

Coshocton County Coordinated Transportation Agency
Minutes - Transportation Advisory Board Meeting
March 10, 2022 @ 10 a.m. via Zoom Video Meeting

- I. Welcome/Introduction – Valerie thanked everyone for attending the CCCTA board meeting. In attendance was Ms. Kim Alton, Ms. Amy Crown, Mr. Billy Hamilton, Ms. Deb Hill, Mr. Zac Miller, Mr. Dane Shryock, Ms. Charity Simmerman, Ms. Shanna Stanton, Ms. Rhonda Kraus, Ms. Tracy Haines and Ms. Valerie Shaw.
- II. Minutes from the December 16, 2021 meeting were emailed to each member prior to the meeting. Valerie asked that if anyone did not receive them or had questions/changes to please let her know.
- III. CCCTA Update
 - A. Admin – CCCTA’s scheduler/dispatcher, Rachel Shroyer, will be leaving in June/July and has been replaced with Ms. Charity Hunt. We did 3 rounds of interviews along with shadowing and it came down to three candidates who were all great. Charity’s personality stuck out and seemed like the best fit for the office. She will start on March 21, 2022 to train with Rachel up until she leaves.
 - B. Drivers – The agency has two potential part-time new hires. Both have completed a ride along and have been sent for pre-employment testing. Valerie mentioned that one employee had been off for a few weeks due to an injury and another will be off starting in April due to a surgery.
 - C. Ridership – Valerie stated that they are finally seeing pre-pandemic ridership numbers again - Anywhere from 100-130 rides per day!
 - D. Fare Free – CCCTA has been Fare-Free within the County since the beginning of the year. There has been an increase of in-county trips, but not substantial.
 - E. Request Times – Valerie explained that she recently made updates to a few things in the office; one of these being request times. Riders are now able to make requests M-F from 8am-2pm, where before it was only 10am-2pm.
 - F. Reminder Phone Calls – Valerie also updated the time that reminder calls go out to those with transportation scheduled for the following day. Whereas before these reminder calls went out at 3:30pm, they now go out at 2pm. This gives the office plenty of time to make changes and take cancels that roll in after these calls go out.
 - G. Weather Policy Update – Something else the agency recently changed was the weather policy. Now, the agency does not necessarily not operate vehicles just because it is a level II. It is the driver’s discretion who/where they pick-up in regards to safety.
- IV. Grants
 - A. 2023 ODOT LOI/Apps – Letters of Intent were due February 25, 2022. Tracy and Valerie completed their shared app of what projects they were applying for. The mandatory application workshop will be held on Wednesday, March 16, 2022 with applications released after that.

B. 2021-22 RCI – As of the end of February Coshocton RCI money has been completely expended and Holmes has a little over \$10,000 left. Tracy reported 196 completed trips within Holmes County with RCI money.

V. OLT Week – Valerie talked about Ohio Loves Transit week which was celebrated the week of February 14th.

A. Local – At the local level CCCTA and CCMM put together and handed out goody bags, thank you cards and scheduled ride alongs. She thanked all of the board members who took time out of their schedules to ride along with her, Tracy and the passengers. She stated that Mayor Mills and Representative Kevin Miller also rode along during the week and Josie from the Beacon rode along and did a story as well!

B. Statehouse – Valerie explained how OPTA puts on a Legislative day each year and members are asked to schedule meetings with their district legislatures to say thank you. Valerie and Tracy traveled to Columbus and met with Senator Hottinger and expressed their thanks for all of the money and support that he has a hand in when it comes to public transit.

VI. Projects -

A. PCA Program – Valerie explained that she and Tracy are working on a few projects. The first of these is a Personal Care Attendant (PCA) Volunteer Program for Coshocton. She stated that all too often the agency has passengers who do not have anyone to go with them to appointments/procedures. Sometimes they just need a little help. Valerie mentioned that she just heard of an incident where a gentleman fell at one of the local medical offices and they facility told him that he cannot come back to their facility unless he has someone who can come with him. Unfortunately, he has no one – no friends/family, aide, etc. Valerie stated that this situation is exactly where they are trying to offer some assistance and come up with a helpful program for residents.

Valerie asked that if anyone would be willing to help offer some input/attend a meeting to help get this off the ground that they will be discussing needs/barriers/training/etc. on a zoom meeting next Tuesday, March 15th at 9am.

B. Local Non-Restricted Money Fund – A second project that Tracy and Valerie are working toward is an extra pot of money. Valerie explained that basically they want to be able to help those individuals who still ‘fall through the cracks.’ Occasionally there are people who call in and need to go out-of-county that cannot afford even the small mile fare cost. Valerie stated that she felt like it would be less than \$5,000 if she had to put an amount on it. She explained that they would be reaching out to local agencies as well as mentioning this during the PCA meeting on Tuesday.

C. Holmes County – Tracy stated CCCTA had provided 196 trips from July 2021 to February 28, 2022. She has received calls from Holmes County residents expressing concerns as to how long the transportation will be available and what they will do when the funding is gone. Tracy has also had conversations with Chris Arnold-Wilson, Adult Probation Officer in Holmes County. Chris has expressed a transportation need for those who are court ordered to attend rehabilitation appointments. Most do not have a driver’s license or means to pay for transportation. If they fail to attend the meetings, they could be incarcerated. Chris drafted a letter to the Holmes County Commissioners explaining the need for public transportation in

Holmes County. While the Holmes County Commissioners acknowledged CCCTA “is a well-run program” they do not have any interest in supporting transportation services in Holmes County. This is unfortunate as we see a definite need especially for accessible transportation. Valerie and Tracy will reach out to Holmes Co. JFS to discuss possibilities.

VII. Mobility Management

- A. Tracy stated the Mobility Management program was awarded \$80,121 for CY 2022. Of that, \$64,096.80 is federal and \$16,025 local match. At the 4th quarter Advisory Board meeting Tracy reported unused 2021 funding would carry over into the CY 2022 budget. Since then ODOT has informed us that will not be the case. However, if it is determined later in the year that more funding is needed for the program, there may be the option to do a budget revision.
- B. Holmes County RCI – CCCTA has provided 196 one-way trips through the end of February despite having no funding for advertising. At this time, we are reliant on word of mouth to inform Holmes County residents of this transportation service. The residents we are providing service to have expressed concern as to what they will do when the funding expires.
- C. LOI – A letter of intent was completed and submitted on time to ODOT for the CY 2023 Mobility Management program. Tracy included a small stipend in her budget for services in Holmes County if the opportunity comes to fruition. We should know in early March if we are able to apply for 5310 funding.
- D. Committees – Tracy will continue to participate on OMEGA’s Regional Coordinated Council and Steering Committee as well as ODOT’s Social Media and Welcoming Committees. She continues to mentor Jill Cunningham from Tuscarawas County.
- E. Plan Update – Tracy will begin to disseminate the annual regional survey in early April. Tracy will also conduct a customer satisfaction survey with CCCTA riders. OMEGA has begun to request Mobility Managers obtain updated information from providers in each of their counties. Tracy will continue to provide this information when available until the update is complete.

VIII. Medicare Advantage – Tracy and Valerie met with Ms. Rhonda Kraus, Director of Client Services with Senior Benefit Advantage to learn more about Medicare and discuss ways to partner with them to provide more transportation services to our county’s seniors. We explained the transportation programs we have for those who are 60+ and learned that Medicare has optional benefits (including transportation) but members can only choose one. If the senior uses CCCTA for their transportation needs, they could then choose another benefit under Medicare. We also inquired as to who was providing the transportation under Medicare and how can we partner with them to be a provider. The meeting was very informative for all.

IX. Multi-Use Path CR 621 – A public meeting held on January 12th was well attended and produced a good conversation with residents living in Canal Lewisville. Some concerns were voiced as to how much land would be used to build the 10-foot wide path. One resident suggested taking 5-feet from each side of the road so no resident would lose 10-feet of their property. Another concern was the loss of trees along the proposed path. County Engineer Fred Wachtel is considering those concerns. The OTAP application was submitted along with 13 letters of support. Total project cost is \$940,906. This includes \$80,000 for design cost and \$43,045, 5% local share which the county will

be responsible for if the project is selected for funding. It is anticipated another grant application will be submitted for the design costs and we will seek funding from local businesses and foundations for the local match. The committee feels they put together a strong proposal. Awards are expected to be announced in July.

- X. Public Outreach – Tracy and Valerie continue to create social media posts on Facebook/web pages, publish ads in the Coshocton Beacon and WTNS. They have been on the WTNS talk show talking about proposed projects. Tracy and Valerie spoke about their programs in-person at the West Lafayette United Methodist Ladies church luncheon. Swag bags were given to all in attendance. Tracy stated they were very excited to return to in-person outreach and offered to speak to any groups or events sponsored by board members. Tracy said she will begin annual surveys in early April. Survey results will be used to monitor unmet needs and for updating the regional plan. Tracy asked board members to attend the next advisory board meeting in-person as she will be taking a group photo that will be used on our web pages.
- XI. Coshocton County Handicapped Society – Tracy stated she works closely with the Handicapped Society making referrals and assisting county residents with applications for services. In a recent conversation with Candy Angle, Tracy learned they were in dire need of volunteers as they were only able to staff the office two days per week for a few hours each day. Both Tracy and Valerie will be attending their next board meeting on Monday. Tracy said this is a very much needed resource in our community and invited board members to attend the monthly meeting.
- XII. Discussion/Comments – Valerie asked if anyone had anything to share with the group. Kim Alton asked for more clarification on the Handicapped Society duties they were needing. Tracy explained that it would basically be desk, clerical work. Amy Crown added that she had spoken with Candy at the Handicapped Society as well and she knew that they were also looking for other Board members, including a Treasurer. No one else had anything to add to the meeting.
- XIII. Adjourn – Valerie thanked everyone for coming to the Zoom meeting and stated that the next meeting would be held on June 16, 2022 at 10am in-person at the CCCTA office. At 10:44 a.m. the meeting was adjourned.