

Coshocton County Coordinated Transportation Agency/Coshocton County Mobility Management  
Minutes - Transportation Advisory Board Meeting  
December 14, 2023 @ 10 a.m.  
401 Main Street, Coshocton, OH 43812

- I. Welcome – Valerie welcomed everyone to the fourth and final quarterly CCCTA/CTMM board meeting of the year. She asked that everyone please sign in and thanked everyone for coming. She excused Ms. Tracy Haines as she was on vacation! Attending the meeting was Mr. Gil White, CCCTA Driver; Ms. Barb Bergerson, CCCTA Client; Mr. Doug Schaefer, Veteran’s office; Ms. Megan Daugherty, CBHC; Lisa Fortune, Allwell; Shanna Stanton, OMI; Ryan Adams, CCCTA; and Ms. Valerie Shaw.
- II. Minutes from the September 21, 2023 meeting were handed out to members during the meeting. Valerie asked if anyone had questions/changes to please let her know. No one had any questions or changes to the minutes.
- III. CCCTA Update
  - A. Office update:
    - i. Dennis Meiser was hired as a part-time driver on September 5, 2023 and resigned on September 20, 2023 due to the recommendation of his orthopedic doctor which prevented him from performing the necessary job duties.
    - ii. Valerie explained that she is currently in the interview process of hiring another full-time dispatcher.
    - iii. Vacation policy Update – Commissioners recently changed the policy to at 6 months employees receive 5 days and at 1-year employees get the other 5 days.
    - iv. Christmas Party –Valerie shared that their work Christmas party was a great success and lots of fun.
    - v. Facility Grant – Liaison reached out this week and stated that they will be starting our Class of Action in the New Year and will reach out when they have follow-up from FTA.
    - vi. Valerie shared that she has been updating policies, QuickBooks for reporting to ODOT, streamlining billing, cross-training, New template for quarterly performance measures to be published/C’s. She also asked for any ideas on how to incentivize employees.
    - vii. TDP- Valerie shared with the group that ODOT provided marketing money at 100% to agencies and CCCTA will be developing a Transit Development Plan. It will basically show the needs, gaps, etc. for transportation for the agency’s future!
  - B. Customer Satisfaction Surveys
    - i. Drivers are currently passing out our annual CS surveys and handing out Christmas Ornaments with them as a Thank You to our passengers! Valerie gave an ornament to each board member present.
  - C. Vehicles
    - i. 4 coming soon!! Valerie stated that the agency has one vehicle supposed to be coming yet this year, two more in January and one more in March/April.

- ii. Allwell Vehicle - Valerie explained that CCCTA is now contracting with Allwell to schedule/dispatch their local trips. Allwell is providing the vehicle and the driver. Both agencies are excited for this partnership!

#### D. Meetings/Trainings

- i. Fair Booth – CCCTA had their booth at the fair again this year. Seemed fairly slow most days but the agency did get their Annual Needs Surveys done which is the big reason for their booth.
- ii. PAT – Ryan, Jay and Valerie attended Personal Assistance Training October 17-18<sup>th</sup>.
- iii. CPR/First Aid – Valerie and 4 drivers attended their bi-annual CPR/First-Aid class this week. Every employee is required to complete these courses every two years.

E. Mission Statement – Valerie recently updated the agency mission statement: “Our mission is to enhance the lives of our passengers through access to affordable, efficient, reliable public transportation one ride at a time!” Before it was: “CCCTA is committed to ensuring that its county’s residents have access to public transportation for healthcare, employment and daily living needs. Transportation services will be delivered in a cost-effective and safe manner by coordinating county organizations and resources.”

#### F. 2024

- i. CCCTA will continue to be Fare Free in the new year.
- ii. Annual Team Building Day is tentatively planned for May 16, 2024.

### IV. Mobility Management Update

#### A. Performance Measures:

- i. 51 unduplicated individuals received one-on-one training. 21 elderly (65+), 6 disabled, 1 elderly/disabled and 23 others
- ii. 47 informational packets distributed to riders and 3 resource/information packets to local agencies: CBHC, Spero Health and Windsorwood
- iii. 4 referrals were made to other agencies
- iv. 39 Requests were taken for new riders and I assist in planning 1 trip
- v. 42 gas vouchers were issued

B. Cart Program – Tracy submitted a grant application to the Coshocton Foundation asking for \$2,500 to purchase 50 collapsible shopping carts for CCCTA riders. CCCTA riders may only purchase what they can physically carry in one trip. The carts will enable them to purchase more/larger items and make less trips. The carts will make it much easier for them to transfer their purchases into their home especially when living in high-rise apartments. Additionally, the carts will be made available to dialysis patients who take personal comfort items to their treatments. Tracy will also submit a grant application to Walmart in 2024 to purchase additional carts.

C. Wheelchair Ramps - Tracy has realized an immediate need for at least 5 wheelchair ramps. The Coshocton Handicapped Society has a ramp building program but only provides the service May through October. This leaves those in need waiting months before they can even submit an application for a ramp. Tracy is seeking money from Care Source to purchase aluminum ramps

for those who are currently in need. We do not want to duplicate the program offered by the Handicapped Society but rather continue it through the months they are not able.

- V. SROI/Regional Coordinated Plan Update – provided by Deb Hill, Transit Planner at OMEGA
1. OMEGA, as the lead agency for the Region, is rewriting the Regional Coordinated Transportation Plan which is due to ODOT at the end of June 2024. It will be a five-year plan and projects that apply for 5310 funding, like senior transportation providers or RHDD, and mobility management, are required to be listed in the REGIONAL plan in order to apply for funding. We will be looking at regional unmet needs and developing regional goals which reflect the opportunities for expanding transit and transportation services throughout the OMEGA region over the next five years. As usual, Tracy Haines does an exceptional job of gathering information and representing the particular needs of Coshocton County, so your voices are heard and an integral part of the regional planning processes!!
  2. We are working with a team of five that are enrolled in the Tuscarawas Leadership development program at Kent State, Tusc, to further plans for a volunteer transportation companion project. This project was initiated in Coshocton County with significant progress made by Valerie and Tracy. The Tusc Leadership team is helping to find solutions and best practices to deal with issues of insurance, companion responsibilities and compensation strategies, and how to find, vet, train, and utilize volunteers. We hope to be starting a pilot program in 2024 and Coshocton County will be one of three or four counties to participate in the pilot.
  3. The first of its kind in the country SROI (Social Return in Investment) Research Project which is being conducted in association with Ohio University and is focused on Region 9 public transit and transportation providers, has already produced some eye-opening results with a full report being presented in mid-January 2024. One result of this project is expected to be an opportunity to reach and engage new funding options to help public transportation. Just a FEW of the early SROI impacts include:
    - a. People with access to public transit/transportation services are more likely to attend more health appointments for their chronic conditions resulting in a longer and healthier life. In 2022, in OUR region alone, this generated between \$27.7 MILLION and \$37 MILLION in decreased mortality rates and saved 35 lives in the region from untimely deaths.
    - b. More seniors and disabled persons are able to stay in their homes and age in place instead of being forced into an independent living facility because of public transit availability in the region resulting in between \$15 and \$20 MILLION in avoided out of pocket costs for institutional care and an additional \$2.5-\$3.5 MILLION in saved patient health costs for Medicaid.
    - c. Overall, for every dollar invested in transportation in Region 9, there was a Social Return on Investment of between \$5 and \$10 dollars. This is an incredible result which represents a 500% - 1000% return on money invested!! Again, it is worth noting – this is JUST our region and JUST over one year!

PUBLIC TRANSIT and TRANSPORTATION PROVIDERS in REGION 9, even though none are funded adequately nor staffed adequately, are doing an AWESOME, EXCEPTIONAL JOB of providing incredible value to riders, service organizations, employers, and communities in the region!!! CONGRATS on providing such excellence! YOU are both an inspiration and example for the rest of the country.

Anyone interested in having the SROI data that has already been published, please contact Deb Hill at OMEGA, or ask Tracy and we will get you the slides from the presentation!! There were 11 areas of

result that we focused on so there is much more data in the slides. The full final report will be published in mid-January and be publicly available. Please reach out to Deb Hill with any questions. [Dhill@omegadistrict.org](mailto:Dhill@omegadistrict.org) or 330-383-2252.

Thank you so much. On behalf of OMEGA, I wish you all a safe and happy Holiday Season and offer sincere congratulations for the excellent work that you all do on behalf of others. I am so proud to be able to PROOVE to the country the immense value rural public transit adds with the SROI Research Study. We all have known this, but the ability to offer funders, legislators, and others academically accredited proof starts a whole different conversation.

- VI. Discussion/Comments – Valerie opened the floor for comments and discussion. Valerie extended a warm Thank You to Barb Bergerson for hand writing cards almost 200 Christmas cards to be mailed out to CCCTA clients! She also thanked the entire Board for volunteering their time and for their input throughout the year. She wished everyone a very Merry Christmas!
- VII. 2024 Meeting Dates on Thursdays at 10:00am in the CCCTA office:
  - March 21, 2024
  - June 20, 2024
  - September 19, 2024
  - December 19, 2024
- VIII. Adjourn – Valerie thanked everyone for coming to the meeting. At 10:36 a.m., the meeting was adjourned.