆ 25% of respondents who have a vehicle would ride KAT “occasionally” if service were available where they live and at times when they need a ride.
- ◆ If they lost the ability to drive today, 65 percent of respondents who have a vehicle would rely on family and friends to get around and 29 percent of respondents would choose to ride KAT. Other people who drive now would walk, bicycle, or take a taxi/uber/lift if they lost the ability to drive.

**Likelihood to Use and Promote KAT**

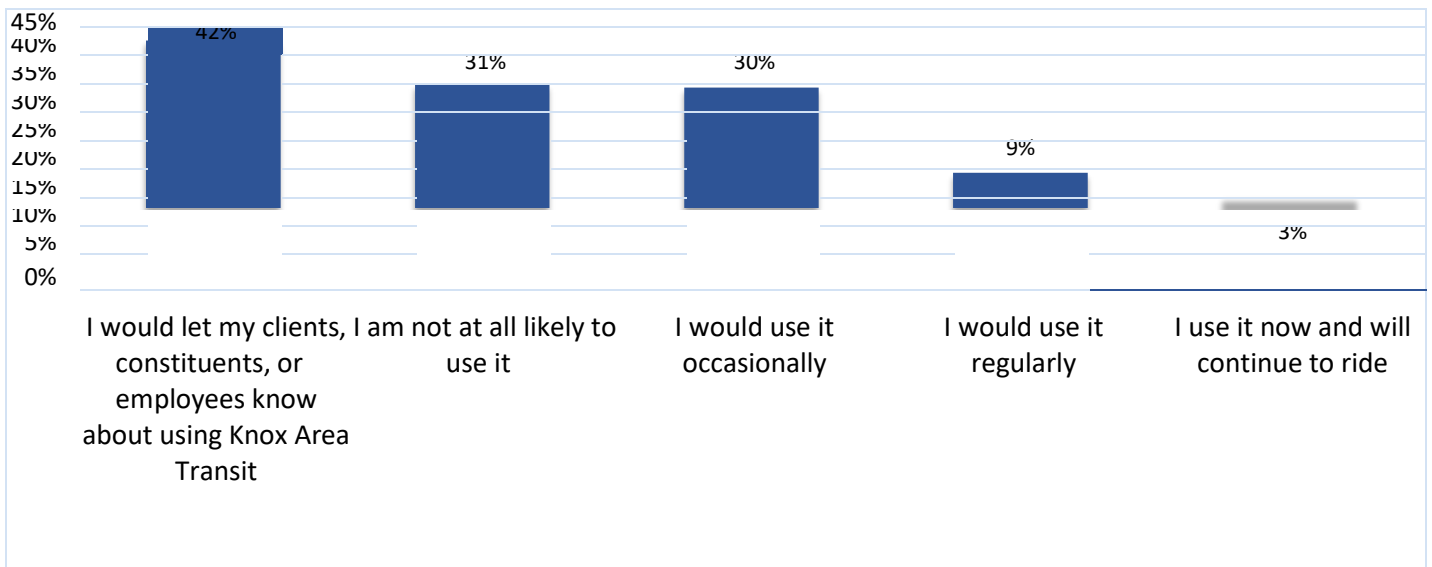
Overall, the data suggests a range of attitudes and intentions regarding transit usage and promotion, with a notable portion of respondents expressing potential interest in informing others about Knox Area Transit, alongside varying levels of personal intention to use transit services.

Chart 1.11 provides insights into respondents' likelihood to use and promote Knox Area Transit.

- ◆ 42 percent of respondents indicated that they are likely to inform their clients, constituents, or employees about using Knox Area Transit, suggesting a potential willingness to promote transit usage within their networks
- ◆ 31 percent of respondents stated that they are not at all likely to use Knox Area Transit
- ◆ 30 percent of respondents expressed a willingness to occasionally use Knox Area Transit, suggesting a moderate level of interest in transit usage among this group

**Chart 1.11: Respondents' Likelihood to Use and Promote Knox Area Transit**

N: 137



**What if You Lost the Ability to Drive?**

Chart 1.12 provides insights into how individuals would navigate daily transportation if they lost the ability to drive.

- ◆ 63 percent indicated that they would rely on friends or family for transportation, highlighting the importance of social support networks in accessing mobility options
- ◆ 27 percent of respondents would use Knox Area Transit, indicating reliance on public transit services for daily mobility needs

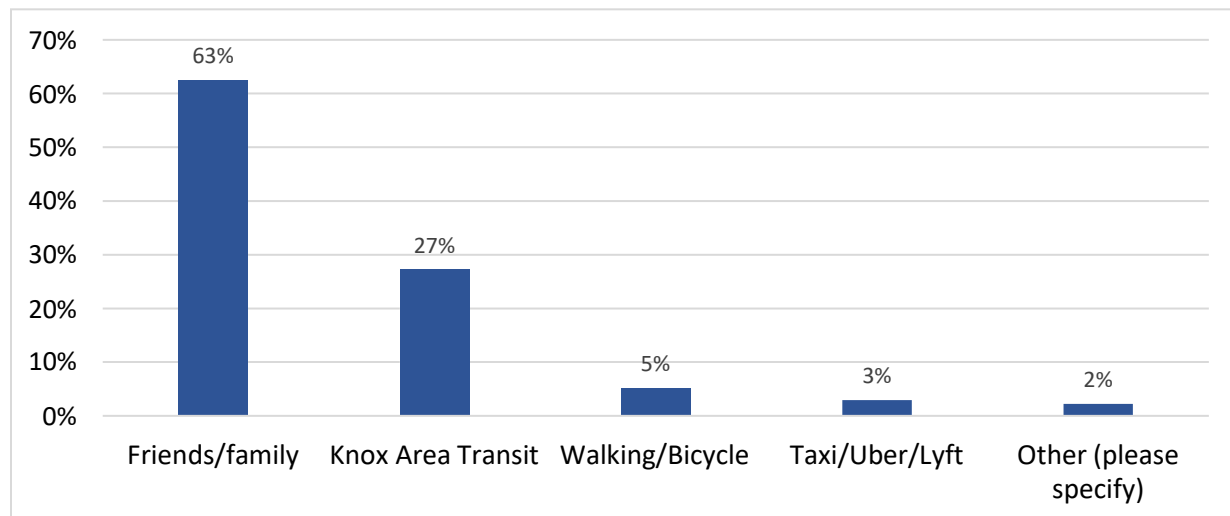
- ◆ 5 percent of respondents would opt for walking or bicycling as their primary mode of transportation, suggesting a preference for active transportation methods
- ◆ 3 percent of respondents would utilize taxi, Uber, or Lyft services for their transportation needs.
- ◆ 2 percent of respondents provided alternative methods of transportation not covered by the predefined options, indicating diverse preferences or circumstances

Overall, the data suggests that while friends and family are the primary mode of transportation for many individuals, a significant portion also rely on public transit services provided by Knox Area Transit, highlighting the importance of accessible and reliable transit options in the community.

Sixty-four percent of respondents said that they do not worry about what they would do if they or a family member lost the ability to drive. The solutions they would choose in that situation are described in the following chart.

**Chart 1.12: How Respondents Would Navigate Daily Transportation if No Ability to Drive**

N: 136



**Most Appealing Types of Public Transit**

**Fixed Route** service is when busses ride along predetermined routes and stops with assigned times that the bus will arrive at certain locations. Routes are accompanied by paratransit (curb-to-curb) service for eligible individuals with disabilities.

**Shared Ride Demand Response** is when a passenger schedules a vehicle to pick them up and it takes them where they need to go, sharing rides with a few other people in the same vehicle.

Chart 1.13 indicates the preferred type of public transit service in Knox County:

- ◆ 23 percent of respondents favor the traditional bus service with predetermined routes and stops, supplemented by paratransit service for individuals with disabilities
- ◆ 18 percent of respondents prefer scheduling a vehicle to pick them up and take them directly to their destination, sharing rides with a few other passengers

- ◆ 52 percent of respondents, favor a combination of both fixed route and shared ride demand response services, indicating a preference for flexibility and options
- ◆ 5 percent of respondents indicated that neither option is appealing to them
- ◆ 2 percent of respondents provided alternative preferences not covered by the predefined options

The data suggests that a significant portion of respondents prefer having a combination of fixed route and shared-ride demand response services, highlighting the importance of providing diverse transit options to meet varying preferences and needs within the community.

**Chart 1.13: Most Appealing Types of Public Transit Services**

N: 137

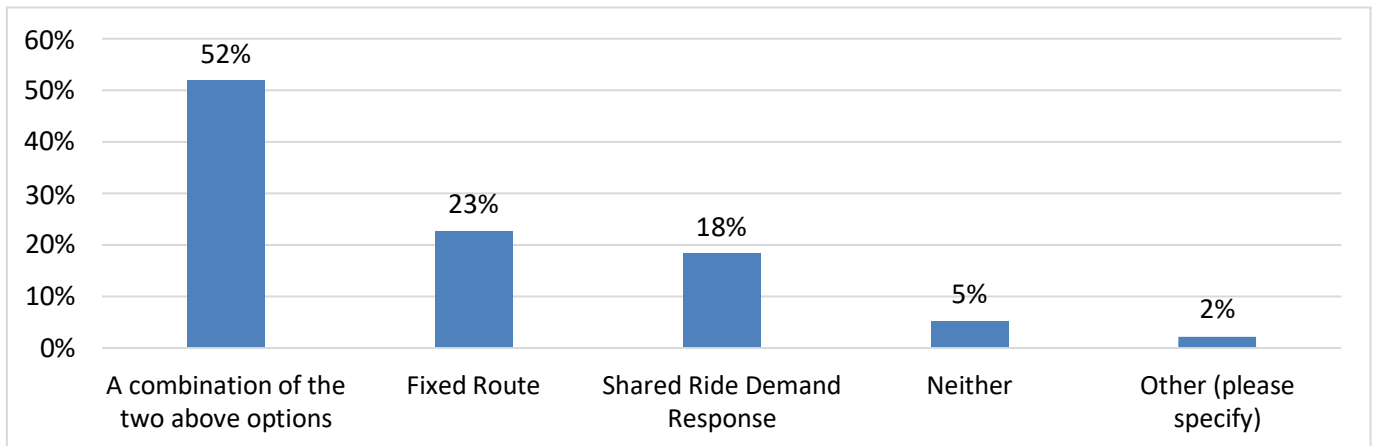
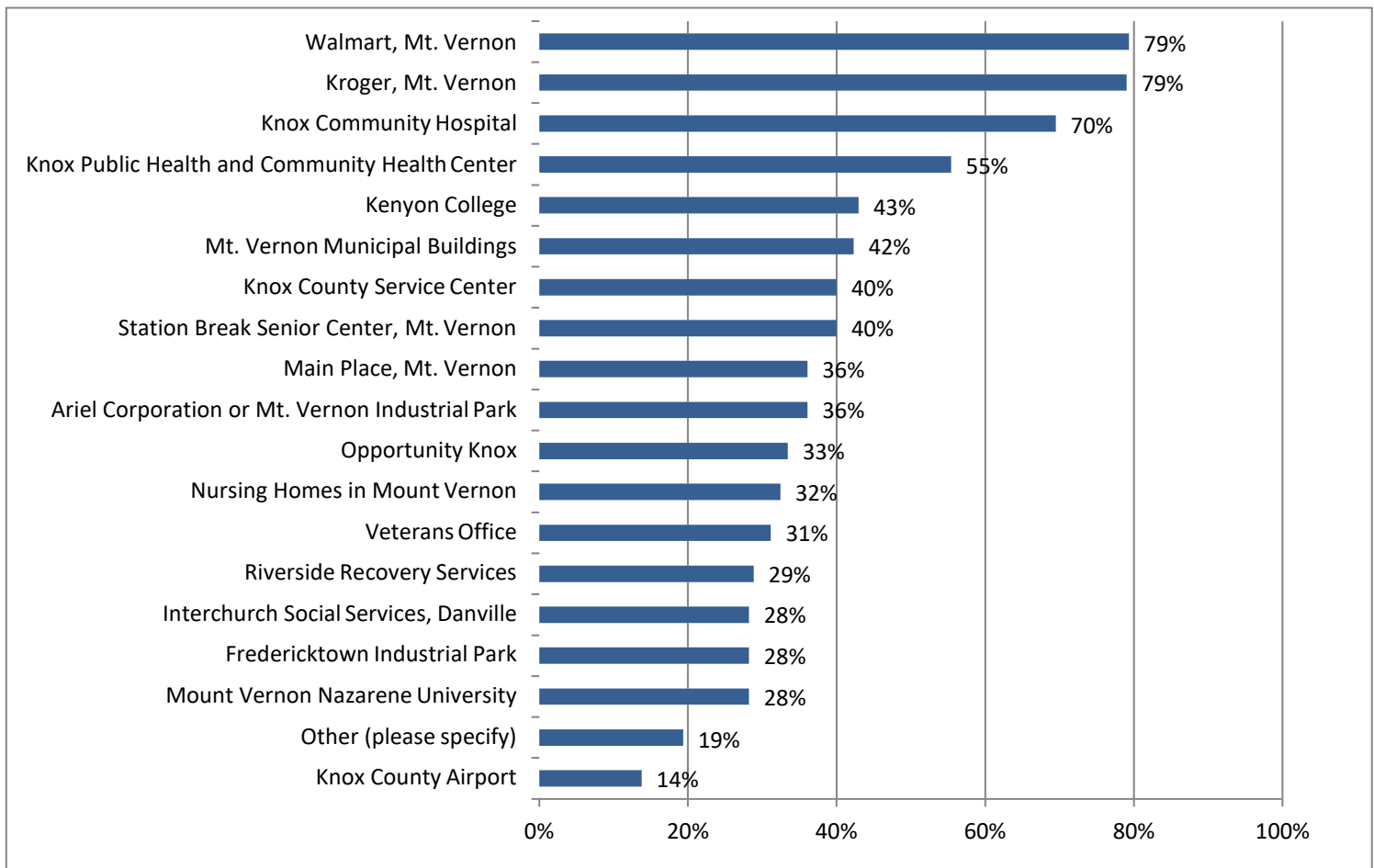


Chart 1.14 provides insights into potential destinations for a fixed-route service implemented by Knox Area Transit.

- ◆ 55 to 79 percent of respondents selected the following top destinations:
  - Walmart
  - Kroger
  - Knox Community Hospital
  - Knox Public Health and Community Health Center
- ◆ 36 to 43 percent of respondents selected the following top destinations:
  - Kenyon College
  - Mt. Vernon Municipal Building
  - Station Break Senior Center
  - Knox County Service Center
  - Ariel Corporation or Mt. Vernon Industrial Park
  - Main Place in Mt. Vernon

**Chart 1.14: Potential Destinations for a Fixed-Route Service Implemented by Knox Area Transit\***

N: 305



Overall, the data suggests a diverse range of potential destinations for a fixed-route service, including shopping centers, healthcare facilities, educational institutions, government buildings, senior centers, and industrial areas, reflecting the varied needs and priorities of transit users in the community.

*\*Please note that a chart can have percentages that add up to over 100% when respondents are allowed to select multiple options from a list of choices. This is known as a "multiple response" or "select all that apply" question format. In such cases, each option chosen by a respondent contributes to the total percentage, resulting in a cumulative percentage that exceeds 100%.*

### **Preferred Service Enhancements**

Overall, the data highlights various areas where respondents perceive a need for improvements or expansions in transit services, such as extended hours, weekend availability, and intra-city and inter-city route options.

Chart 1.15 presents respondents' preferences regarding potential enhancements to transit services.

- ◆ 67 percent of respondents expressed a desire for transit service availability on Sundays, indicating a strong demand for transportation options on weekends.
- ◆ 57 percent of respondents indicated a need for transit service after 6:00 PM during weekdays, suggesting a desire for extended service hours to accommodate evening activities and commitments.
- ◆ 40 percent of respondents expressed interest in having transit route services within Mt. Vernon, indicating a need for transportation options within the city.
- ◆ 33 percent of respondents expressed a desire for transit service availability on Saturdays, although to a lesser extent compared to Sundays.
- ◆ 19 percent of respondents indicated a need for transit route services connecting Mt. Vernon and Gambier, suggesting a desire for inter-city transportation options.
- ◆ Less than 20 percent of respondents need transit service before 6:00 AM on weekdays
- ◆ Less than 10 percent requested a transit route in Gambier.

**Chart 1.15: Respondents' Preferences Regarding Potential Enhancements to Transit Services**

N: 115

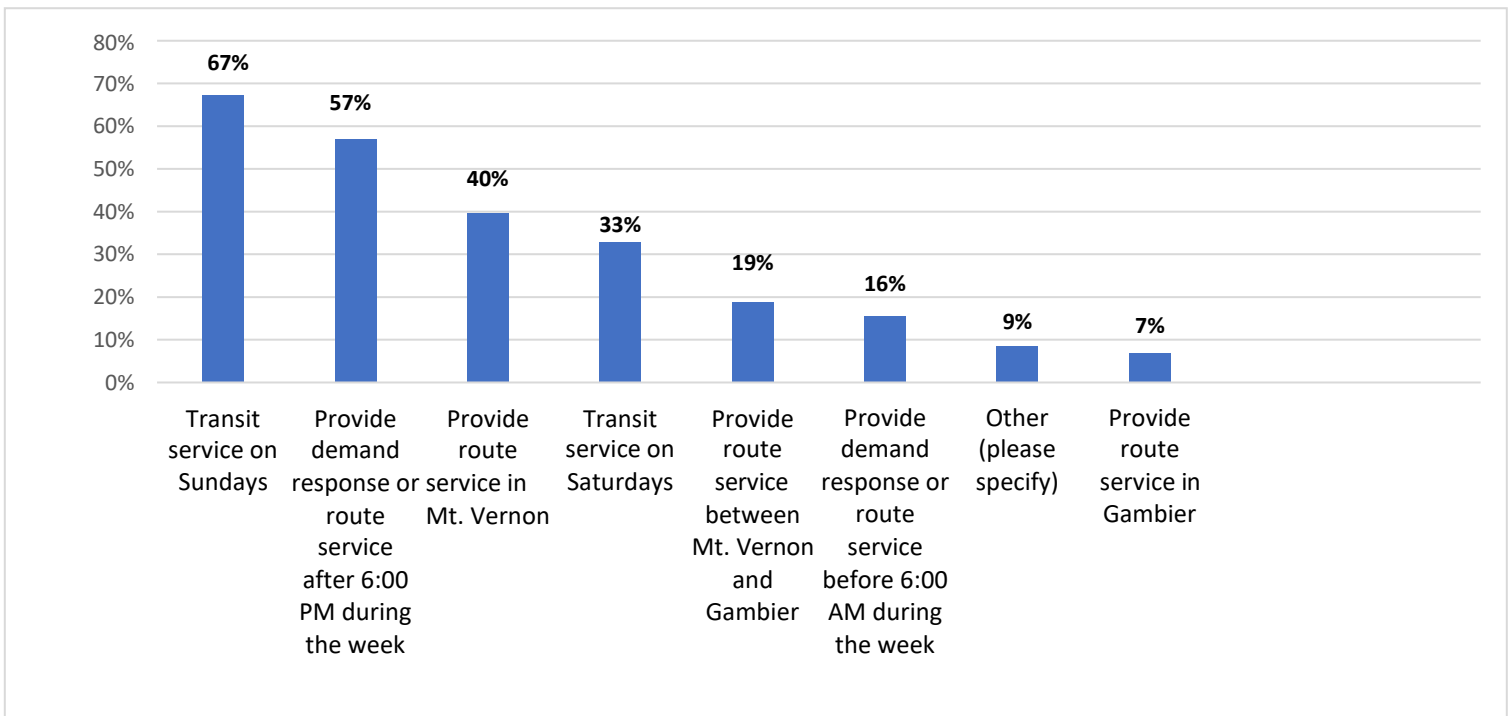
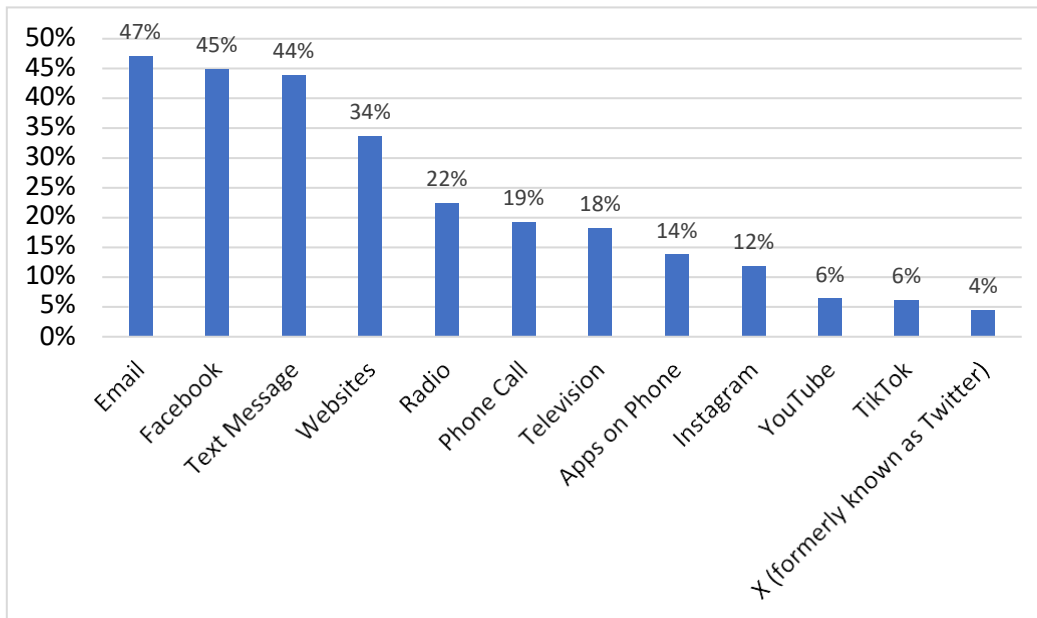


Chart 1.16 provides insights into respondents' preferred methods for obtaining information in their community. Overall, the data underscores the importance of utilizing various communication channels, including electronic, social media, traditional media, and direct communication methods, to effectively disseminate information within the community.

**Chart 1.16: Respondents' Preferred Methods for Obtaining Information in Their Community**  
N: 312



### SURVEY RESPONSES FROM KAT RIDERS

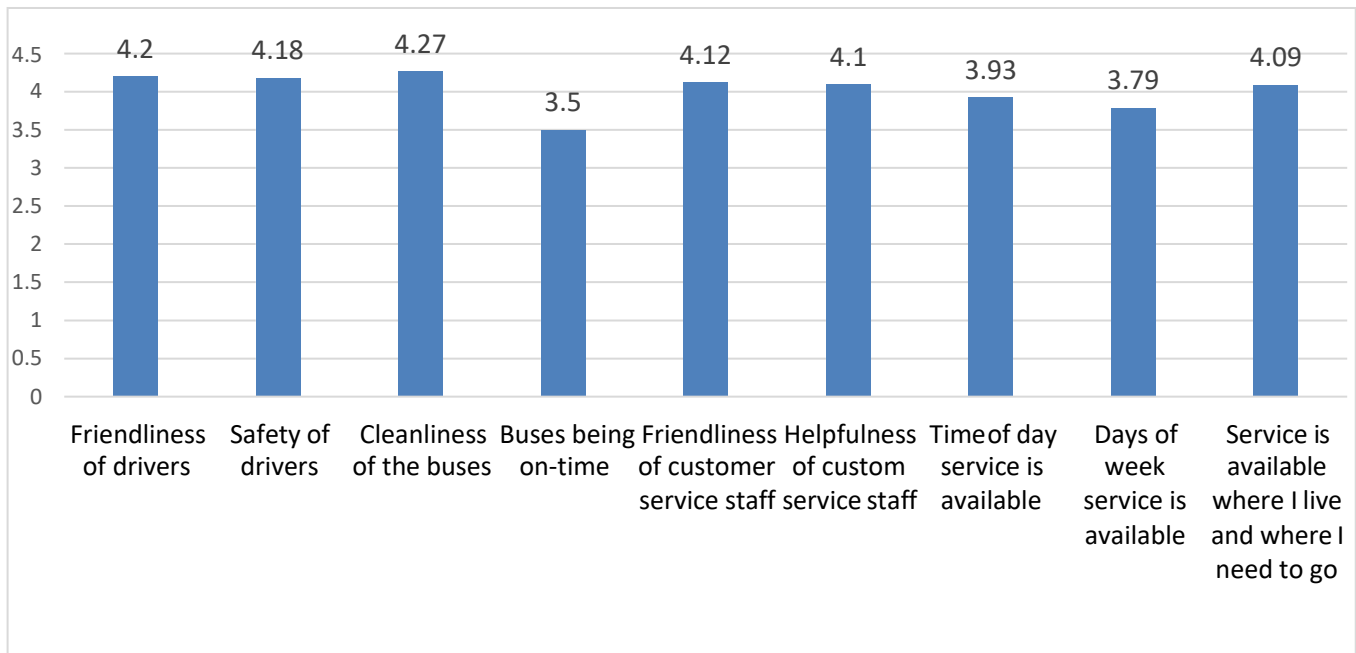
Chart 1.17 provides insights into various aspects of KAT public transit service based on customer feedback, on a scale of 1 to 5 with 1 being not at all satisfied, and 5 being completely satisfied.

- ◆ Friendliness of drivers was rated at 4.2, indicating that customers generally find the drivers to be friendly.
- ◆ Safety of drivers was rated at 4.18, suggesting that customers perceive the drivers as safe in their operation of the vehicles.
- ◆ Cleanliness of the buses was rated at 4.27, indicating that customers are generally satisfied with the cleanliness of the buses.
- ◆ Buses being on time was rated at 3.5, suggesting that customers may have concerns about the punctuality of the buses.
- ◆ Friendliness of customer service staff was rated at 4.12, indicating that customers generally find the customer service staff to be friendly.
- ◆ Helpfulness of customer service staff was rated at 4.1, suggesting that customers perceive the customer service staff as helpful.
- ◆ Time of day service is available was rated at 3.93, indicating that customers may have some concerns about the availability of service at certain times of the day.
- ◆ Days of week service is available was rated at 3.79, suggesting that customers may have concerns about the availability of service on certain days of the week.
- ◆ Service is available where I live and where I need to go was rated at 4.09, indicating that customers generally find the service to be available in the areas they need.

Overall, the weighted average of 4.09 suggests that customers are generally satisfied with the public transit service, with particular strengths in friendliness, safety, and cleanliness, but some areas for improvement in terms of punctuality and availability of service.

**Chart 1.17: Insights into Various Aspects of KAT Public Transit Service Based on Customer Feedback**

N: 131



The qualitative feedback from respondents highlights several recurring concerns regarding public transit services:

- ◆ **Delays and Punctuality:** Many respondents have reported instances of buses running late and not arriving at scheduled times, causing inconvenience and frustration for passengers.
- ◆ **Unhelpful Staff:** There are complaints about specific staff members, such as Kat, being unhelpful and not assisting passengers with their belongings, potentially contributing to a negative experience for riders.
- ◆ **Inconsistent Service Times:** Families and individuals have expressed challenges with inconsistent pick-up and drop-off times, making it difficult to plan and manage schedules effectively, especially for those with children.
- ◆ **Unreliable Pickup and Drop-off:** Multiple respondents have experienced unreliable pickup and drop-off services, which can lead to missed appointments, late arrivals, and overall dissatisfaction with the service.
- ◆ **Specific Needs:** Some respondents have mentioned needing on-demand services or having specific scheduling requirements due to work shifts or other factors, indicating a need for more flexible and tailored transit options.
- ◆ **Safety and Cleanliness Concerns:** There are mentions of concerns about cleanliness and safety, including fears of bedbugs and worries about not reaching destinations on time.
- ◆ **Lack of Experience:** Some respondents have never tried the transit service, suggesting a potential lack of awareness or accessibility to transit options in the community.

Overall, these feedback points underscore the importance of addressing issues related to reliability, punctuality, staff professionalism, and service accessibility to improve the overall quality and effectiveness of public transit services in the area

Responses from the General Public (Including Current and Potential Riders)

## STUDENT SURVEY RESPONSES

The following responses are only from participants who identified as being students.

In Chart 1.18, respondents were asked to select all the time periods during which they most often need transportation. Each respondent could choose multiple options based on their transportation needs throughout the day.

The percentages provided represent the proportion of respondents who selected each time period as a time of day when they most often need transportation. Seventy-three of respondents selected the time period from 2:01 pm to 4:00 pm. Seventy-five percent of respondents selected the time period from 4:01 pm to 6:00 pm. Sixty-three percent of respondents selected the time period from 6:01 pm to 8:00 pm. Thirty-nine percent of respondents selected "After 8:00 pm".

These percentages add up to more than 100% because respondents were allowed to select multiple options, indicating that they may have transportation needs during various time periods throughout the day.

**Chart 1.18: Time(s) of Day when Respondents Most Often Need Transportation (for College Students or Adult Education)?**

N: 51

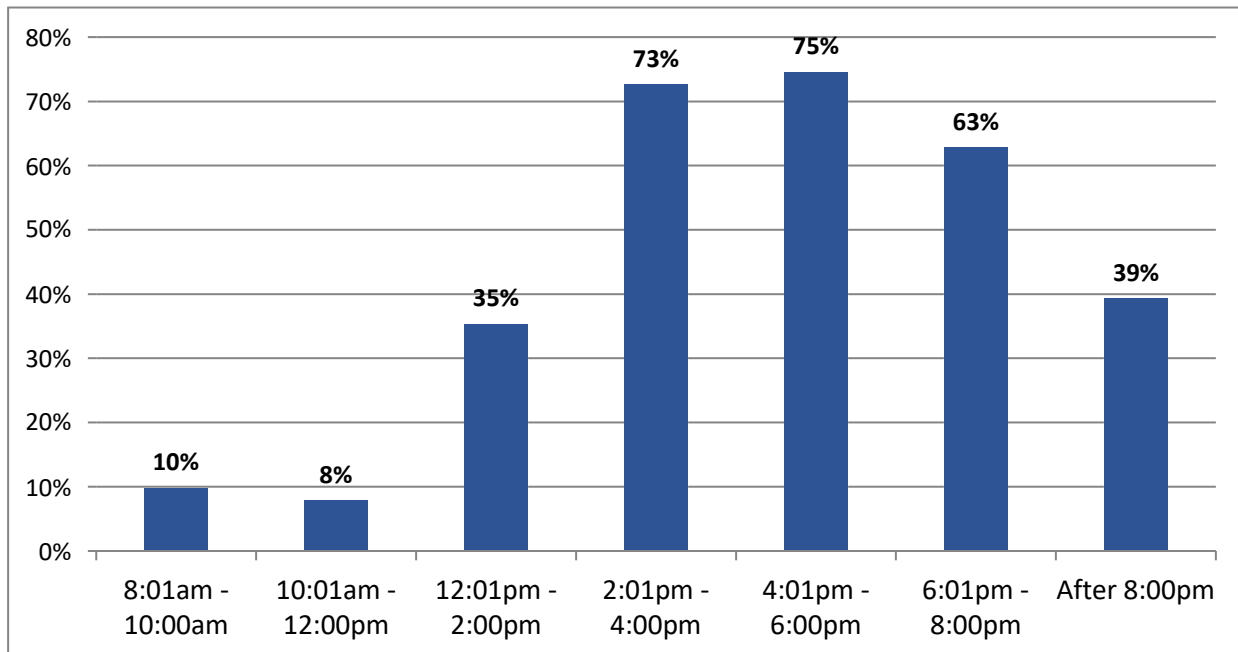


Chart 1.19 provides insights into the days of the week when respondents most often need transportation.

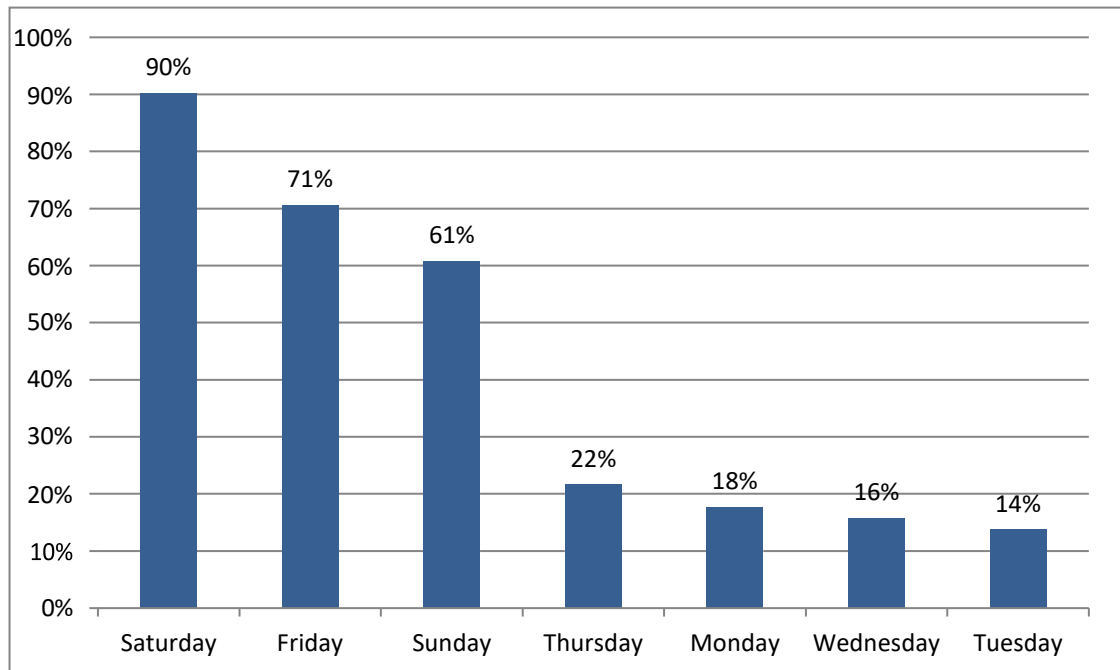
- ◆ 90 percent of student respondents indicated that they need transportation most often on Saturdays, suggesting a high demand for transportation services during the weekend.
- ◆ 71 percent of respondents reported needing transportation most often on Fridays, indicating a need for transportation services at the end of the workweek.

- ◆ 61 percent of respondents stated that they need transportation most often on Sundays, highlighting the importance of transportation options for weekend activities and errands.
- ◆ Smaller percentages of respondents indicated needing transportation most often on Thursdays (22%), Mondays (18%), Wednesdays (16%), and Tuesdays (14%). These weekdays show less demand for transportation compared to the weekends.

Overall, the data suggests a peak in transportation needs on weekends, particularly on Saturdays, Fridays, and Sundays, indicating the importance of providing reliable transportation services during these times to meet the needs of respondents.

**Chart 1.19: Days of the Week When Respondents Most Often Need Transportation (for College Students or Adult Education)?**

N: 51



## SUMMARY

Key themes from the qualitative feedback include:

### Qualitative Summary 1.20: Other comments about transportation services in Knox County?

N: 78



Based on the extensive data provided by the Knox Area Transit (KAT) public survey, several key insights emerge regarding the current state and potential future of public transportation in the area. The survey, which garnered 392 responses, offered a comprehensive view of the diverse user base and stakeholders associated with KAT, emphasizing its significance within the community and its various impacts on different demographic groups and organizations.

The survey reached KAT riders, non-riders, businesses, medical offices, college students, and others, showcasing a broad spectrum of perspectives. The data highlighted the need to disaggregate the survey data by distinct categories, including KAT Rider Respondents, All (General Public) Respondents, and Student Respondents. Respondents hailed from communities throughout Knox County, with Mt. Vernon being the most common residence, indicating a widespread interest and reliance on public transit services.

Demographic information revealed varying income levels among respondents, with a larger proportion reporting lower incomes. Household vehicle ownership was also diverse, with a significant portion of households with one or two adults having zero or one vehicle. Age distribution showed representation across different age groups, underscoring the inclusivity of the survey.

Insights from current KAT riders highlighted overall satisfaction with friendliness, safety, and cleanliness of services but indicated areas for improvement in punctuality and service availability. Conversely, responses from the general public revealed reasons for not using public transit, including personal vehicle ownership, schedule compatibility, service coverage, cost, safety perceptions, and knowledge about transit options.

Preferred types of public transit services leaned towards a combination of fixed routes and shared ride demand response services, reflecting a desire for flexibility and options among respondents. Concerns about future public transportation availability were expressed by a majority of respondents, emphasizing the need for continued investment and improvement in transit services.

Student survey responses further alluded to transportation needs, particularly on weekends, and preferences for accessing various destinations. Primary modes of transportation among respondents varied, including walking, personal vehicles, reliance on friends or family, and public transit usage.

Overall, the survey data provides valuable insights into the current state of public transportation in Knox County, highlighting strengths, areas for improvement, and preferences among residents. These findings can inform future planning and initiatives aimed at enhancing transit services to better serve the community's diverse needs.

## 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.

Exhibit 4: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Education of Transportation resources in the community	Discussion
2	Evening hours	Discussion / Survey
3	Out of county services	Discussion
4	More transportation options	Discussion / Survey
5	Better medical transportation	Discussion
6	Aide program to help with medical assistance	Discussion
7	24 to 72-hour notice	Discussion

## V. Goals and Strategies

### Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, Knox Area Transit 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 six 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:

Gain community recognition of Mobility Management resource

**Need(s) Being Addressed:** Educating transportation users

### *Strategy 1.1:*

Participate in community events

Expand community knowledge of transportation resources

Provide a centralized knowledge of transportation options

Gather information regarding transportation needs

Timeline for Implementation: On Going

#### Action Steps:

- Participate in first Friday events with information and surveys
- Participate in community fairs and festivals
- Participate in target population events
- Attend as many public meetings as possible

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Knox County Transit, Station Break, Elderly and assisted living facilities, Board of Developmentally Disabled

Resources Needed: Surveys, flyers, tables, promotional giveaways, transportation

#### Performance Measures/Targets:

1. Provide information at all First Fridays in Mount Vernon
  2. Provide information at all fairs or festivals in Knox County
  3. Provide information at all senior events (Station Break lunches, senior resource day, senior center events, developmentally disabled events, etc)
  4. Information drive for Ohio Loves Transit Week each year
- Prioritize evacuations for those at the most risk

## Goal #2:

Employer incentive transportation program; work with employers to sponsor new employees for one month of free rides.

### Need(s) Being Addressed:

This will help with low income and some elderly. Disabled citizens can become productive members of the community.

#### Strategy 2.1:

- Meet with Knox County Transit and local employers to see if this program is feasible. Action Steps:
- Work with Temporary staffing agencies to help with a three-question survey as to why they do not apply for jobs, keep jobs, and would they take advantage of this program.
- Complete a feasibility study
- Compile data
- Take survey results to employers and talk sponsorship
- Come up with a payment platform for companies participating

Timeline for Implementation: Ongoing

Potential funding sources: Local participating companies, foundations and service groups

#### Performance Measures/Targets:

1. Open up limited service hours
2. Would need to provide 24 to 72 - hour notice
3. Would open opportunities to a new group of residents being able to work

## Goal #3:

Explore regional transportation options

**Need(s) Being Addressed:** A simple and cost-effective way to get residents in to and out of Knox County on a regular basis. Counties include Coshocton, Licking, Morrow, and Richland.

#### Strategy 3.1:

Conduct assessment of where most riders are coming from

#### Strategy 3.2:

Do a drive assessment of potential routes

### Strategy 3.3:

Identify stops and times on potential routes

### Strategy 3.4:

Meet with Region 5 Mobility Managers, Regional Plan Coordinator and transit providers to discuss partnerships and implementation

Timeline for Implementation: On Going

Performance Measures/Targets:

1. Create more transportation options for residents of Knox County
2. Affordable transportation from county to county
3. Minimize duplication of services
4. Limited destinations

### Goal #4

*Continue to participate in the Active Transportation Program in Knox County. Helping our community move forward with the Walk, Bike, and Ride (Public Transportation) initiative. Work with other communities in Knox County on Complete Street Programs and transportation programs, as needed.*

**Need(s) Being Addressed:** Provide alternative transportation options and enhance the safety of alternative modes of transportation.

### Strategy 4.1:

Assist when asked, help with Complete Street Programs

- Help with doing survey's
- Provide data
- Help with or lead walking assessments

### Strategy 4.2:

Continue to promote Active Transportation's "Walk, bike, or ride campaign"

- Involve Mobility Management in Programs that promote Walk, bike or ride
- Have information for Active Transportation Programs
- Develop new transportation brochures promoting alternative transportation options in Knox County
- Develop a plan to connect the trails in Knox County

Timeline for implementation: Ongoing

Performance Measures/Targets:

- Put together a small target group to research the steps to be taken to connect the trail from Fredericktown to Mount Vernon
- Produce a transportation resource guide

Goal #5:

Utilize technology to improve coordinated services between Senior Services, Veteran Services, hospitals, and nursing homes

**Need(s) Being Addressed:** To improve coordination of services and efficiencies in scheduling, dispatching, and tracking of vehicles in route to facilities. Should improve communications with clients, reduce waste and eliminate unnecessary expenses

*Strategy 5.1:*

Do a proposal/outline for services to be offered

*Strategy 5.2:*

Meet with schedulers and/or program directors to discuss software, the benefits and cost that might be incurred.

*Strategy 5.3:*

Help with implementation if needed

Timeline for Implementation: 12/24

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Knox Area Transit, Knox County Commissioners, Knox County Department of Job and Family Services

Resources Needed: Office space, transportation, communication options, computer

Performance Measures/Targets:

1. More transportation options in the community
2. Duplication of services

## Goal #6:

Continued Coordinated Transportation Planning by identifying community resources for transportation and mobility.

**Need(s) Being Addressed:** Unmet needs in Knox County

### Strategy 6.1:

Facilitate and coordinate continued Coordinated Transportation Planning with the help of the Knox County Mobility Management Advisory Committee

### Strategy 6.2:

Will continue to identify and fill gaps in transportation services and unmet needs community agencies

- Mobility Manager will recognize opportunities for transportation service enhancement
- Utilize Mobility Manager to identify input to meet client needs
- Maintain opportunities for transit input to meet client needs

Timeline for Implementation: Ongoing

Action Steps:

- Contact Coordinated Plan Committee participants
- Schedule Coordinated Plan meetings
- Present information at Coordinated Plan meetings

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Coordinated Plan Committee members

Resources Needed: Meeting

Measures/Targets:

1. Schedule three Coordinated Plan Meetings
2. Contact 25 Coordinated Plan Stakeholders for each meeting
3. Present Coordinated Plan activities
4. Document suggested transportation needs to be addressed
5. Facilitate 2024 Coordinated Plan submission
6. Coordinate with Knox Area Transit and submit 2021ODOT 5310 program funding
7. Reformat Coordinated Plan before June 1, 2024

## VI. Plan Adoption

Coordinated plan will be adopted by the Knox County Board of Commissioners after review by the Coordinated Plan Committee. The Coordinated Plan Committee will include representatives from local Public Transit, Senior Centers, Board of Developmental Disabilities, City leaders, Village leaders, representatives from Job and Family services, Veterans Services, and Community service entities, general public, senior adults, general public representatives of individuals with disabilities, nursing centers, local health department and local hospital.

Amendments and updates will be adopted as follows:

1. The Knox Area Transit is required to present the plan or amendment request to all participants included in the original plan within 60 days of receipt of the written request.
2. The lead agency will solicit input from participants, giving those 30 days to submit comments. The lead agency may submit its own comments.
3. The lead agency will share, with the participants, all comments received (either as they are received or at the end of the comment period).
4. After the 30-day period ends, participants will be asked to approve or reject the plan or amendment. With the majority approval, the amendment will be considered approved for inclusion and submitted to the Knox County Commissioners for adoption.
5. Once the plan or amendment is approved, the lead agency will add the following information to the plan:
  - a. The amendment itself;
  - b. Evidence of participants' approval of the amendment;
  - c. A narrative summary describing the reason for the amendment and the process used for the amendment;
  - d. Notes, minutes, and/or narrative overview of meeting(s) to develop the amendment;Documentation to show the invitees to the original coordination plan meetings were contacted and given an opportunity to provide feedback on the amendment. Documentation must include the invitation that was used to solicit participation and feedback on the amendment and the list (including organizational affiliation or representation) of who was invited to submit feedback

## 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
Bethany Celmar	Knox Area Transit, Interim Program Director
Joe Porter	Mobility Manager for Knox County
Andy Burns	Captain, Mount Vernon Police
Dayne Baughman	Knox County Job & Family Services, Non-Emergency Transportation Administrator
Kevin Henthorn	Director, Veteran Services
Tami Ruhl	Creating Healthy Communities Coordinator, Knox Public Health
Ann Marie Wiley	Winter Sanctuary
Jane Taylor	Knox Community Hospital, Case Management
Emily Morrison	Mental Health and Recovery for Licking and Knox County, Community Relations
Andrew Taylor	Knox County Board of DD, Service and Support Administration Director
Laura Webster	Director, of 911 services
Carol Grubaugh	Executive Director, Knox County Chamber of Commerce and Visitors Bureau
Barry Lester	Knox County Commissioner
Gina Freeman	Retired Senior Citizen
Meredith Lowther	Director, Station Break Senior Center
Noah Gangi	Senior Hospice Community Liaison, Hospice of North Central Ohio
Judge Wetzel	Knox County Court of Common Pleas, The Honorable Judge Wetzel
Cheryl Splain	Knox Pages
Lisa Mazzari	Executive Director, Food for the Hungry
Joe Mazzari	Mayor, Danville, Ohio
Jerry Day	Mayor, Fredericktown, Ohio
James DeChant	Emergency Management Agency, Deputy Director
Greg Sands	Mayor, Centerburg, Ohio
Carmen Griffith	Mount Vernon School System

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, Knox County Transit 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:

Joe Porter  
Program Coordinator – Mobility Management  
Knox Public Health  
740-392-2200 ext 2218  
jporter@knoxhealth.com

## 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:

Joe Porter                      740-485-5002

### Annual Review – January 30, 2024

#### Amendment –

- Page 1 – Remove Susie Simpson information and add Joe Porter information
- Page 12 – Removed Mansfield Ambulance as a provider
- Page 13 – Removed Care Source as a transportation provider
- Page 14 – Removed Molina, Buckeye Health Plan, Paramount Advantage and United Healthcare as transportation providers
- Page 15 – Remove National MS Society and American Cancer Society as transportation providers
- Page 16 – Table 3. Update Knox Area Transit Staffing and Transportation Expenses
- Page 18 – Remove Lifeline Ambulance as a Travel Training Resource. Replace with Knox County Mobility Management
- Page 53 – Exhibit 4 – Remove Bike Racks on all buses
- Page 54 – Goal 1 –
  - Add attend as many public meetings as possible to action steps
  - Performance measure #3 change to all senior events possible
  - Add Performance measure #4 Information drive for Ohio Loves Transit Week each year
  - Remove Strategy 1.2
  - Change potential cost range to \$2000 - \$5000
- Page 55 – 56
  - Goal 2
    - Change timeline to end of year 2024
  - Goal 3
    - Change timeline to On Going
  - Goal 4
    - Change timeline to Jan – Dec 2024
- Page 58

- Goal 7
  - Change Knox County Advisory Board to Knox County Advisory Committee
  - Add reformat Coordinated Plan by June 1, 2024
- Page 60
  - Agency Representation
    - Change Tim Llewellyn to Bethany Celmar
    - Change Susie Simpson to Joe Porter
    - Change Scott McKnight to Andy Burns
    - Change Tina Marie Heibert to Noah Gangi
    - Change Kevin Mishey to David Nickell
    - Change Pam Rose to Carmen Griffith
    - Delete Elizabeth Fitzpatrick from the list
    - Remove Claudia Pido
    - Add Jane Taylor
    - Add Ann Marie Wiley
- Page 65 – Change Susie Simpson to Joe Porter
- Page 66 – Appendix B
  - Annual Review – Add January 30, 2024
  - Change Susie Simpson to Joe Porter
  - Amendment – Add all updates

Also removed the vehicle inventory at the advice of the ODOT coordinator, and removed reference to the FAST act in the Executive Summary as well. FAT Act no longer applies

## Annual Review – July 2025

### Amendment –

#### Coordinated Transportation Plan Update 2025 – Amendment List

- Cover Page
  - Update Mobility Manager Information
- Throughout Document
  - Change Knox Area Transit to Knox County Transit
- 13-14
  - Change Knox Area Transit to Knox County Transit
  - Change Hospice of Knox County to Hospice of the Western Reserve
- 16
  - Update Transportation Services Characteristics
- 19
  - Mobility Management Advisory Committee change to Transportation Advisory Committee
- 24
  - Knox Area Transit to Knox County Transit
  - Survey date change to 2024
- 25
  - Replace old survey with updated KCT survey
- 45
  - KAT to KCT
- 46
  - Update verbiage for Strategy 2.1
- 47
  - Insert Region 5 Mobility Managers and Regional Coordinator
- 51
  - Remove David Nickel
  - Remove Amy Smart
  - Add Gina Freeman
  - Change Bill Pursel to Barry Lester
  - KAT to KCT

## Appendix C: Definitions

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

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

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

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

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

**Planning Committee** – (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 current