Locally Coordinated Human Service Transportation Plan for Lucas County

2025-2030

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Executive Summary

The Locally Coordinated Human Service Transportation Plan for Lucas County (LCHSTP) is a collaborative initiative prepared by the Toledo Area Regional Transit Authority (TARTA) and the Lake Erie West Regional Council. This plan aims to improve transportation services for seniors, individuals with disabilities, and other transportation-disadvantaged populations. This plan serves as a strategic approach for enhancing mobility within Lucas County and ensuring that those with the greatest transportation needs are adequately supported.

The primary objective is to identify existing transportation resources and systematically address the gaps in service, ultimately creating a more coordinated and efficient transportation network. By integrating services provided by health and human service organizations, the plan seeks to maximize available resources, reduce costs, and improve access to essential services. This collaborative approach ensures that vulnerable populations can access transportation to medical appointments, employment, community activities, and other services.

This locally coordinated plan fulfills the requirements of the Infrastructure Investment and Jobs Act (IIJA) which is the most recent federal transportation act, and which continues the requirements set forth in the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through fiscal year 2020.

This plan plays a crucial role in helping organizations become eligible for federal funding, specifically the Section (§) 5310 grant program, which provides financial support for organizations working to improve the mobility of seniors and individuals with disabilities.

Community Resources

Lucas County provides a wide range of transportation services to its residents. The Toledo Area Regional Transit Authority (TARTA) offers extensive coverage across the county, including fixed-route services, paratransit services, and on-demand transportation. In addition to TARTA, several other private and public transportation providers contribute to the county's mobility options. Based on the transportation stakeholder surveys, the responding providers collectively own around 379 vehicles, of which 189 are wheelchair accessible (49%).

Unmet Transportation Needs

Identifying unmet transportation needs is a critical step in creating a truly seamless regional transportation system. These needs were identified through a public survey, public meetings, and stakeholder discussions. The table below outlines the identified unmet needs; each was assigned a priority ranking of high, medium, or low.

Table 1: Ranked Unmet Needs

Rank	Unmet Need
1	Extended hours of operation
2	Service area limitations
3	Education/information on services throughout the county
4	More on-demand services

Plan Goals

Building on the identified unmet needs, the following five goals have been established to address these challenges and enhance the regional transportation system. The goals are outlined below:

1. Promote and expand the local mobility management program
2. Improve accessibility and awareness of paratransit and senior transportation service
3. Improve workforce access to transportation
4. Improve equitable access for low-income and underserved communities
5. Incorporate new technology to make using the transportation services more inclusive for all users

Achieving these goals will require collaboration between transportation providers and health and human service agencies. An annual review of the plan will enable these agencies and providers to assess progress and ensure that efforts are aligned with the goals. Each goal is supported by a set of objectives and strategies. Additionally, the plan identifies responsible parties, capital and labor needs, potential funding sources, and performance measures, as detailed on pages 28 - 31.

Plan Requirements

A key element of the coordinated transportation plan process is the active and meaningful involvement of stakeholders. For projects funded under the § 5310 program, planning activities must include, at a minimum, the participation and/or representation of the following groups:

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

To ensure broad participation from the identified groups, several stakeholder engagement activities were carried out. A planning committee, consisting of human service and transportation providers, was established and met quarterly starting in February 2025 throughout the development of the plan. A public survey, which received 140 responses, was conducted to gather feedback from the public, with a special focus on seniors and individuals with disabilities. To maximize participation, paper surveys were made available in both English and Spanish during public engagement events and distributed to human service organizations to encourage client involvement.

Additionally, two public meetings were held on March 26th, 2025. One of which was held at noon and the other in the evening to accommodate attendee availability. Both sessions included an optional virtual format. A total of 10 individuals attended, and a poll conducted during the presentation revealed that persons identifying as individuals with disabilities and older adults attended both meetings.

A public comment period was held May 30th through June 29th to review the draft plan and ensure the plan identified all the possible unmet needs and gaps in the region.

This plan was formally adopted and signed by a planning committee on May 11, 2026 More information about the planning committee can be found in Appendix A.

Introduction

The purpose of the Locally Coordinated Human Services Transportation Plan (LCHSP) is to identify community resources for transportation. Coordination between health and human service providers and public transit has demonstrated reduced costs and increased access to services for older adults, individuals with disabilities, and other populations facing transportation barriers.

The plan is a requirement of the Federal Transit Administration (FTA) for the Specialized Transportation § 5310 program. Organizations wishing to apply for § 5310 funds must actively participate in the planning process. Projects must be included in the plan to be eligible for § 5310 funding. The § 5310 program aims to enhance the mobility of seniors and individuals with disabilities by providing grant funds to non-profit organizations, government agencies, and both public and private transportation providers. These funds can be used for vehicle purchases, mobility management services, technology upgrades, infrastructure improvements, and operating costs.

The plan includes the following elements:

- Analysis of the geographic area and population demographics
- Assessment of available services
- Evaluation of transportation gaps and needs
- Goals and strategies to address identified gaps and needs
- Implementation strategies and performance measures

Federal Funding Overview

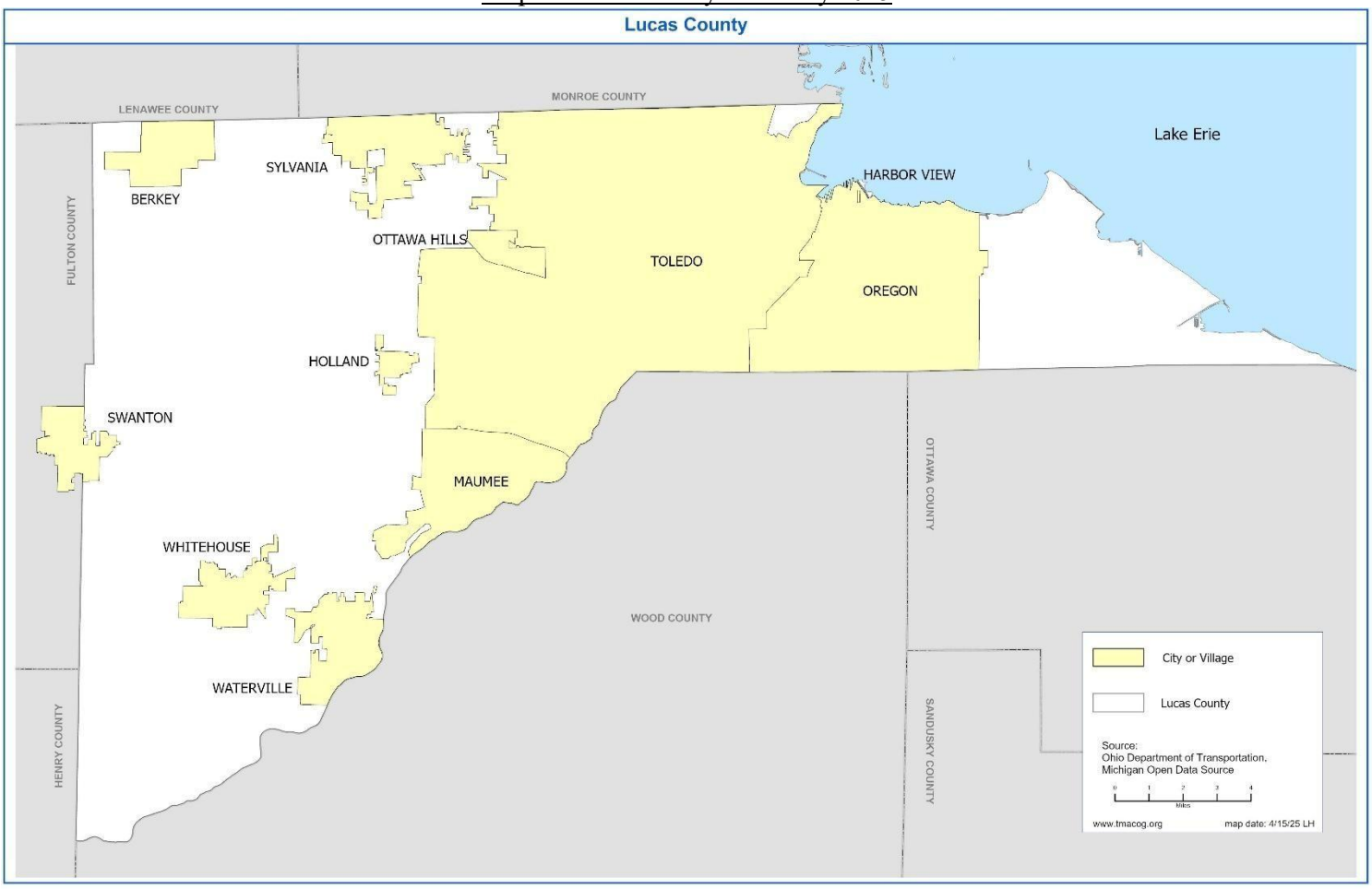
The Fixing America's Surface Transportation (FAST) Act was signed into law in 2015 and continued many provisions of the Moving Ahead for Progress in the 21st Century (MAP-21) Act.

- **§ 5310 Enhanced Mobility of Seniors & Individuals with Disabilities**: This program is a formula grant that provides funding to public transportation providers, non-profits, and other eligible organizations for vehicle purchases, mobility management, technology upgrades, and operating costs to improve mobility transportation needs of the elderly and persons with disabilities.
- **§ 5316 Job Access and Reverse Commute (JARC) Program**: The program addresses transportation challenges faced by welfare recipients and low-income individuals seeking to obtain and maintain employment. It provides funding for both capital planning and operating expenses for projects designed to transport low-income individuals to and from jobs, employment-related activities, and reverse commute destinations.

Geographic Area

This coordinated plan covers all of Lucas County, this geographic area is illustrated in the map below. Based on the 2023 U.S. Census American Community Survey (ACS), the population of Lucas County is 424,015.

Map 1: Lucas County Boundary 2025



Population Demographics

The data for this coordinated plan is sourced from a combination of the 2023 American Community Survey (ACS) and the Ohio Development Services Agency (ODSA). The chart below shows the population change in Lucas County from 2020 to 2025, along with projections through 2050.

Chart 1: Projected Population For Lucas County (Source ODSA)

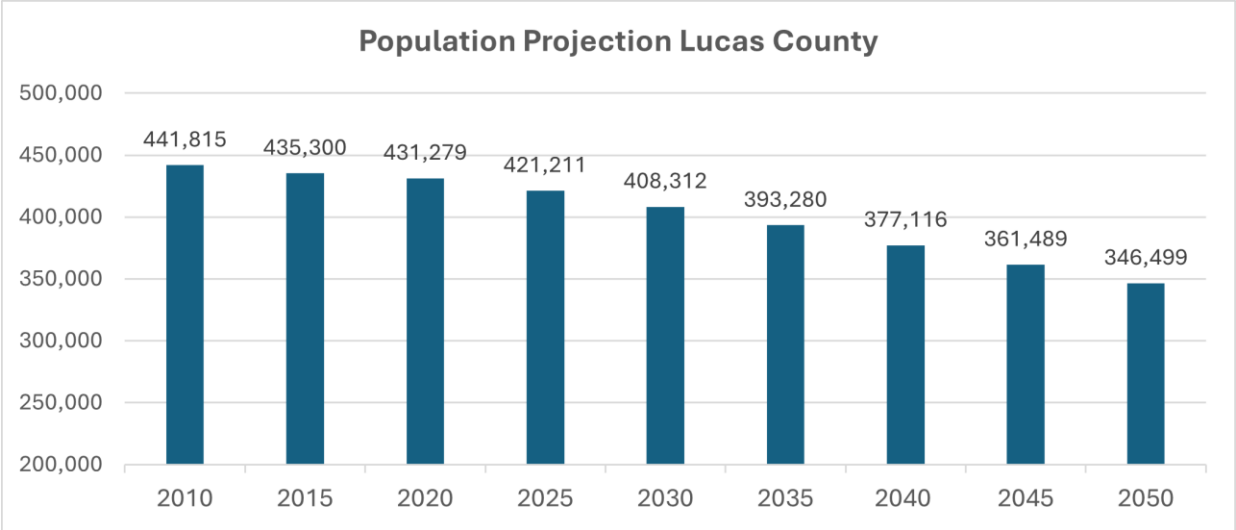


Chart 2: Population By Age Group (ACS 2021 5-Year Estimates)

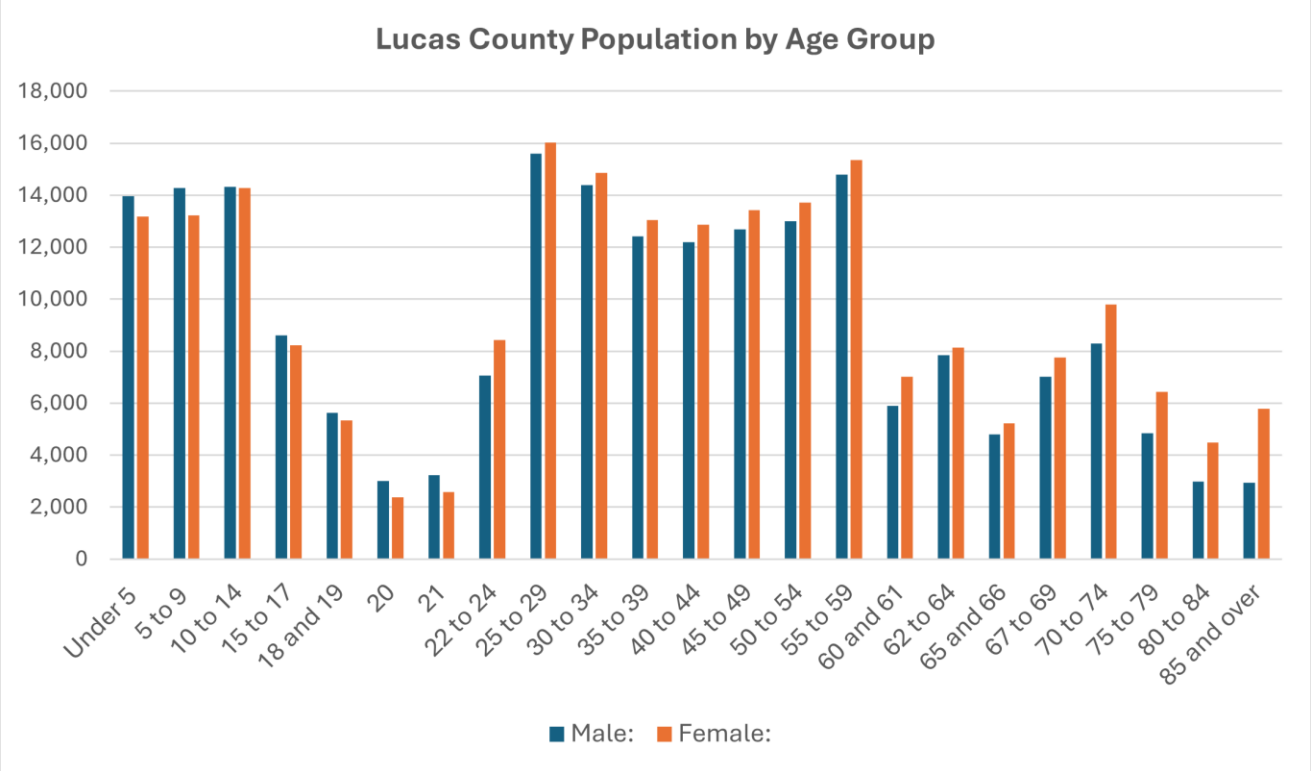


Chart 3: Population by Race for Lucas County (ACS 2020)

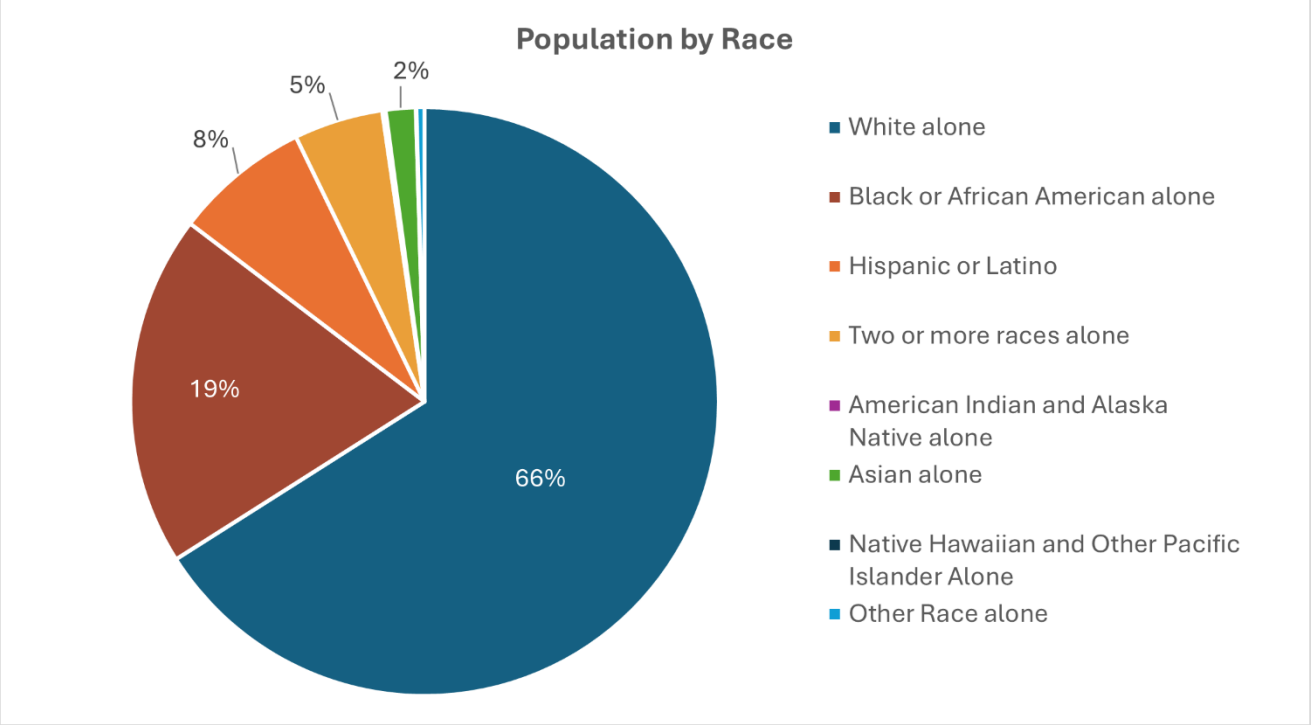
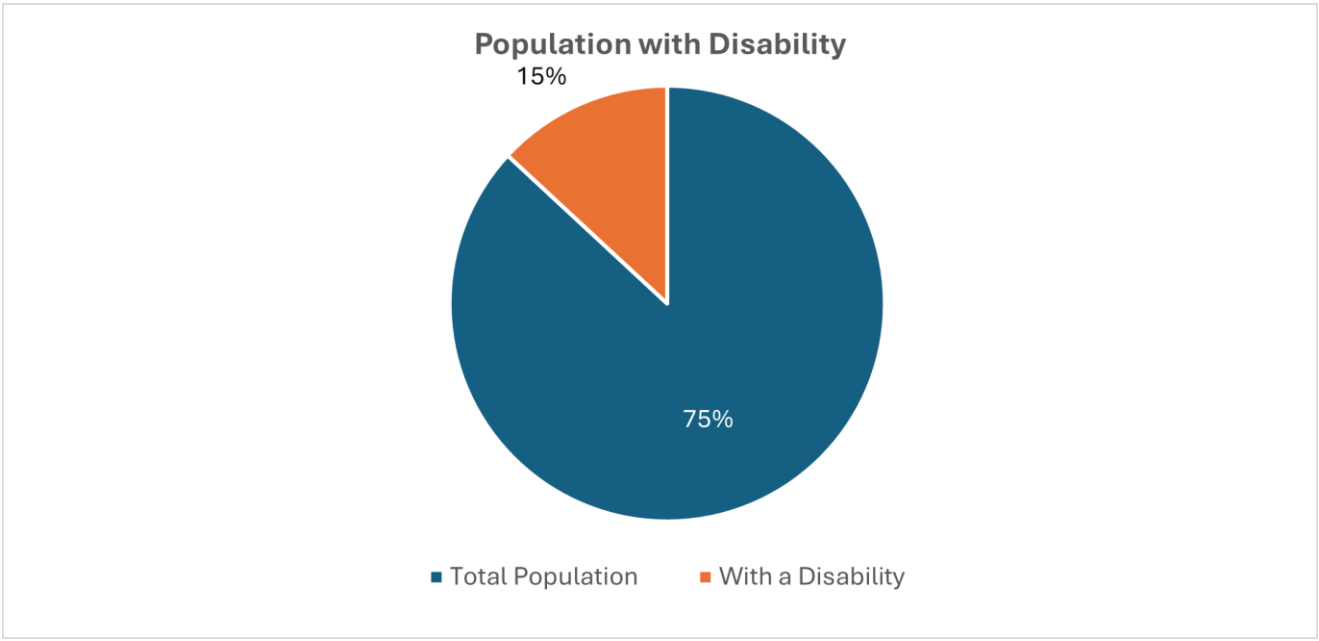


Chart 3 displays the racial breakdown of Lucas County's population. 68% of the population is White, followed by 20% Black or African American. Additionally, 8% of the population identifies as two or more races, 2% as Asian, and 2% as another race.

Chart 4: Percent of Population with Disability (ACS 2023)

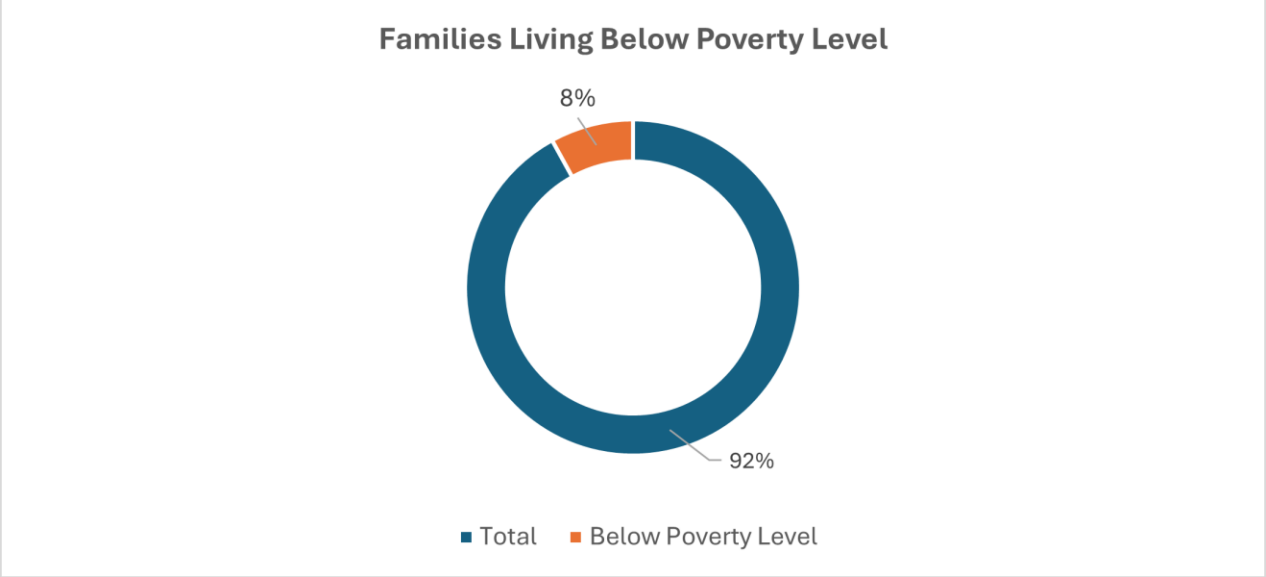


As shown in the chart above, 15% of Lucas County's population has a disability. Table 2 provides a breakdown of the types of disabilities in the county. Ambulatory difficulty is the most common among residents over 65, affecting 21% of this group.

Table 2: People with Disabilities by Type of Disability (ACS 2023 5-Year Estimates)

	Total	With a Disability	Percent with a Disability
With Hearing Difficulty	424,015	15,834	3.7%
Population under 18 years old	98,259	706	0.7%
Population 18 to 64 years old	255,218	5,335	2.1%
Population over 65 years	70,538	9,793	13.9%
With Vision Difficulty	424,015	10,516	2.5%
Population under 18 years old	98,259	637	0.6%
Population 18 to 64 years old	255,218	5,428	2.1%
Population over 65 years	70,538	4,451	6.3%
With Cognitive Difficulty	424,015	26,501	6.7%
Population under 18 years old	72,187	4,976	6.9%
Population 18 to 64 years old	255,218	16,493	6.5%
Population over 65 years	70,538	5,032	7.1%
With Ambulatory Difficulty	424,015	29,855	7.5%
Population under 18 years old	72,187	576	0.8%
Population 18 to 64 years old	255,218	14,622	5.7%
Population over 65 years	70,538	14,657	20.8%
With Self-Care Difficulty	424,015	10,705	2.7%
Population under 18 years old	72,187	1,124	1.6%
Population 18 to 64 years old	255,218	5,364	2.1%
Population over 65 years	70,538	4,217	6.0%
With Independent Living Difficulty	424,015	20,636	6.3%
Population 18 to 64 years old	255,218	12,143	4.8%
Population over 65 years	70,538	8,493	12.0%

Chart 5: Percentage of Families with Income Below Poverty Level (ACS 2023 5-Year Estimates)



Charts 5 and 6 illustrate poverty levels in Lucas County. Eight percent of families and 11 percent of individuals live below the poverty line.

Chart 6: Individuals with Income Below the Federal Poverty Level (ACS 2023 5-Year Estimates)

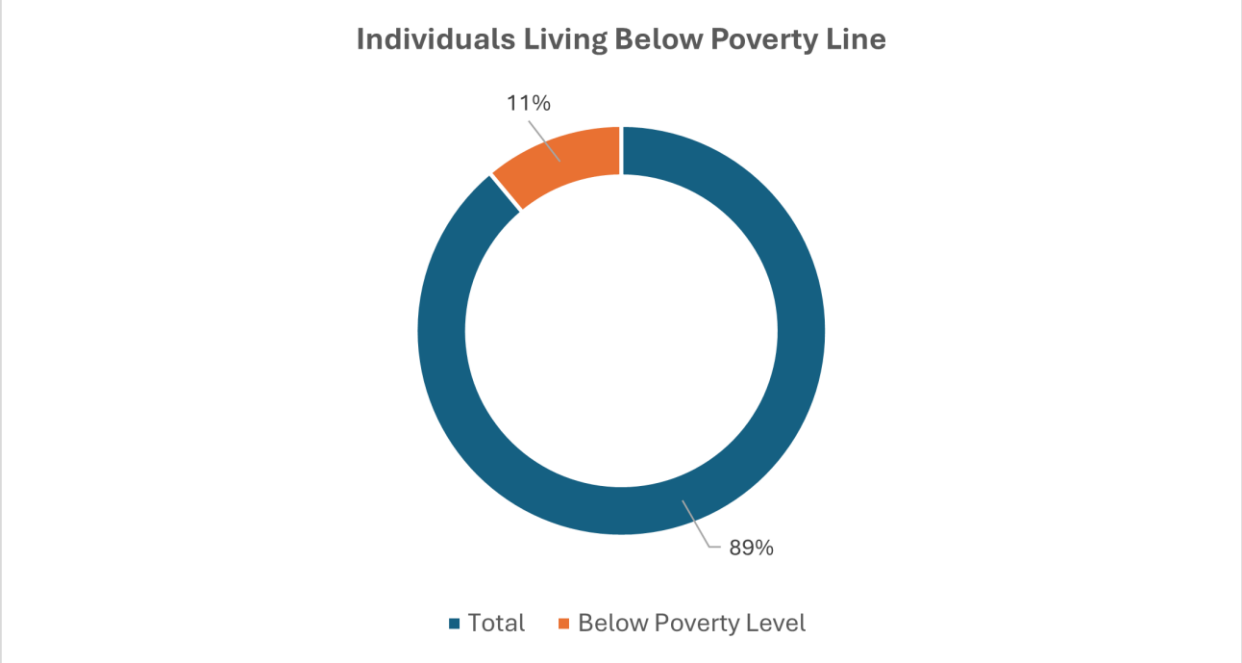
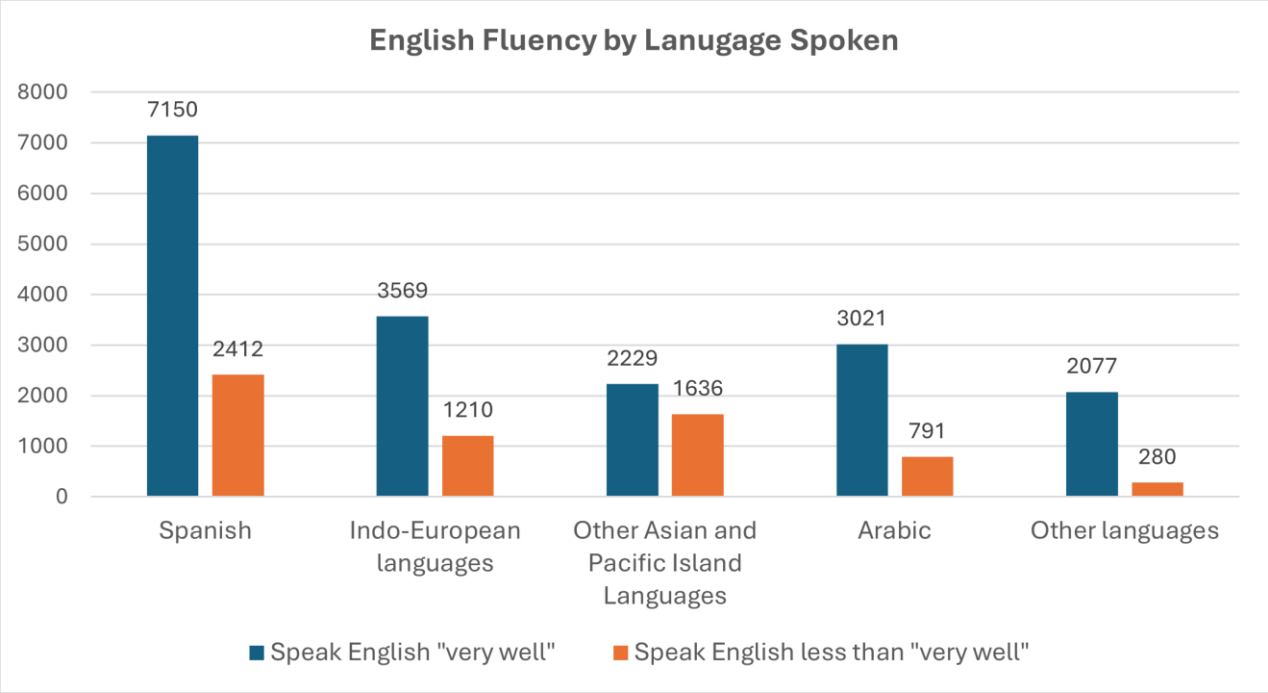


Chart 7: Population that Speaks English "Less than Very Well" (ACS 2023 5-Year Estimates)



Existing Resources

A large portion of the county is covered by the regional transit authority's fixed route service, TARTA. It also provides paratransit service (TARTA Move) and on-demand options. They are an essential service in the area and

provide numerous rides daily. Due to lack of funding and the restricted service area, TARTA/TARTA MOVE is not able to provide transportation throughout the entire region

In addition to the services provided by TARTA, the county is served by several private taxicab companies that offer transportation options for transit users. Many of these companies operate across the entire service area and include wheelchair-accessible vehicles in their fleets. However, a commonly reported concern is the affordability of these services, as they are primarily for-profit and may not be financially feasible to all users.

The county also benefits from a network of human service agencies that offer transportation assistance to their clients. These include senior centers serving older adults and organizations dedicated to individuals with disabilities. In addition to meeting the specific needs of their clients, these agencies help bridge service gaps and, in some cases, facilitate travel across county lines—enhancing overall mobility within the region.

Assessment of Available Services

Evaluating the capabilities of service providers and identifying gaps or redundancies in transportation services across communities helps transportation planners gather essential information. This information supports informed decisions to improve the transportation network in Lucas County.

To identify the qualifying transportation providers in Lucas County, a Transportation Provider Survey was distributed, and 19 responses were returned.

The primary goal of this survey was to provide stakeholders with an opportunity to highlight specific transportation services, identify gaps, and articulate needs and priorities for their respective communities or service areas. Where applicable, data from the previous coordinated plan was incorporated to supplement the findings from this assessment. Stakeholders who did not complete the survey will not be eligible for § 5310 funding; however, they will be given the chance to participate and be included in the coordinated plan during its first annual review.

Vehicles

The transportation providers that were surveyed have a combined total of 353 vehicles. Approximately 52% of the vehicles are wheelchair accessible. Wheelchair accessible vehicles and paratransit services play a crucial role in the region's transportation network. Most transit users are older adults or have a disability that restricts them from driving. Having an abundance of readily available wheelchair accessible vehicles is imperative in order to ensure an inclusive transportation system.

As vehicles get older, they tend to need more maintenance, are at greater risk of breaking down, and become increasingly more expensive to operate. Replacing vehicles based on their age and condition is important to maintaining a cost-efficient transportation service. One way the region addresses this need is through the Specialized Transportation Program § 5310, which helps support vehicle replacement and enhances overall service quality.

Inventory of Transportation Providers

Table 3: Provider List

Agency Name: A Forever Friend **Organization Type:** For profit **Service Description:** Fixed route, curb to curb, door-to door **Website:** N/A **Transportation Hours**: Monday-Friday 8:00 a.m. – 12:00 p.m. **Service Area:** Lucas County **Eligibility Requirements:** Physical or mental disability **Contact Information:** 419-463-1908	**Agency Name:** Anne Grady Services **Organization Type:** Private nonprofit, social services **Service Description:** Curb to curb **Website:** www.annegrady.org **Transportation Hours:** Everyday 8:00 a.m. – 12:00 p.m. **Service Area:** Lucas, Wood, Fulton Counties **Eligibility Requirements:** Agency clients only **Contact Information:** 416-866-6500
Agency Name: Autism Model School **Organization Type:** Public nonprofit **Service Description:** Fixed route, door to door **Website:** www.amstoledo.org **Transportation Hours:** Monday-Friday 7:00 a.m. – 4:30 p.m. **Service Area:** Lucas County **Eligibility Requirements:** Clients between 5-21 years of age **Contact Information:** 419-897-4400	**Agency Name:** Bittersweet Farms **Organization Type:** Private nonprofit **Service Description:** Door to door **Website:** www.bittersweetfarms.org **Transportation Hours:** By appointment **Service Area:** Lucas County **Eligibility Requirements:** Agency clients only **Contact Information:** 419-875-6986 (ext. 1272)
Agency Name: Black & White Transportation **Organization Type:** For profit **Service Description:** Curb to curb, door to door, door through door, demand response **Website:** www.bwtransportation.com **Transportation Hours:** 24/7 by appointment **Service Area:** Lucas County, Ottawa, Sandusky Counties **Eligibility Requirements:** Agency clients only	**Agency Name:** Cherry Steet Mission **Organization Type:** Public nonprofit **Service Description:** Demand-response transportation **Website:** www.cherrystreetmission.org/ **Transportation Hours:** Everyday 7:00 a.m. – 7:00 p.m. **Service Area:** Lucas County **Eligibility Requirements:** Open to all **Contact Information:** 419-214-3007

Agency Name: East Toledo Senior Center **Organization Type:** Public nonprofit **Service Description:** Curb to curb, door to door **Website:** www.easttoledoseniorcenter.org **Transportation Hours:** As needed. **Service Area:** 43605, 43616 **Eligibility Requirements:** Age and location requirements **Contact Information:** 419-691-2254	**Agency Name:** Harbor **Organization Type:** Private nonprofit **Service Description:** Demand-response transportation **Website:** www.harbor.org **Transportation Hours:** By appointment **Service Area:** Lucas County **Eligibility Requirements:** Agency clients only **Contact Information:** (419) 475-4449
Agency Name: Jewish Senior, Family, & Social Services **Organization Type:** Public nonprofit, social services **Service Description:** Demand response, door to door, door through door **Website:** www.jewishtoledo.org/jfs **Transportation Hours:** By appointment **Service Area:** Lucas County **Eligibility Requirements:** Financial need, Some services only open to Jewish members **Contact Information:** 419-885-4461	**Agency Name:** Lucas County Board of Developmental Disabilities, Government agency **Service Description:** Does not currently provide transportation but are interested in doing so. **Website:** www.lucasdd.org **Service Area:** Lucas County **Eligibility Requirements:** Agency clients only **Contact Information:** 419-380-4000
Agency Name: Maumee Senior Center **Organization Type:** Public nonprofit **Service Description:** curb to curb, door to door, demand response **Website:** www.maumeeseniorcenter.com **Transportation Hours:** M-F 8:30 p.m. – 12:00 p.m. **Service Area:** Lucas County **Eligibility Requirements:** Transportation funding Middle Eastern and North African clients **Contact Information:** 419-243-1119	**Agency Name:** Nami Greater Toledo **Organization Type:** Public nonprofit, Mental Health Agency **Service Description:** Group scheduling, door to door **Website:** www.namitoledo.org/ **Transportation Hours:** M-F 6:00 p.m. – 9:00 p.m. **Service Area:** Greater Toledo area **Eligibility Requirements:** Transportation funding Middle Eastern and North African clients **Contact Information:** 419-243-1119

Agency Name: Ohio Masonic Communities **Organization Type:** Private nonprofit **Service Description:** Demand-response **Website:** N/A **Transportation Hours:** By appointment **Service Area:** Lucas County **Eligibility Requirements:** Agency clients only	**Agency Name:** Ohio Means Jobs Lucas County **Organization Type:** Private nonprofit **Service Description:** Does not currently provide transportation but are interested in doing so **Website:** www.omjlc.com. **Service Area:** Lucas County **Eligibility Requirements:** Federal poverty guidelines; percentage varies. **Contact Information:** 419-213-5627
Agency Name: ProMedica **Organization Type:** Private nonprofit, Hospital **Service Description:** Does not currently provide transportation but are interested in doing so **Website: w**ww.promedica.org/ **Service Area:** 43560 **Eligibility Requirements:** N/A **Contact Information:** 567-585-0271	**Agency Name:** Sister of St. Francis of Sylvania **Organization Type:** Private nonprofit **Service Description:** Curb to curb, door to door, door through door **Website:** www.sistersof.org/ **Transportation Hours:** Everyday 8:00 a.m. – 4:00 p.m. **Service Area:** Lucas County **Eligibility Requirements:** N/A **Contact Information:** 419-882-2016

Table 4: Organizational Characteristics

Agency Name	Vehicles (ADA)	Scheduling Window	Accommodations	Funding Sources	Requests Fulfilled	Driver Requirements
A Forever Friend	2	2-3 days	Wheelchairs, Motorized Scooters, Caretakers or aids.	Self-funded	73%	CPR certified with a good driving record.
Anne Grady Services	15 (15 ADA)	1–3 days notice	Wheelchair accessible	Medicaid Waiver	95%	CPR/First Aid, Valid License
Autism Model School	5 (3 ADA)	1–2 days	Autism-friendly transport	Private, Schoolfunded	90%	Special needs certified
Bittersweet Farms	10 (7 ADA)	24–48 hrs	Mobility aids, caregiver ride-along	Private, Donations	90%	Agency-trained
Black & White Transportation	50 (25 ADA)	Same-day available	Wheelchair vans, door-todoor	Private pay, contracts	99%	Licensed chauffeurs

Cherry Street Mission	4 (2 ADA)	24–48 hrs	Clients only, basic mobility	Donations	85%	Shelter staff/volunteers
East Toledo Senior Center	6 (5 ADA)	2 days	Mobility assistance	FTA 5310, Local	90%	Background check, valid license
Jewish Senior, Family & Social Services	3 (2 ADA)	1–2 days	Senior-friendly, caregiver assist	Private donors, grants	90%	Trained staff
Lucas County Board of DD	25 (20 ADA)	Sameday/advance	All accessibility	County/State funded	98%	Agency-certified
Maumee Senior Center	5 (4 ADA)	1–2 days	Curb-to-curb, walkers	FTA 5310	85%	Volunteer or licensed staff
NAMI Greater Toledo	3 (1 ADA)	By appointment	Mental health clients	Donations	80%	Certified peer staff
Ohio Means Jobs Lucas County	2 (1 ADA)	1–2 days	Employment-based access	WIOA/Public grants	85%	County staff
ProMedica	10 (5 ADA)	By appt/referral	Health transport, wheelchairs	Private, Medicaid	95%	Med staff/licensed
Sisters of St. Francis	3 (2 ADA)	Appointmentbased	Religious/social aid transport	Donations	88%	Sisterhood-trained
The Epilepsy Center of NW Ohio	5 (3 ADA)	1–2 days	Neurological care support	Medicaid, Donations	90%	Trained caregivers
Thomas M Wernert Center	4 (3 ADA)	Next-day	Mental health transport	County/Grantfunded	90%	Peer counselors
TLC Transit, LLC	30 (22 ADA)	Same-day possible	Wheelchair lifts	Private Pay, Medicaid	98%	Licensed + Defensive Driving
Toledo Lucas County Homelessness Board	3 (2 ADA)	Appt-based	Shelter access	HUD/Federal	85%	Shelter partners
United Way 211	N/A	Referral-based	Directory/referral service	United Way	N/A	N/A
A Forever Friend	2 (1 ADA)	24–48 hrs	Client-based service	Private	85%	Licensed caregiver

Diversity & Inclusion – City of Toledo	N/A	N/A	Information/referral only	City-funded	N/A	N/A
Ohio Masonic Communities	4 (2 ADA)	By appointment	Seniors and veterans	Private, Foundation	90%	Care staff
Sandra De Steno – United Way 211	N/A	N/A	Directory/referral service	United Way	N/A	N/A

TARTA's Transportation Role

Public transportation is a vital component in the "Moving Forward 2055: Regional Transportation Plan" the long-range plan developed by the Lake Erie West Regional Council. Lake Erie West serves as the regional planning organization for Lucas and Wood counties in Ohio and Monroe County in Michigan. In addition to county-wide public transit, numerous transit projects are included on the committed project list, priority project list, and the initiative list. The need for transit in the area was identified through a public survey conducted for the TARTA Next report in 2022. TARTA's ridership is highly transit-dependent with 73% of survey respondents using the service every day.

In addition to the long-range transportation plan, the Lake Erie West 2025-2026 Transportation Legislative Agenda also includes support for public transit at the federal, state and local levels. The document lists several different policies that aim to improve public transit, therefore encouraging policymakers to make prudent investments in transportation resources.

Ridership

TARTA's ridership demonstrates strong community demand for public transit. TARTA reported the following ridership data.

Table 5: TARTA Ridership

Total Riders	Adults	Reduced Fare[1]	Free Fare	TARTA Flex	Paratransit	Paratransit Contract
2,006,430	1,430,608	377,640	198,181	51,250	178,472	70,200

Safety Management Policy Statement

The mission of the Toledo Area Regional Transit Authority (TARTA) is to provide a safe and reliable transportation service for the public, healthful and safe working conditions for all TARTA employees, and to comply with all applicable Federal, State, and local laws and regulations. TARTA is fully committed to Safety Management Systems (SMS) and to providing its customers with a safe transportation service, maintaining a strong safety culture, and providing a working environment that ensures the safety and health of its employees and protects the environment.

TARTA is further committed to developing, implementing, maintaining, and continuously improving its processes to ensure that all transit service delivery activities occur under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting the established standards. As such, TARTA is placing the management of safety as one of the core business functions of the organization, across all modes of transportation.

It shall be the responsibility of management at all levels of the organization, as well as employees in each

[1] Includes students, veterans, active-duty military, riders aged 65 or older and riders aged 18 or under.

[2]division to be accountable for delivery of the highest level of safety performance, beginning with the Chief Executive Officer (CEO). The CEO has assigned the SMS Manager the duties of assisting with managing the SMS Program on a daily basis. Therefore, TARTA is committed to achieving the safety objectives listed.

Safety Objectives

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

1. **Supporting** the SMS and the management of safety by providing appropriate resources to support an organizational culture that fosters safe operational practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results as that given to the other management systems of the agency.
2. **Integrating** the management of safety as part of the primary responsibilities of all TARTA managers and employees.
3. **Clearly Defining** accountabilities and responsibilities of all employees and managers alike to uphold the organization's safety performance goals and performance of the Safety Management System.
4. **Establishing and Operating** a Safety Risk Management process allowing for hazard identification, analysis, and risk evaluation utilizing an employee reporting program as a principal source for information gathering.
5. **Prioritizing** the elimination or mitigation of calculated identified safety risks created by operating conditions or activities, to a level consistent with the agency's acceptable level of safety performance.
6. **Ensuring** that no action will be taken against any employee who discloses a safety concern through an employee safety reporting program unless disclosure indicates through the investigative process and beyond a reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures was committed.
7. **Complying** with, or exceeding, when possible, legislative, and regulatory requirements and standards.
8. **Ensuring** sufficiently trained and knowledgeable human capital is available to implement the various SMS processes, including as part of service delivery operations.
9. **Ensuring** all employees are provided with adequate and appropriate safety-related information and training, competent in safety management processes and subject, and allocated only tasks commensurate with their skills.
10. **Establishing and Measuring** safety performance against data-driven safety performance indicators and targets.
11. **Continuous Improvement** of safety performance and the SMS through management processes that ensure appropriate safety risk management, assurance, and promotion activities are identified, implemented, and effective.
12. **Ensuring** externally supplied systems and services to support TARTA operations are delivered in a manner to meet safety performance standards
13. **Defining** processes to address conditions when disciplinary actions will be exempt based on the actions of an employee, in support of promoting a positive safety culture.

Alternative Transportation Options

The section below provides information about additional transportation resources in Lucas County.

Air Travel

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

Amtrak

Amtrak is a nationwide rail service that connects 46 states, the District of Columbia, and three Canadian provinces. Toledo hosts an Amtrak station with trains heading to Chicago, IL, Buffalo, NY, and Washington, D.C. Serving around 100 passengers daily, it ranks among the busiest rail stations in Ohio. The station is in downtown Toledo at the Martin Luther King Jr. Plaza.

Greyhound

Greyhound is the leading provider of intercity bus travel, offering service to 2,400 destinations across North America. Toledo has a Greyhound bus station located downtown, with popular routes including Detroit, Columbus, Cincinnati, Chicago, Cleveland, Indianapolis, Nashville, Dayton, and Shreveport.

Veo

Veo a scooter & bike-sharing program available in Toledo. The program is a 24/7 micromobility system that can be used for point-to-point trips as well as scenic rides. There are 850 e-scooters located throughout Toledo. The cost for riding e-scooters is $1 to unlock and $0.35/minute. It is $0 to unlock and $1/hour to ride pedal bikes.

GoBus

Northwest Ohio is coordinating with the Ohio Department of Transportation to explore the potential expansion of GoBus services into the region. This expansion can address the unmet need for intercity bus transportation in Northwest Ohio. GoBus is Ohio's only rural intercity bus program, connecting rural communities to cities like Cleveland, Columbus, and Cincinnati,

Trails

Lucas County is home to numerous local trails, including the well-known Chessie Circle Trail, Wabash Cannonball Trail, and University Park Trail. These trails offer both point-to-point routes and scenic paths for riders to enjoy.

Transportation Needs and Gaps

To better understand the transportation needs of Lucas County residents, below you will find an overview of demographic and socio-economic data of the population. The following section is an evaluation of the gaps in service based on geographic data and from the perspective of the targeted populations, transportation providers and the general public.

TARTA and Lake Erie West brought together a variety of stakeholders in the area to solicit feedback and requested 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.

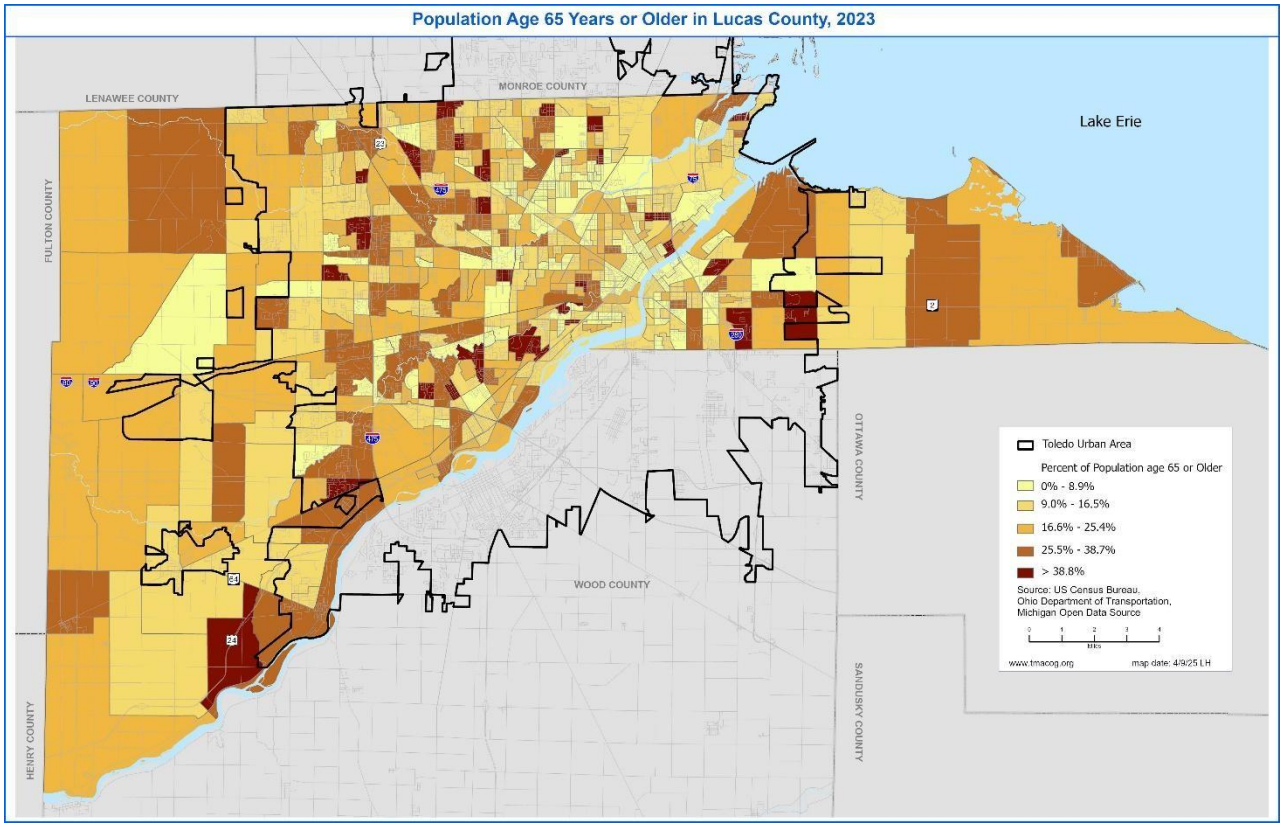
The following methods were used to assess transportation needs and gaps:

- Evaluation of demographic data
- Public input
- Stakeholder engagement
- Public meetings

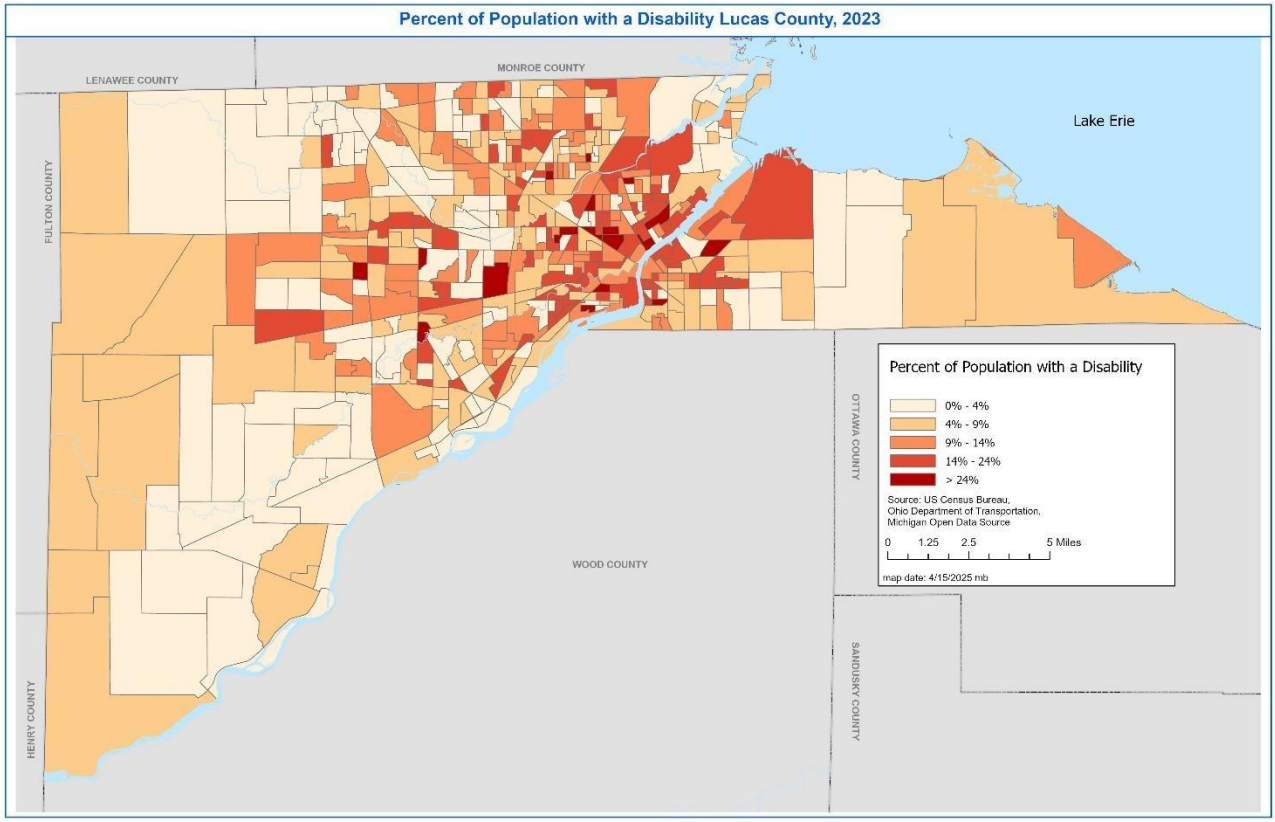
Local Demographic and Socio-Economic Data

Data for each target population group was aggregated by Census Block Group for transportation analysis. Demographic and socio-economic data is useful for comparing areas with the highest and lowest concentrations of individuals most likely to need transportation. This information can then be compared to the locations of major trip generators, and available transportation services.

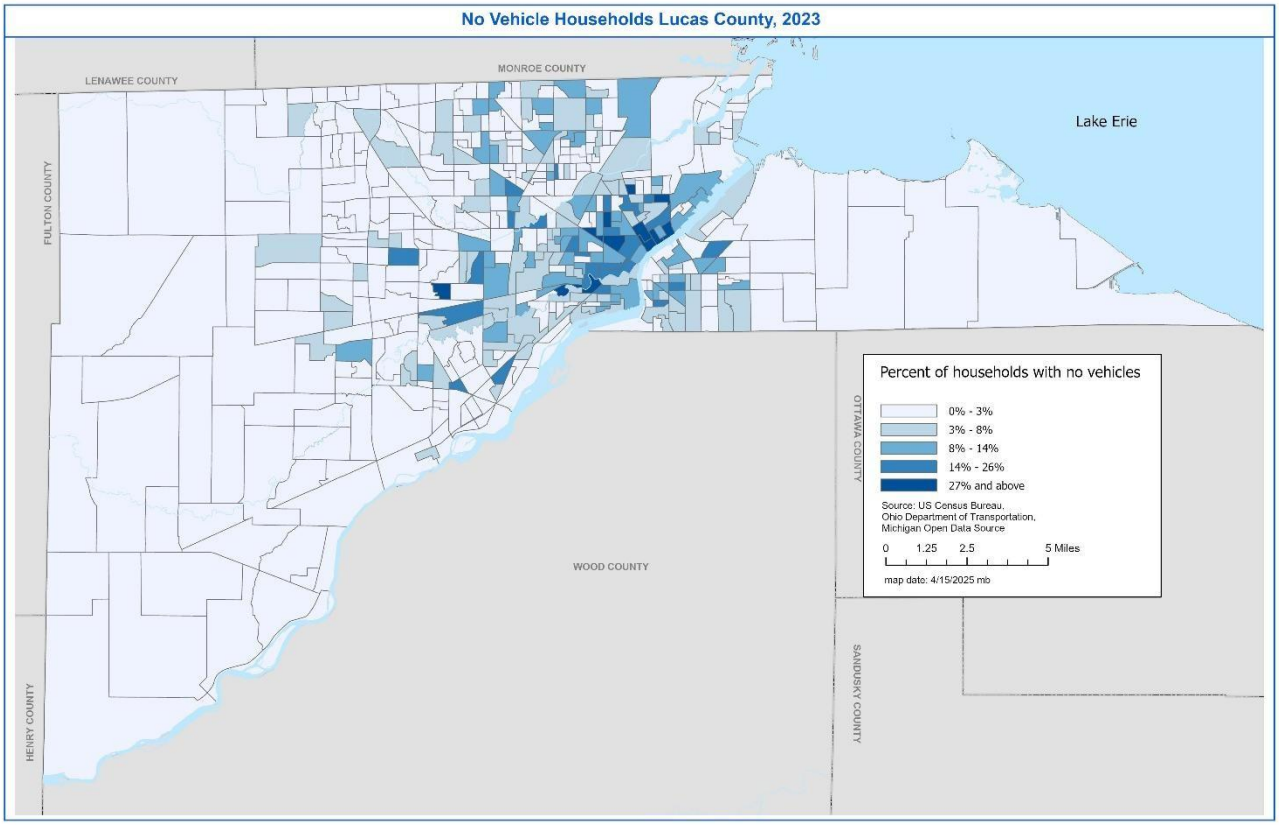
Map 2: Population Age 65 or Older 2023 - Lucas County



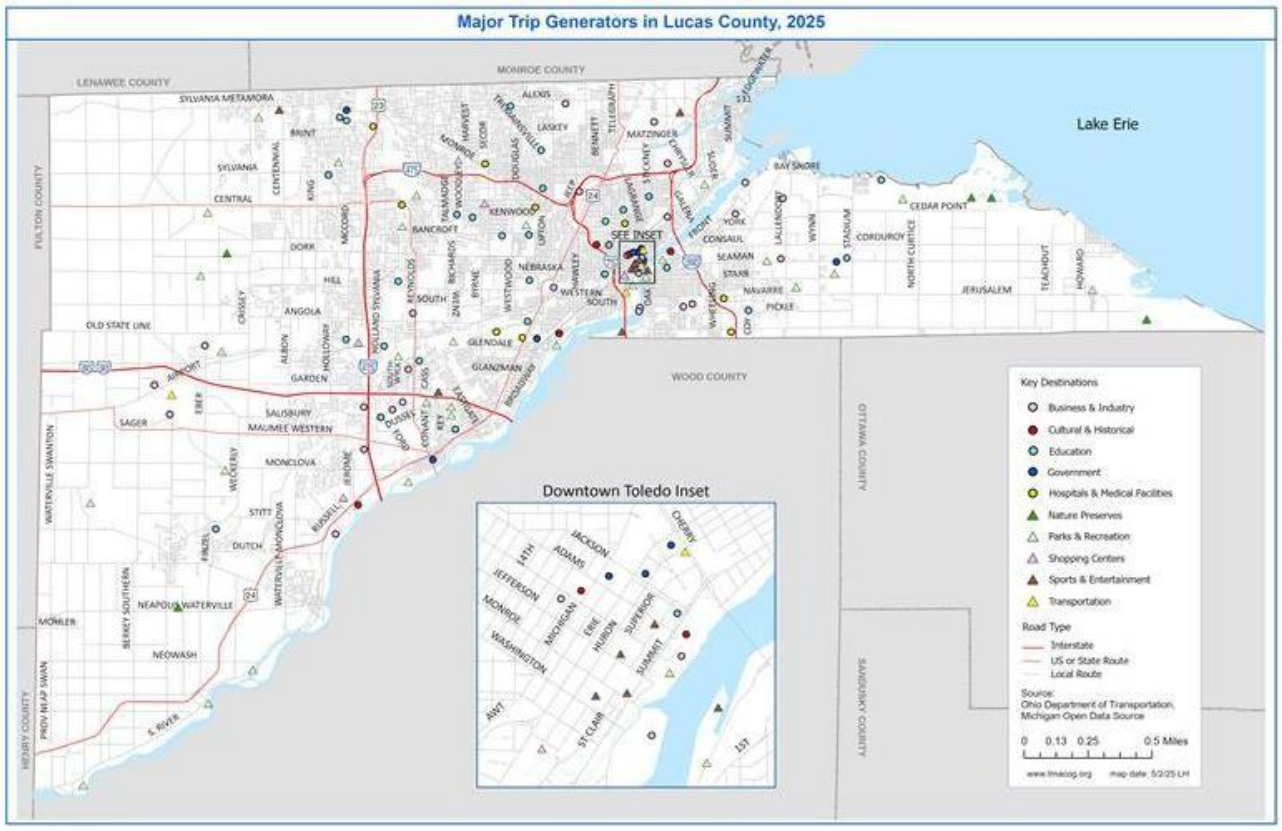
Map 3: Percent of Population with a Disability 2023 - Lucas County



Map 4: No Vehicle Households 2023 - Lucas County



Map 5: Major Trip Generators 2025 - Lucas County



Analysis of Demographic Data

The maps included in this plan offer insights into the distribution of key populations and the areas where transportation gaps may exist. By analyzing this visual data, we can better understand the needs of individuals with disabilities, seniors, and households without vehicles, as well as identify their most frequent destinations. Coordination of all available transportation services in the area is essential to identify options to ensure individuals can get to essential locations like work, medical appointments, grocery stores, etc.

Map 2 reveals a concentration of older adults, particularly in rural areas of Lucas County, rather than in urban centers. This trend suggests that many of the county's seniors are in more dispersed and less accessible areas where transportation services may be limited. Identifying where older individuals reside is key since they tend to be one of the largest users of public transit. In comparison, a higher percentage of individuals with disabilities reside in urban centers of Lucas County than in suburbs. As shown previously, 14% - 24% of people in Toledo's most central areas are individuals with a disability. Whereas over 38% of residents in Lucas County's most rural areas are seniors, indicating that these populations may face unique challenges related to mobility and access to essential services.

In contrast, Map 4 highlights much higher density of households without vehicles in urban areas, specifically Downtown Toledo. In some of these neighborhoods, a significant proportion of households rely on public or alternative transportation options due to limited access to private vehicles. At least 27% of households in Central Toledo neighborhoods are no vehicle households, underscoring the importance of reliable transportation services currently servicing the area.

In contrast, there is a much lower incidence of households without vehicles in rural areas of Lucas County, with the majority of rural regions showing 0-3% of households in this category. This indicates that transportation

access in rural areas may be less of a concern in terms of vehicle availability, but other challenges related to mobility could still exist, such as long distances between destinations and limited transit options for seniors and people with disabilities.

As shown previously in Map 5, major trip generators are distributed across the county, with a particular concentration of sports, entertainment, and recreational activities in the urban center of Toledo. These destinations attract people from all over the county, including those who may not own vehicles. Additionally, many hospitals, medical facilities and transportation options are also located in central Toledo. Given the importance of these services, ensuring access for individuals without personal transportation is crucial.

In summary, this data underscores the need for targeted transportation solutions that address both the urban and rural realities of Lucas County. Urban areas require solutions that accommodate individuals without vehicles, while rural regions may need more localized or flexible options to meet the needs of seniors and others who face similar mobility barriers. Coordinated efforts to improve access to essential destinations, particularly for underserved populations, will be essential in bridging the transportation gaps

Public Engagement and Stakeholder Meetings

As part of stakeholder engagement efforts, TARTA hosted and facilitated two public meetings on March 26th, 2025, to discuss unmet transportation needs and gaps with local residents. This session provided members of the public with the opportunity to share comments, voice transportation needs and brainstorm strategies to improve mobility needs. In total, ten people participated in the meetings. Of those, two self-identified as individuals with a disability, and one person self-identified as a senior. During the meeting, attendees were presented with highlights of the previous Locally Coordinated Transportation plan.

Due to the cross-platform attendance, poll questions were presented throughout the meeting to encourage engagement and allow attendees to self-identify. In addition to the poll questions, participants were able to ask questions by using the live chat option, which were read off periodically throughout the meeting.

Public Input

To ensure that the coordinated plan reflects real community needs, a survey was conducted to gather feedback from community members. This survey is key to better understanding local transportation needs, barriers and priorities for public transit users. Although the focus of this plan is to enhance transportation for seniors and individuals with disabilities, this survey was open to all members of the Lucas County community. Feedback collected through this survey was used to directly inform the strategies and goals of this plan.

Of the 140 surveys completed by members of the public: 20% were submitted by individuals with a disability that requires a use of a cane, walker, wheelchair, or other device and 31% were from older adults (over 65 years of age).

Survey Responses

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

To ensure the survey remained relevant and efficient for each respondent, conditional logic was applied to certain questions. For example, when respondents were asked whether transportation services are available to them, their answers determined which follow-up questions they saw. If a respondent answered "no", meaning

transportation services are not available, they were then shown additional questions asking about barriers to explore reasons for lack of access.

This approach allowed respondents to skip questions that were not relevant to their experience, helping to streamline the survey and reduce unnecessary burden while ensuring we collected detailed information from those for whom the issue applied.

Chart 8: Use of Public Transportation, Carpooling and Senior/Paratransit Services

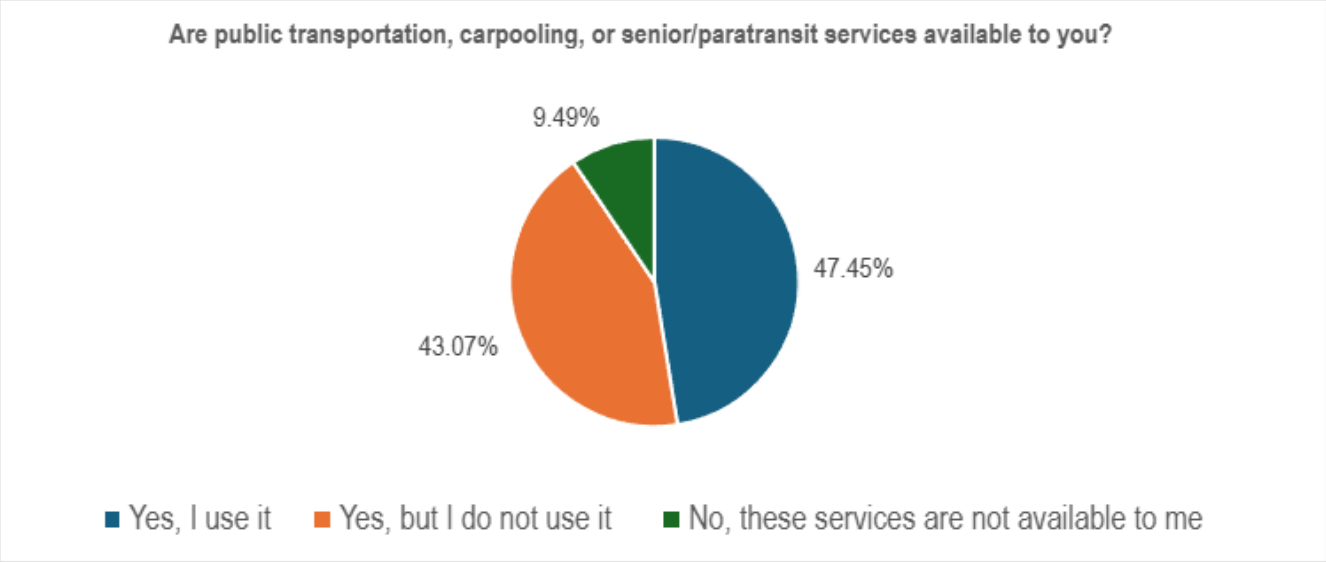
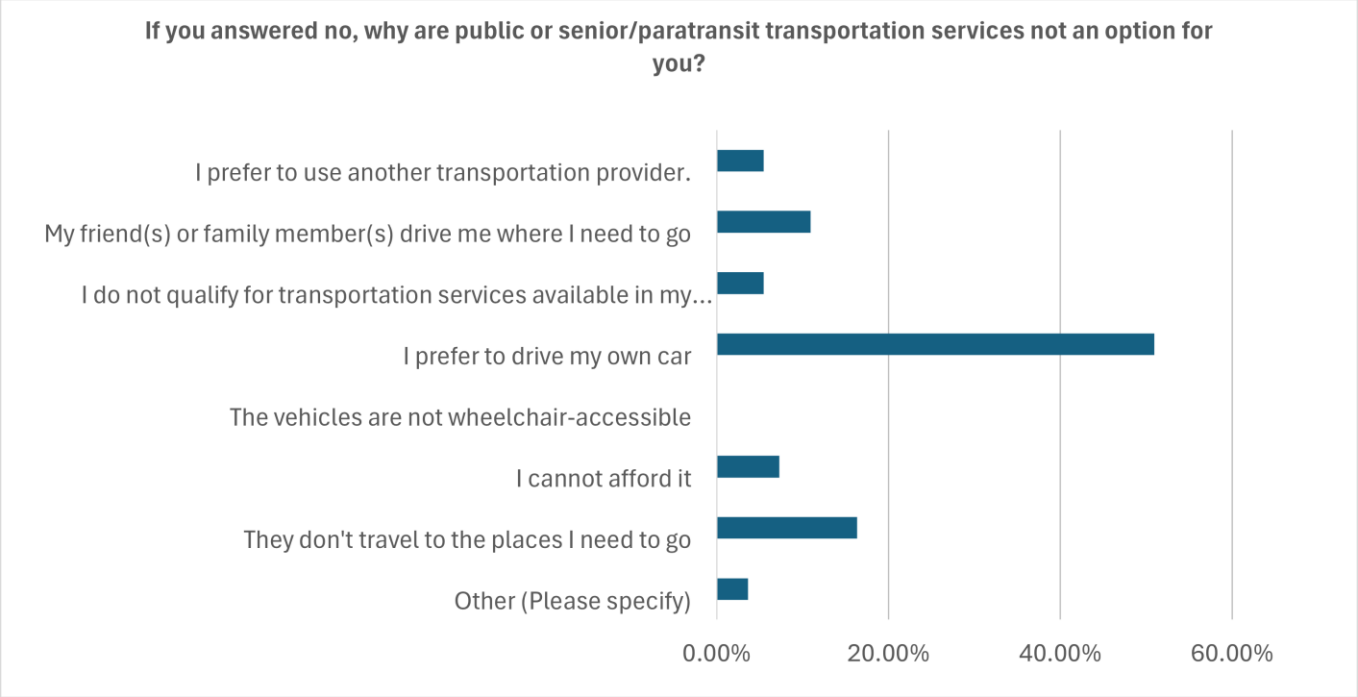


Chart 9: Reasons for Not Using Public Transportation



The question shown above was only shown to survey respondents who indicated that they either do not use public transportation or that it is not available to them, to identify transportation service barriers.

Chart 10: Factors that Would Encourage Use of Public or Private Transportation

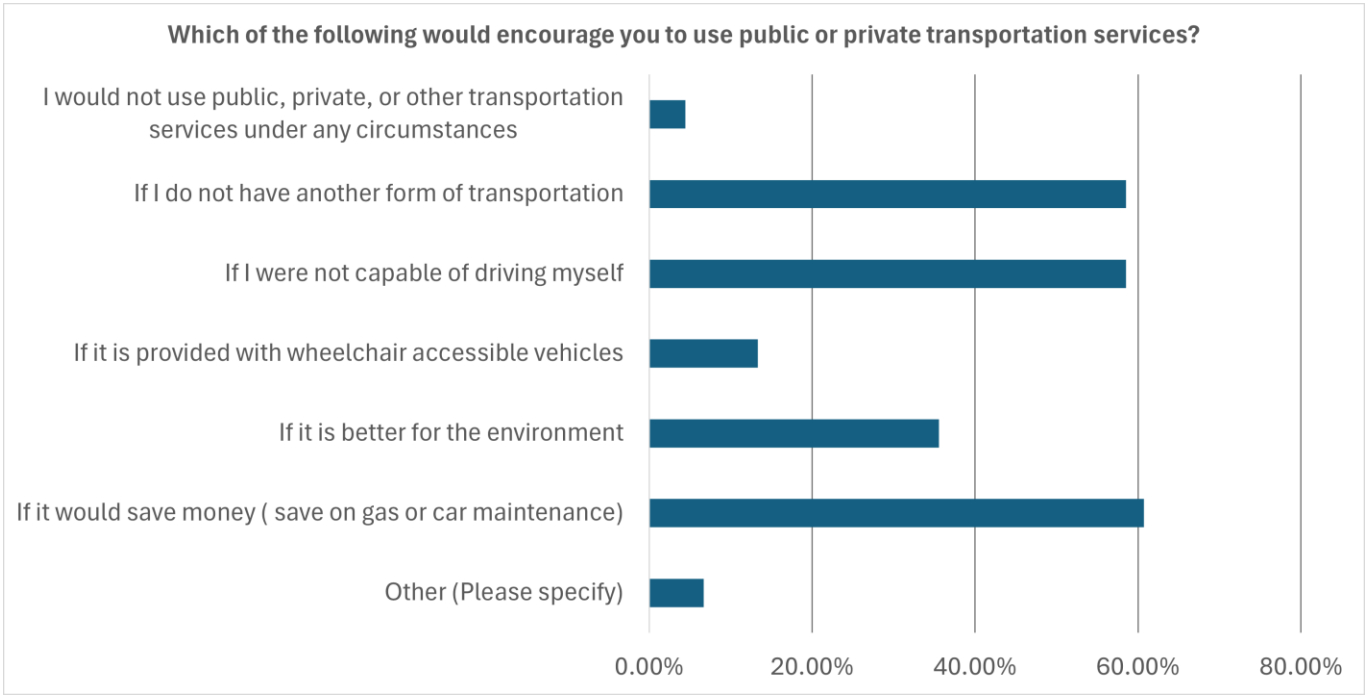


Chart 11: Suggested Improvements to Current Transportation Options

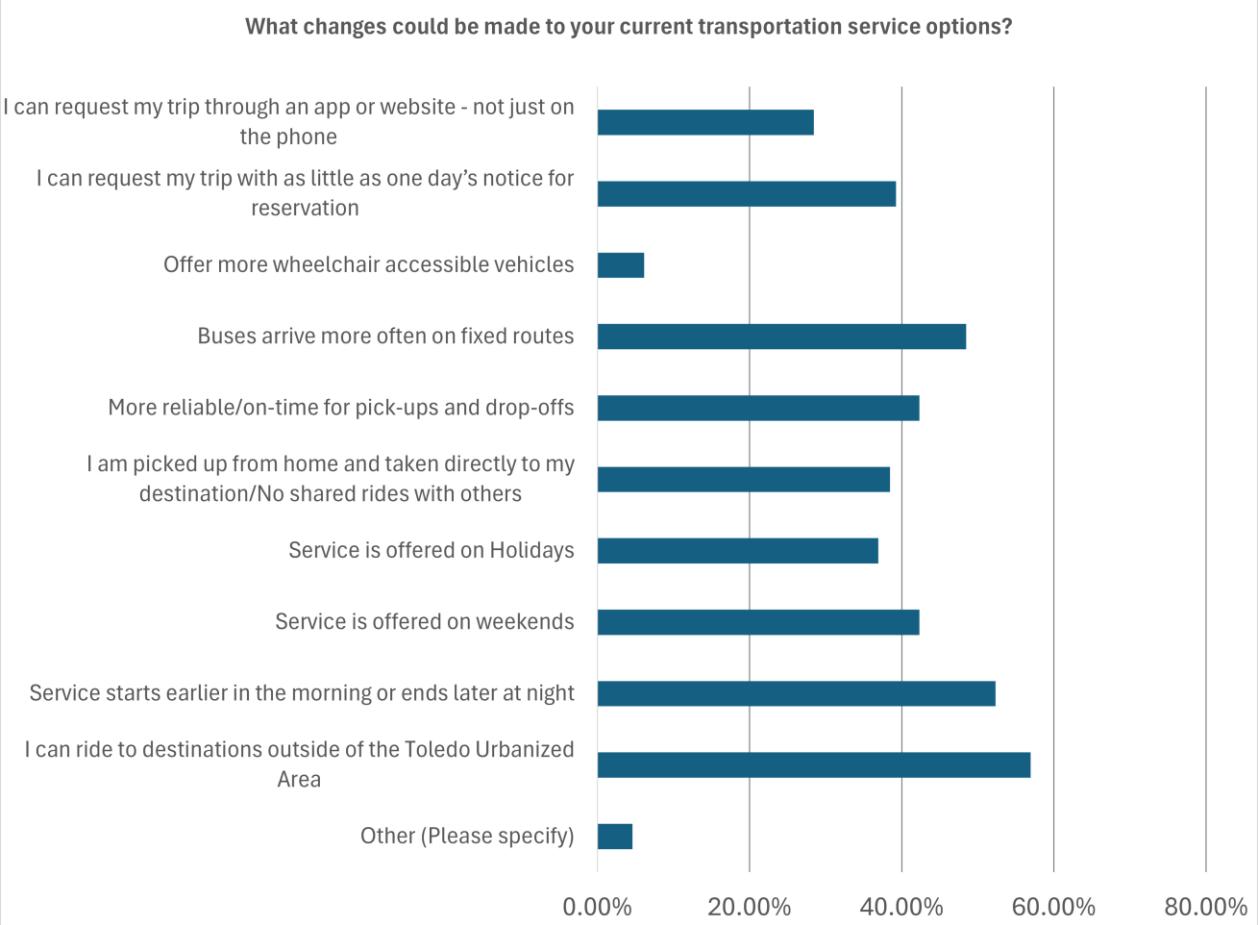


Chart 12: Transportation Needs on Weekdays

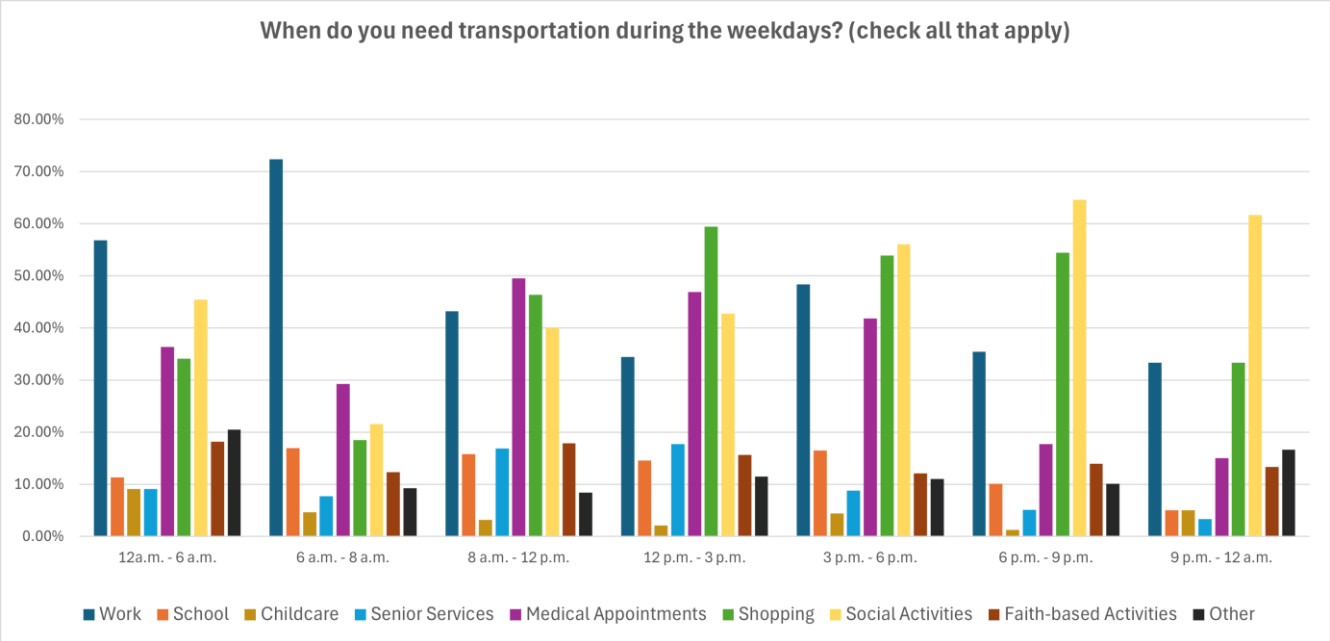


Chart 13: Transportation Needs on Weekends

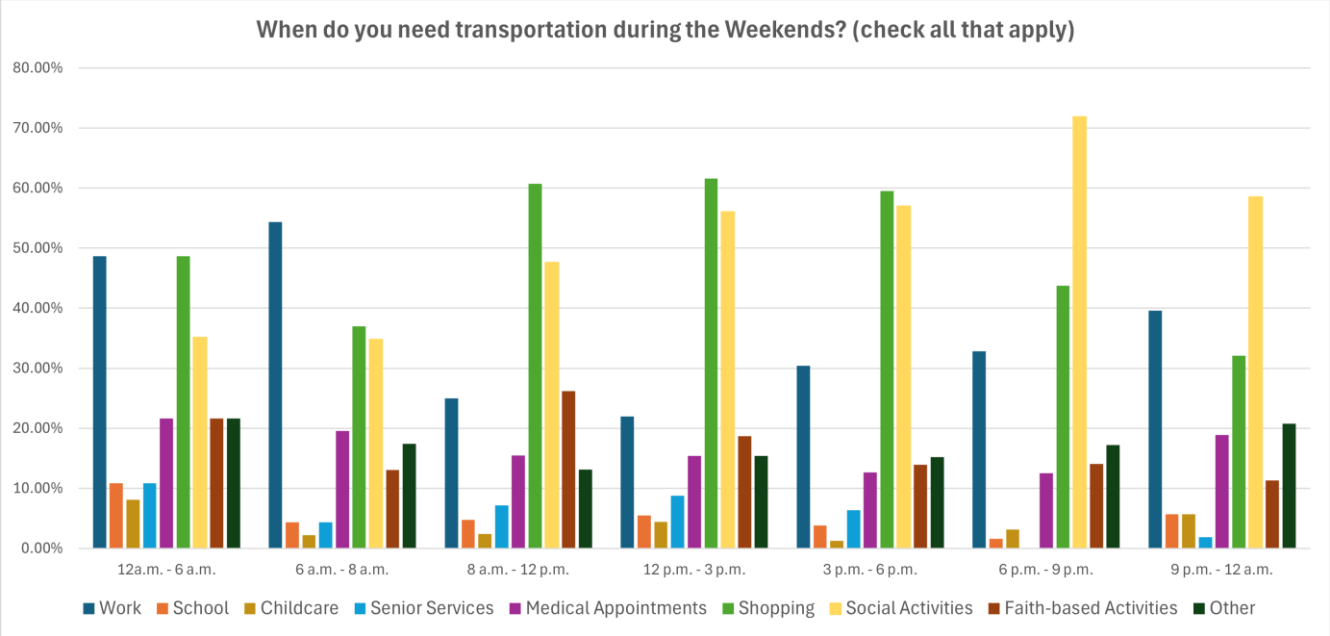


Chart 14: Accessibility and Convenience of Fixed Route Service

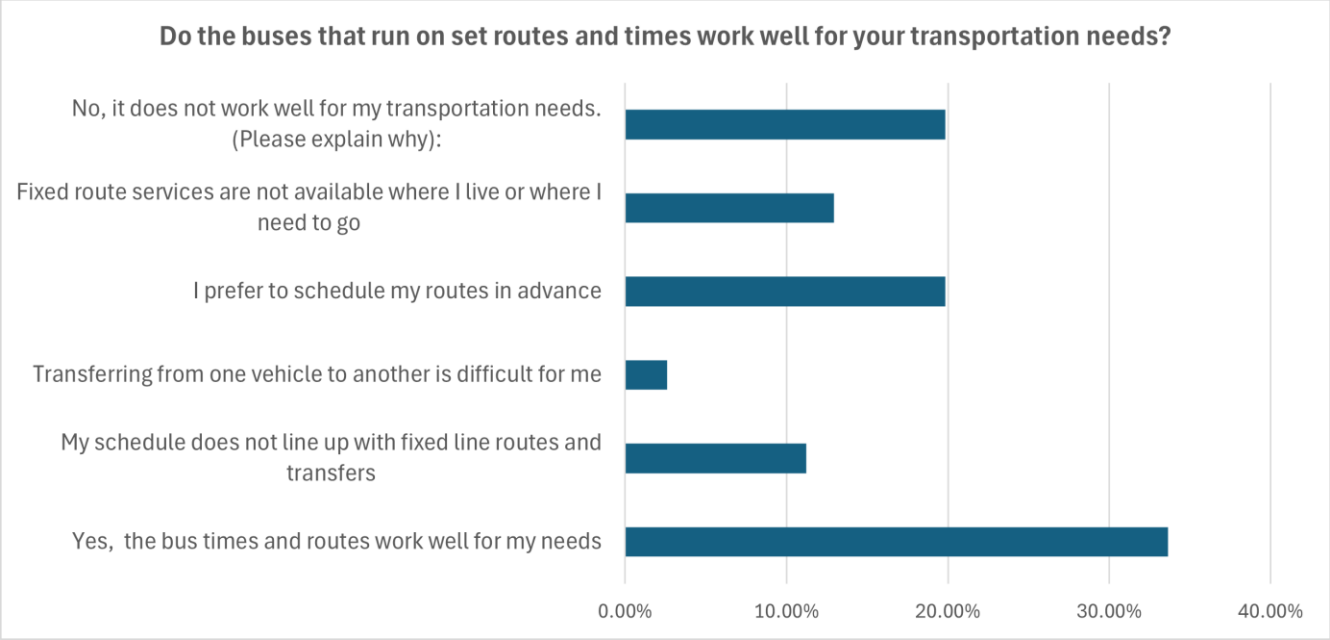
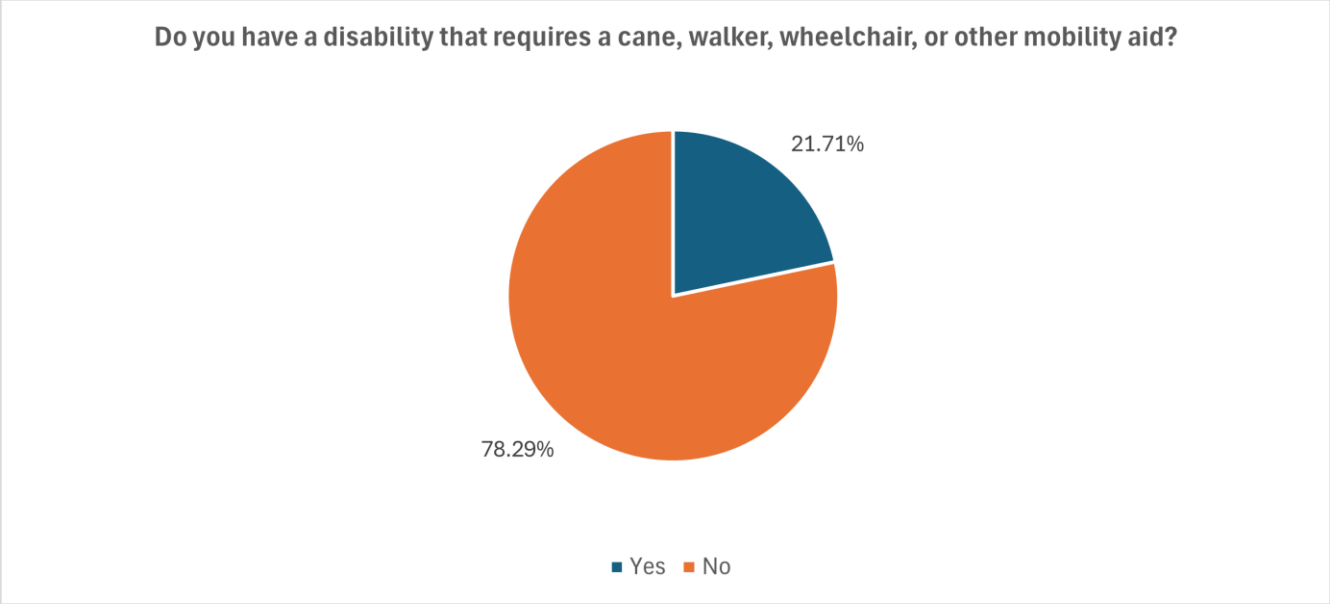


Chart 15: Use of Mobility Aids



Challenges to Coordinated Transportation

In addition to identifying needs, the planning committee gathered information to identify challenges in providing coordinated transportation services. These challenges include the following:

- **Funding**
  Transportation providers have expressed difficulty with finding and properly training drivers. This process is time-consuming and especially difficult for smaller agencies with limited resources. With strict requirements for driver positions, agencies have trouble hiring qualified and dependable drivers.
- **Limited transit education**
  Lack of education on transit can prevent people from accessing essential services, as they may not know how to use available transportation options effectively. This can lead to missed opportunities for work, healthcare, or education, especially for vulnerable or underserved populations. n
- **Hiring and training drivers**
  Many stakeholders indicated that funding is one of the main reasons they have restricted services and hours. If more funding was available, they could potentially expand their services and meet more transportation needs.
- **Liability issues with vehicle sharing**
  Sharing vehicles between agencies could increase the number of services offered and availability of transportation services. However, due to many regulations, liability becomes a concern when determining accountability for accidents, damages, or operational risks.

Summary of Unmet Mobility Needs

Table 6: Prioritized Unmet Needs

Rank	Unmet Need Description	Method Used to Rank Need
1	Extended hours of operation (Nights, weekends, holidays) community surveys	Community surveys
2	Service Area limitations	Surveys and public feedback, especially from rural residents and agencies serving those outside core urban zones.
3	More on demand service/shorter windows to book rides	Discussed in public forums and supported by seniors and disability advocates; ranked high in stakeholder meeting.
4	Cost of private vendors	Providers expressed concern during stakeholder meeting about affordability; moderate mention in community surveys
5	Education on transit/transportation services	Surveys and raised in every stakeholder meeting; riders unaware of what's available or how to schedule rides
6	Increased collaboration between community stakeholders	Suggested by multiple agencies and advisory boards as a strategy to close service gaps; emphasized in stakeholder meeting.
7	Access to local airports, bus/train stations	Public feedback sessions: moderate priority due to infrequent trips but high importance for those who rely on regional connectivity
8	Wayfinding and signage	Noted in public comments especially among older adults and individuals with low literacy or vision impairments; lowest rank due to limited system-wide impact

Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Lucas County should address the identified service gaps and user needs if they are to be effective. As described, the gaps and unmet needs were based on information obtained from geographic analysis, feedback from meeting participants, and responses from the public.

Based on information gathered throughout the planning process, Lake Erie West and TARTA developed the following goals and strategies to address these issues. Each strategy listed below is assigned a priority level based on the expected availability of primary funding sources to support plan implementation. However, some strategies may not be eligible for funding under the existing programs, there is no guarantee that adequate funding will be available to implement all of them. Achieving these goals will also require commitment and support from local stakeholders. Despite these challenges, the strategies below have been specifically designed to target the most critical identified needs.

The implementation timeframe for each strategy is as follows:

- Immediate: To be implemented within 6 months.
- Near-term: To be implemented within 6 to 12 months.
- Mid-term: To be implemented within 12 to 24 months.
- Long-term: To be implemented within 2 to 4 years.
- Ongoing: Already in place or starting immediately, requiring continued effort.

Five (5) goals were identified. These goals are listed below:

1. Promote and expand the local mobility management program

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2. Improve accessibility and awareness of paratransit and senior transportation service

---

3. Improve workforce access to transportation

---

4. Improve equitable access for low-income and underserved communities

---

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

Goal 1. Promote and expand the local mobility management program

Need(s) being addressed: Education on transit/transportation services.

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

Objective 1.2: Establish an official centralized call center that individuals can use to identify available transportation options.

Strategies: Develop a Mobility Coordination Council (TAC), Conduct Cross-Agency Outreach and Training. (Timeline: Near term)

- Quarterly meetings with organizations and mobility managers to share updates, ideas, and challenges.
- Share information between different agencies to identify gaps and overlaps in resources.
- Identify ways to address gaps in cost of private vs. public transportation.
- Once complete, distribute the Locally Coordinated Human Services Transportation Plan to relevant stakeholders.
- Implement public awareness campaigns to inform the public of available transit options and transportation programs.

Responsible Party/Supporting Party	Capital/labor	Funding	Performance Measures
TARTA/TAC	Staff Time	5310	Meeting participation

Goal 2. Improve accessibility and awareness of paratransit and senior transportation service

Need(s) being addressed: Education on transit/transportation services, Wayfinding and signage, Access to transportation for seniors and people with disabilities.

Objective 2.1: Continue implementation of the Specialized Transportation Program § 5310, which is designed to improve transportation for seniors and individuals with disabilities, and provides funding for vehicles, equipment, and other technology and software.

Objective 2.2: Coordinate with transportation providers to expand paratransit services and enhance accessibility for residents county-wide.

Objective 2.3: Improve existing travel training programs.

Objective 2.4: Improve public awareness of transportation services through targeted education, training, and outreach tools (e.g., travel training, signage, and public newsletters).

Objective 2.5: Update and install wayfinding, signage, informational Kiosks throughout the region.

Strategies: Increase public awareness of paratransit services and mobility programs, strengthen regional coordination for paratransit and travel training services. (Timeline: Near-erm)

- Promote the program to encourage increased participation.
- Maintain a committee dedicated to reviewing and scoring applications.
- Solicit applications from local agencies on a yearly basis.
- Work with transportation providers to identify ways to partner.
- Collaborate with human service agencies to expand and promote travel training programs.

Responsible Party/Supporting Party	Capital/labor	Funding	Performance Measures
TARTA/Lake Erie West/ AOA	Staff time	5310	Tracking number of agencies signing up for travel training

Goal 3. Improve workforce access to transportation

Need(s) being addressed: Service area limitations, extended hours of operation (Nights, Weekends, Holidays), more on-demand service / shorter booking windows.

Objective 3.1: Enhance transportation service levels.

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

Objective 3.3: Identify and address transportation gaps and needs that hinder access to employment opportunities.

Strategies: Increase public awareness of paratransit services and mobility programs, strengthen regional coordination for paratransit and travel training services. (Timeline: Near term)

- Promote the program to encourage increased participation.
- Maintain a committee dedicated to reviewing and scoring applications.
- Solicit applications from local agencies on a yearly basis.
- Work with transportation providers to identify ways to partner.
- Collaborate with human service agencies to expand and promote travel training programs.

Responsible Party/Supporting Party	Capital/labor	Funding	Performance Measures
TARTA/Local agencies & employers	Staff time	5310	Feedback from customer satisfaction surveys

Goal 4. Improve equitable access for low-income and underserved communities

Need(s) being addressed: Cost of private vendors, education on transit/transportation services

Objective 4.1: Engage with community leaders to develop solutions for areas underserved by transit.

Objective 4.2: Identify and address transportation access barriers to regional travel hubs (airports, bus, and train stations), especially for low-income residents.

Objective 4.3: Partner Neighborhood Health Association, Toledo-Lucas County Health Department and other relevant agencies/organizations to improve transit access to supermarkets, fullservice grocery stores and healthy food options.

Strategies: Collaborate with city planners to improve livability through transit design, conduct community-led transit access assessments. (Timeline: Mid-term)

- Identify community needs and gaps and address ways to provide service.
- Work with city planners to identify ways to make communities more livable by identifying needed transportation improvements.
- Identify providers already providing transportation to these destinations.
- Conduct a survey to gain a better understanding of how to provide improved transportation

Responsible Party/Supporting Party	Capital/labor	Funding	Performance Measures
TARTA/Lake Erie West/ 211	Staff time	5310	Surveys/Focus groups

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

Need(s) being addressed: Education on transit/transportation services, access for individuals with disabilities, wayfinding and signage.

Objective 5.1: Incorporate new technology to make using the transportation services more inclusive for all users through on-board fare access.

Objective 5.2: Update current ride request processes across Lucas County transportation providers (e.g., digital tools, mobile apps, website improvements).

Objective 5.3: Enhance digital wayfinding on apps and websites to ensure inclusive, accessible and user-friendly navigation for all transit users.

Objective 5.4: Increase access for users with disabilities through visual aids, readers, and mobility devices, autonomous & EV vehicles.

Strategies: Expand accessible tech features for riders with disabilities, modernize wayfinding and rider navigation tools. (Timeline: Ongoing)

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

Responsible Party/Supporting Party	Capital/labor	Funding	Performance Measures
TARTA	Staff time	Grants	Customer feedback

Plan Adoption

The coordinated plan was formally adopted by the planning committee on May 11th, 2026. To view the resolutions, see appendix C. Prior to adoption the plan underwent a 30-day public comment period from May 19th to June 30th, 2025.

To ensure this Coordinated Public Transit-Human Services Transportation Plan remains current and responsive to community needs, it will be reviewed and updated on an ongoing basis. A comprehensive review will occur every four years, aligned with the Section 5310 funding cycle, while annual updates will be made as needed to reflect changes in transportation services, funding sources, technology, or identified unmet needs. Minor updates, such as provider contact information or service adjustments, may be approved administratively by TARTA. Substantial amendments—such as changes to goals, strategies, or funding priorities—will involve stakeholder consultation and be documented through the planning committee. A summary of annual updates and amendments will be maintained in an internal log and shared with relevant partners upon request.

Appendix A: List of Planning Committee Participants

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

Agency Representation

Name	Agency
Laura D-	Able Law
Andy Heft	Area Office on Aging
Jackie Ellis/Richard Adjei	Anne Grady Services
Luke Reed	Autism Model School
Julie Champa	Bittersweet Farms
Clark Gross	Black and White Transportation
Candace Buckley	Cherry Street Mission
Valeria Fatica	City of Toledo
Roy Cherry	Epilepsy Center of Northwest Ohio
Sarah Abts	General Public
Valerie Moyer	Harbor Behavioral Health
Christine Gladieux	Harbor Behavioral Health
Antawon Anderson	Kingwon Transportation
Amy Abodeely	Lucas County Health Department
Nathaniel Reid	Sisters of St. Francis of Sylvania, Ohio
Stacey Stubblefield	Thomas Wernert Center
Julie Embree	Toledo Lucas County Homelessness Board
James Cousino	Toledo Lucas County Homelessness Board
Emily Mathews	United Way 211
Brandon Waites	TARTA
Richard Russel	TARTA
Marissa Bechstein	Lake Erie West
Amira Nur	Lake Erie West

In addition to hosting a planning committee, TARTA and Lake Erie West also conducted a variety of activities designed to increase the 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:

Brandon Waites, Lucas County Mobility Manager
Toledo Area Regional Transit Authority (TARTA)
567-666-5250 bwaites@tarta.com

Appendix B: 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.

§ 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.

AOA - Area agencies on aging coordinate local services for older adults and people with disabilities in their communities. Agencies provide supports to individuals in their homes or in other settings of their choice.

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

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

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

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

Major Trip Generator – A location that attracts a significant number of trips, either vehicular or pedestrian, to and from a specific location.

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

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

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

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

Appendix C: Plan Approval Documentation

WHEREAS, the Transportation Advisory Committee (TAC) for Lucas County has participated in the development and review of the Locally Coordinated Public Transportation Plan (LCP); and

WHEREAS, the LCP identifies transportation needs, gaps, and strategies to improve mobility for seniors, individuals with disabilities, and the general public; and

WHEREAS, the plan supports coordination among public, private, and nonprofit transportation providers and aligns with federal and state requirements;

NOW, THEREFORE, BE IT RESOLVED that the Transportation Advisory Committee hereby formally adopts the Lucas County Locally Coordinated Public Transportation Plan.

Adopted this 11th day of May, 2026.

Signatures:

Name: Anne Grady Services Signature: Jacqueline J. Ellis Chief Program Officer Date:

Name: Epilepsy Center, NWO Signature: Date:

Name: Sean Summon, Lake Erie West Signature: Date:

Name: Julie Champa, Bittersweet Farms Signature: Date:

Name: Nathan Foltz Bittersweet Farms Signature: Date:

Name: Janet Cullen, Epilepsy Center of NWO Signature: Date:

Name: Signature: Date:

Name: Signature: Date:

Appendix D: Survey Results

Response Statistics

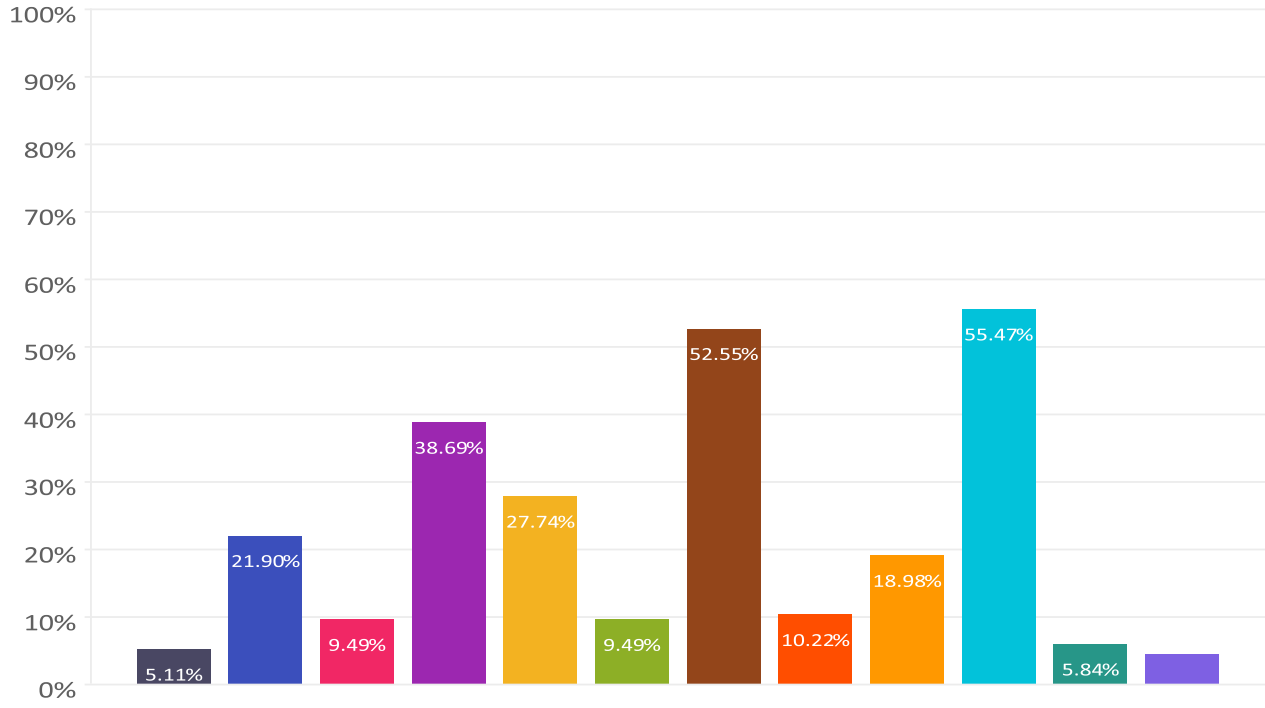
660 Survey Visits	140 Total Responses
133 Completed Responses	7 Partial Responses
0 Disqualified Responses	0 Over Quota Responses

Transportation Needs Survey

Q1

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

Answered: 137 Skipped: 3



Choices	Response percent	Response count
Amtrak	5.11%	7
Bike	21.90%	30
Carpool, Vanpool, Rideshare	9.49%	13
Fixed Line Bus Route	38.69%	53
Friend or Family	27.74%	38
Paratransit Humanservice	9.49%	13
Personal Vehicle	52.55%	72

Taxi Service	10.22%	14
Uber, Lyft, etc.	18.98%	26
Walk	55.47%	76
Wheelchair/Mobility Aid Service	5.84%	8
Other (Please specify)	4.38%	6

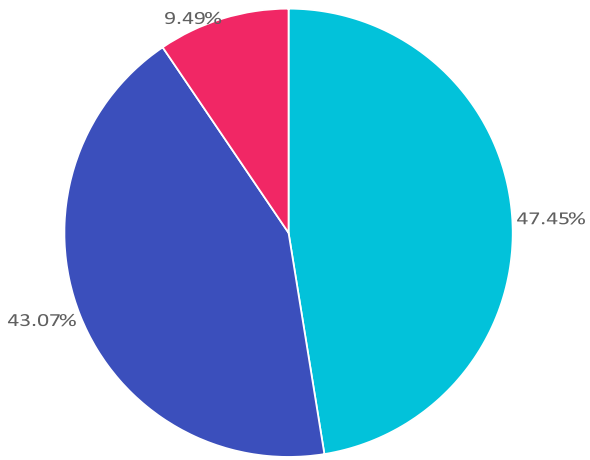
Other (Please specify)

1. Car
2. Veo scooter
3. Tarta Flex
4. Tarta Flex
5. Not specified
6. Black & White Cab Co.

Q2

Is public transportation, carpooling, or senior/paratransit services available to you?

Answered: 137 Skipped: 3



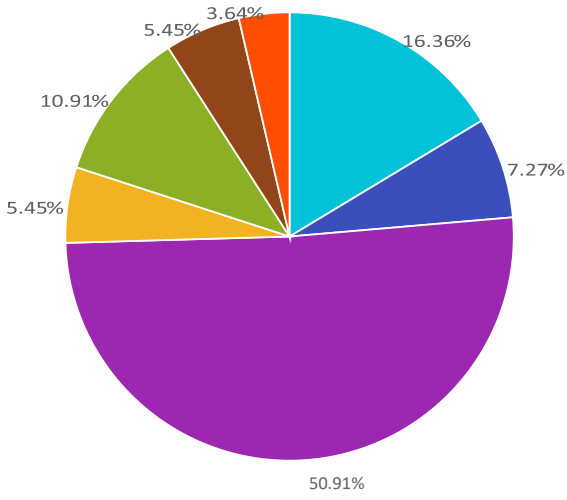
Choices	Response percent	Response count
Yes, I use it	47.45%	65

Yes, but I do not use it	43.07%	59
No, these services are not available to me	9.49%	13

Q3

If public or senior/paratransit transportation services *are not* an option for you, please select any of the following reasons why.

Answered: 55 Skipped: 85



They don't travel to the gowheelchair-accessible I cannot afford it The vehicles are not places I need to I prefer to drive my own car I do not qualify for transportation services available in my area My friend(s) or family member(s) drive me where I need to go I prefer to use another transportation provider. Other (Please specify)

Choices	Response percent	Response count
They don't travel to the places I need to go	16.36%	9
I cannot afford it	7.27%	4
The vehicles are not wheelchair-accessible	0.00%	0
I prefer to drive my own car	50.91%	28
I do not qualify for transportation services available in my area	5.45%	3
My friend(s) or family member(s) drive me where I need to go	10.91%	6

I prefer to use another transportation provider.	5.45%	3
Other (Please specify)	3.64%	2

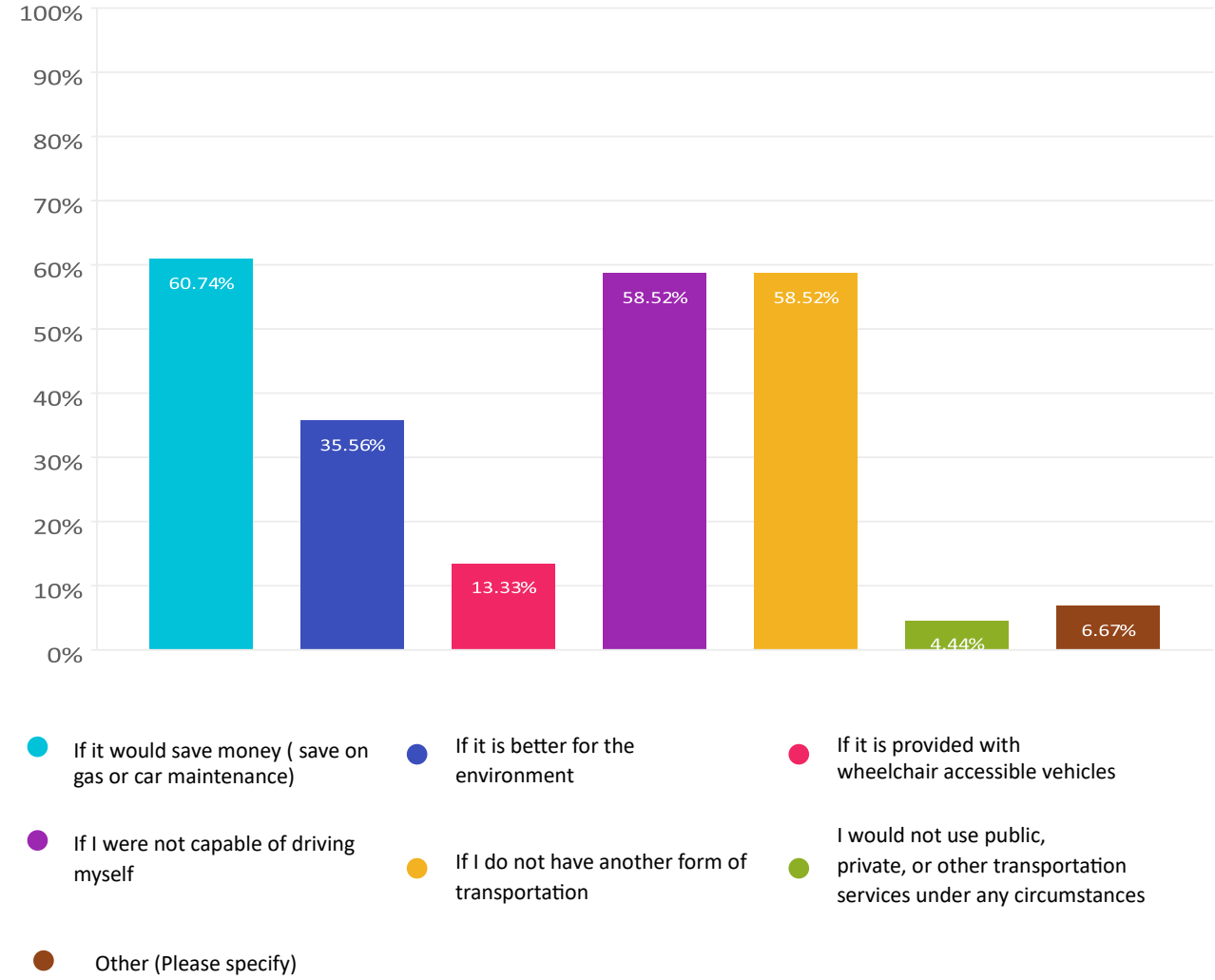
Other (Please specify)

1. Wasn't aware of these services until today
2. Not specified

Q4

Which of the following would encourage you to use public (e.g., bus service) or private (e.g., taxi) transportation services? (Please select up to three options)

Answered: 135 Skipped: 5



Choices	Response percent	Response count
If it would save money (save on gas or car maintenance)	60.74%	82
If it is better for the environment	35.56%	48
If it is provided with wheelchair accessible vehicles	13.33%	18
If I were not capable of driving myself	58.52%	79
If I do not have another form of transportation	58.52%	79
I would not use public, private, or other transportation services under any circumstances	4.44%	6

Other (Please specify)	6.67%	9

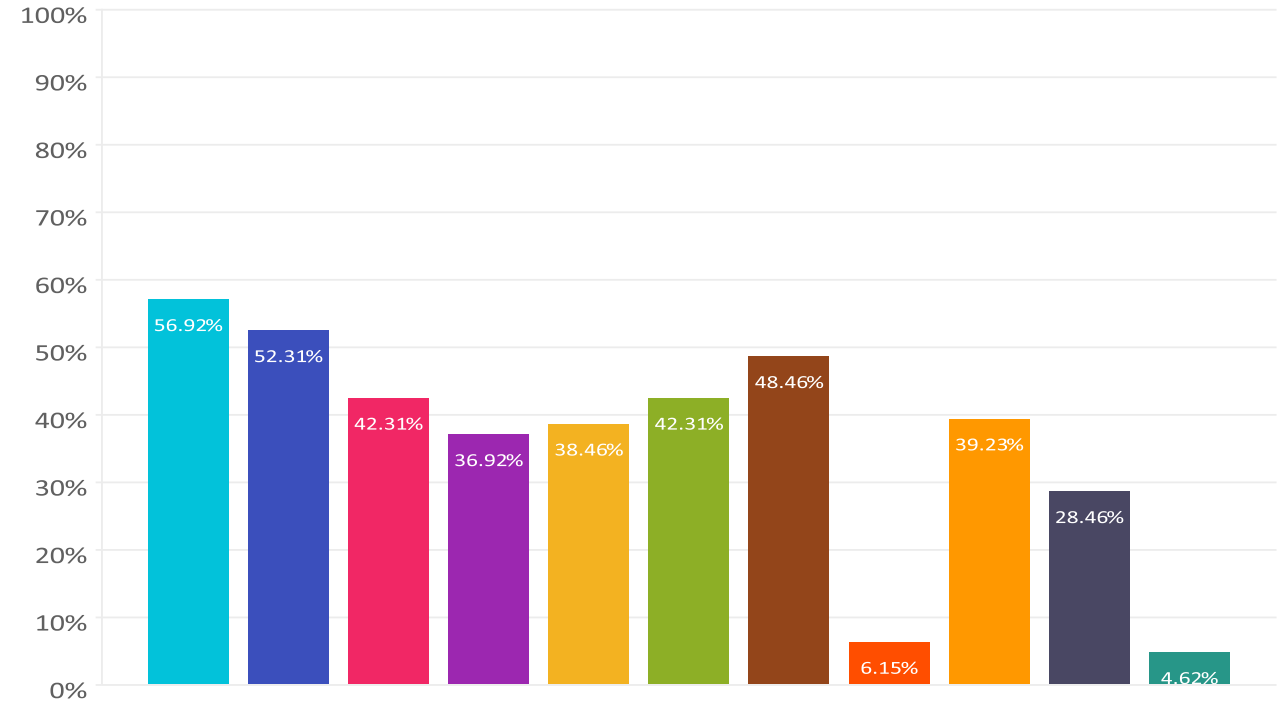
Other (Please specify)

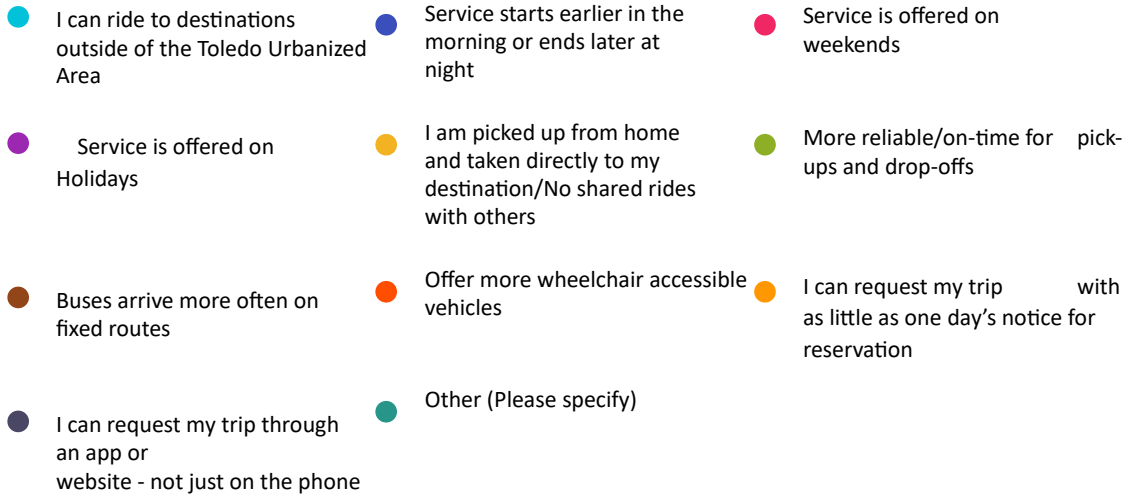
1. I use TARTA all the time, except to get to Perrysburg.
2. if there was an alternative: Car sharing
3. If the frequency was less than 10 minutes
4. I would use your call a ride service if it wasnt limited to areas outside the city. I pay taxes too and should have full access to all public transportation.
5. I use it because I am not able to drive - however, I care about the other factors as well - and I do spend less on transportation than people with cars.
6. N/a
7. More frequent busses/more busses to suburbs
8. Not specified
9. expand routes

Q5

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

Answered: 130 Skipped: 10





Choices	Response percent	Response count
I can ride to destinations outside of the Toledo Urbanized Area	56.92%	74
Service starts earlier in the morning or ends later at night	52.31%	68
Service is offered on weekends	42.31%	55
Service is offered on Holidays	36.92%	48
I am picked up from home and taken directly to my destination/No shared rides with others	38.46%	50
More reliable/on-time for pick-ups and drop-offs	42.31%	55
Buses arrive more often on fixed routes	48.46%	63
Offer more wheelchair accessible vehicles	6.15%	8
I can request my trip with as little as one day's notice for reservation	39.23%	51
I can request my trip through an app or website - not just on the phone	28.46%	37
Other (Please specify)	4.62%	6

Other (Please specify)

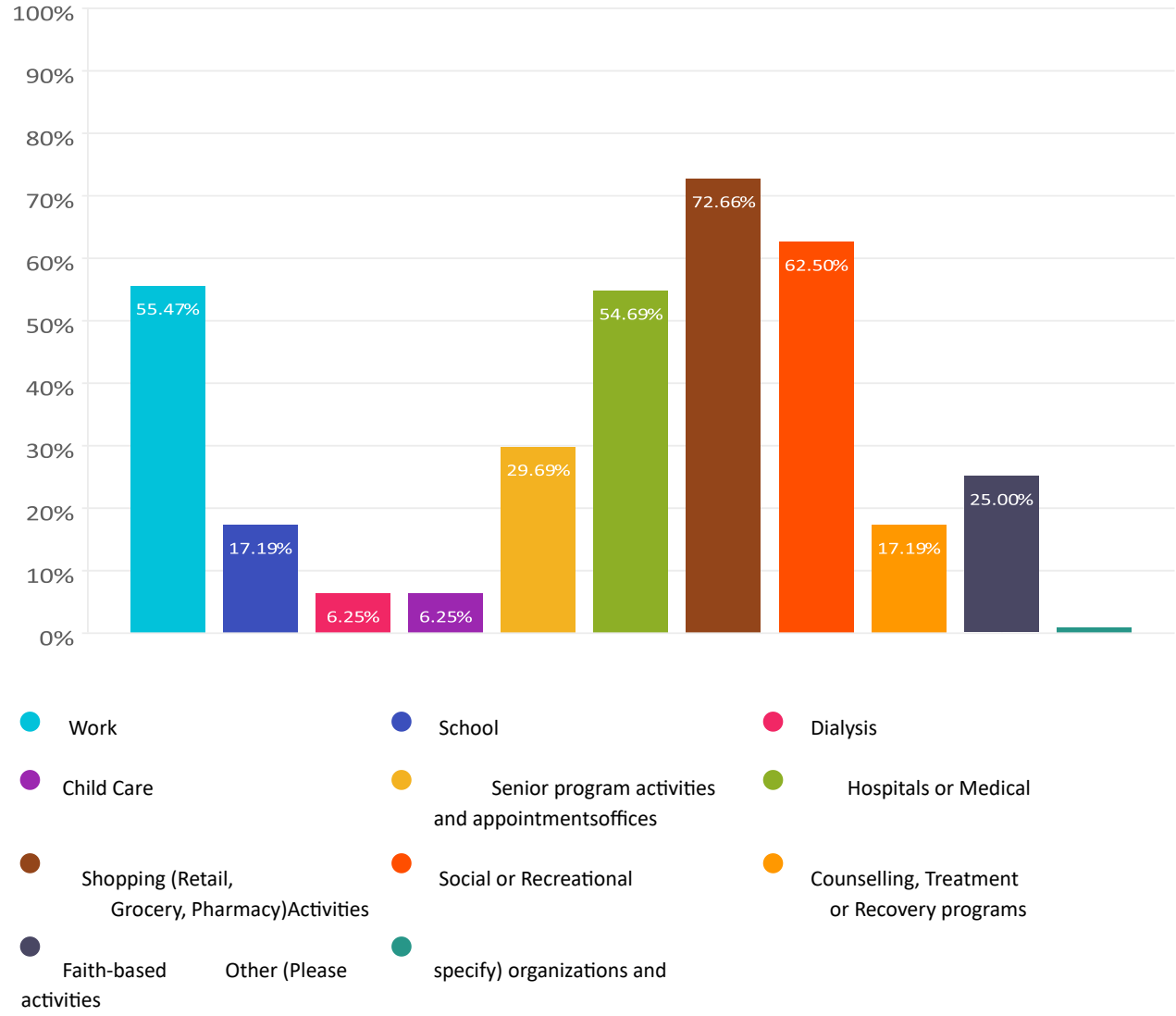
1. More variety of bus routes like before the Pandemic.
2. If the 11pm line is up longer.
3. N/A
4. I could schedule more than a day ahead with TARTA Flex
5. Additional fixed routes that are easier to use/ less walking and transferring (I use primarily paratransit mainly because of challenges with walking and navigating the fixed-line system)

6. More affordable

Q6

Which of the following are places you frequent when transportation is available? (Select all that apply)

Answered: 128 Skipped: 12



Choices	Response percent	Response count
Work	55.47%	71
School	17.19%	22
Dialysis	6.25%	8
Child Care	6.25%	8

Senior program activities and appointments	29.69%	38
Hospitals or Medical offices	54.69%	70
Shopping (Retail, Grocery, Pharmacy)	72.66%	93
Social or Recreational Activities	62.50%	80
Counselling, Treatment or Recovery programs	17.19%	22
Faith-based organizations and activities	25.00%	32
Other (Please specify)	0.78%	1

Other (Please specify)

1. Library

Q7

Where are the destinations that you selected above located? (Enter City/Town)

Answered: 112 Skipped: 28

Field label	Response percent	Response count
Work	58.04%	65 Responses
School	22.32%	25 Responses
Child Care	9.82%	11 Responses
Senior Services	24.11%	27 Responses
Medical Appointments	57.14%	64 Responses
Shopping	64.29%	72 Responses
Social Activities	56.25%	63 Responses
Faith-based Activites	29.46%	33 Responses
Other	11.61%	13 Responses

Work	School	Child Care	Senior Services	Medical Appointments	Shopping	Social Activities	Faithbased Activites	Other
Rossford			Toledo	Maumee	Toledo	Toledo area	Toledo	
				Toledo				
				Toledo/Maumee/Sylvania	Toledo / Sylvania		Ottawa Lake	
	Toledo							
Yes	Yes							
Toledo - Downtown, Oregon, and Sylvania					Toledo, Rossford, Sylvania, Oregon, Springfield Township, Waterville, Monclova Township, Holland, and Perrysburg	Toledo, Rossford, Sylvania, Oregon, Springfield Township, Waterville, Monclova Township, Holland, and Perrysburg		
Toledo, oh				Toledo	Toledo/Oregon	Toledo	Toledo	Toledo
Toledo				Toledo				
Toledo	Toledo			Toledo	Toledo	Toledo	Toledo	
					Toledo area	Toledo area		
toledo			toledo	toledo, sylvania	toledo, springmeadows	toledo, parks		
				Maumee, Sylvania, Toledo	Toledo, Rossford	Toledo, Maumee, Sylvania	Sylvania	
Toledo				Toledo	Findlay, Toledo, Perrysburg			
Toledo					Toledo			
Toledo					Toledo	Toledo		
Toledo				Toledo Perrysburg		Toledo	Toledo	

	Toledo					Toledo	Sylvania	
Sylvania				Toledo Maumee		Toledo Maumee Sylvania		
				Perrysburg	Rossford			
Toledo				Toledo	Toledo	Toledo	Toledo	
			Toledo	Perrysburg	Toledo , holland	Toledo	Toledo	
toledo						toledo		
			Toledo	Toledo		Toledo	Toledo	
Toledo			Toledo	Toledo				
Toledo	Toldeo	Toledo	Toledo	Toledo	Toledo	Toldeo	Toledo	
Toledo Ohio								
								All over the city
Toledo OH				Toledo Ohio	Toledo Ohio			
Toledo lucas county				Harbor	Franklin park mall area	Communit y events	Different churches	
Toledo					Toledo	Toledo		
ProMedica	Mercy College							
Toledo				Toledo				
Toledo	Toledo			Toledo, Sylvania, lambertvill e Mi,	Toledo, Sylvania, lambertvill e, maumee, Perrysburg	Within an hour radius on Toledo		
		closer to family			Kroger, food town	metropark s		car repair

				Toledo	Toledo			
			Toledo	Toledo	Toledo	Toledo	Toledo	
Toledo					Toledo, Maumee, Michigan	Toledo, Maumee		
			Toledo	Toledo	Toledo, Holland, Maumee	Toledo, Maumee, Perrysburg	Toledo	
				Toledo	Toledo	Toledo		
Toledo				Toledo	Toledo			
				Toledo Ohio	Toledo Ohio			

Perrysburg					Wherever I can get via public transit	Downtown Toledo	Downtown Toledo	
Oregon				Toledo Area		Outside Toledo		
Michigan					Michigan			
yes	yes	yes	yes	yes	yes	yes		
Perrysburg								
Lucas County					Lucas and Wood County	Lucas and Wood county		
Toledo				Toledo, Oregon, Sylvania	Toledo, Perrysburg , Sylvnia	Toledo	Sylvania	
					Toledo			
Toledo				Oregon	Toledo	Toledo and surroundin g areas		
Town	Town	City	None	City	City	Town	City	
Tokedo	Toledo	Toledo	Toledo	Toledo	Toledo	Toledo	Toledo	

People ready	Owens				Kroger			
Toledo	Toledo	Toledo	Toledo	Toledo	Toledo	Toledo	Toledo	
Toledo Zoo				UTMC	Franklin Park Mall	Downtown		
Toledo				Toledo	Tokedo	Toledo	Toledo	
	Perrysburg					Perrysburg		
Toledo				Toledo	Toledo	Toledo	Toledo	
Rossford	Toledo					Toledo		
Oregon	Toledo				Toledo / Rossford / perrysbur g			
				Toledo	Toledo or Oregon	Toledo	Toledo	
					Toledo, OH; Maumee, OH	Toledo, OH		Toledo, OH
Toledo				Sylvania	Various	Various		
Toledo				Toledo,	Sylvania,			
				Sylvania	Toledo			
Toledo, Ohio				Toledo, Ohio	Toledo, Ohio; Sylvania, Ohio	Toledo, Ohio; Sylvania, Ohio		Civic involveme nt or advocacy - Toledo, Sylvania, Maumee
			SENIOR CENTERSYLVANIA AVENUE	UTMC TOLEDO HOSPITAL	FRANKLIN PARK MALL	DOWNTO WN TOLEDO	BOULEVAR D CHURCH-SYLVANIA AVE	RESTAURA NTSVARIOUS
Holland	Bowling Green					Cambridg e	Perrysburg	
						Various		
Oregon	Perrysburg e							

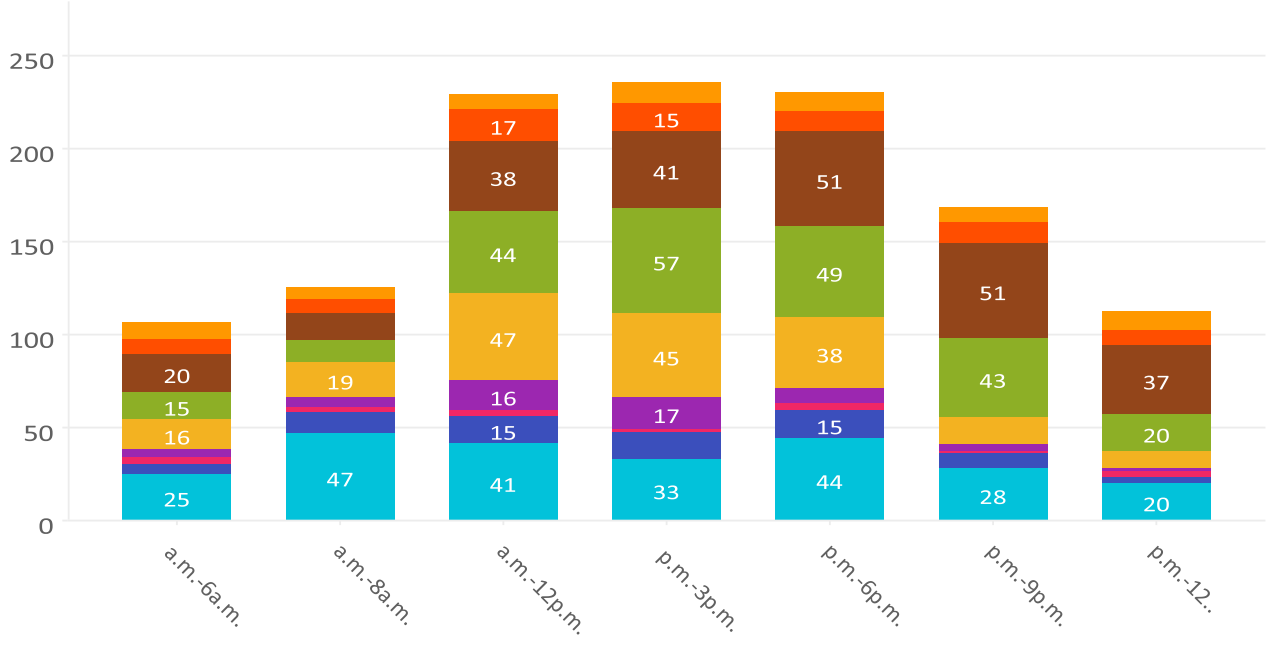
Carnival	Scott high				Walmart			
Maumee		Perrysburg			Perrysburg , Maumee, Toledo	Maumee, Perrysburg		
Maumee	Perrysburg	Perrysburg		Perrysburg	Perrysburg	Maumee	Maumee	
Maumee						Perrysburg , Maumee		
Toledo	Toledo			Toledo		Toledo	Toledo	
Toledo								
Kroger Rossford								
downtown Toledo					West Toledo, downtown Toledo	Metropark s		
Toledo	Toledo	N/a	N/a	Sylvania				
Toledo	Toledo			Toledo	Toledo			
Downtown Toledo					Jackman Rd.			
Holland				Springfield Township	Toledo, Holland, Springfield Township	Toledo and suburbs	Holland	
					Franklin Park Mall			Behavioral Health Company
	UT							Main Library
Sylvania Senior Center					Meijer			
				Sylvania	Sylvania			
								Exercise and Volunteering
				Nexus health	Kroger walmart			

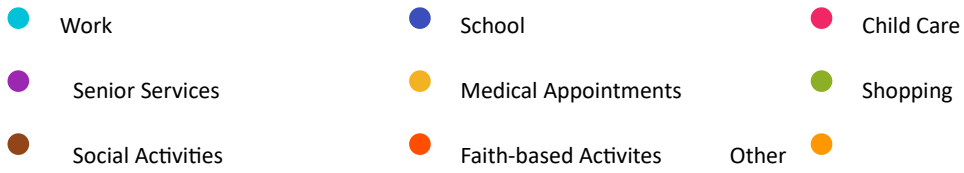
Toledo	Toledo	Toeldo	Toledo	Toledo	Toledo	Toledo	Toledo	Toledo
Toledo ohio		Toledo ohio		Toledo ohio	Toledo ohio	Toledo ohio		
Toledo						Toledo	Monclova	
						Sylvania		Silica
			Sylvania	Toledo	Toledo	Sylvania		
			Toledo	Toledo	Toledo			
Sylvania				Toledo	Sylvania		Toledo	
			Toledo	Toledo	Toledo	Toledo		
Toledo and Maumee					Toledo and Maumee			
				Toledo, Perrysburg , Rossford, Sylvania, Oregon	Toledo, Perrysburg , Rossford, Sylvania, Oregon			
			Collingwo od & Jefferson	St. Vincents (Downtow n)				
			Toledo, Sylvania	Toledo, Perrysburg , Sylvania, Maumee	Toledo, Sylvania, Perrysburg	Toledo, Perrysburg , Sylvania, Maumee	Toledo	
				Toledo		Sylvania		

Q8

When do you need transportation during the **WEEKDAYS** most often for each of the following destinations? (check all that apply)

Answered: 121 Skipped: 19



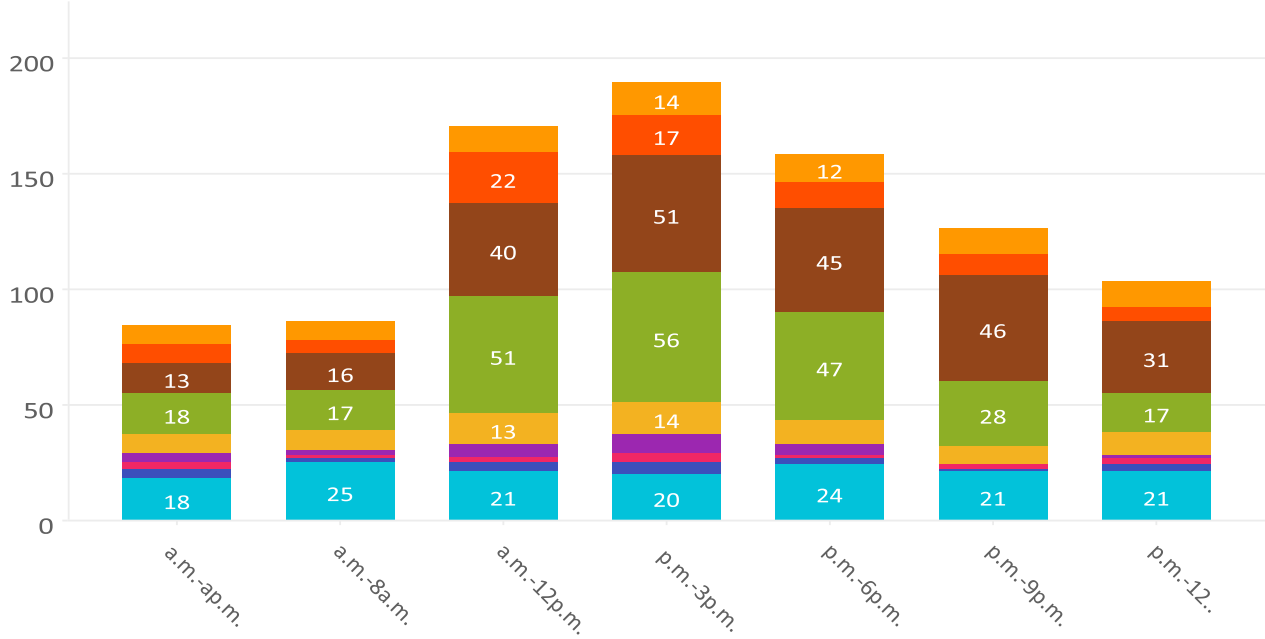


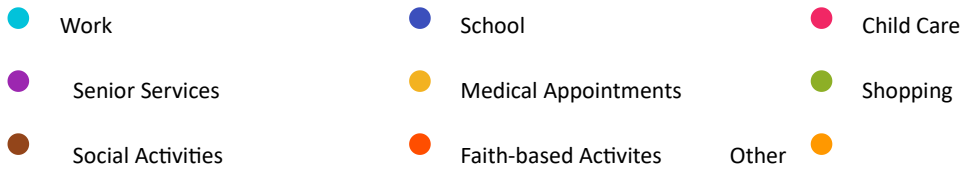
Row	Work	School	Child Care	Senior Service s	Medical Appoint ments	Shoppin g	Social Activitie s	Faithbased Activite s	Other	Response count
12a.m. - 6 a.m.	56.82% (25)	11.36% (5)	9.09% (4)	9.09% (4)	36.36% (16)	34.09% (15)	45.45% (20)	18.18% (8)	20.45% (9)	44
6 a.m. - 8 a.m.	72.31% (47)	16.92% (11)	4.62% (3)	7.69% (5)	29.23% (19)	18.46% (12)	21.54% (14)	12.31% (8)	9.23% (6)	65
8 a.m. - 12 p.m.	43.16% (41)	15.79% (15)	3.16% (3)	16.84% (16)	49.47% (47)	46.32% (44)	40.00% (38)	17.89% (17)	8.42% (8)	95
12 p.m. - 3 p.m.	34.38% (33)	14.58% (14)	2.08% (2)	17.71% (17)	46.88% (45)	59.38% (57)	42.71% (41)	15.63% (15)	11.46% (11)	96
3 p.m. - 6 p.m.	48.35% (44)	16.48% (15)	4.40% (4)	8.79% (8)	41.76% (38)	53.85% (49)	56.04% (51)	12.09% (11)	10.99% (10)	91
6 p.m. - 9 p.m.	35.44% (28)	10.13% (8)	1.27% (1)	5.06% (4)	17.72% (14)	54.43% (43)	64.56% (51)	13.92% (11)	10.13% (8)	79
9 p.m. - 12 a.m.	33.33% (20)	5.00% (3)	5.00% (3)	3.33% (2)	15.00% (9)	33.33% (20)	61.67% (37)	13.33% (8)	16.67% (10)	60

Q9

When do you need transportation during the **WEEKENDS** most often for each of the following destinations? (check all that apply)

Answered: 111 Skipped: 29



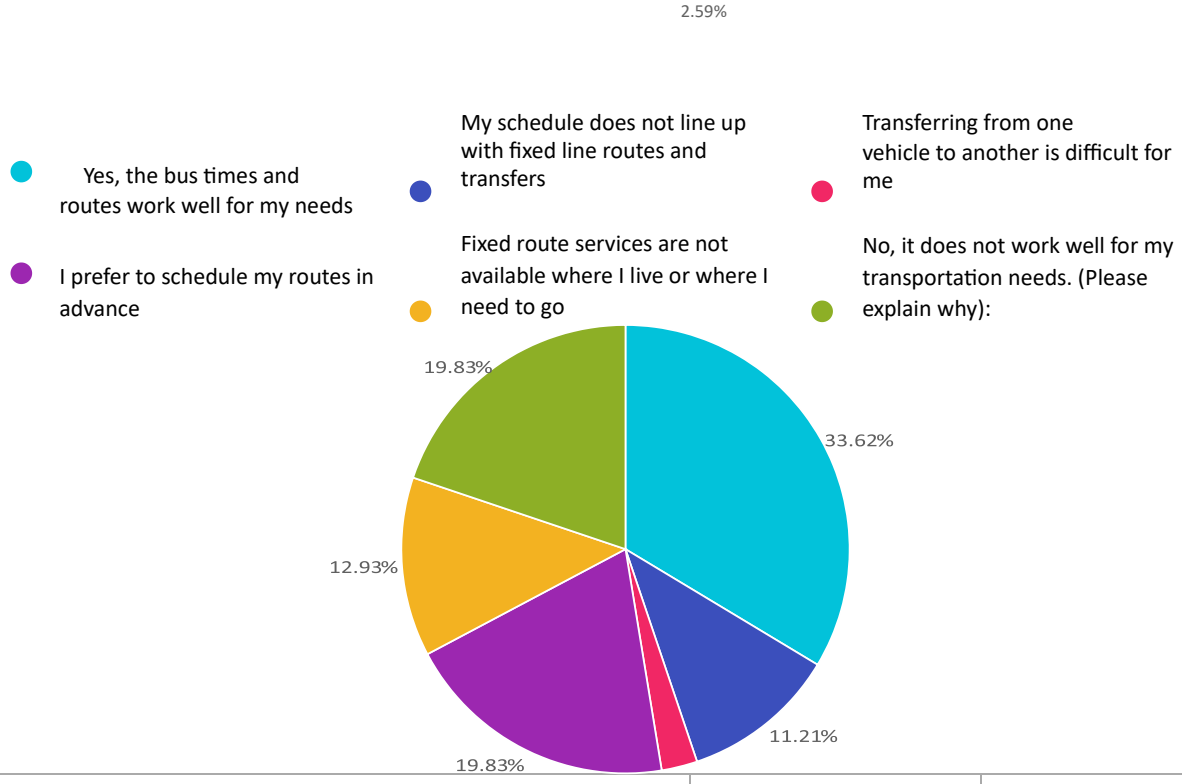


Row	Work	School	Child Care	Senior Service s	Medical Appoint ments	Shoppin g	Social Activitie s	Faithbased Activite s	Other	Response count
12a.m. - a p.m.	48.65% (18)	10.81% (4)	8.11% (3)	10.81% (4)	21.62% (8)	48.65% (18)	35.14% (13)	21.62% (8)	21.62% (8)	37
6 a.m. - 8 a.m.	54.35% (25)	4.35% (2)	2.17% (1)	4.35% (2)	19.57% (9)	36.96% (17)	34.78% (16)	13.04% (6)	17.39% (8)	46
8 a.m. - 12 p.m.	25.00% (21)	4.76% (4)	2.38% (2)	7.14% (6)	15.48% (13)	60.71% (51)	47.62% (40)	26.19% (22)	13.10% (11)	84
12 p.m. - 3 p.m.	21.98% (20)	5.49% (5)	4.40% (4)	8.79% (8)	15.38% (14)	61.54% (56)	56.04% (51)	18.68% (17)	15.38% (14)	91
3 p.m. - 6 p.m.	30.38% (24)	3.80% (3)	1.27% (1)	6.33% (5)	12.66% (10)	59.49% (47)	56.96% (45)	13.92% (11)	15.19% (12)	79
6 p.m. - 9 p.m.	32.81% (21)	1.56% (1)	3.13% (2)	0.00% (0)	12.50% (8)	43.75% (28)	71.88% (46)	14.06% (9)	17.19% (11)	64
9 p.m. - 12 a.m.	39.62% (21)	5.66% (3)	5.66% (3)	1.89% (1)	18.87% (10)	32.08% (17)	58.49% (31)	11.32% (6)	20.75% (11)	53

Q10

Do the buses that run on set routes and times work well for your transportation needs?

Answered: 116 Skipped: 24



Choices	Response percent	Response count
Yes, the bus times and routes work well for my needs	33.62%	39
My schedule does not line up with fixed line routes and transfers	11.21%	13
Transferring from one vehicle to another is difficult for me	2.59%	3
I prefer to schedule my routes in advance	19.83%	23

Q11

Fixed route services are not available where I live or where I need to go	12.93%	15
No, it does not work well for my transportation needs. (Please explain why):	19.83%	23

No, it does not work well for my transportation needs. (Please explain why):

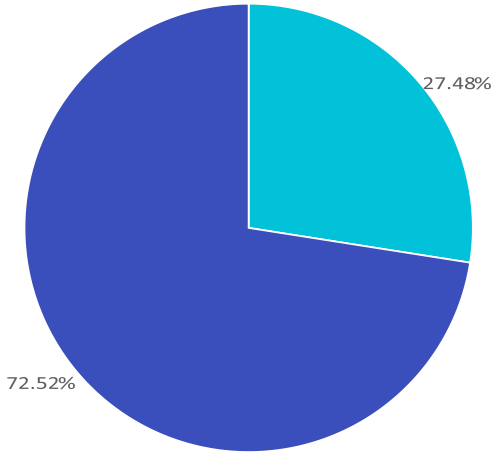
1. Not specified
2. The low frequency of bus service (an issue that is compounded when transfers are needed) makes the bus an impractical transportation option when compared with travel times by bike or personal vehicle
3. Most social activities on the weekend don't start until 8 or 9 pm and last till 11 pm

4. Routes don't run often enough and takes too many routes to travel where needed.
5. I'm not familiar with Toledo yet.
6. No fixed line service available in Waterville
7. When I work, I have to take a bus to downtown. And then all the way back out to where I live and I only live 4 miles from work. On Alexis road. Would be nice to have a route on Alexis road. That travels from Meyer store the mall via Alexis.
8. Would be nice to have #3 on weekends instead of having to go downtown to get to Westgate and Franklin park mall
9. Not specified
10. Not late enough
11. I live where there aren't any fix line options and if there were, I would feel uncomfortable transferring down town Toledo.
12. They work well, HOWEVER, there are no connecting buses like they use to. Arriving at the SAME TIME makes no sense.
13. I need higher frequency
14. They are always broken down and late
15. Never used service before.
16. It would be great to have a route that goes North and South on Reynolds. Going from North Reynolds to Southwyck requires a long trip and a transfer.
17. Routes are not direct enough (Transfers)
18. Too much walking, transferring, and navigating the routes is involved - I have disabilities but I know people without disabilities who say the same
19. WHEELCHAIR RESTRICTED ONLY
20. Not specified
21. I like to have the flexibility of driving myself.
22. Need more times later
23. I do not use it currently.

Q11

Are you familiar with the Mobility Management program which can help you find transportation, even across county lines?

Answered: 131 Skipped: 9



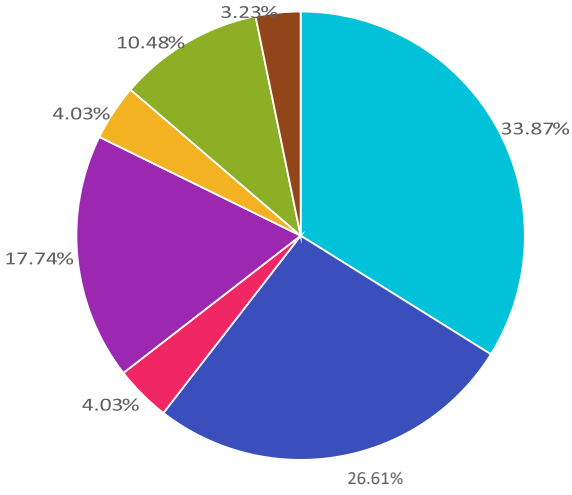
Yes No

Choices	Response percent	Response count
Yes	27.48%	36
No	72.52%	95

Q12

Which of the following do you use most to get transportation information?

Answered: 124 Skipped: 16



Transportation provider websites
Smartphone apps/texts
Social media
I call my transportation providers
Organizations like local churches or senior centers
I ask family or friends for help
Other (Please specify)

Choices	Response percent	Response count
Transportation provider websites	33.87%	42
Smartphone apps/texts	26.61%	33
Social media	4.03%	5
I call my transportation providers	17.74%	22

Organizations like local churches or senior centers	4.03%	5
I ask family or friends for help	10.48%	13
Other (Please specify)	3.23%	4

Other (Please specify)

1. Get help from organizations, calling the providers, and visiting their websites (question doesn't allow multiple answers)
2. None of the above I have a car
3. Nothing
4. N/A, I drive

Demographic Questions

The following demographic questions will help us better understand the needs of the people in our region. Your individual responses will remain confidential.

Q13

What is the zip code of your residence?

Answered: 122 Skipped: 18

1. 43623
2. 43623
3. 43623
4. 43612
5. 43537
6. 48195
7. 43605
8. 43612
9. 43608
10. 43605
11. 43606
12. 43604
13. 43560
14. 43606
15. 43605
16. 43609
17. 43609
18. 43551
19. 43615
20. 43608
21. 43604
22. 43604
23. 43614
24. 43566
25. 43612
26. 43614
27. 43560
28. 43609
29. 43609

30. 43606
31. 43615
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37. 43606
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41. 43614
42. 43617
43. 43542
44. 43528
45. 43607
46. 43616
47. 43528
48. 43604
49. 43615
50. 43605
51. 43604
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63. 43528
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67. 43613
68. 43537
69. 43460

70. 43614
71. 43614
72. 43560
73. 43615
74. 43615
75. 43604
76. 43604
77. 43604
78. 43551
79. 43537
80. 43551
81. 43604
82. 43604
83. 43620
84. 43620
85. 43608
86. 43613
87. 43615
88. 43615
89. 43604
90. 43617
91. 43560
92. 43606
93. 43604
94. 43613
95. 43605
96. 43617
97. 43560
98. 43560
99. 43615
100. 43615

Q14

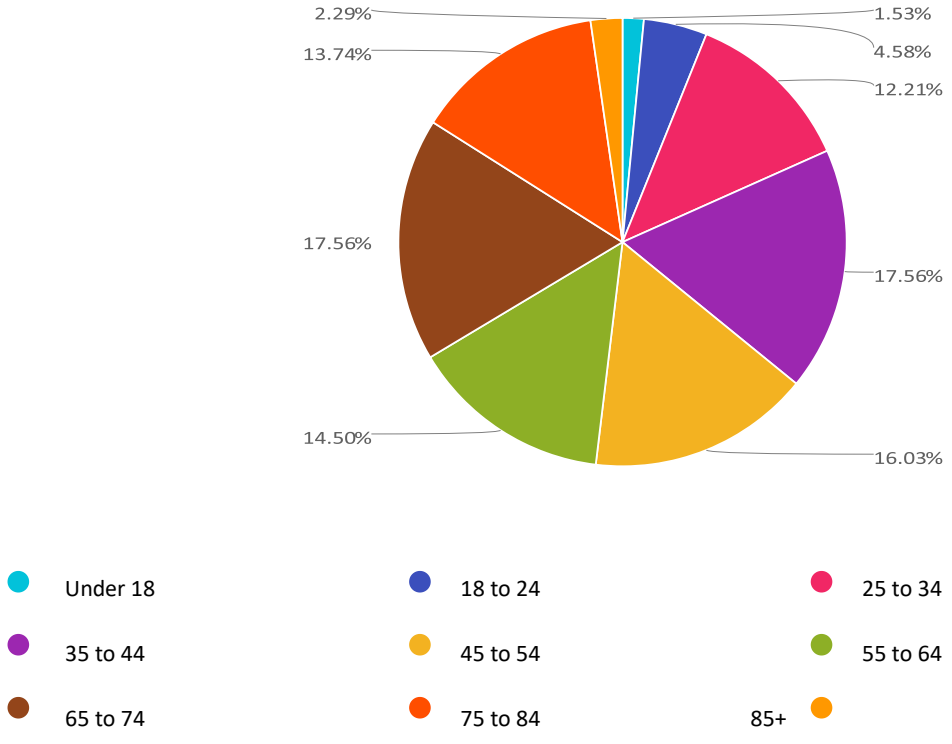
What is your age?

Choices	Response percent	Response count
Under 18	1.53%	2
18 to 24	4.58%	6
25 to 34	12.21%	16
35 to 44	17.56%	23
45 to 54	16.03%	21
55 to 64	14.50%	19
65 to 74	17.56%	23
75 to 84	13.74%	18

Q15

85+	2.29%	3

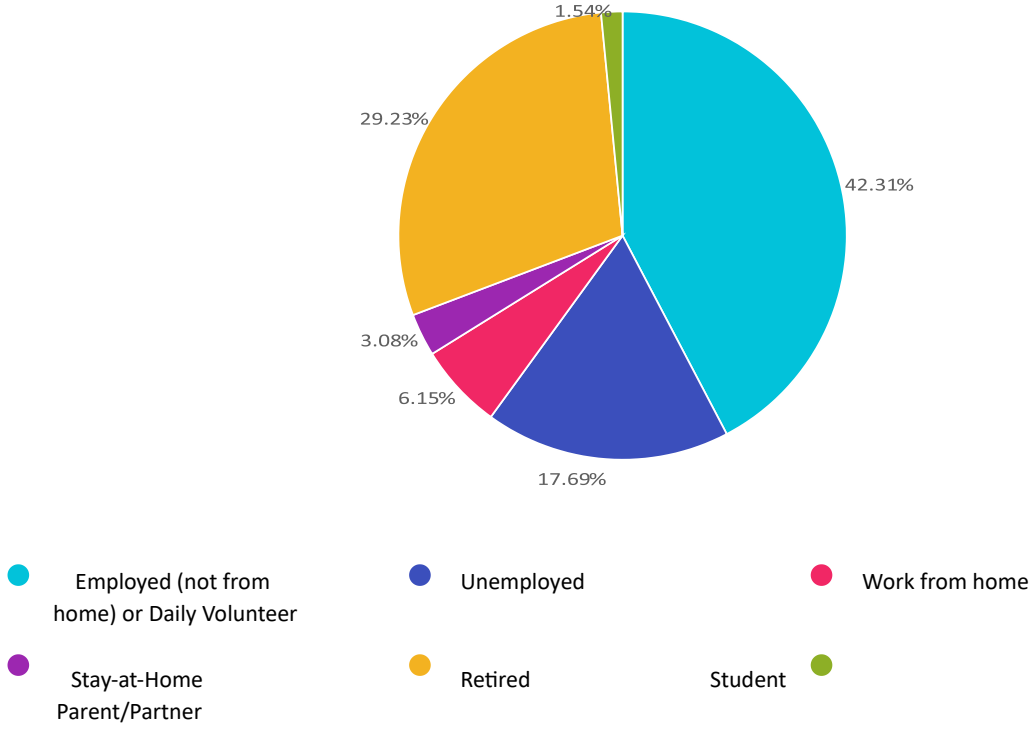
Answered: 131 Skipped: 9



Q16

Which of the following describes you **best**?

Answered: 130 Skipped: 10

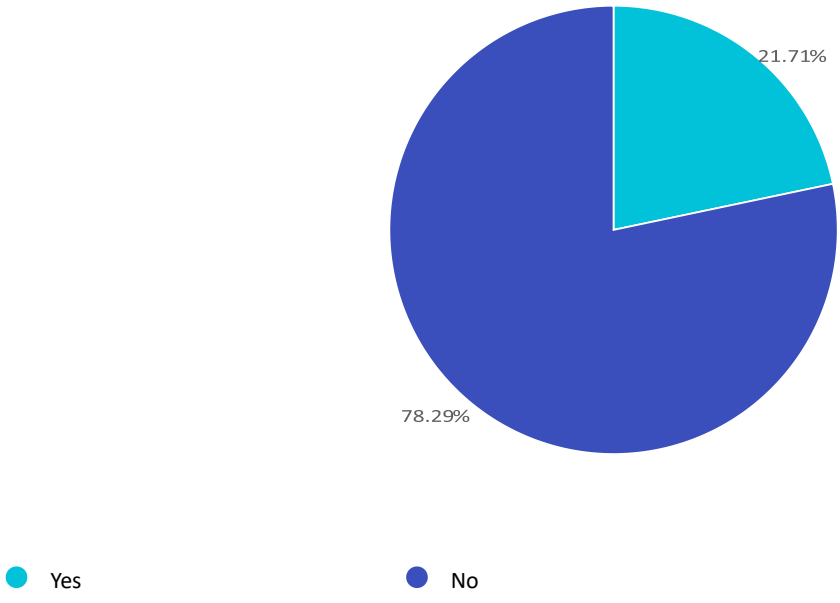


Choices	Response percent	Response count
Employed (not from home) or Daily Volunteer	42.31%	55
Unemployed	17.69%	23
Work from home	6.15%	8
Stay-at-Home Parent/Partner	3.08%	4
Retired	29.23%	38
Student	1.54%	2

Q17

Do you have a disability that requires you to use a cane, walker, wheelchair, or another device to help you move around?

Answered: 129 Skipped: 11



Choices	Response percent	Response count
Yes	21.71%	28
No	78.29%	101