

Wayne County, Ohio

# Locally Developed, Coordinated Public Transit-Human Services Transportation Plan

2026-2030

This plan was developed and adopted by Community Action Wayne/Medina's Mobility Manager with the Wayne County Transportation Planning Committee. For information, suggestions, or to request alternative formats, please contact: Kathryn Hardinger, Mobility Manager 330-264-8677 | [khardinger@cawm.org](mailto:khardinger@cawm.org).

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*“Transportation should never be a barrier to opportunity,” - Governor Mike DeWine*

*“There can be no doubt that the transportation sector is the most critical sector of our economy.” -Robert Brady*

*“The reality about transportation is that it's future oriented. If we're planning for what we have, we're behind the curve.” -Anthony Foxx*

*“Our transportation decisions determine much more than where roads or bridges or tunnels or rail lines will be built. They determine the connections and barriers that people will encounter in their daily lives, and thus how hard or easy it will be for people to get where they need and want to go.” -Elijah Cummings*

*“Transportation is the center of the world. It is the glue of our daily lives. When it goes well, we don't see it. When it goes wrong, it negatively colors our day, makes us feel angry, and curtails our possibilities.” -Robin Chase*

*"If we're going to talk about transport, I would say that the great city is not the one that has highways, but one where a child on a tricycle or bicycle can go safely everywhere." -Unknown*

*"An advanced city is not one where even the poor use cars, but rather one where even the rich use public transport." -Gustavo Petr*

*"Getting from good homes to good jobs depends on good transportation.” -Marty Walsh*

*“Transit builds a city that people choose to live in.” -Betsy Hodges*

# Executive Summary

This plan is the Public Transit–Human Services Transportation Plan for Wayne County, Ohio, covering 2026–2030. It fulfills the Federal Transit Administration’s requirement for a *locally developed, coordinated* plan that guides Section 5310 investments and coordination efforts. Background on the FAST Act and related program definitions is provided in the plan’s appendices.

Transportation is essential in Wayne County. It connects residents, especially older adults, people with disabilities, and low-income households, to jobs, education, health care, human services, groceries/pharmacies, and community life. It is the purpose of this plan for local stakeholders to work collaboratively to do the following activities:

## #1 Identify all community resources

Wayne County’s mobility network is multi-provider and multi-role. The plan inventories organizations that:

- Operate vehicles for the public: WayGo (public transit), intercity bus options, and local for-hire operators.
- Operate vehicles for enrolled clients: human-service, health, behavioral health, and disability service agencies.
- Operate vehicles to specific programs/destinations: hospitals/clinics, veterans’ services, schools/colleges, and community programs.
- Fund or purchase trips: public agencies, hospitals, foundations, faith/community partners, and employers.
- Provide information/referrals/coordination: Mobility Management (CAWM), 211, and partner agencies.

## #2 Identify and prioritize community transportation needs

Top Unmet Mobility Needs:

- Publish and maintain a countywide Transportation Resource Guide (plain-language, public-facing).
- Continue the County Transportation Coalition to advocate, educate, and coordinate.
- Tune WayGo fixed routes in Wooster to better match common trips/stops.
- Create a single “front door” (phone/web) for information and booking with interpreters/large-print options.
- Strengthen county partnerships to operate, coordinate, and fund together.
- Other widely cited needs: microtransit/curb-to-curb coverage (esp. for older adults and people with disabilities); more wheelchair-accessible vehicles; extended hours (early morning, evenings, weekends/Sundays); affordable options for non-Medicaid riders; reliable out-of-county medical access; travel training; safer stops/first-last mile.

## #3 Establish a clear plan for achieving shared goals

The Planning Committee converted the ranked needs into goals using ODOT’s guidance.

- Goal 1: Enhance Partnerships & Collaboration  
Sustain the County Transportation Coalition; document partner resources/spending; align on shared priorities.
- Goal 2: Increase Affordable Transportation for Work Trips  
Target shift times and job hubs; build employer partnerships and funding; address first/last-mile.
- Goal 3: Reestablish Affordable Countywide Public Transit  
Research models, partnerships, and funding blends to enable a countywide public transit approach.
- Goal 4: Increase Affordable Out-of-County Medical Access (Explore & Support)  
Prepare pathways (handoffs, hubs, volunteer/voucher models) and rider materials; no service launch under this goal.

- Goal 5: Improve Service Design & Access within Wooster’s Public Transit  
Route tuning, coverage gaps, extended microtransit hours, and safer stops/amenities.
- Goal 6: Rider Information, Training, and Resource Guide  
Centralized guide, travel training/wayfinding, accessible formats, and consistent public messaging.

### **Plan for Achieving the Goals**

Implementation follows ODOT’s template with clear timelines, leads/support partners, practical action steps, and measurable performance. Priorities are confirmed using the shared Urgency/Equity/Feasibility weights across 2026–2030.

- WayGo leads service design within Wooster (fixed-route adjustments; microtransit hours/coverage; stop amenities) in collaboration with the Mobility Manager and partners.
- The Mobility Manager/CAWM leads countywide coordination, the Coalition, the Resource Guide, workforce partnerships, and exploration of out-of-county medical access pathways.
- Funding pathways include a blend of federal/state transit funds, local public funds, hospital community benefit, Medicaid NEMT, foundations, employers, and regional programs.

Fundamental to the Coordinated Transportation Plan process is the active and meaningful involvement of residents and stakeholders. For projects selected for funding under the Section 5310 program, participation in planning activities must include participation and/or representation of the following, at a minimum:

- Seniors;
- Individuals with disabilities;
- People with low incomes;
- Public, private, and non-profit transportation providers;
- Human services providers, and;
- The general public.
- Additionally, we sought involvement with local Amish communities.

To ensure participation from the above groups, the Mobility Manager led 6 stakeholder involvement activities:

- Public and stakeholder surveys (with strong participation from older adults and people with disabilities),
- Three public focus groups (Older Adults & People with Disabilities; Healthcare, including out-of-county; Workforce & Education),
- Two public “Rank the Needs” workshops, and
- A Goals & Strategies workshop with the Planning Committee.

This plan was developed and adopted by Community Action Wayne/Medina’s Mobility Manager with the Wayne County Transportation Planning Committee. More information about the planning committee can be found in Appendix A.

# I. Geographic Area

According to the 2020 Decennial Census, Wayne County's population is 116,894. The most recent official estimate (Vintage 2024) places the county at 116,632 as of July 1, 2024. Wayne County is 555 square miles, and the county seat is Wooster. Wayne County is predominantly rural with small-urban centers.

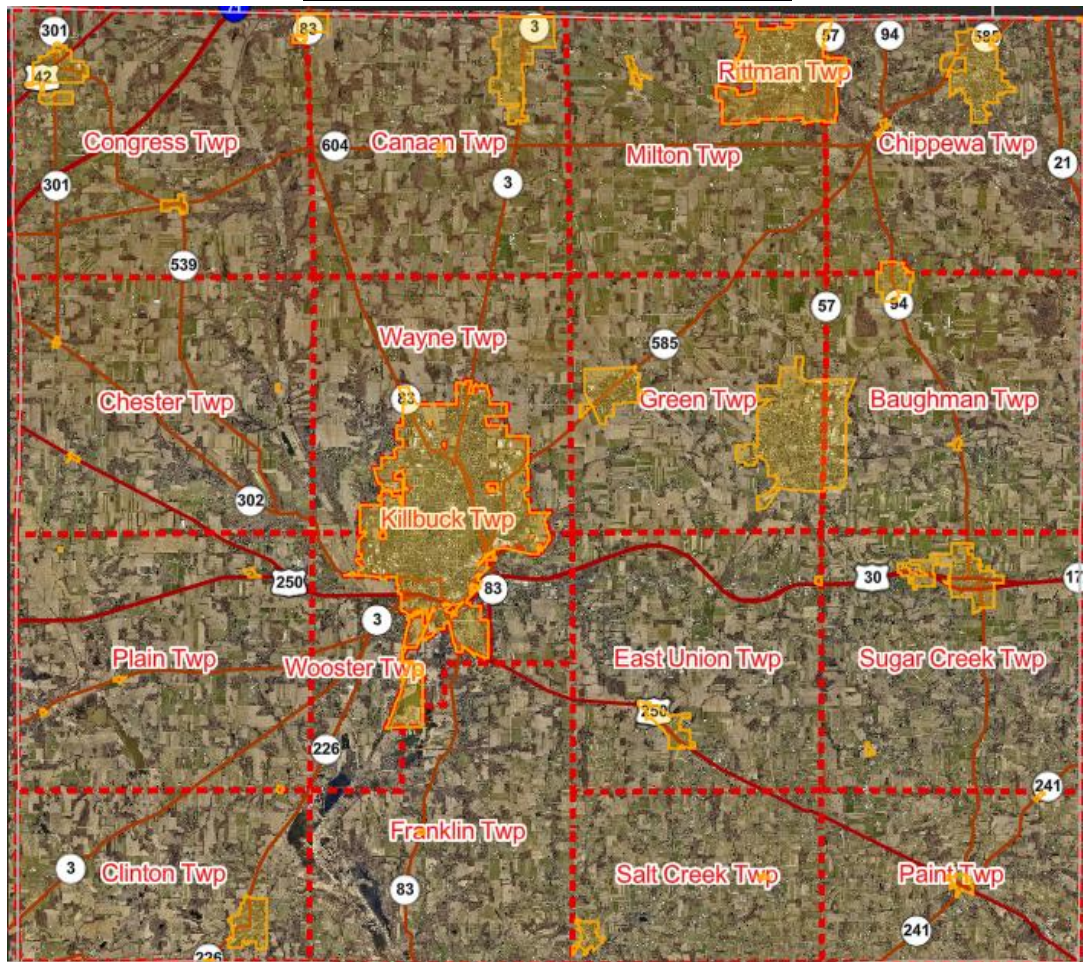
Portions of the county (the City of Rittman, Village of Doylestown, and Chippewa and Milton Townships) are within the Akron Metropolitan Area Transportation Study (AMATS) Metropolitan Planning Organization. The remainder of the county plans outside an MPO/RTPO framework, in coordination with local districts and ODOT.

Wayne County is bordered by Medina (north), Summit (northeast), Stark (east), Holmes (south), and Ashland (west) Counties. Major travel corridors. Primary corridors include US-30, US-250, SR-3, SR-83, SR-57, SR-585, and SR-241, connecting rural townships with Wooster, Orrville, Rittman/Doylestown, and adjacent counties.

Land use/land cover. 51% Rural. Agriculture dominates land use, accounting for approximately 39.14% of cultivated crops and 26.72% of pasture/hay. Developed land is ~16.26% (about 13.92% lower-intensity and 2.34% higher-intensity). Forest is 14.57%, wetlands 2.67%, and open water 0.45%.

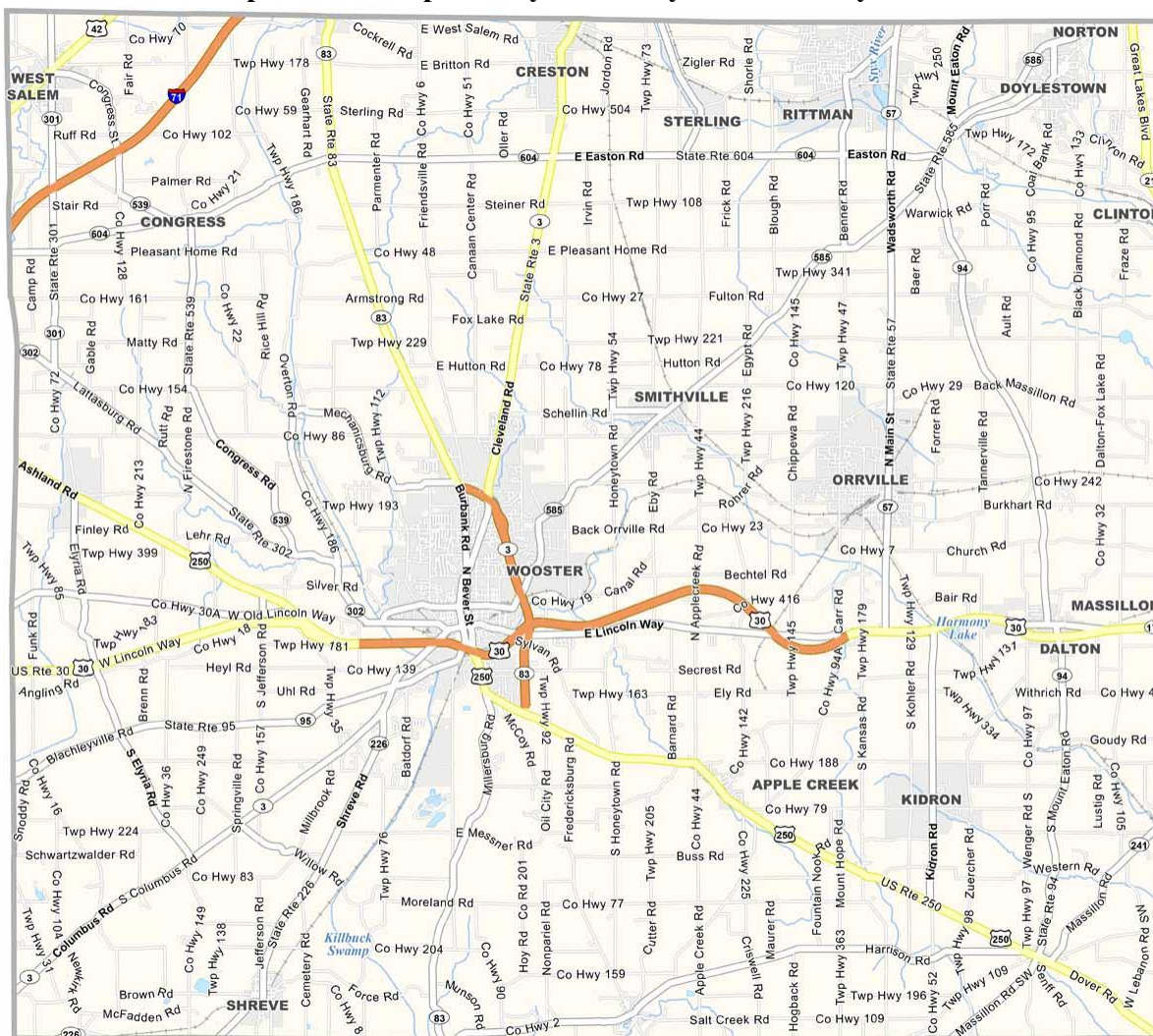
**Largest population centers:** •Wooster – 26,982 •Orrville – 8,442 •Rittman (Wayne Co. portion) – 6,003 •Doylestown – 3,077 •Creston (Wayne Co. portion) – 2,055

**Map1: Townships in Wayne County**



*Source: Wayne County Auditor*

**Map2: Basic Map of Wayne County with Primary Routes**



*Source: uscountymaps.com*

## Major Trip Generators

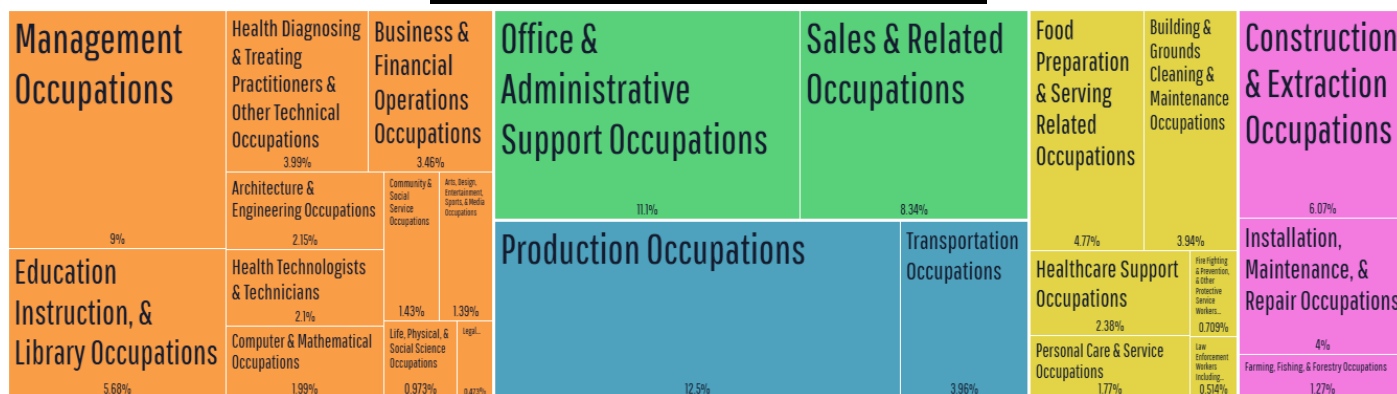
Wayne County's travel demand centers on a few key generators—hospitals and clinics, behavioral health and human services, higher-education and workforce sites, major employers, pharmacies and DME suppliers, and everyday retail—concentrated in Wooster and Orrville with smaller nodes in the villages. Residents also make regular out-of-county trips to Akron, Canton, Cleveland, and Medina for specialty medical care, VA services, education, jobs, and regional shopping.

### EXAMPLES:

- **Healthcare:** Wooster Community Hospital; Cleveland Clinic Family Health Center – Wooster; Cleveland Clinic Milltown Specialty & Surgery Center; Aultman Orrville Hospital; Viola Startzman Clinic. **Dialysis:** DaVita; Fresenius Kidney Care.
- **Pharmacies:** CVS Pharmacy; Discount Drug Mart; Walmart Pharmacy; Buehler's Pharmacy, Heidi's.
- **Durable Medical Equipment (DME) & Respiratory Suppliers:** Wayne Holmes Health, LLC; DASCO Home Medical Equipment; FreshAire CPAP & Supplies; Lincare.
- **Government & Human Services:** Wayne County Job & Family Services; Wayne County Health Department; Wayne County Veterans Service Office; Community Action Wayne/Medina; United Way of Wayne & Holmes – 211; Salvation Army; Catholic Charities; Love INC.

- **Behavioral Health & Recovery:** OneEighty (including residential services); The Counseling Center; AnaZao Community Partners; NAMI Wayne Holmes; peer recovery/MAT clinics; sober-living and supportive housing locations.
- **Education & Training:** College of Wooster; The University of Akron – Wayne College; The Ohio State University OSU ATI; OARDC; local K–12 districts; adult-education and ESOL programs.
- **Workforce Resources (Wayne County EDC):** TechCred (Ohio); OhioMeansJobs – Wayne County; College of Wooster; OSU CFAES – Wooster Campus (OSU ATI); University of Akron – Wayne College.
- **Justice & Reentry:** Wayne County Courthouse & Municipal Court; Adult Probation/Parole; Wayne County Jail.
- **Housing & Senior Services:** Wayne Metropolitan Housing Authority; assisted-living, senior centers, and supportive housing (representative sites countywide).
- **Childcare & Early Education:** Head Start/Early Head Start sites; larger licensed childcare centers.
- **Libraries & Digital Access:** Wayne County Public Library – Main & branches; Orrville Public Library.
- **Parks & Community Venues:** YMCA; Boys & Girls Club sites; city/township senior & community centers; public parks.
- **Intercity/Regional Connections (if active):** GoBus/Barons/Flix stops serving the area.
- **Employers (Wayne County EDC “Major Employers”):** Akron Brass Company; Artiflex; Aultman Orrville Hospital; Bekaert; Buehler’s Fresh Foods; Cleveland Clinic; Daisy Brand; E&H Hardware Group; Frito-Lay North America; GOJO Industries; Gerber Poultry; Main Street Bank; Morton Salt; PRC-Salttillo; Quality Castings; Schaeffler; Scotts; Seaman Corporation; Smith Foods; Tekfor USA; The College of Wooster; The J.M. Smucker Company; The Ohio State University CFAES – Wooster Campus; The Wooster Brush Company; Venture Products; Western Reserve Group; Will-Burt Company; Wooster Community Hospital.

**Chart 1: Employment in Wayne Co 2023**

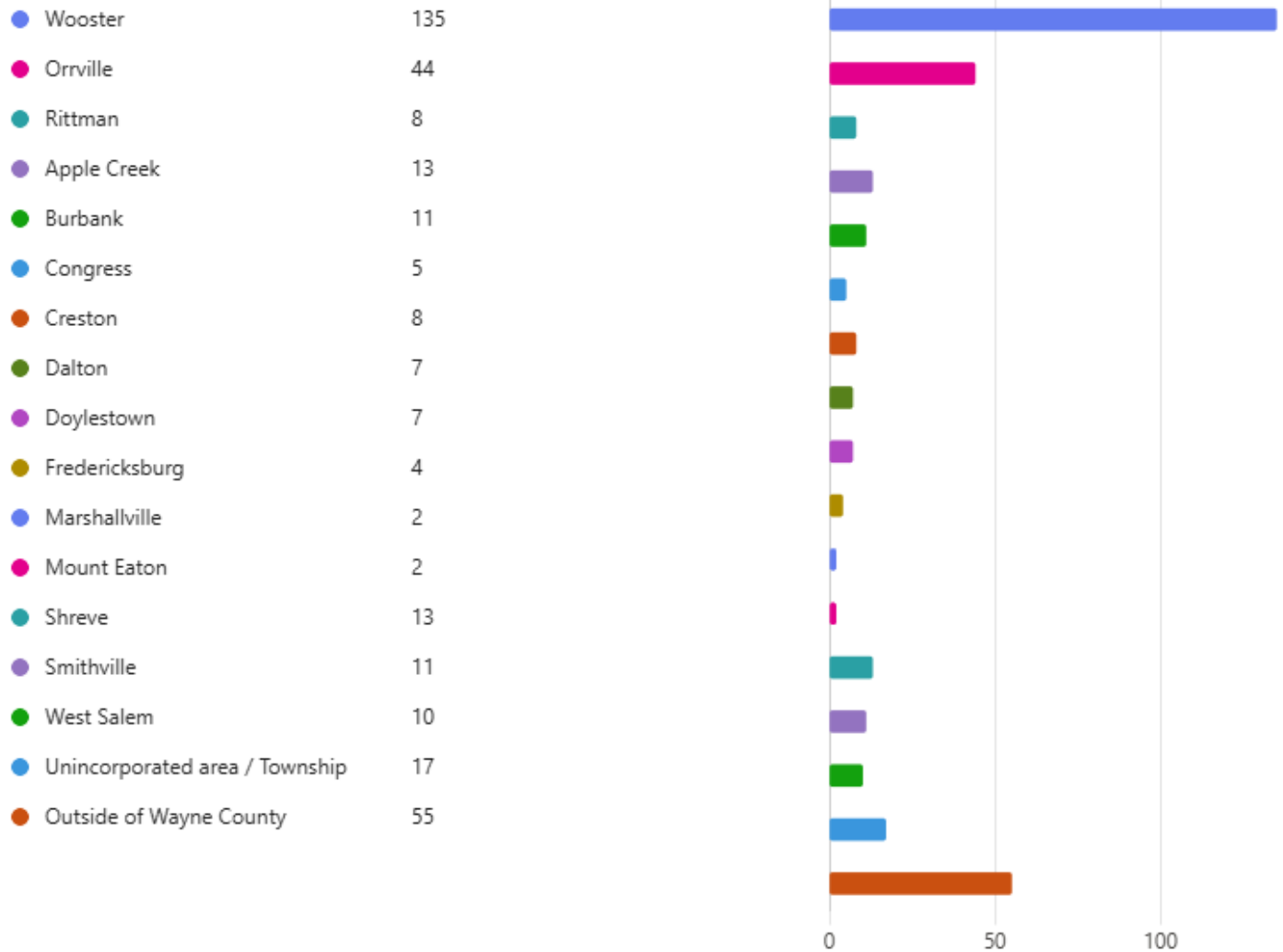


**Chart 2: Industries in Wayne Co 2023**

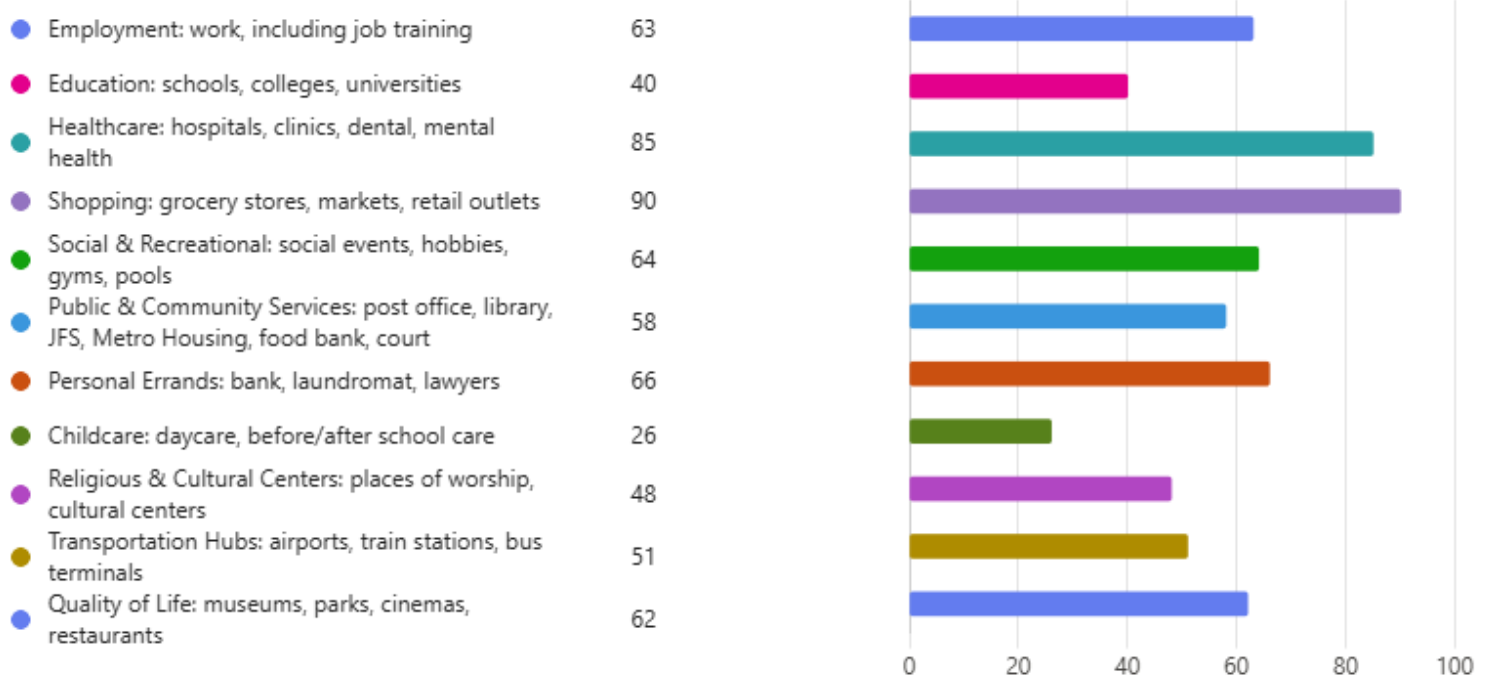


Source: datausa.io

**Chart 3: Usual Trip Destinations**



**Chart4: Trip Types**



*Source: Public Survey Feedback*

## Out-of-County Destinations & Resources

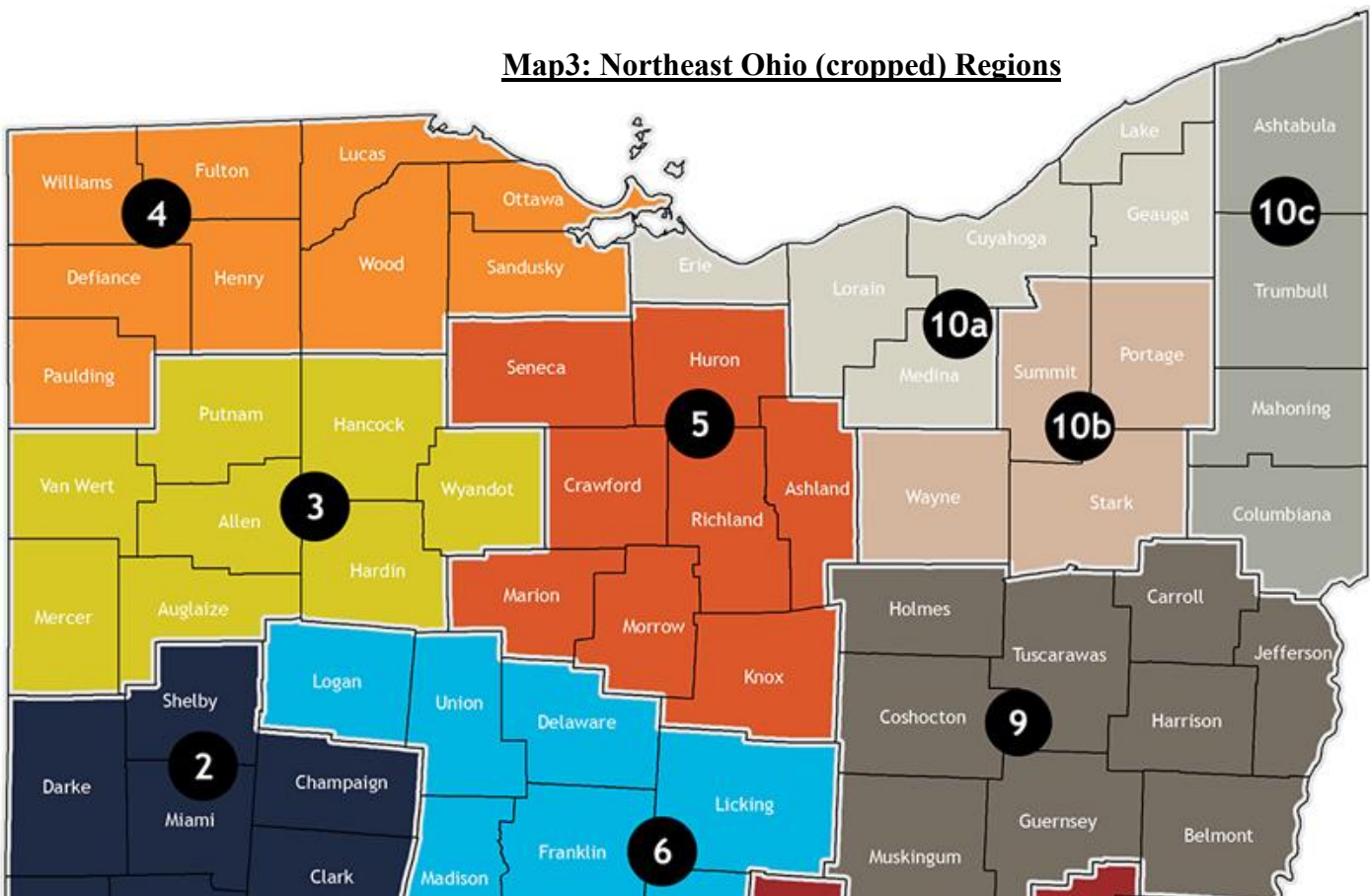
- **Specialty & Hospital Systems:**

- Akron — Akron Children’s Hospital (main); Summa Health – Akron Campus; Cleveland Clinic Akron General.
- Canton/North Canton — Aultman Hospital; Cleveland Clinic Mercy Hospital.
- Cleveland metro — Cleveland Clinic Main Campus; University Hospitals Cleveland Medical Center; The MetroHealth System (main).
- Medina/Barberton/Wadsworth — Cleveland Clinic Medina Hospital; Summa Health – Barberton Campus; Summa Health – Wadsworth-Rittman Medical Center.
- **VA & Veterans Services:** VA Northeast Ohio HCS — Cleveland (Wade Park) Medical Center; Akron VA Outpatient Clinic; Canton VA Outpatient Clinic; coordination with Wayne County Veterans Service Office.
- **Specialized Care & Services:** Pediatric subspecialties (Akron Children’s); cancer centers — Cleveland Clinic Taussig; UH Seidman; MetroHealth oncology; advanced surgery/transplant — Cleveland Clinic Main; UH Cleveland Medical Center.

- **Regional Shopping & Errands:** Summit Mall (Fairlawn); Belden Village Mall (Canton); Medina retail districts; Crocker Park (Westlake); SouthPark (Strongsville).

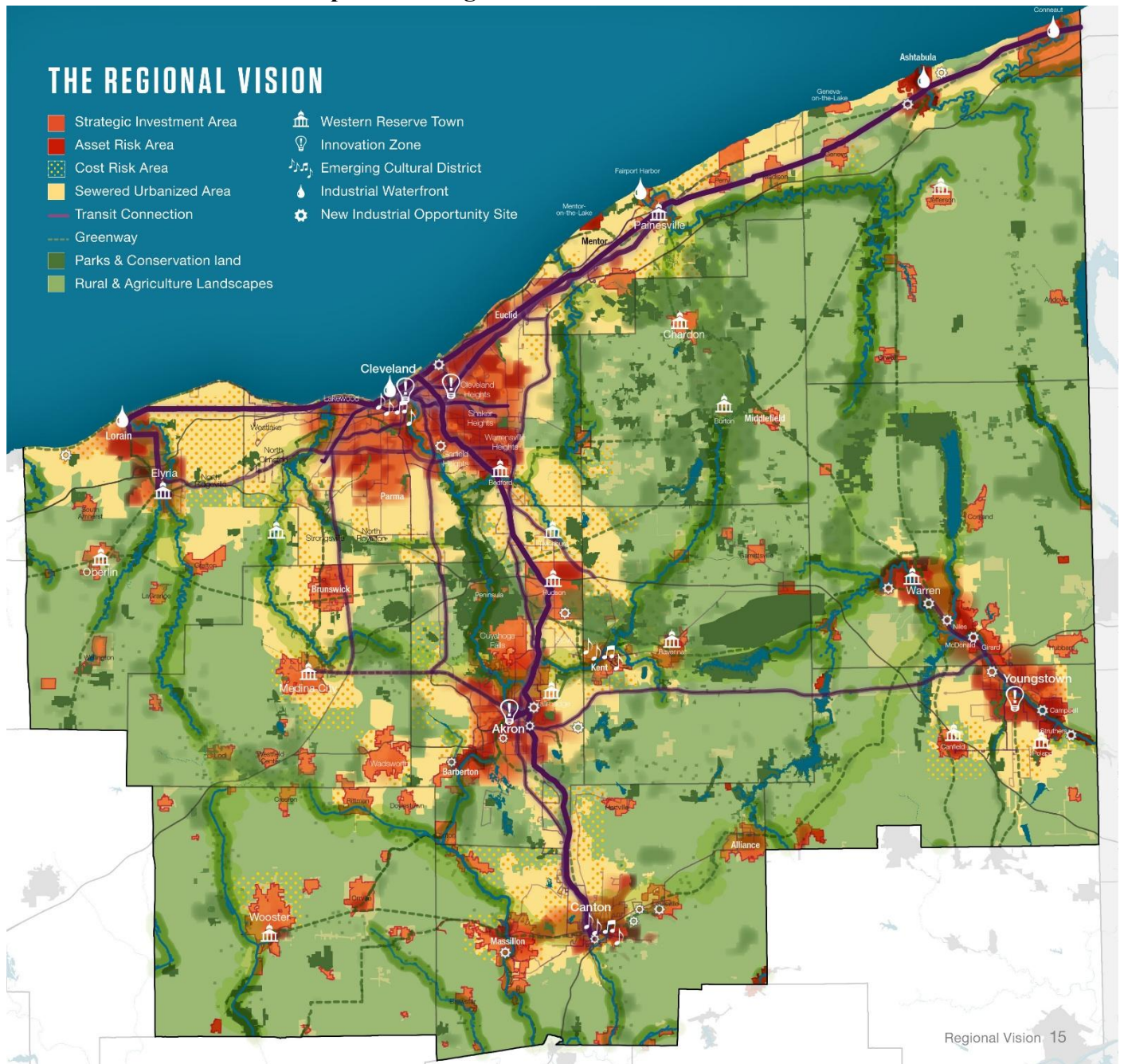
Because many households live in rural townships far from these destinations, rides are often longer, cross-county, and needed outside 9–5 for shift work, urgent care, and pharmacy/DME pickups. These patterns point to the need for curb-to-curb, wheelchair-accessible service with early-morning, evening, weekend, and short-notice capacity, plus clear information on how to book and connect across county lines. **Most Wayne County residents who have out-of-county medical trips are going into region 10a, followed by 10b.**

### **Map3: Northeast Ohio (cropped) Regions**



*Source: ODOT Mobility Manager Contact List*

**Map4: “The Regional Vision” for Northeast Ohio**



*Source: Sasaki.com*

This map was created as part of the "Vibrant NEO 2040" initiative by the Northeast Ohio Sustainable Communities Consortium (NEOSCC). The map outlines a regional plan for the 12-county area, including the Cleveland, Akron, and Youngstown metro areas.

Key features and areas highlighted on the map include:

- Strategic Investment Area: Areas identified for significant investment.
- Innovation Zone: Regions designated for fostering innovation and new industries.
- Transit Connection: Existing and planned transit routes connecting different parts of the region.
- Greenway: A network of green spaces and corridors for conservation and recreation.
- Rural & Agriculture Landscapes: Areas designated for rural and agricultural preservation.

Note: Strategic partnerships & investments could aid us in joining the region in a substantial way, increasing our transportation-related success, as well as our economic standing.

## II. Population Demographics

**Current population** (ACS 5-year 2019–2023): 116,618.

**Projected population** (≈5-year horizon, 2030): 114,490 (state projection series).

**Age Group (ACS 2019–2023)** *Source: Ohio County Profile (ACS 2019–2023).*

- Under 5: 7,283 (6.2%)
- 5–17: 20,817 (17.9%)
- 18–24: 11,683 (10.0%)
- 25–44: 26,617 (22.8%)
- 45–64: 28,525 (24.5%)
- 65+: 21,693 (18.6%)

**Race & Ethnicity (ACS 2019–2023)** *Source: Ohio County Profile (ACS 2019–2023).*

- White: 108,708 (93.2%)
- Black or African American: 1,351 (1.2%)
- American Indian/Alaska Native: 98 (0.1%)
- Asian: 1,368 (1.2%)
- Some Other Race: 1,238 (1.1%)
- Two or More Races: 3,855 (3.3%)
- Hispanic or Latino (any race): 2,781 (2.4%)

**People with Disabilities (all ages, all types)** *Source: Wayne County Community Health Assessment 2024*

- Percent: ≈11.6% | Estimated number: ≈13,500 (11.6% × 116,618)

### Households Living in Poverty

- **100% FPL:** 4,890 (11%) household *Source: United for Alice, Wayne County, Ohio Report 2023*
  - **Federal Poverty Level (FPL)** is an annual income threshold set by the U.S. government to determine eligibility for various federal programs and benefits, such as Medicaid, the Children’s Health Insurance Program (CHIP), and the Supplemental Nutrition Assistance Program (SNAP). It is also used for calculating things like health insurance premium tax credits. Issued by the Department of Health and Human Services (HHS), the FPL is adjusted for inflation annually and varies according to household size. It is a simplified version of the more complex poverty thresholds calculated by the Census Bureau for statistical purposes. **Most grant-based programs will have some form of income eligibility, typically based on FPL charts that range from 100% (baseline), stepping up to 200% or even 250%.**
- **ALICE:** 11,558 (26%) households *Source: United for Alice, Wayne County, Ohio Report 2023*
  - In community planning, **ALICE (Asset Limited, Income Constrained, Employed)** households earn more than the 100% federal poverty level but less than what it takes to cover a county’s basic “Household Survival Budget.” They have little or no savings, face tough tradeoffs for essentials (housing, childcare, food, transportation, health care, technology), and are often our essential workers. ALICE highlights the “working poor” who are financially vulnerable even while employed. **ALICE households rely on affordable, reliable transportation to reach jobs, medical care, childcare, groceries, and other essentials; service gaps and high costs disproportionately impact them.**

**People living in Poverty**
*Source: Ohio Dept. of Development – Wayne County Profile (ACS 2019–2023)*

- **Percent: 28.73% at 200% Fed Pov Lvl** | Estimated number: 32,259 (of 112,277)

**More Fiscal Data for Wayne County**

- **The median individual income** for Wayne County residents is \$35,700. *Source: U.S. Census Bureau, American Community Survey (ACS) 2023*
- **Wayne County females** bring in an average of 27.9% less income than that of Wayne County males. *Source: Wayne County Community Health Assessment 2024*
- **Unemployment rate** is currently 4.4%, less than in most of Ohio. *Source: Ohio Dept. of Job & Family Services, Office of Workforce Development, Bureau of Labor Market Information, 09-23-205.*
- **SNAP recipients** in Wayne County show 9,032 people (7.7% of the population)
- The **Center on Budget and Policy Priorities** collected (national) SNAP data in 2024. Here's what it found:
  - One in nine Ohio households received SNAP benefits.
  - Approximately two-thirds of SNAP beneficiaries are children, the elderly, or have disabilities, meaning they are not expected to work.
  - Of SNAP households that include a non-disabled working-age adult, 86% had earnings in a recent year, indicating that most people who can work do work. While many participants work, their jobs often have low wages or unstable hours, which is why they rely on SNAP to supplement their income. Caregivers are not expected to work because they care for a child under a certain age, cannot afford childcare, or care for a family member with a disability.
- **# of Children in Wayne County Schools** eligible for free and reduced lunches is around 33.9% of the student body. *Source: Wayne County Community Health Assessment 2024.* The free or reduced-price lunch program, also known as the National School Lunch Program (NSLP), is a federal program that provides low-cost or free school lunches to eligible students. Eligibility is based on household income compared to the federal poverty level, with free meals available to households at or below 130% of the poverty line, and reduced-price meals for those between 130% and 185.

**Chart5: ‘Cascading Benefits of Meeting Basic Needs’ (cropped)**

| If households have sufficient income for...                                                                        | Benefits for ALICE Households                                                                                                                                                                                                        | Benefits for the Wider Community                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Reliable Transportation</b> | Decreased <u>transportation insecurity</u> ; improved <u>access to work/job opportunities, school and child care, health care and social services, food/retail markets, and support systems</u> (friends, family, faith communities) | <u>Improved air quality and reduced gasoline consumption/carbon emissions; increased economic opportunity through returns on investment; a more diverse labor market; decreased income disparities; more integrated neighborhoods</u> |

*Source: United For ALICE. (2025). “The State of ALICE in Ohio: 2025 Update on Financial Hardship.”*

**English Proficiency (LEP) & Cultural Aspects**
*Source: ACS 5-yr 2019–2023, table S1601*

- 5.1% of residents age 5+ speak English “less than very well.”
- Wayne County also includes a significant **Amish population** (~7.8%), which can affect driving/vehicle ownership patterns and trip types. Wayne County is considered part of the greater Holmes County settlement, which is the largest Amish settlement in the world.



### **III. Assessment of Available Services**

Conducting an evaluation of service provider capabilities and analyzing the existing gaps and duplications of services for transportation resources in each community provides transportation planners with the information needed to implement changes that will improve the network of transportation resources and services in Wayne County and its cross-county connections.

The lead agency (Community Action Wayne Medina – Mobility Management Program) identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others whom the planning committee identified as being appropriate stakeholders. Interviews were conducted with each of the identified stakeholders.

The purpose of the interview was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities. When applicable, information reported in the previous coordinated plan was used to supplement information gathered during this planning effort.

#### **Inventory of Transportation Providers**

Included in this section is a list of all participating transportation providers. Descriptions of transportation providers include organizations that subsidize transportation at the local level, administer transportation or mobility programs, directly operate vehicles, and/or arrange transportation on behalf of an individual.

During stakeholder outreach efforts, we contacted a vast number of agencies in Wayne County to document existing transportation programs and services. A total of 82 stakeholders completed the Stakeholder Survey. Using survey responses, follow-up phone and email conversations, in-person discussions, website reviews, and local knowledge from Community Action Wayne/Medina’s Mobility Management program, we developed a comprehensive inventory of 72 organizations that play a role in providing, funding, coordinating, and/or referring transportation in Wayne County.

Transportation-related funding structures vary by organization. Common revenue sources for Wayne County transportation services include Ohio Department of Transportation (ODOT) Section 5311 (rural public transit) and Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) funds, as well as a mix of federal, state, and local grants. Local match requirements for these funds are often supported by contributions from local governments, human service agencies, healthcare partners, and other contractual arrangements.

#### **Existing Transportation Services**

The following information is based on tabulations from survey responses and stakeholder outreach. We received 82 completed Stakeholder Surveys from organizations that may provide, fund, coordinate, or refer residents to transportation services in Wayne County. In addition to the survey, we conducted direct outreach by phone, email, and in person; reviewed local resource directories; and verified information with service providers. Using these combined methods, we identified and documented 72 organizations that currently operate transportation, subsidize trips, arrange or purchase rides on behalf of clients, or serve as an access point for transportation assistance in Wayne County.

## Guide to Transportation Options in Wayne County

Wayne County's mobility network is made up of many different organizations. Some operate vehicles that the public can ride. Others operate vehicles only for their own participants (patients, students, veterans, etc.). Some agencies do not drive anyone at all but will pay for rides or connect people with drivers and funding. To understand where service exists (and where gaps remain) it is helpful to group agencies by the role they play in providing, funding, or coordinating transportation. Each subsection below includes a short definition of the role and the providers in Wayne County that perform that role.

### **Operates Vehicles for the General Public**

**Definition:** Agencies or companies that run vehicles that any member of the public can use. Riders do not need to be enrolled in a specific program, live in a certain facility, or qualify for a clinical/service plan. Trips may require a fare, booking, or private pay, but they are not restricted to a closed client group.

#### **Providers:**

- WayGo (Public Transit)
- GoBus / Barons Bus / Greyhound / FlixBus (Wooster stop)
- Hallstar Taxi LLC
- Wooster Express
- Gilcrest Transportation
- ReliaRide (formerly Scenic View Transportation)



*^These providers represent the county's publicly available mobility network. They are essential for residents who do not own a vehicle or cannot drive.*

### **Operate Vehicles for Enrolled Clients**

**Definition:** Agencies that operate or contract dedicated vehicles for people actively enrolled in their services. Riders must meet program eligibility (for example, being in behavioral health treatment, having a developmental disability and an approved plan, or being admitted to hospice). Trips are typically limited to treatment, appointments, day programs, work, and returning home.

#### **Providers:**

- OneEighty (behavioral health, recovery, victim services, housing/shelter)
- Anazao Community Partners (behavioral health, prevention, case management)
- The Counseling Center of Wayne & Holmes (behavioral health, crisis response, coordinated transport)
- Wayne County Board of Developmental Disabilities (WCBDD) Transportation
- Ohio's Hospice (LifeCare Hospice) Mobile Care Unit



*^These services are critical "lifeline" trips for people with high medical, disability, or behavioral health needs. They are generally not available to the broader public and often shut down outside traditional business hours.*

## Operates Vehicles to Specific Destinations or Programs

**Definition:** Organizations that operate vehicles, but those rides are limited to a specific facility, program, or destination. In most cases, the trip’s purpose is restricted (e.g., to/from medical appointments at one hospital, or to/from youth programming, or to/from school). These services are not “go anywhere in the county,” and they are not generally available to the public on demand.

### Providers:

- Wooster Community Hospital – Transportation Services
- Aultman Orrville Hospital (patient transportation provided via Holmes Transportation LLC)
- Wayne County Veterans Service Commission (Veterans medical transport vans)
- NAMI Wayne & Holmes — MOCA House van
- Boys & Girls Club – Wooster & Orrville Branches
- YMCA of Wayne County – Wooster & Orrville Branches
- Public K–12 School Districts
- Wayne County Schools Career Center (Career & Technical Education busing between home districts)
- College of Wooster (scheduled campus/airport shuttles; campus transport for students)
- Orrville Skilled Nursing & Rehabilitation (facility van for resident medical and essential trips)
- OrrVilla (resident transportation for appointments, errands, and outings)
- Townview Terrace (resident transportation for medical/shopping/local events)
- West View Healthy Living (resident transportation)
- Wayne County Care Center (resident transportation)



*^This category shows how much transportation capacity exists in Wayne County but is tied to specific institutions. These services often prevent emergency room overuse, missed school, and missed medical care, but are not available as general-purpose transit.*

## Fund or Purchase Transportation for the General Public

**Definition:** Agencies that provide direct transportation-related financial assistance (for example, gas vouchers, fuel cards, or paid rides) that are available to the broader community, subject to basic need or income screening. Typically funded through donations and/or volunteering.

### Providers:

- Salvation Army - Wooster Corps & Orrville Maiwurm Service Center
- Central Christian Church (Wooster)
- Green Township Ministerial Association “Gas Pantry” (Smithville / Green Township area churches)
- People to People Ministries (Wooster)
- Kidney Foundation of Ohio (dialysis/transplant-related transportation support)
- Love INC of Wayne County (“Wheels of Love” volunteer driver program, coordinated through their Connection Center)
- Community Action Wayne/Medina (gas cards, pay providers to take)



*^These programs help working people, medically fragile residents, and low-income households overcome immediate transportation barriers. Most supports are limited in amount and frequency and depend on available funding or volunteer capacity.*

## Fund or Purchase Transportation for Enrolled Clients

**Definition:** Agencies that purchase or authorize transportation, including mileage reimbursement, fuel assistance, taxi/ambulette trips, or coordinated rides, but only for their own eligible clients. Eligibility is usually defined by diagnosis, benefit eligibility, program enrollment, or service plan.

### Providers:

- Wayne County Department of Job & Family Services / OhioMeansJobs
  - Includes Medicaid Non-Emergency Transportation (NET/NEMT), New Employment Gas Assistance, and Prevention/Retention/Contingency (PRC) transportation supports
- Mental Health & Recovery Board of Wayne & Holmes Counties
  - Funds transportation for behavioral health and recovery clients through partner agencies (OneEighty, Anazao, NAMI, The Counseling Center, etc.)
- OneEighty
- Anazao Community Partners
- The Counseling Center of Wayne & Holmes
- Goodwill Industries of Wayne & Holmes - Mission Services
  - Transportation/financial assistance for work readiness, job start, and job retention
- Opportunities for Ohioans with Disabilities (OOD)
  - Transportation support as part of an approved Vocational Rehabilitation plan
- Direction Home Akron-Canton (Area Agency on Aging 10B)
  - Purchases/coordinates transportation through home- and community-based services (HCBS) and waiver programs for eligible older adults and people with disabilities
- Catholic Charities - Wooster
  - Case-managed basic needs and emergency assistance, which may include transportation support
- St. Mary of the Immaculate Conception / St. Vincent de Paul Society (Wooster)
  - Case-managed transportation cost assistance for parish/service-area households in need
- Wayne County Veterans Service Commission
  - Transportation to VA medical appointments for eligible Veterans, and related veteran assistance programs



*^This category shows that Wayne County is already spending local, state, federal, charitable, and insurance dollars on mobility- but largely in silos. That has major implications for coordination and funding strategy.*

## Provide Information, Referrals, and Ride Coordination

**Definition:** Agencies in this group help people get connected to a ride, even if they are not always the ones physically driving. Depending on the agency, this can include explaining what transportation options exist, helping with applications and eligibility, scheduling or requesting trips, arranging funding (vouchers, gas cards, partner credits, etc.), and troubleshooting barriers like cost, paperwork, or “no available driver.” Some agencies also offer travel training and ongoing case management to help people keep using transportation over time.

### Providers:

- Community Action Wayne/Medina (CAWM)

- Mobility Management: referrals, travel training, coordination, and pilot efforts
- United Way of Wayne & Holmes — 211
  - 24/7 resource navigation, including transportation and assistance programs
- Love INC of Wayne County
  - Connection Center intake; matches callers to volunteer drivers through “Wheels of Love;” follow-up support
- Wayne County Family & Children First Council
  - Family service coordination, including transportation problem-solving on a case-by-case basis
- Wooster Hope Center
  - Connection point that links residents to transportation-related help in the community
- Wayne County Department of Job & Family Services / OhioMeansJobs
  - Authorizes/prioritizes NET/NEMT, PRC transportation supports, gas assistance tied to employment, and workforce transportation supports
- Wayne County Board of Developmental Disabilities (WCBDD) / Service & Support Administration (SSA)
  - Authorizes Non-Medical Transportation, assigns providers (e.g., D & D), and coordinates daily transportation for individuals with developmental disabilities
- Direction Home Akron-Canton (Area Agency on Aging 10B)
  - Aging & Disability Resource Center (ADRC); coordinates and arranges transportation within long-term services and supports
- Mental Health & Recovery Board of Wayne & Holmes Counties
  - System-level coordination and funding for behavioral health transportation across multiple providers
- The Counseling Center of Wayne & Holmes
  - 24/7 crisis intake and care coordination, including arranging safe transport to services and reducing transportation barriers through on-site pharmacy delivery (Genoa)
- Anazao Community Partners
  - Behavioral health and case management provider for youth and adults; helps clients access appointments, court/reentry obligations, and services by arranging or connecting them to transportation support.
- OneEighty
  - Provides and/or arranges no-cost transportation for eligible clients to reach behavioral health, recovery, medical, legal, and housing-related appointments; also coordinates rides in partnership with other funders.
- Catholic Charities — Wooster
  - Screens basic-needs crises (housing, stability, safety, ID, etc.) and can connect qualifying residents to limited transportation-related assistance as part of emergency support.
- People to People Ministries / Salvation Army / Central Christian Church / Green Township Ministerial Association
  - Each of these screens needs to verify purpose (e.g., work, medical, emergency) and then connect the residents with transportation resources such as gas vouchers, volunteer drivers, taxi service, or agency-funded trips.



*^This category is important for coordination planning. It shows that Wayne County does not have a single “one call/one click” entry point today. Instead, navigation is distributed across multiple agencies, each serving a slice of the population.*

## List of Transportation Services & Vehicle Information (Alphabetical)

This section documents current transportation providers and programs serving Wayne County, based on 82 stakeholder surveys, follow-up interviews, agency websites, and Mobility Management records. Verified as of 10/2025; agencies can submit updates to [khardinger@cawm.org](mailto:khardinger@cawm.org)

1. Agency Name: **American Cancer Society - Road to Recovery**
  - a. Transportation Service Type: Volunteer Driver Program (free rides to cancer-related treatment)
  - b. Other Services Provided: Connection to ACS support programs; ACS also provides transportation grants to partner health systems (separate from volunteer rides)
  - c. Contact Phone Number: 1-800-227-2345
  - d. Website and/or Contact Email: <https://www.cancer.org/support-programs-and-services/road-to-recovery.html>
  - e. Days & Hours of Service: Varies by volunteer availability; request rides at least 25 hours in advance, and note that it can take several business days to coordinate
  - f. Transportation Service Area: Available in Ohio; local availability depends on volunteer supply (call to confirm service in Wayne County)
  - g. Eligibility Requirements: Must be traveling to a cancer-related medical appointment; other requirements may apply (e.g., caregiver needed if patient cannot walk without help or is under 18). Wheelchair-accessible rides are limited and depend on volunteer vehicles
  - h. # of Vehicles in Fleet: TBD (not publicly listed) Volunteer-owned
  - i. # of Vehicles Wheelchair Accessible: Limited; varies by volunteer and vehicle.
2. Agency Name: **Anazao Community Partners**
  - a. Transportation Service Type: Referrals; may purchase/coordinate client rides case-by-case; works with OneEighty Transportation for Anazao clients (pickup → appointment at Anazao/OneEighty → return)
  - b. Other Services Provided: Outpatient behavioral health services; case management; prevention; school-based and home-based services
  - c. Contact Phone Number: Main (330) 264-9597 • Toll-free (800) 721-9472 • After-hours crisis (Holmes-Wayne 24/7): (330) 845-4357 • Email [info@anazaocommunitypartners.org](mailto:info@anazaocommunitypartners.org)
  - d. Website and/or Contact Email: <https://www.anazaocommunitypartners.org> • [info@anazaocommunitypartners.org](mailto:info@anazaocommunitypartners.org)
  - e. Days & Hours of Service: Mon–Fri, 8:00 a.m.–5:00 p.m. (clinic hours; evenings by appointment)
  - f. Transportation Service Area: Wayne & Holmes Counties (clients; OneEighty van service covers home ↔ Anazao/OneEighty sites)
  - g. Eligibility Requirements: Active Anazao client; transportation help is case-by-case. For rides using OneEighty Transportation: Wayne/Holmes resident, schedule ≥48 hours in advance; adults 18+; youth 8–17 accompanied by parent/guardian; no car-seat riders.
  - h. # of Vehicles in Fleet: TBD (not publicly listed)
  - i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)
3. Agency Name: **Aultman Orrville Hospital - Services Provided by Holmes Transportation LLC**
  - a. Transportation Service Type: Free patient transportation (demand-response) only to AOH campus
  - b. Other Services Provided: N/A
  - c. Contact Phone Number: 855-487-7433
  - d. Website and/or Contact Email: <https://www.aultmanorrville.org>
  - e. Days & Hours of Service: Mon–Fri 8:00 a.m.– 4:30 p.m.

- f. Transportation Service Area: Pickup within ~25-mile radius of Aultman Orrville Hospital
- g. Eligibility Requirements: Aultman Orrville patients/families; schedule up to 30 days in advance, sometimes next-day or same-day service is available
- h. # of Vehicles in Fleet: 1
- i. # of Vehicles Wheelchair Accessible: N/A

4. Agency Name: **Boys & Girls Club – Orrville (OABGC)**

- a. Transportation Service Type: Operates program vehicles for youth activities/field trips (no public daily shuttle posted)
- b. Other Services Provided: After-school and day camp programs
- c. Contact Phone Number: 330-683-4888
- d. Website and/or Contact Email: <https://www.oabgc.org>
- e. Days & Hours of Service: Club hours (see site)
- f. Transportation Service Area: Orrville & nearby schools (program participants)
- g. Eligibility Requirements: Active members; parental consent
- h. Number of Vehicles in Fleet: TBD (not publicly listed)
- i. Number of Vehicles Wheelchair Accessible: TBD (not publicly listed)

5. Agency Name: **Boys & Girls Club – Wooster**

- a. Transportation Service Type: Operates club vans; Wooster City Schools provides after-school shuttle from Parkview, Melrose, and Wooster High School to Club at Edgewood
- b. Other Services Provided: After-school and day camp programs
- c. Contact Phone Number: Admin 330-804-0055; Club at Edgewood 330-988-1616
- d. Website and/or Contact Email: <https://bgcwooster.org> • [membership@bgcwooster.org](mailto:membership@bgcwooster.org)
- e. Days & Hours of Service: Club hours (see site); after-school typically ~2:00–6:00 p.m. on school days
- f. Transportation Service Area: Wooster & nearby schools (program participants)
- g. Eligibility Requirements: Active members; parental consent
- h. Number of Vehicles in Fleet: At least 2 (two 2024 Ford Transit 15-passenger vans added Feb 2025; total not publicly listed)
- i. Number of Vehicles Wheelchair Accessible: TBD (not publicly listed)

6. Agency Name: **Catholic Charities — Wooster (Wayne County)**

- a. Transportation Service Type: Case-manager referrals/assistance; emergency/basic-needs support may include transportation help (does not operate rides)
- b. Other Services Provided: Family support, basic needs/emergency assistance, senior/community resources, counseling
- c. Contact Phone Number: (330) 262-7836
- d. Website and/or Contact Email: <https://www.ccdocle.org>
- e. Days & Hours of Service: Mon–Fri, 9:00 a.m.–5:00 p.m. (office)
- f. Transportation Service Area: Wayne County (clients)
- g. Eligibility Requirements: Typically case-managed clients; assistance determined case-by-case under Basic Needs/Emergency Assistance
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

7. Agency Name: **Central Christian Church (Wooster)**
  - a. Transportation Service Type: Gas vouchers (structured monthly program)
  - b. Other Services Provided: Community supports
  - c. Contact Phone Number: 330-262-4652
  - d. Website and/or Contact Email: <https://www.cccwooster.org>
  - e. Days & Hours of Service: 1st Wednesday each month — doors open 8:30am
  - f. Transportation Service Area: Priority to Wayne County residents
  - g. Eligibility Requirements: Limits per person/year; first-come, first-served
  - h. # of Vehicles in Fleet: N/A
  - i. # of Vehicles Wheelchair Accessible: N/A
8. Agency Name: **Chippewa Local Schools**
  - a. Transportation Service Type: Pupil transportation; MV liaison
  - b. Other Services Provided: Routing/garage contacts posted
  - c. Contact Phone Number: 330-658-2113 x2200 (Transportation Supervisor)
  - d. Website and/or Contact Email: <https://www.chippewaschools.org/transportation/>
  - e. Days & Hours of Service: School days
  - f. Transportation Service Area: District boundaries
  - g. Eligibility Requirements: District students; MV/IEP
  - h. # of Vehicles in Fleet: TBD (not publicly listed)
  - i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)
9. Agency Name: **Cleveland Clinics in Wooster - Wooster Family Health Center & Wooster Milltown Specialty and Surgery Center**
  - a. Transportation Service Type: Clinic does not run rides (local patient trips are via WCH program) see Wooster Community Hospital
  - b. Other Services Provided: Social Worker Information/Referrals
  - c. Contact Phone Number: (330) 287-4500
  - d. Website and/or Contact Email: <https://my.clevelandclinic.org/locations/wooster-family-health-center> & <https://my.clevelandclinic.org/locations/directions/274-wooster-milltown-specialty-and-surgery-center>
  - e. Days & Hours of Service: Varies
  - f. Transportation Service Area: see Wooster Community Hospital
  - g. Eligibility Requirements: Patients see Wooster Community Hospital
  - h. # of Vehicles in Fleet: N/A
  - i. # of Vehicles Wheelchair Accessible: N/A
10. Agency Name: **College of Wooster**
  - a. Transportation Service Type: Campus/airport shuttles on select move-in/move-out and break dates; uses WayGo for local fixed-route and demand-response (public transit)
  - b. Other Services Provided: Campus transportation/info hub (Dean of Students); Campus Safety escorts/info; Transportation Department vehicle reservations (buses/shuttle vans/Enterprise rentals); ScotShare on-campus electric carshare for students/faculty/staff; Admissions-hosted airport shuttles for prospective students on certain visit programs; International Student Services airport shuttles on designated move-in dates
  - c. Contact Phone Number: Transportation Dept. 330-263-2164
  - d. Website and/or Contact Email: [inside.wooster.edu](https://inside.wooster.edu) → Dean of Students → Shuttles; Campus Safety

(SPSStaff@live.wooster.edu); Transportation Dept. (nmaxwell@wooster.edu);

e. Days & Hours of Service: Campus shuttles only on scheduled move-in/move-out and break dates;  
WayGo Fixed Route: Mon–Fri 7:00 a.m.–8:00 p.m., Sat 10:00 a.m.–6:00 p.m. (no Sunday listed); WayGo Demand-Response follows posted WayGo service hours

f. Transportation Service Area: Campus ↔ Cleveland Hopkins International Airport (on scheduled dates); City of Wooster fixed-route loop; demand-response within Wooster and parts of Wayne County per WayGo service map

g. Eligibility Requirements: Campus shuttles—Wooster students (and specific groups like international students on designated dates; separate admissions shuttles for prospective students). WayGo—open to the general public

h. # of Vehicles in Fleet: 2bus, 1+van, shared electric vehicle, additional reservations available; vehicle reservations managed by Transportation Department)

i. #of Vehicles Wheelchair Accessible: WayGo buses/vans are ADA-compliant; ADA status of College’s occasional airport shuttles not published—confirm with Transportation Department

11. Agency Name: **Community Action Wayne/Medina (CAWM)**

a. Transportation Service Type: Mobility Manager — Transportation Planning &

b. Information/Referrals & Travel Training

c. Other Services Provided: Free car seat program; sometimes has funding for clients & providers; sometimes hosts pilot programs, sometimes has gas cards

d. Contact Phone Number: 330-264-8677

e. Website and/or Contact Email: <https://www.cawm.org/get-help/transportation/>

f. Days & Hours of Service: Mon–Thurs, 8:00 a.m.–5:00 p.m.

g. Transportation Service Area: Wayne County

h. Eligibility Requirements: Open to the public

i. # of Vehicles in Fleet: N/A

j. # of Vehicles Wheelchair Accessible: N/A

12. Agency Name: **D & D Transportation (WCBDD-contracted provider)**

a. Transportation Service Type: Non-Medical Transportation (NMT) for WCBDD-served individuals (wheelchair & ambulatory); scheduled through WCBDD/SSA (not a general-public carrier)

b. Other Services Provided: Contract transportation for DD programs

c. Contact Phone Number: Via WCBDD Transportation Office: (330) 264-6902

d. Website and/or Contact Email: Transportation.DD@gmail.com

e. Days & Hours of Service: By WCBDD authorization/route schedule (program days)

f. Transportation Service Area: Wayne County (routes to WCBDD-supported day/employment programs)

g. Eligibility Requirements: Individuals authorized by WCBDD/SSA

h. # of Vehicles in Fleet: TBD (not publicly listed)

i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

13. Agency Name: **Dalton Local Schools**

a. Transportation Service Type: Pupil transportation; MV liaison

b. Other Services Provided: Permanent seating/stop policies posted

c. Contact Phone Number: 330-828-2405 (option 5) (Transportation Office)

d. Website and/or Contact Email: <https://www.daltonlocal.org/district/transportation>

e. Days & Hours of Service: School days

- f. Transportation Service Area: District boundaries
- g. Eligibility Requirements: District students; MV/IEP
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

14. Agency Name: **DaVita Wooster Dialysis**

- a. Transportation Service Type: NEMT coordination info for dialysis patients (facility does not operate vehicles)
- b. Other Services Provided: Dialysis treatment (in-center hemodialysis; peritoneal dialysis options)
- c. Contact Phone Number: 330-345-1130
- d. Website and/or Contact Email: <https://www.davita.com> • Travel/placement help: DaVita Guest Services 1-800-244-0680 Days & Hours of Service: Dialysis hours vary by clinic schedule (commonly early morning to late afternoon on set treatment days; confirm with clinic).
- e. Transportation Service Area: To/from 4190 Burbank Rd, Wooster, OH 44691
- f. Eligibility Requirements: Dialysis patients; transportation typically coordinated via insurers/Medicaid NEMT brokers or social worker assistance (clinic does not operate vehicles).
- g. # of Vehicles in Fleet: N/A
- h. # of Vehicles Wheelchair Accessible: N/A

15. Agency Name: **DAV Vans / VA Veterans Transportation Service (regional)**

- a. Transportation Service Type: Free DAV volunteer van rides to VA Northeast Ohio health care facilities; VA Veterans Transportation Service (VTS) where available
- b. Other Services Provided: Coordinated through county VSOs and VA Hospital Service Coordinators (HSCs); rider scheduling and route management
- c. Contact Phone Number: Use the DAV Hospital Service Coordinator Directory to find the correct number for Cleveland/Parma sites; general info via VA NE Ohio page
- d. Website and/or Contact Email: DAV Transportation Network: [dav.org/get-help-now/medical-transportation/](http://dav.org/get-help-now/medical-transportation/) • HSC Directory (PDF): [dav.org/wp-content/uploads/HSCDirectory.pdf](http://dav.org/wp-content/uploads/HSCDirectory.pdf) • VA NE Ohio DAV Vans: [va.gov/northeast-ohio-health-care/dav-vans-transportation-for-veterans/](http://va.gov/northeast-ohio-health-care/dav-vans-transportation-for-veterans/)
- e. Days & Hours of Service: Varies by route/schedule; request rides in advance (HSCs set county pickup days/times)
- f. Transportation Service Area: To/from participating VA facilities (e.g., Louis Stokes Cleveland VAMC, Parma CBOC; others as listed)
- g. Eligibility Requirements: Veterans with scheduled VA appointments; most DAV vans serve ambulatory riders (wheelchair access varies—ask the HSC about options)
- h. # of Vehicles in Fleet: TBD (not publicly listed) Local fleets vary by site/route
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed) Varies by vehicle/route; confirm with the HSC

16. Agency Name: **Direction Home Akron-Canton (AAA 10B)**

- a. Transportation Service Type: Funds/coordinates transportation through HCBS/waiver programs; Information & Referral (ADRC)
- b. Other Services Provided: Care management; caregiver support; elder rights
- c. Contact Phone Number: 800-421-7277 (toll-free) • 330-896-9172
- d. Website and/or Contact Email: <https://www.dhad.org> • [screening@dhad.org](mailto:screening@dhad.org)
- e. Days & Hours of Service: Mon–Fri 8:00 a.m.–5:00 p.m. (office/ADRC staffed; closed major holidays)

- f. Transportation Service Area: Portage, Stark, Summit & Wayne counties (service region)
- g. Eligibility Requirements: Program-specific (older adults & individuals with disabilities via ADRC/HCBS)
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

17. Agency Name: **Fresenius Kidney Care — Wooster**

- a. Transportation Service Type: NEMT coordination info (facility does not operate vehicles)
- b. Other Services Provided: Dialysis treatment (in-center hemodialysis; peritoneal dialysis options)
- c. Contact Phone Number: 330-345-2060
- d. Website and/or Contact Email: <https://www.freseniuskidneycare.com/dialysis-centers/ohio/1724>
- e. Days & Hours of Service: Mon–Sat 5:30 AM–5:30 PM; Sun closed (treatment schedule varies by patient)
- f. Transportation Service Area: To/from 387 W Milltown Rd, Wooster, OH 44691
- g. Eligibility Requirements: Dialysis patients (transport typically coordinated via insurer/Medicaid NEMT broker or clinic social worker; clinic does not operate vehicles)
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

18. Agency Name: **Genoa Healthcare (on-site at The Counseling Center)**

- a. Transportation Service Type: Not a ride provider; free prescription delivery/mailing (addresses transportation barriers)
- b. Other Services Provided: Adherence/pre-filled packaging; medication synchronization; insurance help; 24/7 customer service line for questions outside business hours
- c. Contact Phone Number: 330-439-4664 (on-site Genoa pharmacy)
- d. Website and/or Contact Email: Genoa info: <https://www.genoahealthcare.com> • TCC Genoa page: <https://www.ccwhc.org/for-patients>
- e. Days & Hours of Service: Pharmacy hours Mon–Fri 8:00 AM–5:00 PM; delivery schedules vary
- f. Transportation Service Area: Delivery/mailing to patient addresses (confirm delivery radius with pharmacy)
- g. Eligibility Requirements: Patients using Genoa at The Counseling Center
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

19. Agency Name: **Gilcrest Transportation (Gilcrest Center)**



- a. Transportation Service Type: Non-medical & medical transportation (on-demand/scheduled); wheelchair & ambulatory; Medicaid ambulette accepted; Accepts private pay and referrals/funding from local programs
- b. Other Services Provided: Adult day services
- c. Contact Phone Number: Wooster (330) 601-0363 • Doylestown (330) 658-7035 (dispatch option 1) • Email: [wooster@gilcrestcenter.com](mailto:wooster@gilcrestcenter.com) / [doylestown@gilcrestcenter.com](mailto:doylestown@gilcrestcenter.com)
- d. Website and/or Contact Email: <https://gilcrestcenter.com>
- e. Days & Hours of Service: Transportation operates Mon–Sat; dispatch Mon–Fri 7:00 a.m.–5:00 p.m.; closed major holidays
- f. Transportation Service Area: Wayne, Medina, Holmes, Stark & Summit Counties
- g. Eligibility Requirements: General public & facilities; private pay accepted; rides also arranged through

partners (e.g., CAW/M, Modivcare/United, Medicaid ambulette, MyCare Ohio/CareSource, PASSPORT, Provide A Ride). Fares or contracted billing applies

h. # of Vehicles in Fleet: 28

i. # of Vehicles Wheelchair Accessible: 17

20. Agency Name: **GoBus (operated with Barons Bus) Wooster Stop**

a. Transportation Service Type: Intercity coach connector

b. Other Services Provided: Online ticketing; statewide connections; ADA-accessible coaches

c. Contact Phone Number: GoBus 888-95-GOBUS; Barons Bus 888-378-3823

d. Website and/or Contact Email: <https://ridegobus.com> ; <https://baronsbus.com>

e. Days & Hours of Service: Per published schedules (ticketing 24/7 online); Wooster stop at Marathon/BellStores, 220 S. Columbus Rd, Wooster, OH 44691

f. Transportation Service Area: Intercity routes across Ohio with national connections

g. Eligibility Requirements: Open to the public

h. # of Vehicles in Fleet: regional fleet

i. # of Vehicles Wheelchair Accessible: All GoBus/Barons coaches ADA-accessible

21. Agency Name: **Goodwill Industries of Wayne & Holmes — Mission Services**

a. Transportation Service Type: Cost help for work readiness (e.g., financial assistance with transportation to start/keep a job); referrals to community transportation resources

b. Other Services Provided: Career development (training, resume, interview coaching, placement/retention); case management; mentoring; connection to community services (transportation, mental health, housing, etc.)

c. Contact Phone Number: (330) 274-9517 (office) • (330) 287-5048 (admin) • Email ContactUs@goodwillconnect.org (inbox)

d. Website and/or Contact Email: <https://www.goodwillconnect.org/programs> • Contact form: <https://www.goodwillconnect.org/contact-us>

e. Days & Hours of Service: Mon–Fri, 7:30 AM–4:00 PM (offices/industrial)

f. Transportation Service Area: Wayne & Holmes (program participants; assistance is needs-based)

g. Eligibility Requirements: Program participants; financial-need/job-readiness criteria (discretionary assistance; determined with a Mission Services case manager)

h. # of Vehicles in Fleet: N/A

i. # of Vehicles Wheelchair Accessible: N/A

22. Agency Name: **Green Local Schools (Smithville)**

a. Transportation Service Type: Pupil transportation; MV liaison

b. Other Services Provided: Coordinator contact; boundary map

c. Contact Phone Number: 330-669-3921 x5006 (Transportation Coordinator)

d. Website and/or Contact Email: [https://www.green-local.k12.oh.us/65332\\_3](https://www.green-local.k12.oh.us/65332_3)

e. Days & Hours of Service: School days

f. Transportation Service Area: District boundaries

g. Eligibility Requirements: District students; MV/IEP

h. # of Vehicles in Fleet: TBD (not publicly listed)

i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

23. Agency Name: **Green Township Ministerial Association “Gas Pantry” (Smithville/Green Twp.)**
- a. Transportation Service Type: Gas assistance — \$30 gas vouchers for medical appointments and emergencies, once per month (as available); call participating churches for availability
  - b. Other Services Provided: Faith-based supports (varies by church)
  - c. Contact Phone Number: Smithville United Methodist 330-669-2371 • St. Paul Lutheran (Smithville) 330-669-2111 • Paradise Church of the Brethren 330-669-2847 • East Chippewa Church of the Brethren 330-669-3262 • Oak Grove Mennonite 330-669-2697
  - d. Website and/or Contact Email: See each church’s page/bulletin for current details
  - e. Days & Hours of Service: By church schedule (call first)
  - f. Transportation Service Area: Green Township/Smithville area (availability varies)
  - g. Eligibility Requirements: One voucher per month; purpose limited to medical/emergency; other documentation may be requested
  - h. # of Vehicles in Fleet: N/A
  - i. # of Vehicles Wheelchair Accessible: N/A
24. Agency Name: **Greyhound / FlixBus — Wooster (regional intercity access)**
- a. Transportation Service Type: Intercity coach connector
  - b. Other Services Provided: Online ticketing; multiple regional connections; ADA accommodations
  - c. Contact Phone Number: Greyhound 800-231-2222; FlixBus via website/app
  - d. Website and/or Contact Email: <https://www.greyhound.com> ; <https://www.flixbus.com>
  - e. Days & Hours of Service: Per carrier schedules (ticketing 24/7 online); Wooster stop commonly at Marathon/BellStores, 220 S. Columbus Rd
  - f. Transportation Service Area: Regional/national network
  - g. Eligibility Requirements: Open to the public
  - h. # of Vehicles in Fleet: regional fleet
  - i. # of Vehicles Wheelchair Accessible: Coaches with ADA accommodations
25. Agency Name: **Hallstar Taxi LLC**
- a. Transportation Service Type: Taxi/On-Demand
  - b. Other Services Provided: Accepts referrals/funding from local programs
  - c. Contact Phone Number: 330-262-0123
  - d. Website and/or Contact Email: (business listings/Facebook)
  - e. Days & Hours of Service: 24/7 (per listing)
  - f. Transportation Service Area: Wayne County (Wooster based, call for out-of-area quotes)
  - g. Eligibility Requirements: General public; fares apply
  - h. # of Vehicles in Fleet: TBD (not publicly listed)
  - i. # of Vehicles Wheelchair Accessible: N/A
26. Agency Name: **Heidi’s Pharmacy (Wooster)**
- a. Transportation Service Type: Not a ride provider; free prescription delivery (Wooster area)
  - b. Other Services Provided: Dispill multi-dose/adherence packaging; curbside pickup; OTC items can be added to deliveries; free prescription mailing
  - c. Contact Phone Number: New patients 330-621-5353; Current patients 330-439-5139
  - d. Website and/or Contact Email: <https://www.woosterpharmacy.com>
  - e. Days & Hours of Service: Pharmacy hours Mon–Fri 8:00 AM–5:00 PM; delivery offered daily to the Wooster area

- f. Transportation Service Area: Wooster area (delivery/mailing; call to confirm radius)
- g. Eligibility Requirements: Pharmacy patient
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

27. Agency Name: **Horizons, Inc. (serves Wayne & surrounding counties)**

- a. Transportation Service Type: Transportation/NMT-type support for people with DD receiving Horizons services (to programs, community activities, employment); serves Wayne County
- b. Other Services Provided: Residential/day services; employment supports
- c. Contact Phone Number: (330) 364-5415 (Dover HQ) • Wooster office: (330) 262-4183
- d. Website and/or Contact Email: <https://horizonsoftuscarawasandcarroll.com> • <https://horizonsoftuscarawasandcarroll.com/contact/>
- e. Days & Hours of Service: Varies by individual plan (agency notes it can accommodate needed hours; some locations list typical Mon–Fri day windows)
- f. Transportation Service Area: Multiple counties including Wayne
- g. Eligibility Requirements: Individuals served by Horizons/DD waivers (confirm referrals/authorization with WCBDD SSA)
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

28. Agency Name: **Ida Sue School / Wayne DD**

- a. Transportation Service Type: Student/day-program transportation (provided via WCBDD Transportation)
- b. Other Services Provided: Educational & therapy services (School-Age Services)
- c. Contact Phone Number: (330) 345-6016 (WCBDD main); transportation routed via WCBDD Transportation (330) 264-6902
- d. Website and/or Contact Email: <https://www.waynedd.org/educational-services/ida-sue-school>
- e. Days & Hours of Service: School days (per school calendar)
- f. Transportation Service Area: Wayne County (home ↔ school/program)
- g. Eligibility Requirements: Students served by Ida Sue per IEP/eligibility
- h. # of Vehicles in Fleet: TBD (not publicly listed) (provided by WCBDD)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

29. Agency Name: **Kidney Foundation of Ohio**

- a. Transportation Service Type: Transportation reimbursement/assistance for dialysis and transplant appointments (patient aid program)
- b. Other Services Provided: Medication assistance; nutritional supplements; Emergency Grant: a one-time grant for urgent needs (e.g., high utility bills or unexpected auto repairs). May provide a gas or grocery gift card or arrange an emergency cab ride. Requests are submitted via the online form at [kfohio.org](http://kfohio.org).
- c. Contact Phone Number: 216-771-2700
- d. Website and/or Contact Email: <https://www.kfohio.org>
- e. Days & Hours of Service: Business hours (applications)
- f. Transportation Service Area: Northeast Ohio (Wayne County eligible)
- g. Eligibility Requirements: Kidney disease; program financial criteria; application required (caps may apply)
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

30. Agency Name: **Love INC of Wayne County**

- a. Transportation Service Type: Type: Volunteer Driver Program (“Wheels of Love”); Information & Referrals / Connection Center for transportation needs
- b. Other Services Provided: Phone intake and case-style navigation to match callers with help from church volunteers and community partners; rides to important appointments and local errands through Wheels of Love; supportive check-ins, prayer, and referrals to other resources.
- c. Contact Phone Number: 330-391-4802
- d. Website and/or Contact Email: <https://loveincwayne.org> • info@loveincwayne.org
- e. Days & Hours of Service: Phone volunteer answers calls during office hours; if you call after hours, leave a message and someone will return your call. (Hours not publicly listed.)
- f. Transportation Service Area: Wayne County (volunteer drivers provide local rides to appointments and other needed locations when available).
- g. Eligibility Requirements: Individuals and families in Wayne County who are facing a transportation gap and are working with Love INC through the Connection Center intake process. Love INC is not emergency/rapid response, and rides depend on volunteer availability.
- h. # of Vehicles in Fleet: TBD (not publicly listed) (rides provided by church volunteers’ personal vehicles; no publicly listed agency fleet)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed) (depends on volunteer vehicle)

31. Agency Name: **Mental Health & Recovery Board of Wayne & Holmes Counties (MHRB)**

- a. Transportation Service Type: Funds/coordinates behavioral-health-related transportation through partner agencies: Viola Startzman Clinic, OneEighty, The Counseling Center, NAMI, AnaZao, & Catholic Charities.
- b. Other Services Provided: System leadership and funding for Mental Health /Substance Use Disorder prevention, treatment, and recovery services; 24/7 crisis access (988 and local line)
- c. Contact Phone Number: Board office: (330) 264-2527; Crisis: 988 or 330-845-HELP (4357)
- d. Website and/or Contact Email: <https://www.whmhrb.org/>
- e. Days & Hours of Service: Board office Mon–Thurs 8am-4:30pm; Crisis line 24/7
- f. Transportation Service Area: Wayne & Holmes Counties (via network agencies)
- g. Eligibility Requirements: Typically clients engaged with MHRB-funded providers; transportation availability/criteria vary by provider and service plan—confirm with provider or crisis/access line.
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A.

32. Agency Name: **Mobility Manager (ODOT Program) Housed at Community Action Wayne/Medina**

- a. Transportation Service Type: Information & Referral, Travel Training, Coordination, and Planning. Informs and connects residents to the right option (public transit, medical/agency transport, volunteer, or voucher programs); understands and advocates for rider needs; convenes partners; co-designs local solutions; and supports pilots/expansions with data for long-term sustainability. Does not directly operate vehicles or dispatch rides.

33. Agency Name: **NAMI Wayne & Holmes — MOCA House**

- a. Transportation Service Type: Free program van (to/from MOCA House day program); free rides to monthly Family Support Group meetings at NAMI offices
- b. Other Services Provided: Peer support/day program; education & family support groups; activities/classes

- c. Contact Phone Number: Program van 330-466-4765 (call 8–9 a.m. same day to schedule) • Office 330-264-1590
- d. Website and/or Contact Email: <https://www.namiwayneholmes.org/moca-house> • Family Support Group: <https://www.namiwayneholmes.org/nami-family-support-group>
- e. Days & Hours of Service: Program days; ride requests taken 8–9 a.m. the day you wish to attend. Family Support Group meets monthly (time varies; transportation available).
- f. Transportation Service Area: Wayne & Holmes Counties (home pickup ↔ MOCA House / NAMI offices → return)
- g. Eligibility Requirements: Participants attending MOCA House recovery programming; Family Support Group attendees (call ahead for meeting date/time)
- h. # of Vehicles in Fleet: 1+ vans (exact count TBD)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

34. Agency Name: **Nick Amster, Inc. (WCBDD affiliate provider)**

- a. Transportation Service Type: Client/day-program transportation (NMT for program participants; scheduled with agency)
- b. Other Services Provided: Employment & day services for adults with developmental disabilities (vocational habilitation; group/community employment)
- c. Contact Phone Number: 330-264-9667
- d. Website and/or Contact Email: <https://www.nickamster.com> • vmast@nickamster.com
- e. Days & Hours of Service: Program days; office hours vary (call to confirm)
- f. Transportation Service Area: Wayne County (for enrolled clients)
- g. Eligibility Requirements: Individuals served in Nick Amster programs (DD/DODD funding/authorization as applicable)
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

35. Agency Name: **Northwestern Local Schools (Wayne Co.)**

- a. Transportation Service Type: Pupil transportation; MV liaison
- b. Other Services Provided: District routing info
- c. Contact Phone Number: 419-846-3151 (District main for Transportation)
- d. Website and/or Contact Email: <https://www.northwestern-wayne.k12.oh.us/transportation>
- e. Days & Hours of Service: School days
- f. Transportation Service Area: District boundaries
- g. Eligibility Requirements: District students; MV/IEP
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

36. Agency Name: **Norwayne Local Schools (formerly North Central Local Schools)**

- a. Transportation Service Type: Pupil transportation; MV liaison; alternate stop policy posted
- b. Other Services Provided: District routing info
- c. Contact Phone Number: 330-435-1141 (Transportation Coordinator)
- d. Website and/or Contact Email: <https://www.norwaynelocal.k12.oh.us/Transportation.aspx>
- e. Days & Hours of Service: School days
- f. Transportation Service Area: District boundaries
- g. Eligibility Requirements: District students; MV/IEP

- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

37. Agency Name: **Ohio's Hospice (LifeCare Hospice region)**

- a. Transportation Service Type: Patient transport via Mobile Care Unit (hospice/palliative; internal)
- b. Other Services Provided: Transports between home, inpatient hospice, hospital, and nursing facility to support admissions/discharges/transitions
- c. Contact Phone Number: 800-653-4490 (option 2); Referrals 888-449-4121; Local LifeCare Hospice 330-264-4899
- d. Website and/or Contact Email: <https://www.ohioshospice.org/wooster/>
- e. Days & Hours of Service: Up to ~12 hours/day, 7 days/week (organization-wide capability; confirm locally case-by-case)
- f. Transportation Service Area: Regional (LifeCare Hospice serves Wayne County and nearby communities; confirm specifics)
- g. Eligibility Requirements: Hospice/palliative patients enrolled with Ohio's Hospice/LifeCare Hospice
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

38. Agency Name: **Ohio State University — Agricultural Technical Institute (OSU ATI)**

- a. Transportation Service Type: Referrals/Information for students (campus resources; WayGo local transit; intercity bus from Wooster Marathon stop; options for CLE/CMH/CAK airports; OSU Columbus CABS for Columbus travel)
- b. Other Services Provided: Student services & campus life; on-campus parking guidance (no permit needed at ATI)
- c. Contact Phone Number: 330-287-1331
- d. Website and/or Contact Email: <https://ati.osu.edu> • [ati@osu.edu](mailto:ati@osu.edu)
- e. Days & Hours of Service: Campus/office hours
- f. Transportation Service Area: Wooster campus; referrals for local Wooster/Wayne County travel via WayGo; intercity connections at 220 S Columbus Rd (Barons/Greyhound/Flix stop); OSU system resources for Columbus trips (CABS on the Columbus campus; CampusParc permits for ATI staff when parking in Columbus)
- g. Eligibility Requirements: Students/affiliates for OSU-specific services (e.g., CABS rides open to all riders on Columbus campus; CampusParc permits for eligible employees)
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

39. Agency Name: **OneEighty (Behavioral Health & Shelter Services)**

- a. Transportation Service Type: Client transportation for appointments (free; advance scheduling) OneEighty & Anazao clients only; may purchase/coordinate client rides case-by-case
- b. Other Services Provided: Behavioral health & recovery treatment; shelter; victim services; case management; occasional client transportation funding available through case managers when funding allows.
- c. Contact Phone Number: 330-264-8498
- d. Website and/or Contact Email: <https://www.one-eighty.org> (Transportation page: For Clients → Transportation Services)
- e. Days & Hours of Service: Mon–Fri, 8:00 a.m.–3:30 p.m. (program hours for ride service; appointment

required)

f. Transportation Service Area: Wayne & Holmes Counties — home pickup → OneEighty/Anazao offices for scheduled appointments → return home

g. Eligibility Requirements: Active OneEighty/Anazao client; Wayne or Holmes County resident; schedule ≥48 hours in advance; adults 18+; youth 8–17 may ride with parent/guardian and must not require a car seat; no additional visitors unless provider indicates they're necessary. This program is grant funded through the Mental Health Recovery Board of Wayne and Holmes Counties.

h. # of Vehicles in Fleet: TBD (not publicly listed)

i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

40. Agency Name: **Operation 6:12**

a. Transportation Service Type: Referrals/ride coordination for residents in sober living (not publicly listed as a ride provider; any rides are case-by-case—confirm with staff)

b. Other Services Provided: Faith-based residential recovery; sober living homes for men and women; work program; Bible studies; counseling/support

c. Contact Phone Number: (330) 600-0072 • Contact emails listed on site (e.g., Founder/Executive Director, program leads)

d. Website and/or Contact Email: <https://www.operation612.com> • Contact page: <https://www.operation612.com/contact>

e. Days & Hours of Service: House/program hours; vary by site and schedule

f. Transportation Service Area: Program residents (homes located in NE Ohio—Sugarcreek/Fresno area). Wayne & Holmes residents are served by the affiliate per regional directory; confirm ride availability with house staff

g. Eligibility Requirements: Accepted program resident (sober living)

h. # of Vehicles in Fleet: TBD (not publicly listed)

i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

41. Agency Name: **Opportunities for Ohioans with Disabilities (OOD)**

a. Transportation Service Type: Case-by-case employment-related transport supports within an approved Vocational Rehabilitation (VR) plan (not a carrier)

b. Other Services Provided: Vocational rehabilitation; job placement; disability services

c. Contact Phone Number: 1-800-282-4536

d. Website and/or Contact Email: <https://ood.ohio.gov>

e. Days & Hours of Service: Business hours

f. Transportation Service Area: Statewide (available to Wayne County residents)

g. Eligibility Requirements: Eligible Ohioans with disabilities in an approved VR plan

h. # of Vehicles in Fleet: N/A

i. # of Vehicles Wheelchair Accessible: N/A

42. Agency Name: **Orrville City Schools**

a. Transportation Service Type: Pupil transportation; alternate stop requests; MV liaison

b. Other Services Provided: Spanish line; district routing info

c. Contact Phone Number: 330-682-2836 (Bus Supervisor); District 330-682-5811

d. Website and/or Contact Email: <https://www.orrvilleschools.org/page/transportation>

e. Days & Hours of Service: School days (office M–F 7:30 a.m.–4:30 p.m.)

f. Transportation Service Area: District boundaries

- g. Eligibility Requirements: District students; MV/IEP
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

43. Agency Name: **Orrville Skilled Nursing & Rehabilitation**

- a. Transportation Service Type: Facility van — medical & recreational trips; dialysis/cancer/physician appointments
- b. Other Services Provided: Skilled nursing/rehab
- c. Contact Phone Number: 330-683-5158
- d. Website and/or Contact Email: <https://orrillesnf.com>
- e. Days & Hours of Service: Scheduled by facility
- f. Transportation Service Area: Regional (per appointments)
- g. Eligibility Requirements: Residents/patients
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: Yes (facility van)

44. Agency Name: **OrrVilla (retirement community)**

- a. Transportation Service Type: Scheduled resident transportation (errands/appointments/outings)
- b. Other Services Provided: Independent & assisted living
- c. Contact Phone Number: 330-683-4455
- d. Website and/or Contact Email: <https://www.orrvilla.org>
- e. Days & Hours of Service: Scheduled
- f. Transportation Service Area: Local/area trips
- g. Eligibility Requirements: Residents
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

45. Agency Name: **OUTREACH Community Living Services (OCLS)**

- a. Transportation Service Type: Non-Medical Transportation for adults with I/DD (to/from work and home); open to enrollees of the Wayne County Board of DD
- b. Other Services Provided: Supported living; group homes; payee services
- c. Contact Phone Number: (330) 262-8010
- d. Website and/or Contact Email: <https://www.oclswooster.org>
- e. Days & Hours of Service: By service plan; program hours
- f. Transportation Service Area: Wayne & surrounding counties
- g. Eligibility Requirements: Individuals served via DODD/waiver; WCBDD enrollees
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

46. Agency Name: **People to People Ministries (Wooster)**

- a. Transportation Service Type: Cost help/referrals — gasoline vouchers for work- and appointment-related trips when funds are available; referrals to local transportation programs
- b. Other Services Provided: Food & hygiene pantries; clothing/housewares; limited financial assistance (rent, utilities, birth certificates); seasonal programs
- c. Contact Phone Number: 330-262-1662
- d. Website and/or Contact Email: <https://www.ptpm.net>

- e. Days & Hours of Service: Mon–Fri 9:00 a.m.–11:30 a.m. & 1:00–4:30 p.m.
- f. Transportation Service Area: Wayne County
- g. Eligibility Requirements: In-person intake; Wayne County residency; ID; Social Security cards for household; proof of income (see site for full list)
- h. Number of Vehicles in Fleet: N/A
- i. Number of Vehicles Wheelchair Accessible: N/A

47. Agency Name: **Provide-A-Ride (regional contractor)**

- a. Transportation Service Type: Contract NEMT; public & human-service transportation; ride requests via online portal/app; Medicaid/Medicare managed-care benefit management; public may request private-pay rides via the online portal/app
- b. Other Services Provided: Technology/app (member rider app; provider & customer web portals); public-transit paratransit operations/management; social-service transportation (wheelchair & ambulatory; accommodates service animals, scooters, walkers, oversized wheelchairs)
- c. Contact Phone Number: (888) 288-7050
- d. Website and/or Contact Email: <https://providearide.com> • Ride Request: [providearide.com/request-a-ride](https://providearide.com/request-a-ride) • Rider app (iOS/Android)
- e. Days & Hours of Service: By contract/schedule; Call center Mon–Fri 7:00 a.m.–8:00 p.m. (you can also call the number on the back of your insurance card for covered rides)
- f. Transportation Service Area: Northeast Ohio and statewide via contracts (health plans, public transit, social-service agencies); Wayne County served through those contracts
- g. Eligibility Requirements: Contracted clients/insurance (Ohio Medicaid/Medicare MCO members—rides scheduled per plan rules)
- h. # of Vehicles in Fleet: TBD (owns/operates fleet; also uses network partners)
- i. # of Vehicles Wheelchair Accessible: Yes (counts not published; wheelchair/oversized wheelchair accommodated—confirm per program)

48. Agency Name: **ReliaRide (fka Scenic View Transportation, Hartville)**

- a. Transportation Service Type: NEMT / Ambulette (wheelchair & ambulatory); Medicaid transportation
- b. Other Services Provided: Contracted trips for facilities/managed care; private-pay rides; coordination with health insurers
- c. Contact Phone Number: 330-244-0657
- d. Website and/or Contact Email: <https://reliaride.org>
- e. Days & Hours of Service: By scheduling (call to book; confirm current operating window)
- f. Transportation Service Area: Northeast Ohio (serves Wayne County regionally)
- g. Eligibility Requirements: General public (private pay) and Medicaid/managed care members per plan rules
- h. # of Vehicles in Fleet: Large ambulette fleet — FMCSA snapshot lists 59 power units and 83 drivers (organization-level; confirm local count)
- i. # of Vehicles Wheelchair Accessible: Yes (ambulette fleet)

49. Agency Name: **Rittman Exempted Village Schools**

- a. Transportation Service Type: Pupil transportation; MV liaison
- b. Other Services Provided: Career Center shuttle details (as posted)
- c. Contact Phone Number: 330-927-7413 (Transportation/Lisa Kramer); District 330-927-7400
- d. Website and/or Contact Email: <https://www.rittmanschools.org/departments/transportation>

- e. Days & Hours of Service: School days
- f. Transportation Service Area: District boundaries
- g. Eligibility Requirements: District students; MV/IEP
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

50. Agency Name: **Salvation Army — Orrville Maiwurm Service Center**

- a. Transportation Service Type: Gasoline vouchers for medical/work trips & other Cost Help (as available)
- b. Other Services Provided: Food; utilities; Rx assistance
- c. Contact Phone Number: 330-683-3138
- d. Website and/or Contact Email: <https://easternusa.salvationarmy.org/northeast-ohio/orrville>
- e. Days & Hours of Service: Mon–Fri 8:30 a.m.–3:30 p.m.
- f. Transportation Service Area: Orrville/Wayne County
- g. Eligibility Requirements: Varies based on Income/need; documentation as required
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

51. Agency Name: **Salvation Army — Wooster Corps**

- a. Transportation Service Type: Gasoline vouchers for medical/work trips & other Cost Help (as available)
- b. Other Services Provided: Basic needs assistance (food pantry/soup kitchen, utility/rent help when funds allow)
- c. Contact Phone Number: 330-264-4704
- d. Website and/or Contact Email: <https://easternusa.salvationarmy.org/northeast-ohio/wooster/>
- e. Days & Hours of Service: Office hours Mon-Fri 8:30am-4pm
- f. Transportation Service Area: Wayne County residents
- g. Eligibility Requirements: Varies based on Income/need; documentation as required
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

52. Agency Name: **Secrest Village Apartments (Wayne MHA property)**

- a. Transportation Service Type: No direct service; coordination via property management as needed, transportation among possible supportive services
- b. Other Services Provided: Senior/disabled housing HUD
- c. Contact Phone Number: 330-264-2727 (Wayne MHA)
- d. Website and/or Contact Email: <https://waynemha.org> (Secrest Village)
- e. Days & Hours of Service: Office hours
- f. Transportation Service Area: N/A — uses community options
- g. Eligibility Requirements: Property eligibility
- h. # of Vehicles in Fleet: N/A, refers to community options
- i. # of Vehicles Wheelchair Accessible: N/A

53. Agency Name: **Southeast Local Schools (Waynedale)**

- a. Transportation Service Type: Pupil transportation; MV liaison
- b. Other Services Provided: Bus schedules; policy docs
- c. Contact Phone Number: 330-698-4751 (Transportation Supervisor: Bre Smith)
- d. Website and/or Contact Email: <https://waynedale.k12.oh.us/transportation/>

- e. Days & Hours of Service: School days
- f. Transportation Service Area: District boundaries
- g. Eligibility Requirements: District students; MV/IEP
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

54. Agency Name: **St. Mary of the Immaculate Conception (Wooster) — St. Vincent de Paul Society**

- a. Transportation Service Type: Cost help/referrals as funds allow (may include gas help)
- b. Other Services Provided: Housing/utility aid; referrals
- c. Contact Phone Number: Parish office 330-264-8824 (SVDP via parish)
- d. Website and/or Contact Email: <https://stmarywooster.org>
- e. Days & Hours of Service: By appointment
- f. Transportation Service Area: Wooster/Wayne
- g. Eligibility Requirements: Need-based; documentation
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

55. Agency Name: **The Counseling Center of Wayne & Holmes**

- a. Transportation Service Type: Crisis coordination & referrals to transportation resources; may purchase/coordinate client rides case-by-case basis; on-site Genoa Healthcare pharmacy with free delivery/shipping (reduces transportation barriers)
- b. Other Services Provided: 24/7 crisis line & mobile response; outpatient behavioral health; case management/resource navigation (including help accessing transportation)
- c. Contact Phone Number: Non-crisis: (330) 264-9029 • Crisis (24/7): call/text 988 or local (330) 845-HELP (4537) (mobile response available in Wayne & Holmes)
- d. Website and/or Contact Email: <https://www.ccwhc.org> • Genoa info (on-site pharmacy): <https://www.ccwhc.org/for-patients>
- e. Days & Hours of Service: Crisis 24/7; clinic hours vary by site/program
- f. Transportation Service Area: Wayne & Holmes (crisis/mobile response countywide; pharmacy delivery to patient addresses—confirm radius with Genoa)
- g. Eligibility Requirements: Crisis services: open access • Care coordination/referrals & pharmacy delivery: established patients (per program/pharmacy)
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

56. Agency Name: **Townview Terrace (senior/assisted living)**

- a. Transportation Service Type: Scheduled transportation (medical/shopping/local events)
- b. Other Services Provided: Assisted living services
- c. Contact Phone Number: (234) 249-0062
- d. Website and/or Contact Email: (community listings via WMHA page)
- e. Days & Hours of Service: Scheduled
- f. Transportation Service Area: Wooster area
- g. Eligibility Requirements: Residents
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

57. Agency Name: **Triway Local Schools**

- a. Transportation Service Type: Pupil transportation; MV liaison
- b. Other Services Provided: District routing/contacts
- c. Contact Phone Number: 330-264-0577 (Transportation Office)
- d. Website and/or Contact Email: [https://www.triway.k12.oh.us/25739\\_1](https://www.triway.k12.oh.us/25739_1)
- e. Days & Hours of Service: School days
- f. Transportation Service Area: District boundaries
- g. Eligibility Requirements: District students; MV/IEP
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

58. Agency Name: **United Way of Wayne & Holmes — 211**

- a. Transportation Service Type: Information & Referrals (24/7)
- b. Other Services Provided: Resource navigation/“street card” listings; sometimes funding
- c. Contact Phone Number: 2-1-1 or 330-263-6363
- d. Website and/or Contact Email: <https://www.uwwh.org/get-help>
- e. Days & Hours of Service: 24/7 hotline
- f. Transportation Service Area: Wayne & Holmes Counties
- g. Eligibility Requirements: None (general public), Funds vary
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

59. Agency Name: **Viola Startzman Clinic**

- a. Transportation Service Type: Assistance/coordination via Community Health Workers and case managers (see Wooster Community Hospital- clinic does not operate vehicles)
- b. Other Services Provided: Case management; resource navigation (including transportation assistance)
- c. Contact Phone Number: 330-262-2500
- d. Website and/or Contact Email: <https://startzmanclinic.org> • [vsc@startzmanclinic.org](mailto:vsc@startzmanclinic.org)
- e. Days & Hours of Service: Clinic hours
- f. Transportation Service Area: Wayne County (via coordination/referrals)
- g. Eligibility Requirements: Clinic patients; income-qualified care
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

60. Agency Name: **WayGo – Wooster-Wayne Community Transit**



- a. Transportation Service Type: Fixed Route; Demand-Response/Microtransit (curb-to-curb within Wooster + ~1 mile beyond city limits) + Wayne County Career Center
- b. Other Services Provided: Trip scheduling via dispatch line & mobile app; ADA policies & complaint process
- c. Contact Phone Number: Dispatch 330-800-5210; General 330-263-5255; TTY 1-800-750-0750
- d. Website and/or Contact Email: [kwhite@woosteroh.com](mailto:kwhite@woosteroh.com); <https://www.woosteroh.com/waygo>
- e. Days & Hours of Service: Mon–Fri 7:00 a.m.–8:00 p.m.; Sat 10:00 a.m.–6:00 p.m.
- f. Transportation Service Area: City of Wooster (fixed route loop); curb-to-curb extends ~1 mile beyond city limits; special service to/from Wayne County Career Center
- g. Eligibility Requirements: Open to the public; reduced fares per policy (seniors 62+; people with disabilities, veterans)

- h. # of Vehicles in Fleet: 9 (five cutaway buses, two accessible vans, two modified minivans)
- i. # of Vehicles Wheelchair Accessible: 9 (all ADA-compliant)

61. Agency Name: **Wayne County Board of Developmental Disabilities - Transportation**

- a. Transportation Service Type: Student/day-program transportation (Ida Sue School) Non-Medical Transportation (NMT) coordination via contracted providers (e.g., D&D Transportation) for WCBDD-served individuals
- b. Other Services Provided: Service & Support Administration (SSA); Early Intervention; employment supports
- c. Contact Phone Number: (330) 264-6902 (Transportation Office/Supervisor)
- d. Website and/or Contact Email: <https://www.waynedd.org/transportation-services/contact> • bdailey@waynedd.org (Transportation Supervisor)
- e. Days & Hours of Service: School/program days (transport runs on program calendars); office Mon–Fri
- f. Transportation Service Area: Wayne County (home ↔ Ida Sue School & program/provider sites)
- g. Eligibility Requirements: WCBDD-served individuals per IEP/eligibility; NMT authorized through SSA under DODD rules
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

62. Agency Name: **Wayne County Care Center (Assisted Care & SNF)**

- a. Transportation Service Type: Resident transportation (included with Assisted Care)
- b. Other Services Provided: Meals; activities; nursing care
- c. Contact Phone Number: 330-262-1786
- d. Website and/or Contact Email: <https://waynecountycarecenter.com>
- e. Days & Hours of Service: Scheduled
- f. Transportation Service Area: Local/area trips
- g. Eligibility Requirements: Residents
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

63. Agency Name: **Wayne County Department of Job & Family Services (WCDJFS) & OhioMeansJobs - Wayne County**

- a. Transportation Service Type: Benefits-linked assistance/coordination (Medicaid NET/NEMT referral; PRC transportation/work supports; New Employment Gas Assistance)
- b. Other Services Provided: Cash/food/medical assistance; childcare assistance; emergency assistance; workforce services via OhioMeansJobs (training supports, job search/placement)
- c. Contact Phone Number:
  - i. WCDJFS main (330) 287-5800;
  - ii. NET/NEMT line (330) 287-5841;
  - iii. PRC (330) 287-5812 (confirm on intake);
  - iv. OhioMeansJobs–Wayne (330) 264-5060
- d. Website and/or Contact Email: • waynecountyjfs@jfs.ohio.gov • OMJ local help: <https://ohiomeansjobs.ohio.gov/job-seekers/> • Apply/manage benefits online at [benefits.ohio.gov](https://benefits.ohio.gov) or call 1-844-640-OHIO (6446).
- e. Days & Hours of Service: Mon–Fri, 7:30 AM–4:30 PM (lobby/phones)
- f. Transportation Service Area: Wayne County & Beyond (eligibility/assistance administered countywide;

ride fulfillment typically via Medicaid managed care or approved vendor can cross county lines)

g. Eligibility Requirements: Program-specific. NET/NEMT requires Medicaid eligibility and a Medicaid-covered service; PRC serves income-eligible families per county plan (e.g., up to 200% FPL, Wayne County resident, minor child in home or paying support); gas-voucher/work-support offerings vary with funding

h. # of Vehicles in Fleet: N/A

i. # of Vehicles Wheelchair Accessible: N/A

64. Agency Name: **Wayne County Family & Children First Council (FCFC)**

a. Transportation Service Type: Information/Referrals; family service coordination; possible transportation or gas assistance on a case-by-case basis in partnership with other agencies / court systems.

b. Other Services Provided: System coordination for families prenatally–age 24

c. Contact Phone Number: 330-601-6659; alt 330-345-5340

d. Website and/or Contact Email: <https://waynefcfc.squarespace.com> ; ehawkins@waynefcfc.org

e. Days & Hours of Service: Mon–Fri 8:00 a.m.–4:30 p.m.

f. Transportation Service Area: Wayne County

g. Eligibility Requirements: Families with children (prenatal–24)

h. # of Vehicles in Fleet: N/A

i. # of Vehicles Wheelchair Accessible: N/A

65. Agency Name: **Wayne County Schools Career Center**

a. Transportation Service Type: District-provided CTE busing (from home districts to WCSCC)

b. Other Services Provided: Career/technical education serving all Wayne County public high schools.

Note: Included in WayGo’s on-demand coverage.

c. Contact Phone Number: Main 330-669-7000 (districts coordinate buses)

d. Website and/or Contact Email: <https://www.wcsc.org>

e. Days & Hours of Service: School days (per sending districts/WCSCC schedule)

f. Transportation Service Area: Countywide via sending districts (also covered by WayGo)

g. Eligibility Requirements: Enrolled CTE students from partner districts

h. # of Vehicles in Fleet: N/A (rides via home districts)

i. # of Vehicles Wheelchair Accessible: N/A

66. Agency Name: **Wayne County Veterans Service Commission (VSC)**

a. Transportation Service Type: Free van rides to VA medical facilities (commonly Cleveland/Parma/Canton) for eligible Veterans with scheduled VA care

b. Other Services Provided: VA benefits assistance; financial aid/emergency assistance

c. Contact Phone Number: (330) 345-6638 (main) • (800) 335-6638 (toll-free)

d. Website and/or Contact Email: County listing & chamber profile (address/hours/links)

e. Days & Hours of Service: Office Mon–Fri 8:30 a.m.–4:30 p.m.; van schedules vary by day/route (call to book)

f. Transportation Service Area: Wayne County → VA facilities (e.g., Louis Stokes Cleveland VAMC, Parma CBOC, Canton area as available)

g. Eligibility Requirements: Eligible Veterans with scheduled VA medical appointments; call VSC to confirm seat/requirements

h. # of Vehicles in Fleet: TBD (not publicly listed)

i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

67. Agency Name: **West View Healthy Living (aka West View Manor)**
- a. Transportation Service Type: Resident transportation (scheduled)
  - b. Other Services Provided: Independent/assisted/memory/nursing; activities
  - c. Contact Phone Number: 330-264-2550
  - d. Website and/or Contact Email: <https://wvhl.org>
  - e. Days & Hours of Service: Scheduled
  - f. Transportation Service Area: Local/area trips
  - g. Eligibility Requirements: Residents
  - h. # of Vehicles in Fleet: TBD (not publicly listed)
  - i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)
68. Agency Name: **Wooster City Schools**
- a. Transportation Service Type: Pupil transportation; MV liaison; IEP transport; alternate stop requests per policy
  - b. Other Services Provided: Routing/stop requests; activity/CTE shuttles (as scheduled)
  - c. Contact Phone Number: 330-988-1111 x1600 (Transportation Secretary)
  - d. Website and/or Contact Email: <https://www.woostercityschools.org/departments/transportation>
  - e. Days & Hours of Service: School days
  - f. Transportation Service Area: District boundaries
  - g. Eligibility Requirements: District students; MV/IEP
  - h. # of Vehicles in Fleet: TBD (not publicly listed)
  - i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)
69. Agency Name: **Wooster Community Hospital (WCH) - Transportation Services**
- a. Transportation Service Type: Complimentary (free) Demand-response to WCH and affiliated/provider-network medical offices in Wooster
  - b. Other Services Provided: Wooster Community Pharmacy FREE prescription delivery with option to add OTC items. To request delivery: call 330-202-5570, pay by phone, request delivery; request before noon for next-day delivery; someone must be present to sign; phone counseling available.
  - c. Contact Phone Number: 330-263-8144
  - d. Website and/or Contact Email: <https://www.woosterhospital.org/community/transportation-services/>
  - e. Community Provider Directory: <https://www.woosterhospital.org/find-a-provider/>
  - f. Days & Hours of Service: Mon–Fri, varying service hours
  - g. Transportation Service Area: to destinations in the City of Wooster, drivers will pick up from anywhere reasonable, including across county lines.
  - h. Eligibility Requirements: WCH (& in-network provider offices) patients with healthcare needs
  - i. # of Vehicles in Fleet: 3 (two mini-vans and one transit van 10 passengers)
  - j. # of Vehicles Wheelchair Accessible: N/A
70. Agency Name: **Wooster Express**
- a. Transportation Service Type: Taxi/On-Demand
  - b. Other Services Provided: Accepts referrals/funding from local programs
  - c. Contact Phone Number: 330-202-9000
  - d. Website and/or Contact Email: n/a
  - e. Days & Hours of Service: Mon-Fri 7am-4pm, Sat 7am-1pm
  - f. Transportation Service Area: Wayne County (Wooster-based, call for out-of-area quotes)

- g. Eligibility Requirements: General public; fares apply
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: N/A

**71. Agency Name: Wooster Hope Center**

- a. Transportation Service Type: Referral touchpoint (connects residents to assistance; does not provide rides)
- b. Other Services Provided: Food/hygiene pantries and related services
- c. Contact Phone Number: 330-683-2242
- d. Website and/or Contact Email: <https://woosterhopecenter.org>
- e. Days & Hours of Service: Hygiene Pantry — 1st Monday 8:30–11:30 a.m.; Food Pantry — Wed 12:00–3:00 p.m., Thu 6:00–8:00 p.m., Fri 10:00 a.m.–12:00 p.m.
- f. Transportation Service Area: Wayne County
- g. Eligibility Requirements: Wayne County residency; ≤200% FPL (for pantry programs)
- h. # of Vehicles in Fleet: N/A
- i. # of Vehicles Wheelchair Accessible: N/A

**72. Agency Name: YMCA of Wayne County – Orrville Branch & Natatorium**

- a. Transportation Service Type: Site-based Before/After School Program & camps; field-trip transport as needed; incoming school transport typically via school district buses were offered
- b. Other Services Provided: Sports, childcare, camps, aquatics
- c. Contact Phone Number: 330-683-2153
- d. Website and/or Contact Email: <https://ymcawayne.org/locations/orrville-branch-and-natatorium>
- e. Days & Hours of Service: Mon–Fri 5:30 a.m.–9 p.m.; Sat 8 a.m.–5 p.m.; Sun 1 p.m.–5 p.m.
- f. Transportation Service Area: Orrville & designated program sites
- g. Eligibility Requirements: Program enrollment; fees may apply
- h. Number of Vehicles in Fleet: TBD (not publicly listed)
- i. Number of Vehicles Wheelchair Accessible: TBD (not publicly listed)

**73. Agency Name: YMCA of Wayne County – Wooster Branch**

- a. Transportation Service Type: Site-based Before/After School Program & camps; field-trip transport as needed (no public daily shuttle posted)
- b. Other Services Provided: Sports, childcare, camps, aquatics, fitness
- c. Contact Phone Number: 330-264-3131
- d. Website and/or Contact Email: <https://ymcawayne.org/locations/wooster-branch>
- e. Days & Hours of Service: Mon–Thu 5 a.m.–9 p.m.; Fri 5 a.m.–7 p.m.; Sat 8 a.m.–2 p.m.; Sun 1 p.m.–5 p.m.
- f. Transportation Service Area: Wooster & designated program sites
- g. Eligibility Requirements: Program enrollment; fees may apply
- h. # of Vehicles in Fleet: TBD (not publicly listed)
- i. # of Vehicles Wheelchair Accessible: TBD (not publicly listed)

## IV. Assessment of Community Support for Transit

Transportation in Wayne County is treated as essential infrastructure. Residents, employers, schools, and health partners consistently frame mobility as the difference between keeping a job, reaching dialysis/behavioral health and specialty care, buying groceries and medications, meeting court/reentry obligations, and sustaining independent living. Across public comments, stakeholder input, and focus groups, the ask is not whether to operate public transit, it's how quickly to restore a county-level, federally matched system with (1) evening/weekend and cross-county access, (2) reliable wheelchair-accessible, door-to-door capacity, (3) a clear single point of entry, and (4) sustainable local match aligned to unlock state/federal funds.

### History & Transition of Local Services Summary

#### City of Wooster: Early History

- **1938–1974.** Wooster's first bus service operated privately (1938). The city purchased the system in 1973 and created a Transportation Commission in 1974 to oversee a growing city-run program.

#### City of Wooster: Program Build-Out (Late 1990s–2024)

- **The city added a subsidized taxi-voucher program** for qualified riders (later administered by CAWM). Over time, Wooster layered fixed-route and demand-response options to meet local needs and budgets.
- **Local funding.** The program was funded primarily by City of Wooster local dollars (city taxpayers), supplemented at times by other sources (e.g., Section 5310 funds for seniors/individuals with disabilities).
- **Documented demand (pre-transition).** In 2023, Wooster's fixed route carried 26,415 trips, and the City's taxi-pass/microtransit program was used 37,781 times (~3,148/month). Usage peaked 1–5 p.m.; busiest stops included Walmart, Buehler's (Market & Milltown), Marc's, and the College of Wooster—unmistakable evidence that residents ride when service is proximate and affordable.
- **ADA capacity observations.** Prior to the new public transit model, ADA capacity and training in the mixed system were not always consistent (e.g., limited wheelchair-accessible vehicles at times; variable ramp/lift/securement training). This underscored the need for reliably ADA-compliant capacity.

#### Countywide Public Transportation: Launch & Wind-Down (2021–2024)

- **October 2021. Wayne County Transit (WCT) launched** as a countywide curb-to-curb service available to all residents, delivered through a collaboration between CAWM and SARTA (work transportation expanded to public service).
- **October 2023 (service freeze)** Due to budget limitations, WCT (managed by SARTA) stopped new enrollments and reduced service to ~one-third of prior capacity, diverting most calls to CAWM Mobility Management. Local businesses, service providers, and governments coordinated through the Mobility Manager to protect critical trips, identify alternatives, and communicate changes.
- **2023 usage (demand persists)** Despite late-year cutbacks, WCT still provided ~25,000 trips in 2023; ~85% were workforce trips, with most of the remainder serving wheelchair users.
- **August 31, 2024 (service ends)** WCT ceased operations due to the lack of a sustainable local match.

#### Impacts Documented by the Lead Agency (CAWM)

- **Following the shutdown of WCT,** CAWM experienced a surge in help-seeking. Internal logs show the Community Transit Specialist managed ~1,000 transportation calls in July 2025 alone from residents who had relied on WCT.

- **Reported impacts** included missed or delayed dialysis/infusion/wound care, lost shifts and job jeopardy, missed behavioral-health and court/reentry obligations, and reduced access to groceries/pharmacy—illustrating that transportation is not discretionary infrastructure.

### ODOT's TDP & Path to Federal Eligibility

- **Transportation Development Plan (TDP)** At ODOT's direction, consultants recommended consolidating local funding into a single public transit system to leverage state and federal match and formalize eligibility—moving from a patchwork of programs to one accountable transit entity with sustainable funding and clear public access.

### City Leadership & WayGo (2025)

- **Transition leadership** The City of Wooster stepped in to lead the transition toward a federally eligible, countywide model and hired a Transit Director to work with ODOT on design and implementation.
- **September 2025: WayGo launches** The City launched WayGo, initiating the shift from legacy city programs toward a cohesive, scalable, and ADA-dependable county model designed to restore countywide access on a sustainable footing.

## What the Community is Saying

### Public survey (2024–2025).

- “Need morning hours to get to work before 7am.”
- “Need reliable transportation on Sundays.”
- “Out of county doctors, but no rides.”
- “We need door-to-door transportation ... plus assistance getting to and from the doctor's office.”

### Stakeholder survey (2024–2025).

- “Hours aren't good for working clients; they need evenings/weekends.”
- “Out-of-county trips for medical appointments are common.”

### Focus-group takeaways (2025).

- **Healthcare:** Out-of-county specialty care (Akron, Canton, Cleveland, Medina) is common; insurance rides require long notice; gaps lead to lack of care.
- **Older adults & people with disabilities:** Wheelchair-accessible vehicles and trained drivers are essential; rural areas outside Wooster lack coverage; curb-to-curb transfers are a barrier.
- **Workforce & job readiness:** Second/third shift, Sundays, and rural job sites are not served reliably; lack of transportation directly affects hiring/retention. We should establish partnerships with local employers, staffing agencies, and job readiness programs.

### Wooster data snapshots that mirror public input

- **Documented demand (2023):** 26,415 fixed-route trips and 37,781 taxi/pass trips—unmistakable evidence that riders use affordable, proximate options.
- **When/where riders travel:** Ridership peaks from 1–5 PM; top stops include Buehler's (Market & Milltown), Walmart, and College of Wooster.
- **Accessibility gap (pre-transition):** City documentation noted periods with too few ADA vans and a shortage of accessible taxis/trained drivers relative to demand.

## Rider representation in prior planning

Wayne County's Transportation Coalition has historically included private citizens (seniors/people with disabilities) alongside agencies, and prior coordinated-plan cycles used a Planning Committee drawn from this Coalition- aligning with ODOT's requirement that participation include seniors, individuals with disabilities, people with low incomes, providers, and the public. The Lead Agency (CAWM) will retain invitations, sign-in sheets, accommodation requests, and materials for all meetings/surveys and will provide documentation to ODOT or the public upon request.

## Alignment with adopted local guidance

- **Wayne County Community Health Assessment/CHIP (2024):** Identifies access-to-care barriers and names transportation as a health-equity strategy—calling for joint action by the Health Department, CAWM, and hospital partners.
- **CAWM Strategic Plan (2024–2026):** Calls for a coordinated system with a single point of entry; links mobility to workforce stability (including off-shift access).

*(Both directions are consistent with the City's federalization path and regional best practice: longer hours (evenings/weekends), cross-county medical access, and reliable ADA door-to-door capacity.)*

## Safety

Safety is a core priority shared by providers and partners. This plan supports: improving first/last-mile access (lighting, sidewalks/paths, safe crossings), strengthening safe connections to major employers and health sites, and sustaining trained drivers, dependable vehicles, and ADA-compliant securement.

**Provider practices.** WayGo and Gilcrest operate under safety-focused standards. Drivers complete training such as Defensive Driving, DRIVE (transporting older adults/individuals with disabilities), CPR/First Aid, Passenger Assistance & mobility-device securement, fire-extinguisher use, and drug/alcohol compliance for safety-sensitive positions. Vehicles are ADA-accessible with securement; daily pre-trip checks and formal preventive-maintenance schedules are standard expectations for state/federal-funded vehicles (e.g., Section 5310).

**Licensed vs. unregulated rides.** City-licensed taxi services must meet registration/inspection and insurance requirements; when transit is unavailable, residents sometimes turn to unregulated “cash rides” that are not inspected, not wheelchair-accessible, and lack background checks—posing passenger risk. Regional planning findings warn specifically about these unregulated rides (including high fees and safety gaps) and reinforce the need for regulated accessible options.

**Emergency readiness.** Accessible transportation capacity supports continuity of care and safe evacuation/relocation for vulnerable residents during severe weather or other incidents.

## Vehicles

This section highlights confirmed capacity reported to Mobility Management (2025):

- **WayGo (City of Wooster):** Entire active fleet (9 vehicles) is wheelchair accessible.
- **Gilcrest (private/NEMT, countywide & regional):** 28 vehicles total; 17 wheelchair accessible.

Demand for wheelchair-accessible, door-to-door trips is high for dialysis, wound care, physical therapy, recovery, groceries and pharmacy, and work. Capacity is tightest outside Wooster, outside traditional weekday hours, and for short-notice trips. Focus-group participants also noted equipment compatibility challenges with larger/heavier wheelchairs, and recurring-trip approvals (e.g., dialysis/therapy) are hard to secure; wait-time/reliability issues with insurance rides can leave patients stranded.

Additionally, as vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost-effectiveness of the transportation services provided.

## Active Transportation

Wayne County's active-transportation network is centered on multi-use trails that link communities for walking and biking—most notably the Sippo Valley Trail (Dalton–Massillon), County Line Trail (Creston–Rittman), Heartland Trail (Orrville–Marshallville), and local segments of the Ohio to Erie Trail, with the Fredericksburg Trailhead connecting into Holmes County. The City of Wooster also maintains a dedicated bike path, and on-road bike lanes are gradually expanding to connect key destinations, guided by AMATS's Active Transportation Plan. For e-bikes, ODNR offers trail-use guidance while ODOT provides education and legal resources. For updates and coordination, look to Wayne Trails, Rails to Trails of Wayne County, AMATS, and ODOT. **[Map on next page.]**

## Summary of Existing Resources

With the loss of WCT in 2024, Wayne County's mobility ecosystem today is a mix of public transit in/around Wooster, specialized providers, veterans' transport, agency-arranged rides, faith-based/volunteer help, and growing, but incomplete, active-transportation facilities:

- **WayGo – Wooster/Wooster-area public transit.** Fixed-route loop linking major destinations (shopping, jobs, campuses, medical) and curb-to-curb, on-demand rides within Wooster and designated near-city areas. ADA-accessible fleet; reduced/free fares for eligible riders; weekday/evening and limited Saturday service (no Sunday/overnight).
- **Gilcrest – Wheelchair-accessible door-to-door trips.** Critical for riders who cannot transfer out of a mobility device; used for medical (incl. dialysis), pharmacy, groceries, errands, and some work trips.
- **Agency-arranged & subsidized rides.** CAWM (Mobility Management), JFS, behavioral health/recovery providers, reentry/workforce programs, health systems, and others purchase/subsidize rides, distribute limited emergency vouchers/passes, or directly transport enrolled clients (access tied to program eligibility and funding rules).
- **Veterans' transport.** Wayne County Veterans Service Office and partners arrange rides (especially to VA medical appointments, in- and out-of-county).
- **Faith-based/volunteer supports.** Love INC and other partners coordinate crisis rides and basic-needs trips where formal service is missing; these are compassionate but not scalable countywide solutions. (Love INC was cited by healthcare stakeholders as an active coordinator.)
- **Active transportation in Wooster.** Sidewalk/curb-ramp improvements, multi-use paths, and bike/ped facilities continue to expand access to schools, work, and services; however, gaps remain in several neighborhoods and are larger in rural townships/villages. Focus-group participants identified emerging **pharmacy deserts** and the loss of services in communities like **Shreve**, increasing travel distance for essentials.

The Mobility Manager convenes the **Wayne County Transportation Coalition** (monthly within the Housing Coalition). Stakeholders across healthcare, aging/disability, workforce, education, and human services emphasized the need for a **centralized, easy-to-use point of entry** for transportation information and scheduling- an approach also recommended in regional coordinated-planning guidance.

## Map5: ODOT Bike Map Trails & Routes



There are several local and regional trails networks in the state.

Check out these resources:

- **Cycling & Bike Paths:** [ohio.org/cycling](https://ohio.org/cycling)
- **Ohio to Erie Trail:** [ohioerietrail.org](https://ohioerietrail.org)
- **Tri-State Trails (Cincinnati):** [tristatetrails.org/](https://tristatetrails.org/)
- **Miami Valley Trails (Dayton):** [miamivalleytrails.org/](https://miamivalleytrails.org/)
- **Central Ohio Greenways (Columbus):** [centralohiogreenways.com/](https://centralohiogreenways.com/)
- **Northeast Ohio (Cleveland):** [cuyahogagreenways.org](https://cuyahogagreenways.org) or [noaca.org/bikemaps](https://noaca.org/bikemaps)
- **US Bike Route info and trip planning:** [adventurecycling.org](https://adventurecycling.org)



Ohio Department of  
Natural Resources  
Ohio Trails App

### LEGEND



U.S. Bike Routes



State Bike Routes

|       |                                   |      |                               |      |                                     |
|-------|-----------------------------------|------|-------------------------------|------|-------------------------------------|
| BCT   | Blacklick Creek Trail             | HT   | Heritage Trail                | ORB  | Ottawa River Bikeway                |
| CLB   | Cleveland Lakefront Bikeway       | H&BT | Hike & Bike Trail             | PCRT | Paint Creek Recreational Trail      |
| CFFT  | Clinton Fayette Friendship Trail  | HOAB | Hockhocking Adena Bikeway     | RB&O | Richland B & O Trail                |
| CCT   | Conotton Creek Trail              | LGC  | Lake County Greenway Corridor | SKT  | Simon Kenton Trail                  |
| CST   | Creeside Trail                    | LMST | Little Miami Scenic Trail     | SET  | Slippery Elm Trail                  |
| ENT   | Emerald Necklace Trail            | MHT  | Maple Highlands Trail         | TT   | Tecumseh Trail                      |
| GH&BT | Gallia Hike & Bike Trail          | MTGT | Marion Tallgrass Trail        | TJ&P | TJ Evans & Panhandle Trails         |
| LSM   | Grand Lake St Marys               | NCIT | North Coast Inland Trail      | TPT  | Ohio & Erie Canalway Tow Path Trail |
| GMRT  | Great Miami River Trail           | OTET | Ohio to Erie Trail            | WTC  | Wabash Cannonball Trail             |
| GOLTR | Great Ohio Lake to River Greenway | ORT  | Ohio River Trail              | XJCT | Xenia Jamestown Connector Trail     |

Source: Bike-Map-Trails-Routes-2023 ODOT

## V. Assessment of Transportation Needs and Gaps

To understand Wayne County’s transportation needs, the planning committee analyzed current data and maps, reviewed county and regional plans, and gathered community input. The aim was to identify where residents lack reliable transportation, who is most affected, and how gaps impact health, employment, education, and daily life. The 2024 Community Health Assessment reports that 51% of the county is rural and that health, income, and access to services differ markedly between Wooster (the largest city) and outlying townships and villages.

Place, age, vehicle access, and the location of jobs and services shape transportation needs. Mapping zero-vehicle hotspots against job centers, healthcare, and education highlights spatial gaps: many older adults, low-income workers, single parents, and people with disabilities live far from essential destinations. Without countywide transit to bridge that distance, barriers persist to employment, healthcare, childcare, court compliance, recovery, food access, and mental health.

Wayne County no longer has a single countywide system; residents face “pockets of access.” Wooster has fixed-route and microtransit; eligible veterans can reach VA care; some seniors receive door-to-door medical trips; and some income-eligible Wooster residents get subsidized rides within city limits. But second-shift rural workers, single parents with early starts, and residents with language barriers—especially in outlying areas—often cannot make needed trips without personal intervention.

The consequences are serious: missing work, dialysis, mental health care, addiction treatment, court, childcare, or school leads to poorer health, untreated depression and substance use, family stress, social isolation, and disconnection from the local economy. The Community Health Assessment and Community Health Improvement Plan identify mental health, depression, substance use, and access to care as urgent issues and cite transportation as a structural barrier, particularly for Hispanic and Amish residents and those outside Wooster. This aligns with state and national findings that more than 1 in 5 adults without a vehicle or transit skip needed medical care.

This section is organized around the needs of priority populations and ODOT requirements, which direct counties to use demographic patterns—where older adults and zero-vehicle households live and where major trip generators are located—to identify unmet needs that coordinated transportation can address.

### Methods Used to Assess Transportation Needs and Gaps:

**Assessment of data and demographics** Reviewed County and sub-county indicators: age 65+, disability, poverty, limited English proficiency (LEP), household vehicle access (zero-vehicle and “vehicle-stressed” one-vehicle households), commute mode/time.

**Mapping & overlays** Mapped population clusters and priority indicators against major trip generators (employment/industrial parks; hospitals/clinics/behavioral health; dialysis; pharmacies; groceries/food pantries; courts/probation; social services; childcare/preschool; K–12; higher-ed/workforce training) with current service areas and service hours overlaid. Identified **spatial gaps** (areas not served/only reachable by private car) and temporal gaps (early AM, evenings, weekends, short notice).

**Workforce & employment access review** Considered job clusters, wages, and shift patterns (2nd/3rd shift) to quantify off-peak and cross-county demand and employer concerns about reliable transportation to the shift.

**Community health & access review** Reviewed Wayne County health assessments (CHA/CHIP), Poverty-related reporting, and hospital CHNAs to connect transportation barriers with mental health, substance use, chronic disease, maternal/child health, and rural access challenges.

**Service scan / existing provider capabilities:** Documented public transit/microtransit operating in/near Wooster, wheelchair-accessible medical and non-medical transport, veteran transport, agency-arranged rides, and limited volunteer/faith-based options; reviewed accessibility features (ramps/lifts/securement), driver training, hours/eligibility, fares/advance notice, and cross-county capability.

#### **Chart6: Statistics of food insecurity in Akron Canton's Food Bank Service Area**

- 🍏 1 in 7 individuals in our service area may struggle with hunger (approx. 207,590 individuals)
- 🍏 1 in 6 children in our service area may struggle with hunger (approx. 59,150 children)
- 🍏 72.5% of households visiting Ohio's food banks had to choose between food and transportation/gas.\*
- 🍏 65.2% of households visiting Ohio's food banks had to choose between food and utilities.\*
- 🍏 57.8% of households visiting Ohio's food banks had to choose between food or medicine/health care.\*

*\* Data gathered through the [Ohio Association of Foodbanks' 2024 Statewide Study of Hunger in Ohio](#)*

*Source: Akron Canton Food Bank (serves Wayne Co.)*

**Food Insecurity** Food insecurity refers to the USDA's measure of lack of regular access to nutritional food for an active and healthy life. Statistics from the Akron Canton Food Bank as of 2024:

- **Wayne County Food Insecurity Estimates: 12.6% or 14,700 individuals and 14.6% or 4,080 children**
- Wayne Foodbank Impact: 1,419,027 lbs. = 1,182,523 meals, including 453,324 pounds of fresh produce
- "USDA flags tracts where 100+ households live over ½ mile from a supermarket and have no vehicle—exactly where community transportation is the lifeline for food access." -Economic Research Service

### **Other Sources of Data and Research Informing the Needs Assessment:**

#### **Local plans, assessments, and transit documentation**

- Wayne County Community Health Assessment (CHA) 2024, Wayne County Health Department & Partners, Jan 2024.
- Community Health Improvement Plan (CHIP) 2021–2024, Wayne County Health Department, Jul 1, 2021.
- City of Wooster — Transportation Annual Report (includes TDP references and federalization transition), City of Wooster, Apr 2025.
- WayGo (Wooster–Wayne Community Transit) Program Information, City of Wooster, 2025.
- State of Alice in Ohio 2025 Update on Financial Hardship, United for Alice & United Way Ohio.

#### **Federal datasets & technical references**

- American Community Survey (ACS) 2019–2023 5-Year Estimates, U.S. Census Bureau, Dec 12, 2024.
- ACS 2019–2023 5-Year: Technical Notes & Table Changes, U.S. Census Bureau, Dec 5, 2024.

- PLACES: Local Data for Better Health (County/Place/Tract/ZIP), Centers for Disease Control and Prevention, Aug 2024.
- Consolidated Planning / CHAS Housing-Need Data, U.S. Department of Housing and Urban Development, 2024–2025.
- TIGER/Line Cartographic Boundary Files (2024), U.S. Census Bureau, Nov 20, 2024.
- Local Area Unemployment Statistics (LAUS), U.S. Bureau of Labor Statistics, 2024–2025.
- Quarterly Census of Employment and Wages (QCEW), U.S. Bureau of Labor Statistics, 2024–2025.

### **Food access & food insecurity (for “access to essentials” framing)**

- Food Access Research Atlas (2019 update and current methodology), USDA Economic Research Service, 2021–2025.
- FoodAPS: National Household Food Acquisition and Purchase Survey — Summary Findings & Charts, USDA Economic Research Service, Jan 2025.
- Household Food Security in the United States in 2023 (ERR-337), USDA Economic Research Service, Sept 4, 2024.
- Household Food Insecurity Across Race and Ethnicity, 2016–2021 (EIB-269), USDA Economic Research Service, Apr 2, 2024.

### **State/MPO/regional transportation plans & guidance**

- Transportation Outlook 2050 (Regional Long-Range Plan), Akron Metropolitan Area Transportation Study (AMATS), current edition.
- AMATS Active Transportation Plan (2019) and 2024 update materials, AMATS, 2019–2024.
- Regional Mobility Plan (nine-county) Coordinated Plan Update, MORPC for ODOT, Jun 7, 2024.
- Coordinated Transportation Plan Template (Section 5310), Ohio Department of Transportation, 2024.
- ODOT Transit Templates & Publications, Ohio Department of Transportation, Feb 6, 2024.
- Mobility Management Program Overview & Definitions, Ohio Department of Transportation, 2024–2025.
- Section 5310 Program Guidance (Circular 9070.1H), Federal Transit Administration, Sept 27, 2024 (effective Nov 1, 2024).
- GoBus (Barons Bus/ODOT Program) Routes & Stops, GoBus/Barons Bus, 2025.

**Direct public & stakeholder input & lived experience.** The Mobility Manager led a countywide engagement effort that distributed more than 1,000 paper Resident/Public Surveys and 1,000 paper Stakeholder/Agency Surveys—soliciting feedback from 2,000+ residents and stakeholders. All current and former Head Start families were messaged with survey links and invitations.

**Everyone contacted received:** survey links; invitations to three public focus groups; invitations to two public “Rank the Needs” workshops; and an invitation to join the Planning Committee. She conducted three open public focus groups (2 hours each) focused on: 1) Older Adults & People with Disabilities, 2) Healthcare- Physical, Mental, Dental, and Out-of-County included, 3) Workforce & Job Readiness- including Education.

**In addition, the Mobility Manager led two public workshops** (3 hours each) to review findings, discuss needs, and identify coordination challenges; **facilitated ongoing conversations with stakeholders and residents;** and held **targeted interviews across aging and disability services** (including mobility device users), hospitals/clinics, behavioral health and recovery, housing/homelessness, workforce and economic development, employers, K–12 and early childhood, higher education/training, veterans’ services, reentry/justice/courts, faith-based partners, United Way/211, and transportation providers.

The Mobility Manager at CAWM and the Wayne County Transportation Coalition actively invite participation from the public as well as any organization interested in coordinated transportation planning or sharing data like needs/gaps. We meet monthly at CAWM’s Wooster office. Call for details.

**Image1: 1<sup>st</sup> Round of Rank the Needs Workshop at CAWM**



Photo taken by Kathryn Hardinger, Mobility Manager.

**Image2: Public Survey Flyer**

2026-2030 WAYNE COUNTY TRANSPORTATION

# PUBLIC SURVEY

## YOUR VOICE MATTERS!

**Attention Riders & Caregivers:**  
This is your **ONCE EVERY FOUR YEARS** opportunity to shape the future of transportation in Wayne County!

**Your feedback will help:**

- Improve local transportation options
- Make rides more reliable, safe, and accessible
- Ensure services meet the needs of everyone in our community

**We want to hear from YOU!**

**TAKE THE SURVEY TODAY:**  
Scan the QR code or ask for a paper copy!  
**Deadline: October, 14<sup>th</sup>, 2025**

Your input is crucial. Every response helps construct transportation options that truly serve our community.

**Questions? Contact:**  
Kathryn Hardinger - Mobility Manager - khardinger@cawm.org - 330.264.8677

**Finished? Please pass this flyer on to the next person!**

**Image3: Focus Group Flyer**

2026-2030 WAYNE COUNTY TRANSPORTATION PLANNING

You are invited to join public Focus Groups, hosted by CAWM, to share your input on local transportation needs.

**Location:** Community Action Wayne/Medina  
905 Pittsburgh Ave. Wooster, OH 44691

**Date:** Friday, October 10<sup>th</sup>, 2025

**Session Schedule:**

- **12n-2pm** Older Adults & People with Disabilities
- **2pm-4pm** Healthcare (including mental, dental, & out-of-county)
- **5pm-7pm** Workforce & Job Readiness

**Why attend?**

- Small group conversations
- Share your real experience, ideas, concerns, and challenges
- Input will directly guide Wayne County's Transportation Plan
- Connect with community leaders and service providers

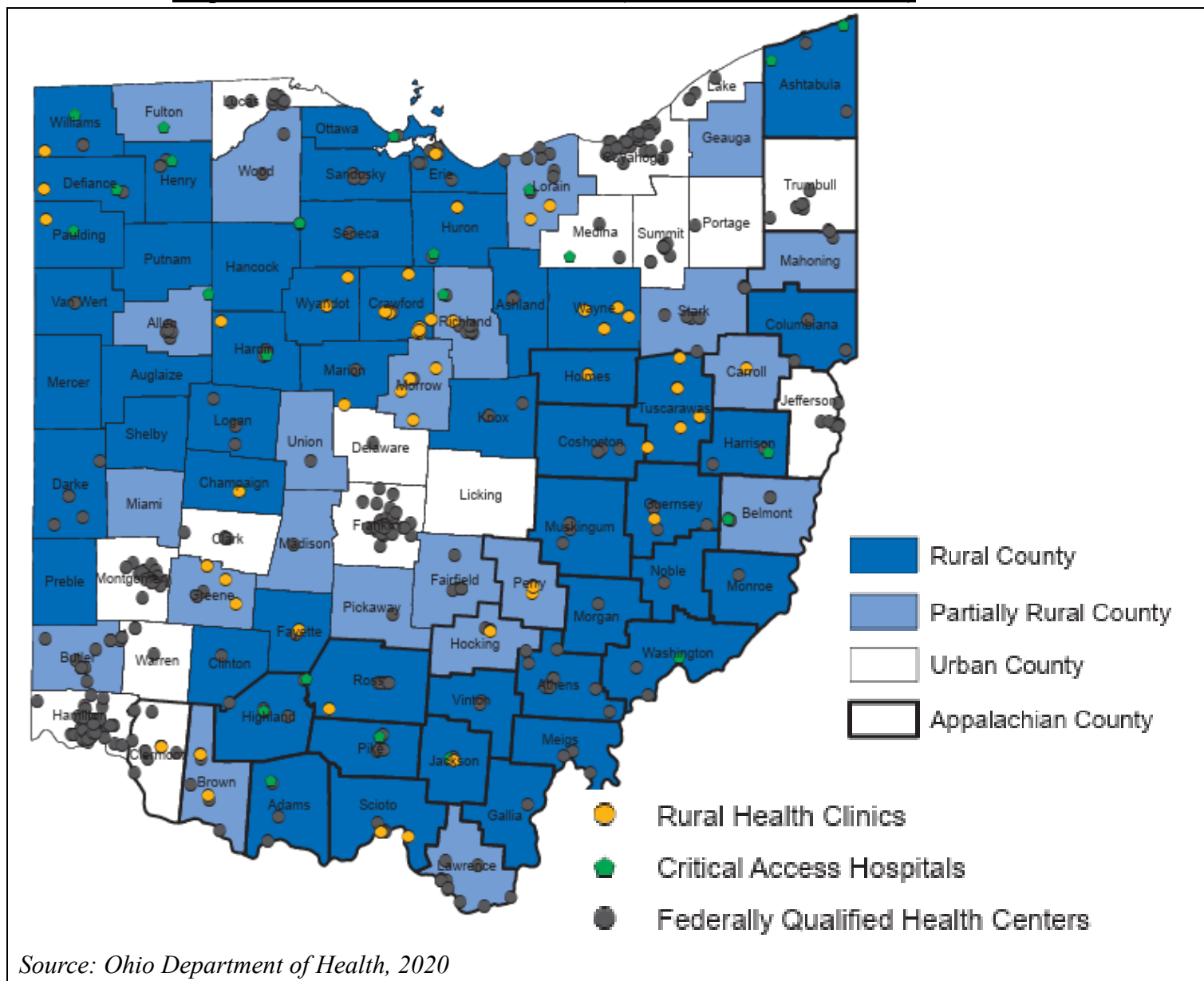
**Your voice matters! Together, we can build stronger, more accessible transportation options for our community.**

**RSVP:** to Kathryn via khardinger@cawm.org or 330.264.8677

## VI. Local Demographic and Socio-Economic Data

Data for each target population group was aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data is valuable because a comparison of where the highest and lowest densities of individuals who are most likely to need transportation live. This information can then be compared to the locations of (1) major trip generators and (2) available transportation services.

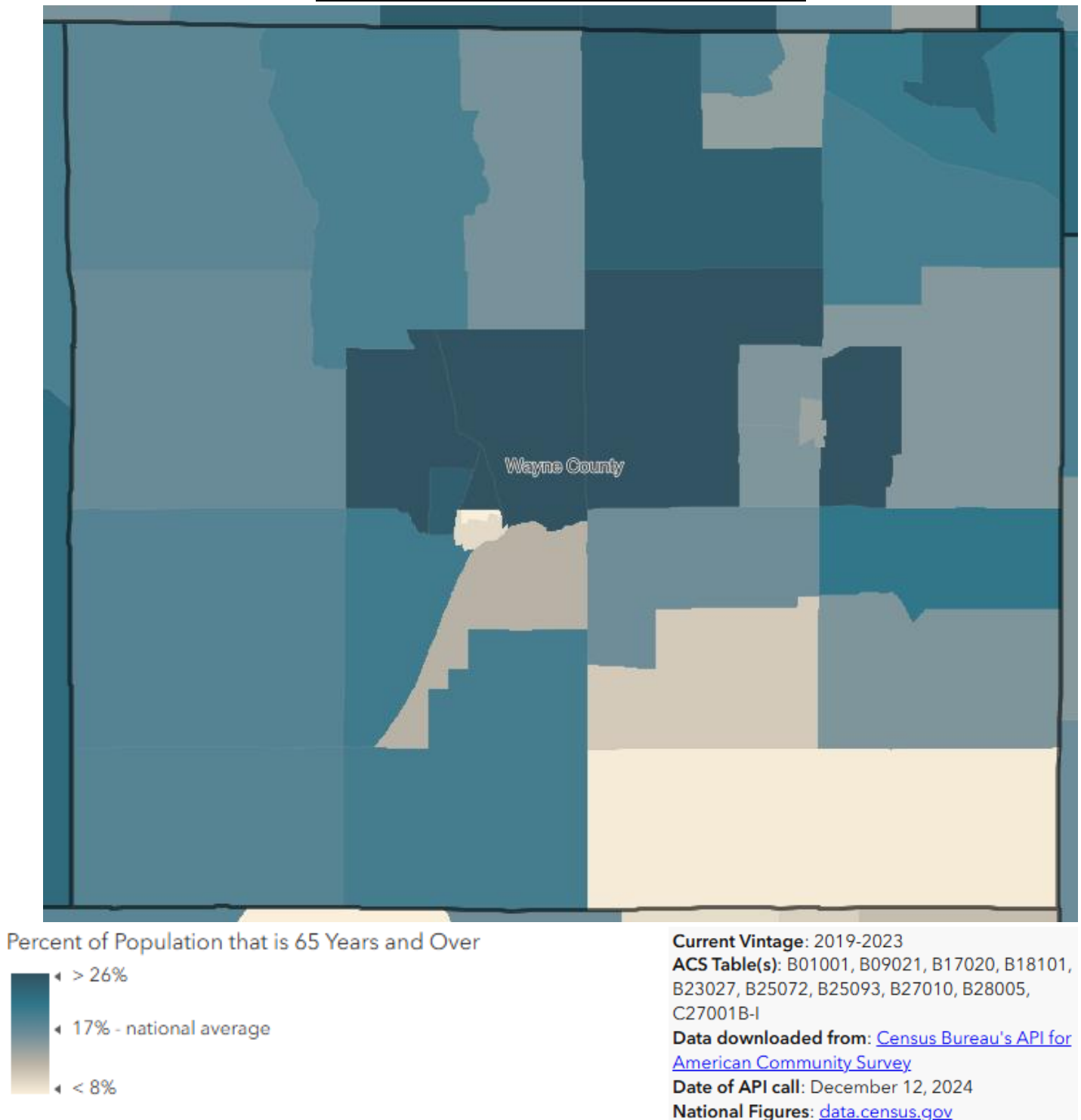
**Map6: Rural & Urban Counties in Ohio (with marked Health Clinics)**



### Rural America

Rural residents travel farther for essentials (health care, groceries, work) and rely heavily on personal vehicles. Where households lack a car—or when driving isn't safe/possible—limited transit options, long distances, winter conditions, and spotty sidewalks/lighting make basic trips hard to complete. Public transit is often intermittent (few service days/hours), and booking rules can be a barrier. Safety risks on higher-speed rural roads and infrequent intercity links compound the problem. Planning must prioritize curb-to-curb/door-to-door service, practical inter-county connections, and simple, human-centered booking—with clear information in low-bandwidth formats (phone/print), not just apps.

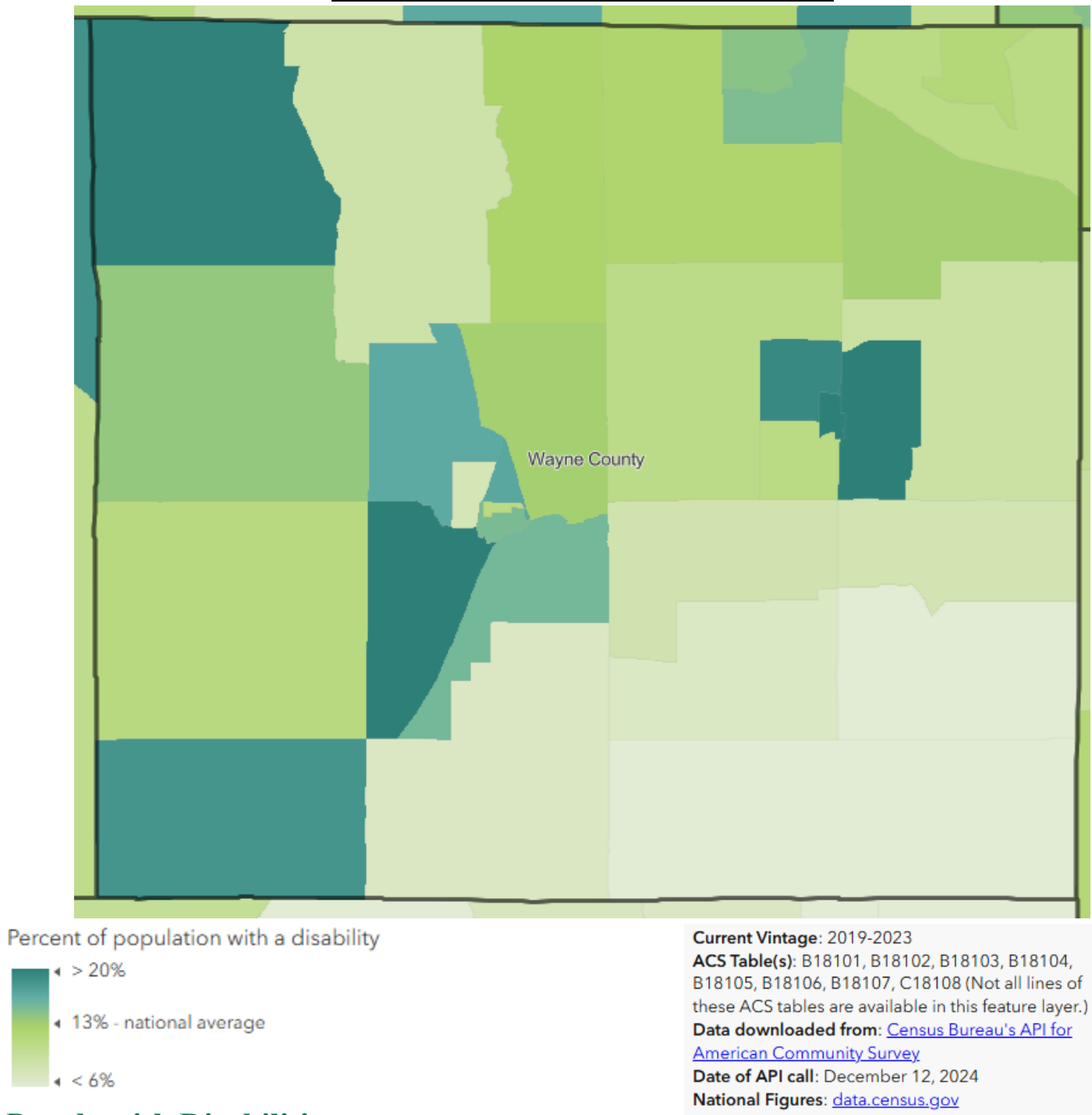
**Map7: Senior Population 65+ in Wayne County**



### **Seniors (65+)**

Wayne County has a significantly higher share of older adults than the U.S. overall; many block groups exceed typical national benchmarks. This “silver tsunami” means many Wayne County seniors will outlive their safe driving years in a car-dependent environment. Without reliable alternatives, routine needs become missed care, food insecurity, and isolation. Transportation should emphasize **ADA-accessible, door-to-door (and when needed, door-through-door) service, shorter pickup windows, and reliable return trips** for dialysis/rehab/clinic visits, and **expanded hours** (early AM, evening, weekend). Because many older adults use phones—not apps—booking must remain **human-centered** (live agents, simple options), with **plain-language/large-print** materials. Age-friendly access also depends on the built environment: **benches/shelters, curb-ramp maintenance, lighting, and safe crossings** near senior housing, clinics, groceries, and worship sites.

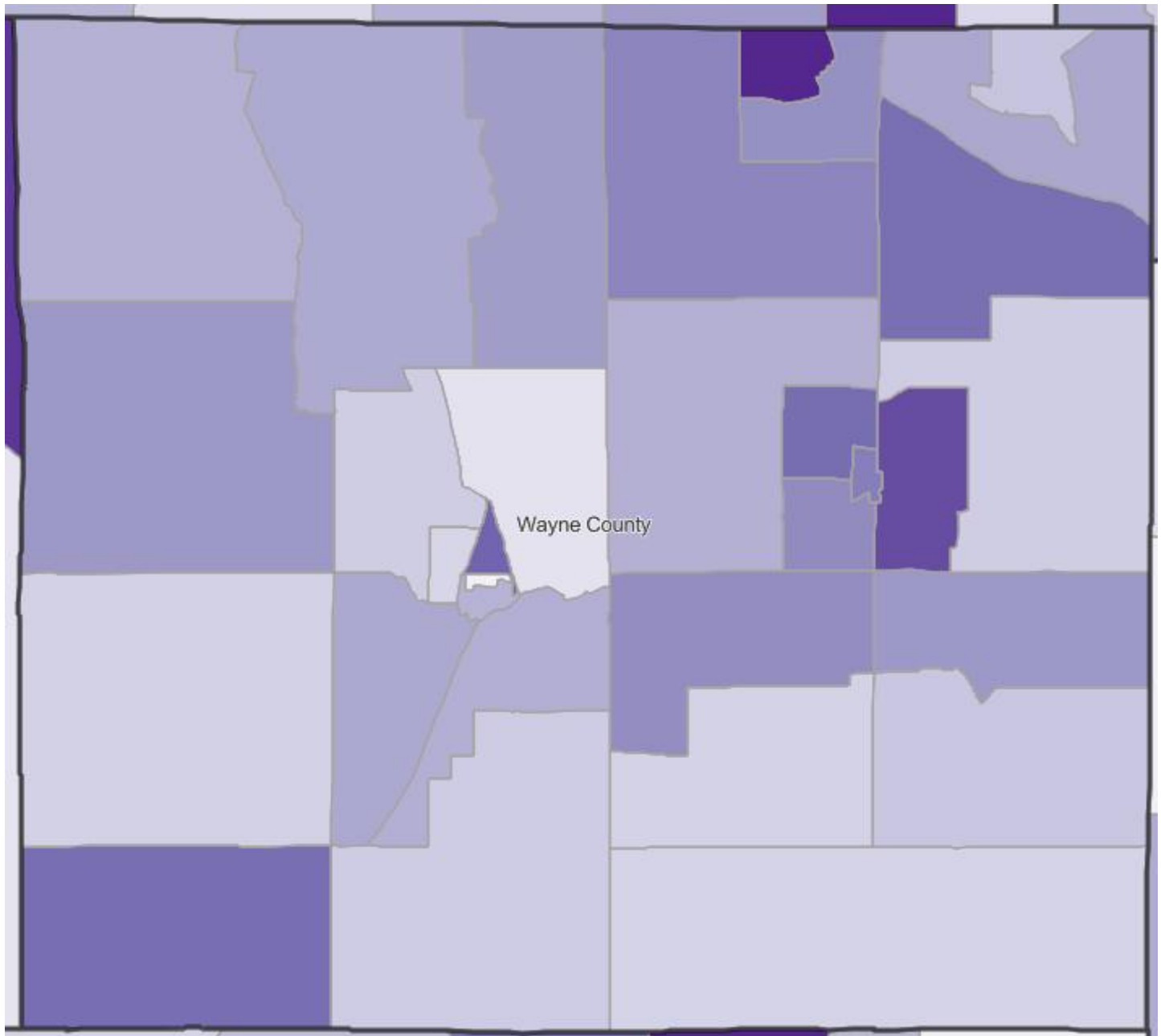
**Map8: People with Disability in Wayne County**



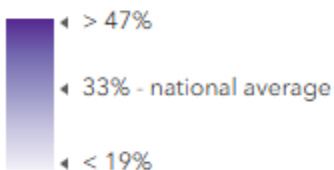
## **People with Disabilities**

Wayne County shows a slightly lower overall disability rate than the U.S., but with distinct hot spots well above average. The southeastern Plain-community quadrant reports exceptionally low disability. People with disabilities in Wayne County need **predictable, ADA-compliant transportation** that is easy to understand and use. Riders should be able to choose between **fixed routes (with accessible stops and vehicles), ADA paratransit, and demand-response/community services**, and know their **rights under the ADA**—including **reasonable modifications**, origin-to-destination assistance when needed, and accessible customer information. Because many trips are **medical, time-sensitive, or recurring**, services must offer **reliable pickup/return windows, wheelchair-accessible vehicles (WAVs), and trained operators** for securement and assistance. Information and booking should be available in **multiple accessible formats** (live phone, TTY/relay, text/email, large print, screen-reader-friendly web), with **travel training** for riders who want more independence. Rural distances and limited sidewalks increase reliance on **curb-to-curb/door-to-door** options and coordinated **inter-county medical** connections.

**Map9: Seniors 65+ with a Disability in Wayne County**



Percent of elderly (65+ years) population with a disability



Current Vintage: 2019-2023

ACS Table(s): B18101

Data downloaded from: [Census Bureau's API for American Community Survey](https://data.census.gov/)

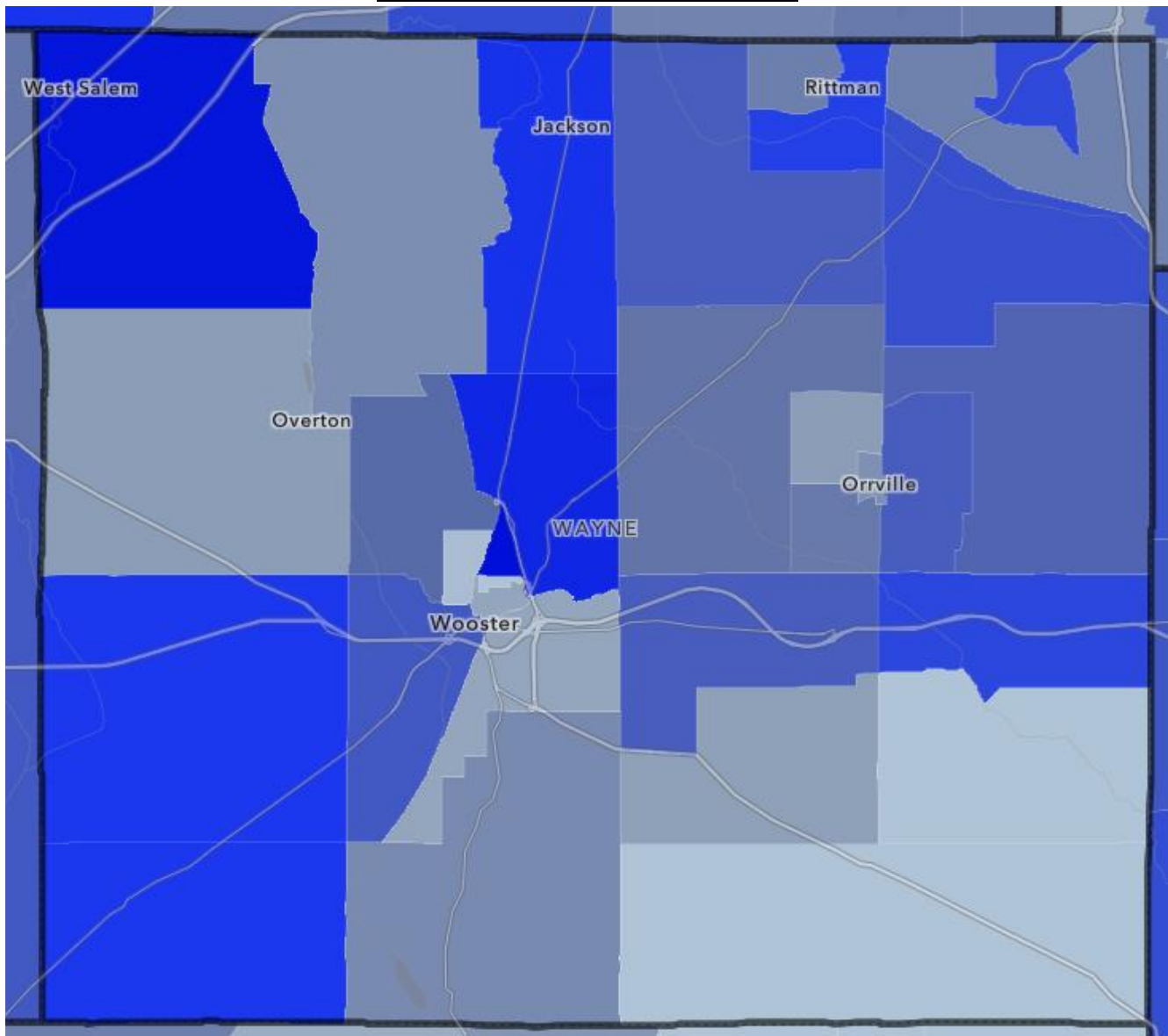
Date of API call: December 12, 2024

National Figures: [data.census.gov](https://data.census.gov/)

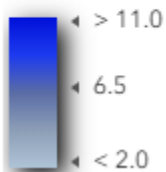
### **Seniors with Disability (65+)**

Most block groups are at or below national averages, with a few high-need hot spots (far west, southwest, and northeast). Seniors with disabilities in Wayne County need **closer, simpler, and more reliable** transportation than the average rider. Age-related limits plus mobility/device needs make long walks and transfers hard, so trips should be **door-to-door (or door-through-door)**, on **WAVs**, with **reliable returns** for recurring medical care. Because many are on fixed incomes and don't use apps, booking must stay **phone-based and plain-language**, and drivers must be **trained in securement and assistance**. In rural hot spots, distance and winter conditions make **curb-to-curb and first/last-mile options** especially important.

### Map10: Veterans in Wayne County



Percent of Civilian Population 18 Years and Over who are Veterans



Current Vintage: 2019-2023

ACS Table(s): B21001

Data downloaded from: [Census Bureau's API for American Community Survey](#)

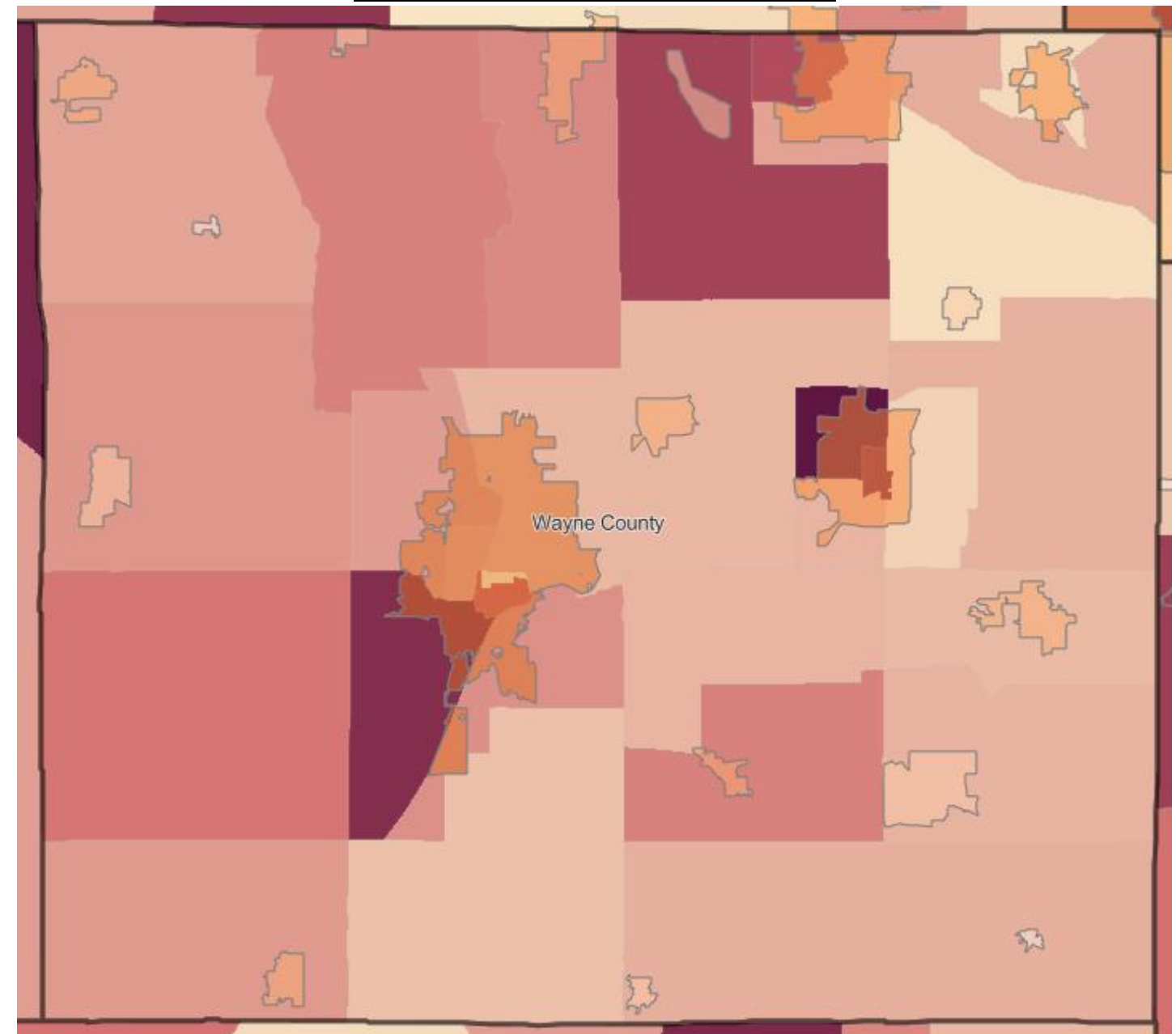
Date of API call: December 12, 2024

National Figures: [data.census.gov](#)

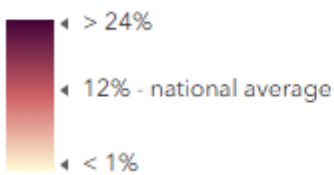
### Veterans

The veteran share appears around the national average and broadly distributed across the county (not concentrated in a single area). Veterans in Wayne County are **broadly distributed** across the county (around national averages), which makes their transportation needs **countywide rather than neighborhood specific**. Most veteran trips are **medical and time-sensitive**, to primary/specialty and VA care, often **outside the county**. Veterans should be able to easily navigate options such as the **Veterans Transportation Service (VTS)**, **DAV vans**, the **Wayne County Veterans Service Commission (VSC)** ride program, and **reimbursement** support (e.g., VA Beneficiary Travel/Veterans Transportation Program). Because many services require **advanced scheduling and documentation** (VA ID, appointment details), the system should provide **clear, one-stop information**, simple booking, and **reliable pickup/return** with **wheelchair-accessible vehicles (WAVs)** and trained operators. Coordination is key.

**Map11: Levels of Poverty in Wayne County**



Percent of Population whose income in the past 12 months is below poverty level

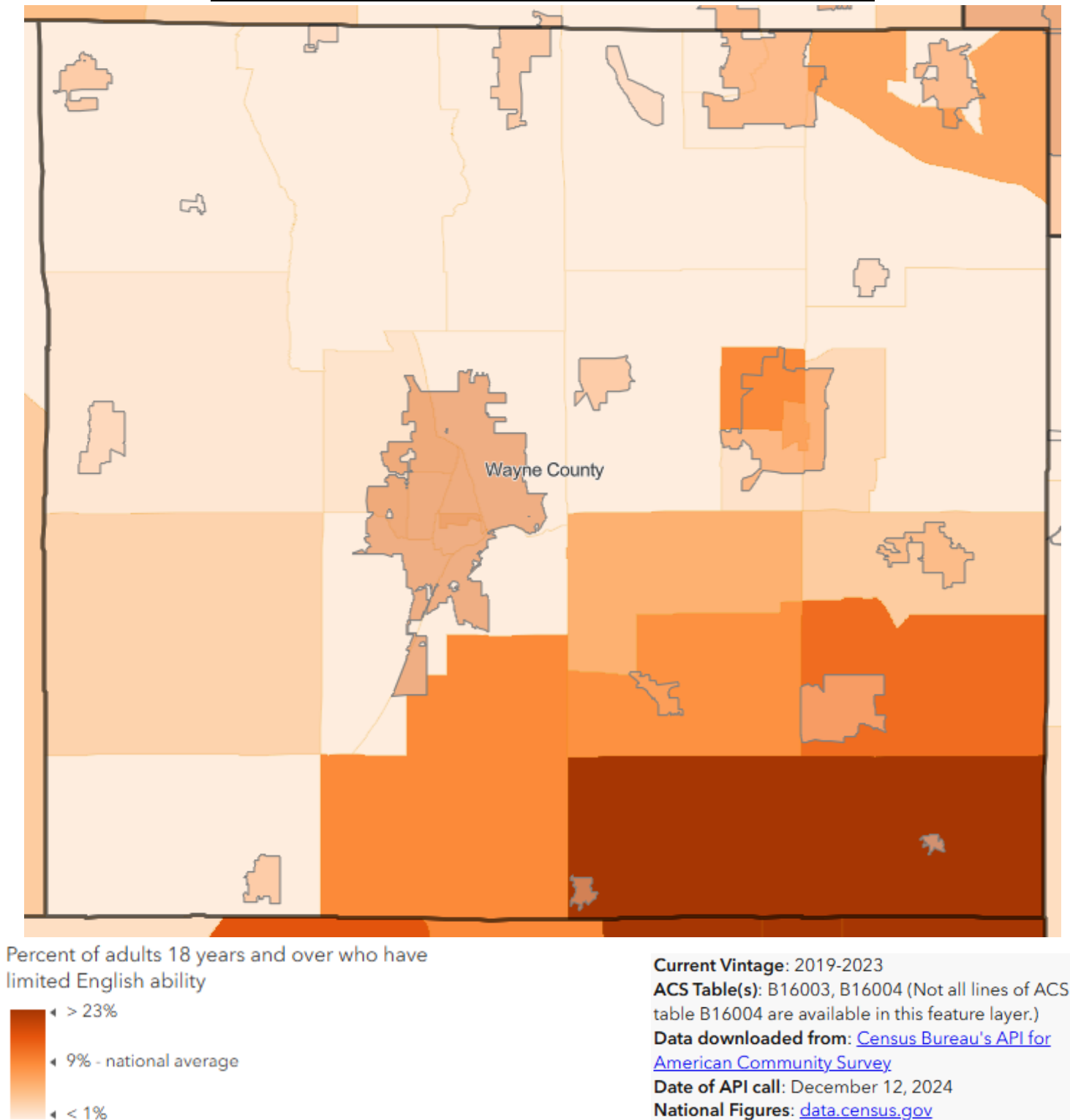


Current Vintage: 2019-2023  
ACS Table(s): B17020, C17002  
Data downloaded from: [Census Bureau's API for American Community Survey](#)  
Date of API call: December 12, 2024  
National Figures: [data.census.gov](#)

## **Poverty**

Countywide poverty is below the national average (and slightly below Ohio overall) but highly concentrated in urban areas, especially Wooster and Orrville. In Wayne County, poverty is **concentrated in the urban centers of Wooster and Orrville**, with much lower rates in the rural southeast. For low-income households, transportation costs (fares, transfers, time lost to long trips) and **limited span/coverage** are direct barriers to **jobs, healthcare, education, childcare, and groceries**. Many affected neighborhoods also have **higher no-vehicle rates**, meaning dependable **fixed-route plus curb-to-curb** options—and simple, affordable fare policies—are essential. Solutions must be **budget-friendly, predictable, and easy to use** without smartphones, and they should connect directly to the places where people work, learn, and get care.

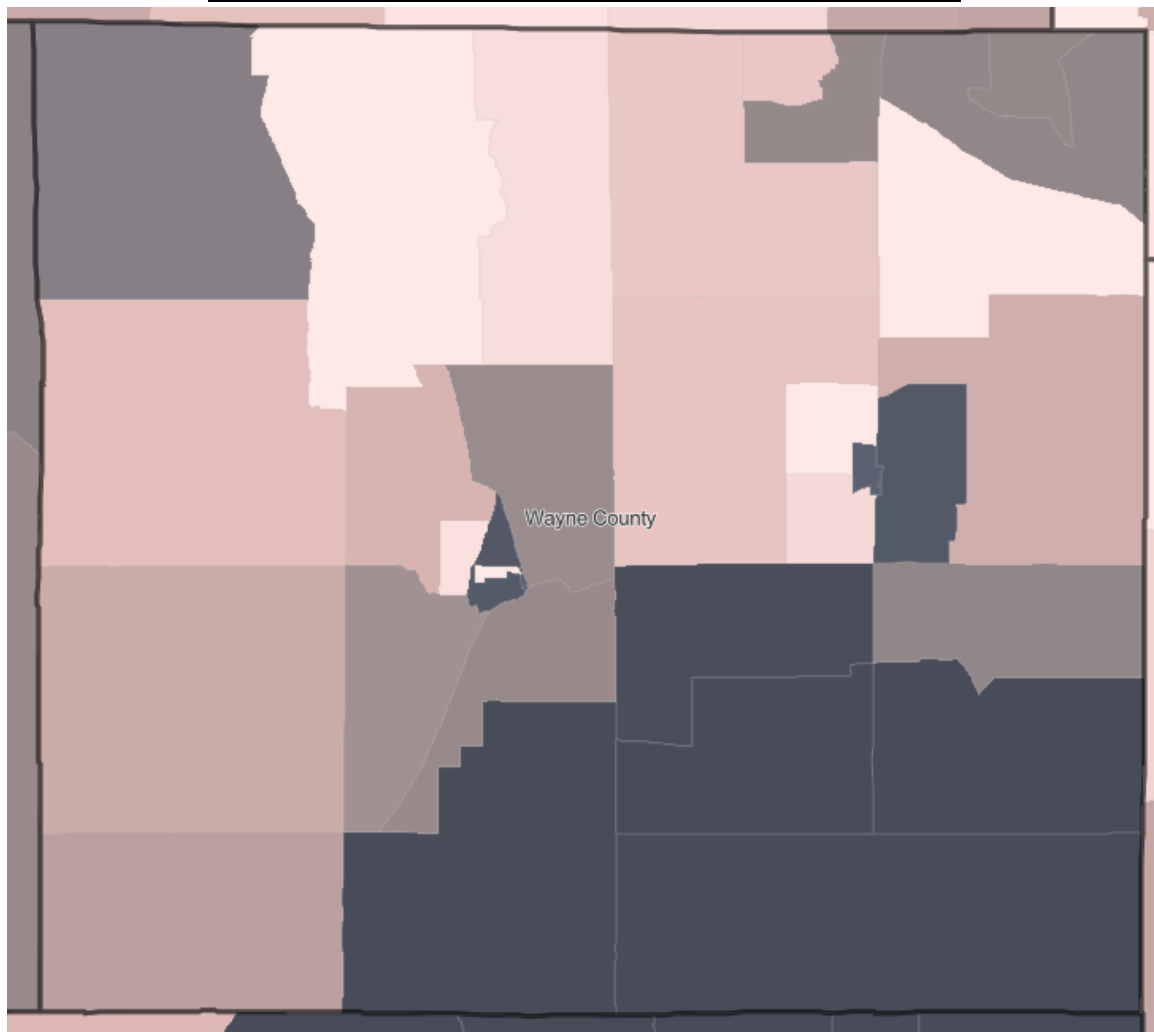
**Map12: Adults with Limited English Proficiency in Wayne County**



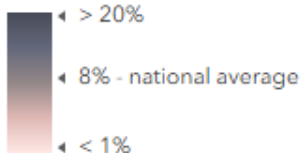
### **Limited English Proficiency**

The county is predominantly White (non-Hispanic/Latino). Despite that, there is a large LEP cluster in the southeast, an extension of the much larger pattern in Holmes County- characteristic of Anabaptist (Amish/Mennonite) communities who may speak Pennsylvania Dutch at home. In Wayne County's rural southeast, Plain (Amish/Mennonite) communities rely on **horse-drawn buggies and bicycles** for local trips and **hired drivers** ("Amish taxis") or **bus/train** for longer distances. Many groups do **not own or drive cars**, so **no-vehicle rates are high despite low poverty**. Language and culture matter: some households speak **Pennsylvania Dutch/Deutsch** at home and prefer **plain-language, phone-based** arrangements over apps. Shared rural roads create unique **safety considerations** (slow-moving vehicles, limited sight lines, left turns into lanes/fields).

**Map13: Households with No Vehicles in Wayne County**



Percent of households with no vehicle available



Current Vintage: 2019-2023

ACS Table(s): B08201

Data downloaded from: [Census Bureau's API for American Community Survey](https://data.census.gov)

Date of API call: December 12, 2024

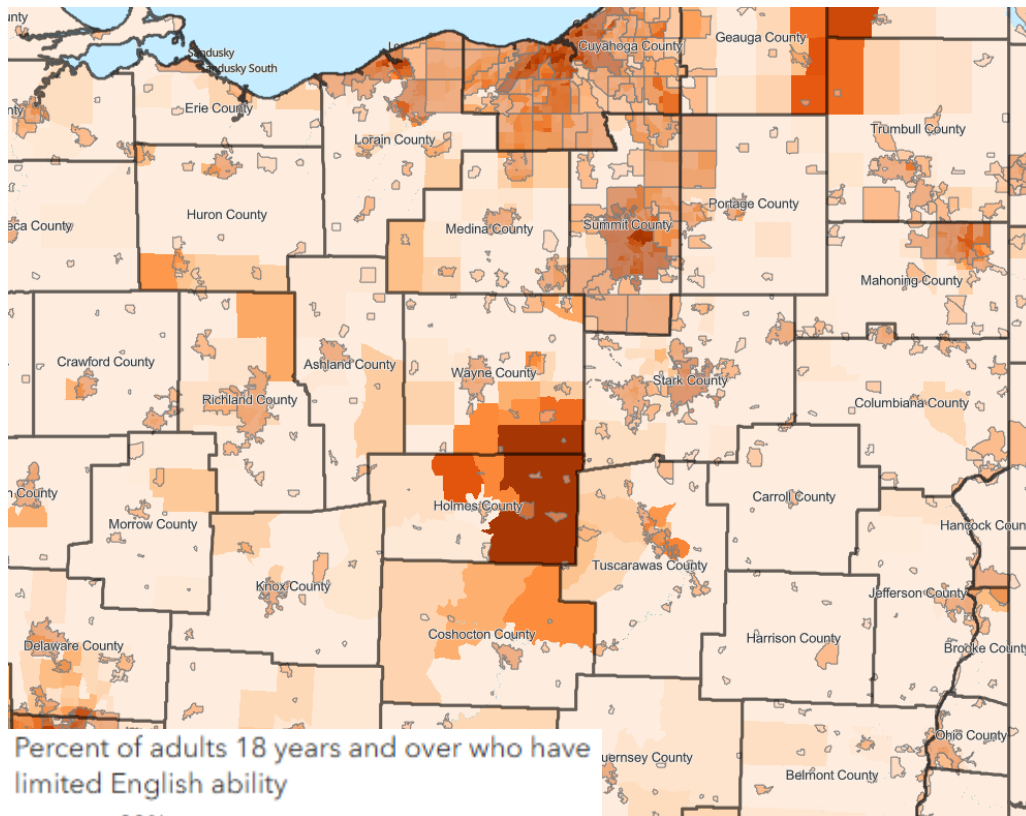
National Figures: [data.census.gov](https://data.census.gov)

## **Households with No Vehicle**

**Lack of vehicle access is a major issue for two distinct reasons: 1) Urban cores (Wooster/Orrville): economic drivers (higher poverty). 2) Rural southeast: cultural/religious travel norms in Plain communities (high no-vehicle despite low poverty).** Car-free households rely on a mix of fixed-route transit, curb-to-curb/demand-response, walking/biking, and occasional on-demand rides to reach jobs, healthcare, groceries, schools, and childcare. In Wayne County, concentrations occur in Wooster/Orrville (economic factors) and as noted above, a southeastern cluster (community norms). Success hinges on affordability, reliable span of service, first/last-mile access, and simple information & booking.

- “Owning a car now averages about \$965 per month; for many families that cost is impossible—so community transportation isn’t optional, it’s essential.” -AAA Newsroom
- “In 2023, 8% of U.S. households had no vehicle—and with car ownership averaging \$11,577 a year, many must rely on community transportation to reach jobs, groceries, and care.” -Bureau of Transportation Statistics
- “For the lowest-income families, transportation eats ~30% of after-tax income, putting car ownership out of reach and making community programs the primary way to get to essential services.” -Bureau of Transportation Statistics
- “In Ohio, about 7.4% of households lack access to a personal vehicle—thousands of families who will depend on community transportation unless we fill the gap.” -Policy Matters Ohio

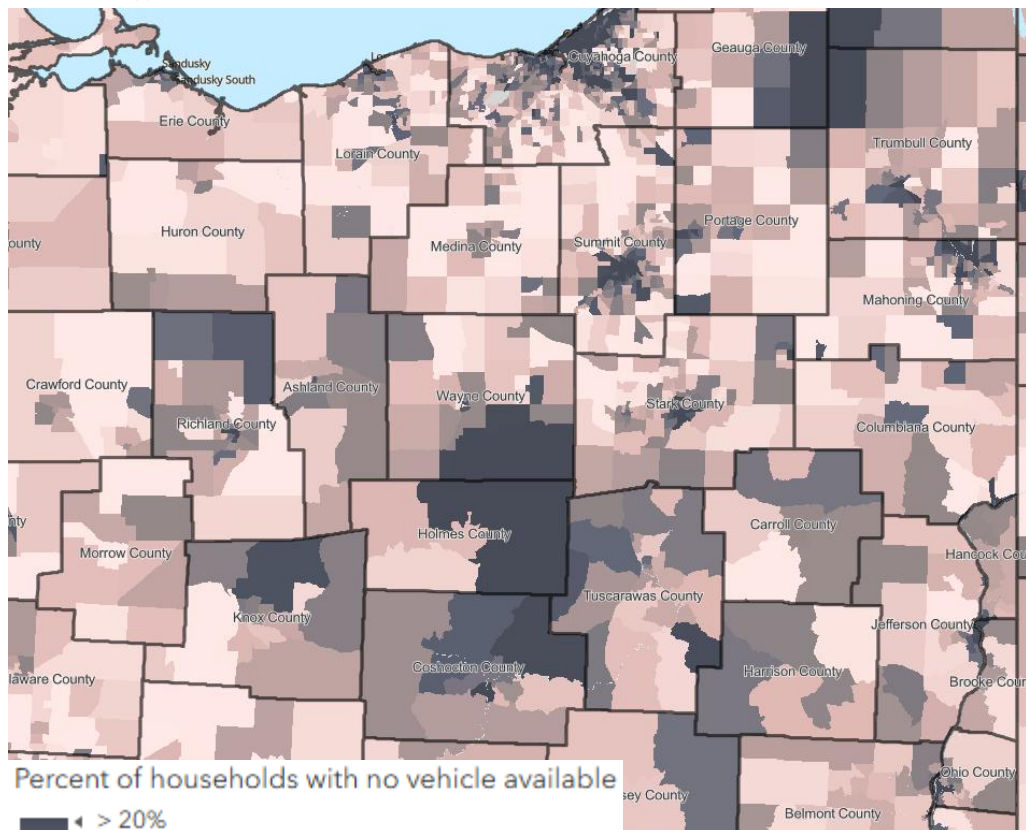
**Map14: Adults with Limited English Proficiency in Northeast Ohio**



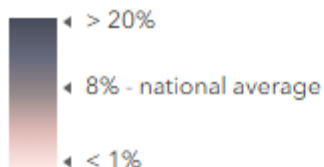
Percent of adults 18 years and over who have limited English ability



**Map15: Households with No Vehicle in Northeast Ohio**



Percent of households with no vehicle available



## ODOT Amish Travel Study Conclusion

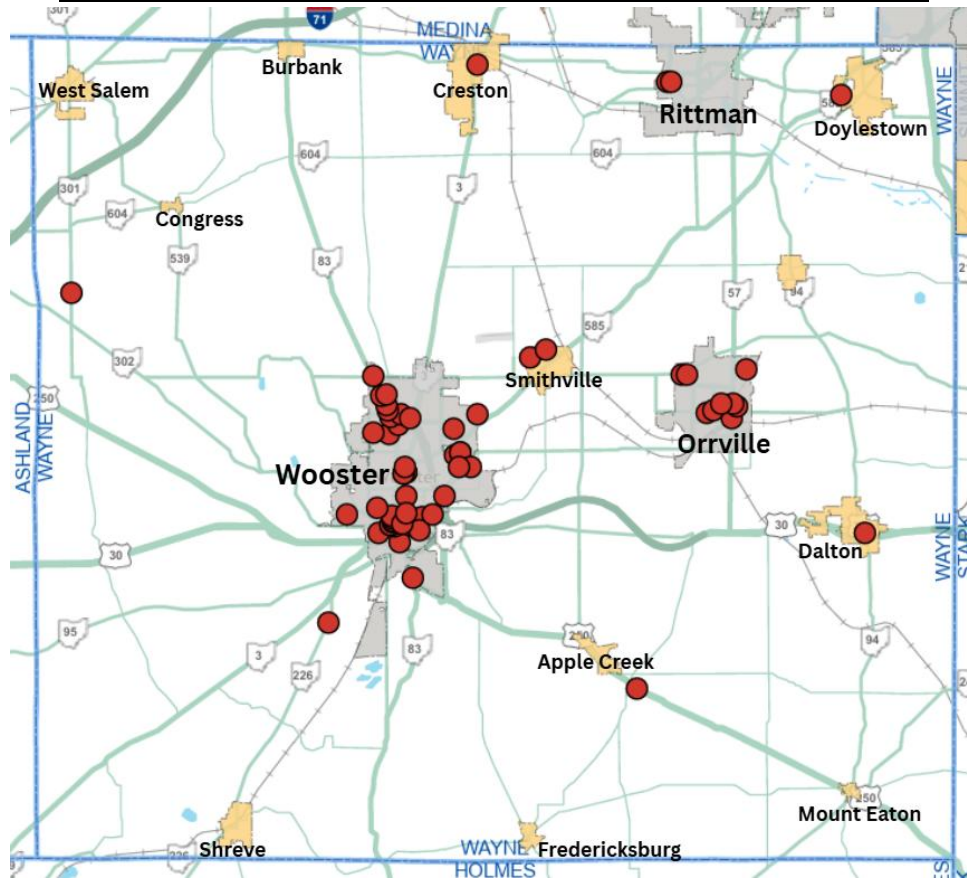
Ohio has the largest Amish population in the United States and is projected to continue to grow into new areas of the State in the foreseeable future. As the Amish population expands, it is important that ODOT and local governmental agencies continue to assess Amish travel along roadways and consider the application of typical countermeasures detailed within this study as necessary. A goal of this study was to identify and prioritize travel safety concerns along ODOT maintained routes. While this study did provide a prioritization matrix to rank these routes, it represents locations that are current priorities. This matrix will need to be updated periodically as conditions in the Amish community change to reflect new route priorities over time.

Amish settlements are constantly evolving, growing into new locations, and accepting new transportation technologies. While some settlements adopt these changes at a faster pace, all are realizing the need for improved roadway safety. Each of the area profiles within this study provides a unique perspective on various Amish settlements and valuable information for ODOT to consider before recommending detailed improvements within a specific area. Improving roadway safety is always a focus of ODOT, and the information provided within this study will continue to ensure that safety concerns across the State are being properly prioritized and addressed in the future.



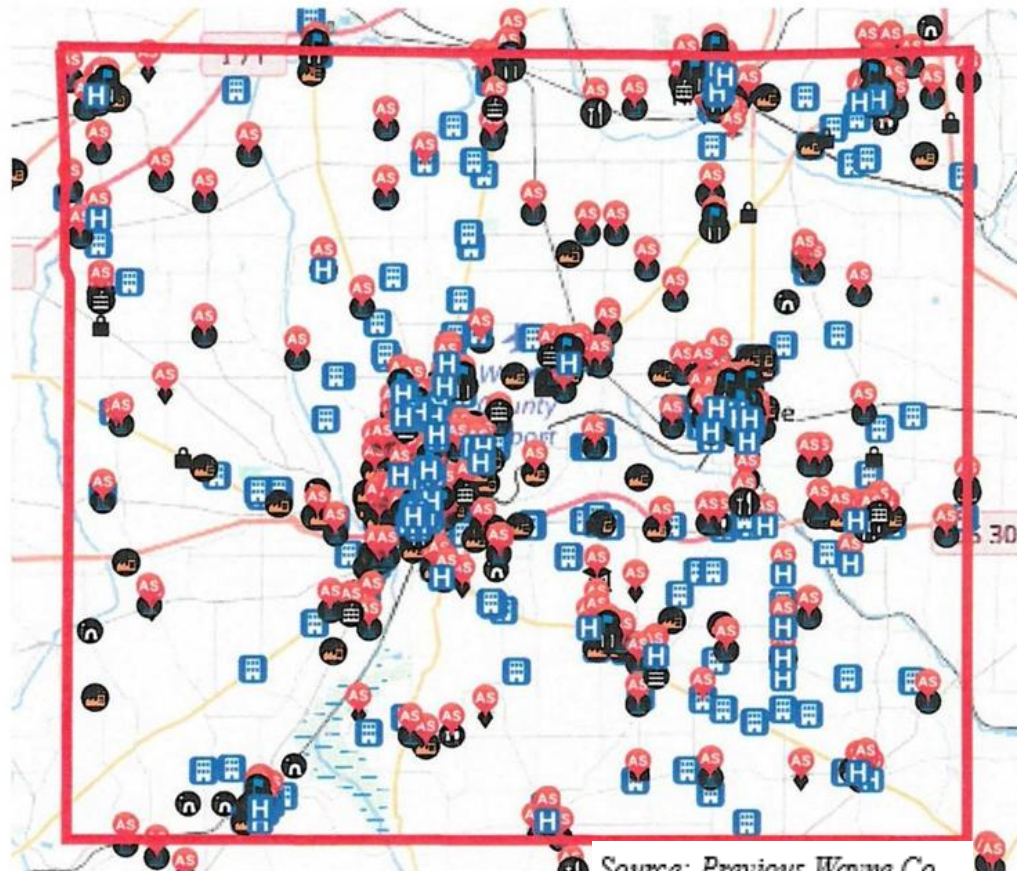
## Major Trip Destinations

**Map16: Major Trip Destinations within Wayne County (simple)**



**Map17: Previously Used Map of Major Trip Generators**

- |                            |                 |
|----------------------------|-----------------|
| Healthcare                 | Worship Spaces  |
| Social Services            | Grocery Stores  |
| Career Centers             | Major Employers |
| Food Services              | Schools         |
| Access Services            | Retail          |
| Parks and Recreation sites |                 |
| Government Buildings       |                 |
| Colleges                   |                 |
| Child Care Centers         |                 |
| Adult Day Care             |                 |



Source: Previous Wayne Co  
Coordinated Plan 2021-2025

# Analysis of Demographic Data

Block-group ACS (2019–2023) patterns—seniors, disability, poverty, limited English proficiency, and zero-vehicle households—show concentrated needs in Wooster and Orrville and dispersed needs across rural townships (including Plain-community areas). Countywide, riders need **reliable connections** to hospitals/clinics, dialysis, pharmacies, and groceries, employers/industrial parks, courts/probation, schools/colleges, and VA facilities. Service must include early morning, evening, and weekend hours. Trips must be fully **ADA accessible** with sufficient WAVs, trained operators, origin-to-destination assistance, and dependable same-day or scheduled return options, especially for recurring medical care. Rural areas require **curb-to-curb coverage** and practical transfer points where fixed route is not feasible; urban cores require **affordable fares** and **timed, simple transfers**. Many households prefer phone-based booking and plain-language information. Veterans need assured inter-county links and help navigating available programs. Countywide, stops and sidewalks need benches, shelters, lighting, curb ramps, and winter maintenance. Findings will be refreshed as new ACS releases become available.

## Countywide, Cross-Cutting Needs

- **Reliable access to essential places:** hospitals/clinics, dialysis, pharmacies/groceries, major employers/industrial parks, courts/probation, schools/colleges, and VA-related care.
- **Coverage where people live vs. where services are:** address gaps between high-need neighborhoods/rural townships and key destinations.
- **Hours that match real life:** early mornings, evenings, and weekends for shift work and time-sensitive medical care.
- **No-strand assurance:** confidence that riders, especially those in treatment—will have a way home.
- **Phone-friendly information and booking:** plain-language instructions, a live phone option, and non-app pathways.
- **Accessibility end-to-end:** adequate WAV supply; trained operators; origin-to-destination assistance; readable/accessible rider information.
- **Safe, visible places to wait/transfer:** lighting, winter maintenance, benches/shelters, and clear wayfinding at clinics, libraries, and other community hubs.
- **Simple transfers in-county and out-of-county:** easy handoffs to regional providers.
- **Affordability:** predictable, easy-to-understand costs for low-income and car-free households.
- **Data clarity:** ACS block-group estimates carry margins of error; maps should be refreshed with new releases.

## Place-Based Needs

### Urban Cores: Wooster & Orrville

- Frequent, predictable access to jobs, healthcare, groceries, and childcare where low-income and zero-vehicle households cluster.
- Short, simple connections and timed transfers within the cores and to nearby employment areas.
- Clear, low-barrier information for first-time riders and people new to the system.

### Rural Townships & Southeast Plain-Community Area

- Long distances and limited walkability increase dependence on curb-to-curb rides and practical transfer points.
- Phone-based arrangements and plain language preferred by many households; some speak Pennsylvania Dutch/Deutsch at home.
- Roadway safety where slow-moving buggies/bikes share higher-speed rural roads.

- Recognizable local meeting/transfer points at clinics, libraries, and township halls.
- Routine cross-county medical travel requires dependable links.

## **Population-Specific Needs**

### **Older Adults (65+)**

- Alternatives as residents outlive safe driving years.
- Short walks and minimal transfers near senior housing, clinics, groceries, and worship sites.
- Phone-based booking and large-print/plain-language reminders.

### **People with Disabilities (All Ages)**

- Predictable, ADA-compliant trips with adequate WAVs.
- Origin-to-destination assistance when needed.
- Multiple accessible communication modes (live phone, relay/TTY, text/email, screen-reader-friendly web).
- Reliable pickup/return windows for recurring medical appointments.

### **Seniors with Disabilities**

- Closer, easier rides with limited walking/standing time.
- Consistent return trips for therapies and treatments.

### **Veterans (Distributed Countywide)**

- Straightforward paths to VA and specialty care, often out of county.
- Clear guidance on VSC/DAV/VTs/VA reimbursement and required documentation.
- Built-in time buffers around appointments and assured returns.

### **Low-Income Households**

- Affordable, predictable costs to reach work, healthcare, education, and groceries.
- Coverage where car ownership is low and current trip times are long.

### **Limited English Proficiency & Plain-Community Riders**

- Language access (Pennsylvania Dutch/Deutsch and Spanish).
- Culturally familiar, phone-based arrangements and step-by-step plain-language instructions.

### **Car-Free Households**

- Day-to-day mobility without a car to jobs, school, groceries, and childcare.
- First/last-mile support where walking/biking conditions are weak or distances are long.

## **Timing & Trip-Type Needs**

- **Availability:** early-AM, evening, and weekend service for shift work and worship/community activities.
- **Medical sensitivity:** dependable arrivals/returns for dialysis, chemo, and rehab.
- **Regional connectivity:** feasible inter-county trips to Akron/Canton/Cleveland health systems and VA facilities.

## VII. Public & Stakeholder Meetings/Focus Groups

The Mobility Manager housed at Community Action Wayne and Medina hosted and facilitated six local meetings (focus groups & workshops) to discuss unmet transportation needs and gaps in mobility and transportation. More than two thousand people were invited, including residents, riders and caregivers, nonprofits, hospitals and clinics, behavioral health providers, schools and colleges, the Career Center, employers and staffing agencies, housing and homelessness providers, veterans' services, disability providers, local government, and transportation providers.

During sessions, the Mobility Manager presented highlights of coordinated transportation in Wayne County and activities since the last plan. Participants reviewed public and stakeholder survey results, focus group summaries, demographic and socio-economic maps, the Transportation Development Plan for Wooster, and statewide peer benchmarks. Stakeholders then updated the list of needs and gaps by removing items that were no longer valid and adding new needs. The focus remained on older adults, people with disabilities, and people with low incomes, with several topics affecting the public as well.

Participants discussed more than a dozen mobility issues to achieve, preserve, avoid, or eliminate through coordination. Coordinated transportation stakeholders will consider these unmet needs when developing goals and strategies and when preparing grant applications. An exhibit at the end of this section summarizes the unmet mobility needs discussed during the meetings and the needs identified by the survey results.

Community Action Wayne and Medina will retain agendas, invitations, accommodation requests, sign-in sheets, presentation files, ranking worksheets, flip charts or digital notes, and meeting summaries for at least five years after plan adoption and will provide them upon request. Attendance lists and role breakdowns are on file and available upon request.

In-person resident turnout was limited, influenced by transportation barriers across the county. Despite this challenge, the process successfully included direct input from the priority populations as required. Beyond the meetings, we gathered substantial input through the countywide survey (144 responses), including 34 respondents aged 65+ (~24%) and 56 respondents who self-identified as having a disability (39%). We also had strong participation from stakeholder organizations (providers, advocates, politicians, and community partners) that serve these groups. We will continue collecting any resident feedback during the formal public comment period and through ongoing Mobility Management outreach.

### Number of Meetings & Attendance Summary

1. **Focus Group Older Adults and People with Disabilities (2hrs) public:**
  - a. **7 attendants | 2 Residents (Non-Agency) | 2 People with Disability | 1 Older Adult**
    - i. Love Inc., Executive Director
    - ii. Resident, Wheelchair User & Older Adult
    - iii. Gilcrest Senior Center, Transportation Director
    - iv. Resident, Parent of Adult Disabled Worker
    - v. Wayne Co Health Dept, Community Health Promotion Coordinator
    - vi. City of Wooster / WayGo, Public Transportation Manager
    - vii. Community Action Wayne Medina, Mobility Manager

**2. Focus Group Healthcare, including physical, mental, dental, and out-of-county (2hrs) public**

**a. 9 attendants | 0 Residents (Non-Agency) | 1 People with Disability | 0 Older Adult**

- i. OneEighty, Outpatient Case Manager
- ii. OneEighty, Outpatient Peer Support Supervisor
- iii. Cleveland Clinic, Licensed Social Worker
- iv. Pregnancy Care Center, Care Management
- v. Wayne Co Health Dept, Community Health Promotion Coordinator
- vi. City of Wooster / WayGo, Public Transportation Manager
- vii. Counseling Center, VP/Chief Facility Officer & City of Wooster Council Member, Ward 4
- viii. Pregnancy Care Center, Men of Honor Director
- ix. Community Action Wayne Medina, Mobility Manager

**3. Focus Group Workforce and Job Readiness (2hrs) public**

**a. 3 attendants | 1 Residents (Non-Agency) | 1 People with Disability | 0 Older Adult**

- i. Wayne County Career Center, Educator – ESOL Instructor
- ii. Resident, Parent of Students/Youth, Workforce/Job Training
- iii. Community Action Wayne Medina, Mobility Manager

**4. Rank the Needs Workshop #1 (3hrs) public**

**a. 21 attendants | 1 Residents (Non-Agency) | 2 People with Disability | 1 Older Adult**

- i. Community Action Wayne Medina, Director of Housing & Homelessness
- ii. Homeward Bound Shelter & Day Center, Executive Director
- iii. Resident, Wheelchair User & Older Adult
- iv. Direction Home AAA, Care Management Supervisor
- v. One Eighty, Outpatient Case Manager
- vi. Salvation Army (Wooster), Shelter Manager
- vii. AnaZao, Director of Community Care
- viii. AnaZao, CCW/ Case Manager & Outreach
- ix. Counseling Center, VP/Chief Facility Officer & City of Wooster Council Member, Ward 4
- x. City of Wooster / WayGo, Public Transportation Manager
- xi. Catholic Charities, Special Program Manager
- xii. Catholic Charities, Program Coordinator
- xiii. Wayne Metropolitan Housing Authority, Executive Administrative Assistant
- xiv. Cleveland Clinic, Licensed Social Worker
- xv. Wooster Community Hospital, Director of Care Management
- xvi. Job and Family Services, Adult Protective Services
- xvii. Job and Family Services, Transportation Coordinator
- xviii. Job and Family Services, Social Service Administrator
- xix. Viola Startzman Clinic, Case Manager & Outreach
- xx. Community Action Wayne Medina, CEO & President
- xxi. Community Action Wayne Medina, Mobility Manager

**5. Rank the Needs Workshop #2 (3hrs) public**

**a. 6 attendants | 0 Residents (Non-Agency) | 1 People with Disability | 0 Older Adult**

- i. Wayne County Board of DD, SSA Supervisor
- ii. Direction Home AAA, Manager of Social Health Solutions

- iii. Homeward Bound Shelter & Day Center, Staff Member
- iv. Wayne Co Health Dept, Community Health Promotion Coordinator
- v. Wayne County Commissioner, Matt Martin

## **6. Goals & Strategies Workshop (2hrs) Planning Committee**

### **11 attendants | 1 Residents (Non-Agency) | 2 People with Disability | 1 Older Adult**

- i. Job and Family Services, Social Service Administrator
- ii. One Eighty, Outpatient Case Manager
- iii. Wooster Community Hospital, Director of Care Management
- iv. Catholic Charities, Program Coordinator
- v. Wayne Metropolitan Housing Authority, Executive Administrative Assistant
- vi. Homeward Bound Shelter & Day Center, Executive Director
- vii. AnaZao, CCW/ Case Manager & Outreach
- viii. Resident, Wheelchair User & Older Adult
- ix. Gilcrest Senior Center, Transportation Director
- x. Job and Family Services, Transportation Coordinator
- xi. Community Action Wayne Medina, Mobility Manager

## **Surveys – Public & Stakeholder**

The Mobility Manager created and distributed countywide surveys to more than two thousand people by email and text and placed one thousand paper copies of each survey throughout the community. The Public Survey received 144 responses, including 34 respondents aged 65+ (~24%) and 56 respondents who self-identified as having a disability (39%).

The Stakeholder Survey received 82 responses, including 54 representing seniors, 62 representing people with disabilities, and 72 representing low-income residents. (check all that apply) **Both full survey responses with additional comments are in the appendix.**

### **Needs identified:**

#### Span and availability

- Evening and weekend service gaps; limited or no Sunday/holiday access affects work, worship, recovery, and errands.
- Limited early-morning trips before 7 am for workers.

#### Medical access

- Out-of-county specialty care is common and difficult (Akron, Canton, Cleveland); riders need predictable arrivals and return trips.
- Dialysis and other recurring medical trips need capacity and reliable scheduling, including post-discharge evenings/weekends.

#### Affordability

- Cost barriers for riders not eligible for Medicaid; requests for low fares, passes, or assistance.

#### Accessibility and assistance

- Wheelchair-accessible capacity at clinic peaks; origin-to-destination assistance for riders who cannot manage transfers or carry items.

#### Coverage and first/last mile

- No or limited service outside Wooster; specific gaps called out in Apple Creek, Smithville, Rittman, West Salem, and areas between Wooster and Orrville; first/last-mile and sidewalk/lighting gaps.

#### Navigation and information

- Desire for one clear “front door” for information and booking (phone and web), plain-language rider guides, and route/stop adjustments to key destinations (e.g., Benden Drive behavioral-health corridor, Melrose Village, Palm House).

#### Workforce access

- Transportation to job sites does not align with employer locations or shift times; demand for later-evening service and reliable access to industrial corridors.

#### Special populations and other notes

- Requests for preschool and Head Start transportation regionally; car-seat availability for young children; buggy parking and safety features where Plain community travel occurs.
- Seasonal sensitivity: winter increases demand due to unsafe walking/cycling, and school-year patterns are noted by several agencies.

#### **At-a-glance highlights from open-ended responses:**

- Public comments emphasize door-to-door assistance, Sunday and later-evening service, countywide reach, and affordable wheelchair transport (including outside Wayne County).
- Stakeholders cite a lack of countywide service, hours misaligned with work and appointments, cross-county medical trips, cost barriers, awareness gaps, and unreliable or unavailable options in rural areas.
- Copies of the full public & stakeholder survey results with charts are included in the appendix.

## **#1. Focus Group Summary - Older Adults and People with Disabilities**

Participants emphasized healthcare as the most common trip purpose, with frequent travel to Wooster and to Akron, Canton, Cleveland, and Medina for specialty care. They described pharmacy closures and emerging pharmacy deserts, noting that Shreve has lost access to basic services. Shreve is currently losing its last grocery store. Barriers included limited countywide coverage outside of Wooster, limited hours for Wooster Transit, long wait times, affordability issues, and a shortage of wheelchair-accessible vehicles. Multiple booking options and clearer rider information were requested. Partnerships with assisted living and healthcare providers were encouraged.

#### **Needs identified:**

- Countywide coverage beyond Wooster, including rural townships
- More wheelchair accessible vehicles and consistent origin-to-destination assistance
- Affordable and reliable service for medical and daily needs
- Inclusion of mental health and recovery transportation with a stop on Benden Drive for The Counseling Center, Anazao, and OneEighty
- Food and pharmacy access with shelters, benches, and adjusted stops near clinics and pharmacies
- Multiple ways to schedule rides: phone app, computer, in person with plain language materials
- Stronger education outreach and coordination with assisted living and healthcare partners

## **#2. Focus Group Summary – Healthcare (including Physical, Mental, Dental, and Out-of-County)**

Most healthcare trips occur in Wooster with frequent referrals to Akron, Canton, Cleveland, Barberton, Lodi, and Medina. Gaps include little or no rural coverage, affordability, long waits, unreliable insurance rides, limited recurring and same-day approvals, and a lack of connections to villages and out-of-county destinations. Participants highlighted Plain community needs, including hitching posts and buggy tie-ups near facilities. Suggested solutions included agency partnerships, emergency voucher programs, flexibility for recurring and same-day medical trips, expanding WayGo, and adding shelters and stop adjustments at priority health sites.

### **Needs identified:**

- Rural healthcare rides with reliable returns for dialysis therapy and wound care
- Recurring and same-day approval pathways for frequent medical users
- Out-of-county medical corridors to Akron, Canton, Cleveland, Barberton, Lodi, and Medina with simple transfers and arrival buffers
- Stop and shelter improvements and route adjustments at Wooster Community Hospital, Cleveland Clinic Wooster, The Counseling Center, Anazao on Benden Drive, and other key health sites
- Emergency voucher programs distributed by agencies for riders who do not qualify for Medicaid trips
- One clear front door for information and booking phone and web with plain language and interpretation support
- Partnerships between healthcare providers and transportation services, including shared planning and funding

## **#3. Focus Group Summary - Workforce and Job Readiness**

Participants identified manufacturing sites, adult education, and the Wayne County Schools Career Center as key destinations. Barriers included limited funding awareness and engagement, along with a lack of countywide transportation. The group linked transportation directly to job access, employer reliability, and local economic performance, and emphasized the need for modern options that retain younger workers and families.

### **Needs identified:**

- Reliable, affordable transportation to work, interviews, classes, and training with early morning, evening, and weekend hours for shift schedules
- Expanded coverage beyond Wooster, including microtransit for low-density and industrial areas and safe pedestrian access to job centers
- Regional connections and partnerships with ODOT and adjacent systems, including GO Bus and inter-county links
- Public-private partnerships, employer co-funding, bulk passes, ride matching, and voucher programs
- Low-cost rides to libraries and community spaces that support education and job search activities

## **Rank the Needs Workshops**

Participants reviewed local data and maps, public and stakeholder survey results, the three public focus group summaries, and two benchmarking resources, then listed unmet needs, scored and ranked priorities using urgency, equity, and feasibility, discussed coordination challenges, and sketched goals and strategies. Sign-in logs document a broad representation, including older adults, people with disabilities, veterans, low-income residents, students and youth, rural residents, and multiple agencies.

Participants also reviewed two reference documents to inform prioritization. First, the Transportation Development Plan Wooster Transit Service Proposal, prepared December 31, 2024, which recommends federalizing service to access Section 5311 and compares fixed route, microtransit, and hybrid models with proposed hours, routes, vehicles, costs, and ADA requirements. Second, the Public Transit in Ohio Study, a comparative spreadsheet of peer systems listing service type, rides, vehicles, budgets, local funds, population, grant classification, days and hours, fares, and contacts that the group used for benchmarking.

### **Agenda:**

- Welcome and quick introductions
- Review & discuss survey results (public and stakeholder)
- Review & discuss focus group summaries (older adults and people with disabilities; healthcare; workforce and job readiness)
- Review & discuss demographic and socio-economic data (including maps of seniors; people with disabilities; zero vehicle households)
- Review & discuss Transportation Development Plan (Wooster Transit Service Proposal by Toole Design)
- Review & discuss Public Transit in Ohio Study (benchmarking of Ohio systems)
- List all unmet needs
- Rank the needs (introduction; scoring entry; group review)
- Discuss coordination challenges
- Any other topics
- Goals and strategies (instructions; example; draft implementation sketch)
- Next steps and wrap up with next meeting dates

### **Needs we identified & rated together:**

- Door-to-door medical service countywide
- More wheelchair accessible vehicles, including cots and ambulettes
- Partnerships within the county to operate, coordinate, and fund together
- Expanded fixed route coverage in Wooster WayGo
- Adjusted fixed route in Wooster WayGo to better match common trips
- Extended microtransit service hours in Wooster WayGo
- Wayne County Transportation Resource Guide: create, update, and disperse
- Transportation Coalition to advocate education and collaborate
- Wayne County service microtransit
- Wayne County service fixed or direct routes
- Travel training for riders and agencies on how to use services and safety reassurance
- Active transportation support for biking and walking

### **Other needs captured:**

- Service span and coverage

- Evening and weekend service gaps countywide and in Wooster and Orrville
- Limited Sunday and holiday access for work, worship, recovery, and errands
- Reliable rural service and connections from townships and villages to county hubs
- Medical and recurring care
  - Capacity for dialysis infusion therapy and other recurring medical trips, including a reliable return trip
  - Post-discharge rides during evenings and weekends
  - Pharmacy deserts throughout the county
  - Cross-country medical access to Akron, Canton, and Cleveland with predictable arrivals and returns
- Accessibility and assisted service
  - Peak time wheelchair capacity that matches clinic hours and heavier mobility devices
  - Consistent origin to destination assistance, including securement support and no strand expectations
- Booking and usability
  - Limited same-day capacity for urgent needs
  - One clear front door for information and booking with phone and non-digital options
  - Plain language and large print materials, and simple eligibility steps
- Affordability
  - Affordable options for riders who are not eligible for Medicaid
  - Simple and transparent fares for multi-leg trips and transfers
- Workforce and job readiness
  - Reliable transportation to job hubs and staffing agencies aligned to shift changes
  - First and last mile access to industrial sites and training locations
  - Access cited for north end Wooster industrial and warehouse sites and named employers Schaeffler, Daisy, Frito Lay, Smith Dairy, GOJO, and Wooster Brush
- Rider information and education
  - Countywide resource guide with eligibility hours, how to ride, and contacts
  - Travel training and rider orientation for new riders and agency staff
- Coordination and governance
  - Coordinated scheduling and dispatch across agencies to reduce duplication and fill empty seats
  - Clearer roles for funding and program rules to support a unified public system
- Rural access and special populations
  - Long-distance and low-density barriers in western and northeastern townships
  - Culturally aware options and language support for Amish and other limited English proficiency riders
  - Interpreter and translated materials for international students, immigrant households, and Plain community riders
  - Preschool and Head Start transportation is needed locally & regionally
- Stops and safety
  - Safer wait areas with shelters, seating, lighting, and safe crossings at health hubs, housing, and job sites
  - Winter maintenance at curb ramps, sidewalks, and paths near major stops
- Fleet and performance
  - Right-sized fleet with sufficient wheelchair accessible coverage by time of day
  - Regular tracking of denials, wait times, ride times, on-time performance, and rider satisfaction by area and trip purpose

## Goals & Strategies Workshop

The Mobility Manager convened the Planning Committee to convert what we learned from 144 public surveys, 83 stakeholder surveys, 3 focus groups, 2 Rank-the-Needs workshops, and the previous coordinated plan into clear goals with priority-ordered strategies for 2026–2030. Participants reviewed the Summary of Unmet Needs, tied findings to major trip generators, and aligned on the ODOT goal format.

Key gaps reaffirmed: no evening/Sunday service, insufficient stop amenities, and the need for curb-to-curb/door-to-door assistance, affordability, and a centralized public guide. Persistent issues include insufficient medical transport and weak intra-county connectivity. Coordination challenges discussed: limited local match, driver recruitment, and governance/technology fragmentation. The group agreed to check prior goals for relevance/progress and frame new goals from the Summary of Unmet Needs.

### Needs & gaps heard most

- Service availability: Evening/Sunday coverage; reliable medical trips; inter-/intra-county connectivity.
- Accessibility: More WAV capacity; trained origin-to-destination assistance; dependable return trips.
- Infrastructure: Stop amenities (shelters, benches, lighting) and safer first/last-mile approaches.
- Affordability & information: Options for non-Medicaid riders; clearer eligibility; centralized **“one front door”** + public guide.
- Geographic hot-spot: **Wooster & Orrville** (higher poverty, older adults, and no-vehicle households).
- Stakeholder emphasis: **Severely lacking funding**, and **clients lack access to transportation for basic care of life** (work, court—including unaccompanied minors—food banks, grocery, human services, healthcare incl. dialysis).

### Decisions & agreements

- Use the **ODOT goal template** for every goal (priority-ordered strategies, timelines, leads/supports, resources & cost range, funding sources, and performance measures).
- Maintain the **Wayne County Transportation Coalition** as a standing coordination strategy (attendance targets, published minutes).
- Prioritize needs with **Urgency, Equity, Feasibility** across **2026–2030**.
- Publish a **public-facing Transportation Resource Guide** (branding + plain-language info) and sustain a single **“front door”** for information/booking.
- **Research funding options** (current and potential, including match pathways) and compile agency funding information alongside services.

### Strategy themes discussed

- Service expansion & hours: Evenings/Sundays; targeted job-shift coverage; medical corridors (partner with employers/contract models).
- Accessibility & assistance: Increase WAV capacity; operator training; origin-to-destination aid (**Gilcrest aligns—explore expansion/funding**).
- Information & branding: Unified branding; tech alignment; public guide/**one front door**.
- Partnerships & governance: MOUs; coalition engagement targets; shared metrics; **funnel funding** through one or two systems to unlock federal/state matches.
- Data & budgeting: **Track funding sources and all current transportation-related services** (alongside standard program metrics) to guide funding strategy and coordination.

### Coalition & collaboration notes

- Participation target: **+1 attendee per quarter**; publish minutes/action logs.
- Leverage: Track member investments in transit to inform partnership potential.
- Budget note: Add **\$25 coalition membership** (and nominal printing/materials) to the **Mobility Management** budget.

### Action item ideas

- Compile & rank unmet needs by **Urgency/Equity/Feasibility** for the final report.
- Circulate draft **Goals** to attendees for comment.
- Maintain **WCTC** as a standing strategy with attendance targets.
- Prepare a **Q1 agency survey** to collect resources/expense data (direct + indirect) and **funding sources**.
- Document agency **resources, services, expenses, and funding** to support coordination and funding narratives.

### Overall goal & priorities (as agreed)

- Primary Goal: Restore **affordable, countywide service** with **early mornings, late evenings, weekends, and curb-to-curb & door-to-door** assistance.
- Companion Goal: **Out-of-county medical access** (staged for feasibility).
- Committee note (Kevin White): Keep **Countywide** and **Out-of-County** as **separate goals**.

### Participants & distribution

- Distribution: The rest of the Planning Committee received a post-meeting summary; no additional notes were submitted.

## Challenges to Coordinated Transportation

In addition to identifying needs, the planning committee gathered information from stakeholders and used their professional experience to identify challenges to providing coordinated transportation services. These challenges include the following:

### Funding and local match

- Limited local match to draw down state and federal funds
- Short or uncertain local match commitments across agencies
- Restrictions in grants or budgets that limit coordination or cost pooling

### Governance and control

- Fear of losing control of vehicles, staff, or funding
- Ambiguity about who decides route hours, fares, and eligibility
- Reluctance to share assets or broker trips under a neutral coordinator

### Driver workforce and capacity

- Difficulty recruiting and retaining qualified drivers
- Lengthy hiring and credential timelines for safety-sensitive roles
- Schedule coverage gaps during peak evenings and weekends

### Fleet and procurement

- Aging vehicles and limited maintenance capacity
- Long procurement lead times for replacement vehicles and equipment
- Insufficient wheelchair accessible vehicles during clinic peaks

### Eligibility, technology, and data

- Different eligibility rules and intake forms across programs
- Scheduling systems that are not integrated so empty seats go unused
- Privacy and data sharing concerns that limit coordinated scheduling
- Limited broadband and cellular coverage in rural areas for apps and vehicle location

#### **Public awareness and navigation**

- Fragmented information about who qualifies, how to book, and what it costs
- Lack of a single easy-to-find front door by phone and web
- Materials that are not plain language, large print, or screen reader-friendly

#### **Administrative capacity**

- Limited staff time to manage coordination tasks, grants, and reporting
- Inconsistent use of shared templates, agreements, and procedures

#### **Partner participation and commitments**

- Unclear or changing partner roles for funding vehicles or scheduling
- Irregular participation makes pilots hard to sustain

#### **Cross-agency communication**

- Irregular communication routines and missed handoffs
- Conflicting rider messages about hours eligibility and processes

#### **Geography service design and span**

- Rural distance and low density that raise the cost per trip
- Evening weekend and holiday gaps
- Limited early morning and late-night access for shift workers
- Out-of-county medical travel that requires predictable arrivals and returns

#### **Accessibility and assistance service**

- Wheelchair accessible capacity that does not match demand by time of day
- Inconsistent origin-to-destination assistance and securement practices

#### **Same-day and after-hours demand**

- Urgent medical and family needs that conflict with booking models
- Few backstop options when scheduled service is full or closed

#### **Risk management and compliance**

- Different insurance background check, ADA, and incident procedures across agencies

#### **Procurement and contracting**

- Slow contracting timelines and varied rules that delay joint pilots
- Complexities in purchased service and interagency billing

#### **Fares and affordability**

- Cost barriers for riders who are not eligible for Medicaid
- Lack of simple and transparent fare and transfer rules across services

#### **Language access and cultural considerations**

- Limited interpreter access and translated materials for limited English proficiency riders
- Cultural norms and trip patterns in Plain communities that require tailored coordination

#### **Infrastructure and the first and last mile**

- Missing sidewalks, lighting, shelters, benches, and safe crossings at health hubs, housing, and job sites
- Winter maintenance gaps at curb ramps, sidewalks, and paths
- Facility discharge timing and clinic overruns that create return trip risks

#### **Market backstops**

- Few licensed taxis or TNC options to cover after-hours or overflow trips
- Constraints on volunteer driver programs, such as insurance reimbursement and screening

## **Summary of Unmet Mobility Needs**

The table below lists the unmet mobility needs identified through the plan process. Needs were gathered from public focus groups, two public “Rank the Needs” workshops, countywide public and stakeholder surveys, map and data review, the Wooster Transportation Development Plan, and statewide peer benchmarks. To set priorities, the Planning Committee assigns one score for each need on three items: Urgency, Equity, and Feasibility. These scores are combined into one final score that sets the priority order for Wayne County.

### **Scoring framework**

- Urgency or impact: How big and time-sensitive the need is for Wayne County.
- Equity: How much the need benefits older adults, people with disabilities, low-income riders, limited English speakers, rural residents, and other priority groups.
- Feasibility: How doable is the need with current or near-term resources, partnerships, and authority?
- Each need receives one committee score from 1 to 5; a higher number means a stronger case.

### **How we calculate the final rank**

- Enter the score for Urgency, Equity, and Feasibility for every need.
- Calculate the Final Score using your agreed weights:
  - $\text{Final Score} = 0.4 \times \text{Urgency} + 0.4 \times \text{Equity} + 0.2 \times \text{Feasibility}$ .
  - We weigh the urgency and equity of needs higher than how feasible it is.
- Sort needs from highest to lowest Final Score to produce the priority order.
- Tie breakers: If two needs have the same Final Score, rank the one with the higher Equity score first. If still tied, use the higher Urgency score. If the issue remains unresolved, consider the strength of public input gathered through surveys and meetings.

## Summary of Unmet Needs – Ranked Highest to Lowest

| Area            | Need                                                                                           | Method used to Identify                                                                                                   | Score |
|-----------------|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-------|
| Countywide      | Update and share the Wayne County transportation resource guide                                | Workshops; Public Survey comments; MM professional judgment                                                               | 5     |
| Countywide      | Continue the county transportation coalition to advocate, educate, and collaborate             | Workshops; MM professional judgment                                                                                       | 5     |
| City of Wooster | Adjust WayGo bus routes in Wooster to match common trips and stops                             | Workshops; Wooster Transit Proposal details on the two-route pattern and stops                                            | 5     |
| Countywide      | One place to call or go online to get information and book with interpreters and large print   | Workshops; Public Survey comments                                                                                         | 4.8   |
| Countywide      | Stronger county partnerships to operate, coordinate, and fund together                         | Workshops; Wooster Transit Proposal future services and contracted trips; MM professional judgment                        | 4.8   |
| Countywide      | Microtransit door to door transportation for seniors and people with disabilities              | Workshops; Older Adults and People with Disabilities Focus Group; Wooster Transit Proposal (paratransit and microtransit) | 4.6   |
| Countywide      | More wheelchair accessible vehicles including ambulettes and stretchers                        | Workshops; Healthcare Focus Group; Stakeholder Survey comments                                                            | 4.6   |
| City of Wooster | Extend WayGo microtransit hours to include early mornings, late evenings, nights, and weekends | Workshops; Public Survey comments on span; Wooster Transit Proposal current span                                          | 4.6   |
| Countywide      | Affordable options for people who are not on Medicaid including emergency vouchers             | Workshops; Public Survey comments; Stakeholder Survey comments                                                            | 4.4   |
| Countywide      | Microtransit curb to curb rides for work, shopping, medical, and other trips                   | Workshops; Wooster Transit Proposal; Public Survey comments                                                               | 4.4   |
| City of Wooster | Expand WayGo bus route coverage in Wooster                                                     | Workshops; Wooster Transit Proposal route plan                                                                            | 4.4   |
| Out of County   | Out of county medical rides to Akron, Canton, Medina, and Cleveland with a reliable return     | Workshops; Healthcare Focus Group; Public Survey comments                                                                 | 4.4   |
| Countywide      | Fixed or direct routes linking towns and major destinations                                    | Workshops; Wooster Transit Proposal; MM professional judgment                                                             | 4.4   |
| Countywide      | Travel training for riders and agency staff on how to use the system and ride safely           | Workshops; Public Survey comments; MM professional judgment                                                               | 4.4   |
| Countywide      | Early morning, evening, and weekend rides including some Sundays and holidays                  | Workshops; Public Survey comments; Stakeholder Survey comments                                                            | 4.4   |
| Countywide      | Some same day ride capacity for urgent trips such as hospital or jail discharge                | Workshops; Public Survey comments                                                                                         | 4.4   |
| Countywide      | Better walking and biking options with safer lanes, paths, crossings, and lighting             | Workshops; Older Adults and People with Disabilities Focus Group; Public Survey comments.                                 | 3     |
| City of Wooster | Safer stops with benches, shelters, lighting, clear signs, and winter snow and ice cleared     | Workshops; Older Adults and People with Disabilities Focus Group; Public Survey comments                                  | 3     |

## Summary of Unmet Needs – Individual Scoring

| Need                                                                                           | Ur | x0.4 Ur | Eq | x0.4 Eq | Fea | x0.2 Fe | Score |
|------------------------------------------------------------------------------------------------|----|---------|----|---------|-----|---------|-------|
| Update and share the Wayne County transportation resource guide                                | 5  | 2       | 5  | 2       | 5   | 1       | 5     |
| Continue the county transportation coalition to advocate, educate, and collaborate             | 5  | 2       | 5  | 2       | 5   | 1       | 5     |
| Adjust WayGo bus routes in Wooster to match common trips and stops                             | 5  | 2       | 5  | 2       | 5   | 1       | 5     |
| One place to call or go online to get information and book with interpreters and large print   | 5  | 2       | 5  | 2       | 4   | 0.8     | 4.8   |
| Stronger county partnerships to operate, coordinate, and fund together                         | 5  | 2       | 5  | 2       | 4   | 0.8     | 4.8   |
| Microtransit door to door transportation for seniors and people with disabilities              | 5  | 2       | 5  | 2       | 3   | 0.6     | 4.6   |
| More wheelchair accessible vehicles including ambulettes and stretchers                        | 5  | 2       | 5  | 2       | 3   | 0.6     | 4.6   |
| Extend WayGo microtransit hours to include early mornings, late evenings, nights, and weekends | 5  | 2       | 5  | 2       | 3   | 0.6     | 4.6   |
| Affordable options for people who are not on Medicaid including emergency vouchers             | 5  | 2       | 5  | 2       | 2   | 0.4     | 4.4   |
| Microtransit curb to curb rides for work, shopping, medical, and other trips                   | 5  | 2       | 5  | 2       | 2   | 0.4     | 4.4   |
| Expand WayGo bus route coverage in Wooster                                                     | 5  | 2       | 5  | 2       | 2   | 0.4     | 4.4   |
| Out of county medical rides to Akron, Canton, Medina, and Cleveland with a reliable return     | 5  | 2       | 5  | 2       | 2   | 0.4     | 4.4   |
| Fixed or direct routes linking towns and major destinations                                    | 5  | 2       | 5  | 2       | 2   | 0.4     | 4.4   |
| Travel training for riders and agency staff on how to use the system and ride safely           | 5  | 2       | 5  | 2       | 2   | 0.4     | 4.4   |
| Early morning, evening, and weekend rides including some Sundays and holidays                  | 5  | 2       | 5  | 2       | 2   | 0.4     | 4.4   |
| Some same day ride capacity for urgent trips such as hospital or jail discharge                | 5  | 2       | 5  | 2       | 2   | 0.4     | 4.4   |
| Better walking and biking options with safer lanes, paths, crossings, and lighting             | 3  | 1.2     | 3  | 1.2     | 3   | 0.6     | 3     |
| Safer stops with benches, shelters, lighting, clear signs, and winter snow and ice cleared     | 3  | 1.2     | 3  | 1.2     | 3   | 0.6     | 3     |

## VIII. Goals and Strategies

This section translates the prioritized unmet mobility needs (summarized on the previous page) into clear goals and priority-ordered strategies. The needs were identified through public focus groups, two “Rank the Needs” workshops, countywide surveys, map and data review, the Wooster Transportation Development Plan, online research, and statewide peer benchmarks. Based on that combined evidence, the Mobility Manager—working with the Planning Committee and partners—has developed the goals and strategies that follow.

### How priorities work (needs vs. strategies):

- **Needs (from the prior section):** The Planning Committee scored each need on Urgency, Equity, and Feasibility, and combined them using the agreed weights (0.4 Urgency + 0.4 Equity + 0.2 Feasibility) to set the countywide priority order. Tie-breakers were higher Equity, higher Urgency, and then the strength of public input.
- **Strategies (in this section):** Within each goal, specific strategies are listed **in priority order** using the ODOT Priority Rating Scale. Score each strategy and use the total to confirm the priority order. If strategy totals tie, apply the same tiebreakers used for needs (Equity, then Urgency, then strength of public input).

Priorities also consider the feasibility of funding and implementation. Not all strategies are expressly eligible under existing programs, and funding is not guaranteed; successful implementation will require local commitment and collaboration. Solutions may be pursued with a mix of **Federal, State, local, nonprofit, and private resources**—and, in some cases, through coordination or process improvements requiring little or no new funding.

### How to read this section:

- **Goal Description** – concise statement of intent tied to a specific need (e.g., closing dialysis trip gaps).
- **Needs Being Addressed** – the referenced need(s) from the Prioritized Unmet Mobility Needs exhibit and a brief narrative on how the goal addresses them.
- **Strategy Description(s)** – one or more strategies in priority order.
- **Timeline for Implementation** – expected timing/milestones set by the Lead Agency and Planning Committee.
- **Action Steps** – concrete tasks with who is responsible and when each step should occur.
- **Parties Responsible for Leading/Supporting** – the lead and supporting partners.
- **Resources Needed** – e.g., staff time, contract services, space, vehicles, volunteers, printing, local cash, technology, capital.
- **Potential Cost Range** – estimated order of magnitude.
- **Potential Funding Sources** – e.g., FTA Section 5310 plus other Federal non-DOT programs, State, and local options.
- **Performance Measures and Targets** – at least three measures with targets to track progress.

## **Goal 1: Enhance Partnerships & Collaboration**

**Describe Goal:** Build strong coordination in Wayne County so agencies share information, reduce duplication, and work together on funding and services.

**Need(s) Being Addressed:** Stronger county partnerships; clearer roles; one place for information and booking; better cross-agency communication.

### **Strategy 1.1: Continue the Wayne County Transportation Coalition**

Define strategy: Keep the Coalition active with regular meetings and a simple work plan.

- Timeline for Implementation: Start now and continue; meet at least quarterly.
- Action Steps
  - Publish a yearly meeting calendar and agenda template
  - Reconfirm members and recruit one new partner each quarter
  - Keep a log after every meeting
- Lead: Community Action Wayne/Medina & Mobility Manager
- Support: Coalition member agencies
- Resources Needed: Staff time, meeting space, note-taking, basic printing
- Potential Cost Range: Low
- Funding Sources: 5310 Mobility Management, local agency dues or in-kind, foundations
- Performance Measures/Targets
  - Hold at least four meetings per year with agendas
  - Add at least one new member each quarter
  - Save all agendas & meeting notes

### **Strategy 1.2: Document Partner Agency Transportation Resources & Expenses**

Define strategy: Create and update a simple log that shows each agency's transportation services, eligibility, vehicles, drivers, funding, and/or annual spending.

- Timeline for Implementation: Initial log in 6to12 months, update yearly.
- Action Steps
  - Send a short data request form to agencies
  - Enter and clean the data, share a draft back for review
  - Publish a one-page summary and the full table to the Coalition
- Lead: Mobility Manager
- Support: Coalition members
- Resources Needed: Staff time, shared spreadsheet
- Potential Cost Range: Low
- Funding Sources: 5310 Mobility Management, in-kind
- Performance Measures/Targets
  - At least 80 percent of major agencies listed in year one
  - Annual update completed by June each year
  - Discuss yearly with Coalition

## **Goal 2: Increase Affordable Transportation for Work Trips**

**Describe Goal:** Make it easier and cheaper to get to jobs, training, and staffing agencies, including early mornings, late evenings, and Sundays.

**Need(s) Being Addressed:** Affordable options for people not on Medicaid; early-morning/evening rides; first/last mile to job sites.

### **Strategy 2.1: Understand where workers travel from and to**

Define strategy: Research where workers live and where they work to target service hours and routes.

- Timeline for Implementation: Complete a simple analysis in 12 months; update yearly.
- Action Steps
  - Gather employer and staffing agency input on shift times and locations
  - Overlay job hubs with zero-vehicle and low-income areas
  - Share a short findings memo with the Transportation Coalition and WayGo
- Lead: Mobility Manager
- Support: Employers, staffing agencies, chambers, workforce board
- Resources Needed: Staff time, simple mapping
- Potential Cost Range: Low
- Funding Sources: 5310 Mobility Management, workforce partners, chambers
- Performance Measures/Targets
  - List the top ten job destinations and shift times by month 12
  - Use findings to set service hours in later strategies
  - Annual update completed by June each year

### **Strategy 2.2: Build workforce partnerships and funding sources**

Define strategy: Create simple ways for employers to help fund or support worker trips.

- Timeline for Implementation: Start outreach in 12 months; review logs yearly.
- Action Steps
  - Explore employer pass or voucher programs and cost-sharing options
  - Explore sponsorships, tax incentives, & pooled-match fund opportunities
  - Invite employers & job-readiness program staff to join the County Transportation Coalition
- Lead: Mobility Manager and WayGo
- Support: Employers, Job readiness programs, chambers, staffing agencies, WayGo
- Resources Needed: Outreach time, simple agreements, marketing
- Potential Cost Range: Low to Medium
- Funding Sources: Employer contributions, 5311, 5310, workforce funds, local foundations
- Performance Measures/Targets
  - List of potential workforce-related partnership opportunities in year 1
  - At least one employer joins the coalition each year
  - At least one meeting with major employers or job readiness staff each year

## **Goal 3: Reestablish Affordable Countywide Public Transit**

**Describe Goal:** Rebuild affordable, countywide curb-to-curb & door-to-door microtransit, including early mornings, late evenings, weekends, and limited same-day urgent capacity when possible.

**Needs Being Addressed:** Countywide microtransit (door-to-door for seniors/people with disabilities); microtransit curb-to-curb for work/shopping/medical; early/late/Sunday hours; some same-day urgent trips; more WAV/ambulette capacity.

### **Strategy 3.1: Research potential models & pathways**

Define strategy: Scan simple service models and document what could work here (launch when ready)

- Timeline for Implementation: Complete in 12 months, refresh annually until launch.
- Action Steps
  - Review model types used in rural America
  - Map origins/destinations (rural hotspots; hospitals/clinics) and outline basic ADA/vehicle implications (WAV/ambulette/stretchers) and booking/return policies.
  - Produce a 5-page findings memo with a 1-page equity screen and a simple corridor sketch.
- Lead: WayGo (Wooster Wayne Community Transit)
- Support: JFS, County Commissioners, ODOT, Hospitals/clinics, neighboring transit providers, MCOs/brokers, AMATS/RTPO, Transportation Coalition, Mobility Manager, TAC, Local Government
- Resources Needed: Staff time, simple mapping, stakeholder interviews
- Potential Cost Range: Low (High upon launch)
- Funding Sources: 5311; ODOT technical assistance; hospital community benefit; foundations, Medicaid
- Performance Measures/Targets
  - 5-page scan + 1-page equity screen completed by month 12
  - Present training on potential models in Wayne County Transportation Coalition by month 12
  - Present findings to the Wayne County Transportation Coalition by month 12

### **Strategy 3.2: Research funding & partnership strategies**

Define strategy: Identify viable funding blends and partner pathways (launch when ready)

- Timeline for Implementation: Complete in 12 months, refresh annually until launch.
- Action Steps
  - Build a funding map: 5311/5310, CMAQ/STBG (via MPO/RTPO), Medicaid NEMT, hospital community-benefit, local/public, foundations/employers.
  - Draft simple MOU templates for cost-share, eligibility, and return-trip policy
  - Create a partner roster and contact plan (county/cities, health systems, foundations, employers).
- Lead: WayGo (Wooster Wayne Community Transit)
- Support: ODOT, County/City leadership, Villages/Townships, hospitals/clinics, MCOs/brokers, neighboring providers, MPO/RTPO, fiscal staff, TAC, Coalition, Mobility Manager
- Resources Needed: Staff time, partner meetings, template drafting
- Potential Cost Range: Low (High upon launch)
- Funding Sources: 5311; hospital/health partners; local public funds; foundations, Medicaid
- Performance Measures/Targets
  - Draft of potential funding/partner roster ready by month 12
  - At least 3 draft MOUs or policies ready by month 12
  - Documented local-match interest from at least 3 entities by month 12

## **Goal 4: Increase Affordable Out-of-County Medical Access (Explore & Support)**

**Describe Goal:** Explore options and support partner initiatives that improve dependable, affordable trips to Akron, Canton, Medina, and Cleveland—with documented “no-strand” return procedures—by evaluating models, aligning policies, and preparing enabling materials (no service launch).

**Needs Being Addressed:** Affordable, dependable out-of-county medical options with guaranteed return; capacity for recurring care (dialysis/infusion/wound-care); affordability for non-Medicaid riders.

### **Strategy 4.1: Explore potential models & funding (no service launch)**

Define strategy: Evaluate potential pathways to sustainable out-of-county transit, with a focus on medical rides, to position the county for greater regional access.

- Timeline for Implementation: Produce lists within 12 months; update annually.
- Action Steps
  - Map top destinations and required arrival buffers
  - Identify potential transfer points with SARTA/Medina/Ashland/Holmes
  - Provide letters of support/data-sharing for partner-led pilots where feasible.
- Lead: Mobility Manager
- Support: Coalition, Gilcrest, Hospitals/clinics, regional providers
- Resources Needed: Staff time, partner interviews
- Potential Cost Range: Low (High when funding)
- Funding Sources: Hospital community benefit; foundations; 5310-eligible elements; local match, Medicaid
- Performance Measures/Targets
  - List of potential funding sources by month 12
  - List of possible transfer hubs /partner agencies/transit systems by month 12
  - List of top destinations and required arrival buffers by month 12

## **Goal 5: Improve Service Design & Access within Wooster's Public Transit**

**Describe Goal:** Tune WayGo fixed routes, expand coverage, extend microtransit hours, and make stops safer and easier to use, when possible.

**Need(s) Being Addressed:** Better fixed route coverage and alignments, expanded coverage, extended hours for microtransit, safer stops and first-last mile.

### **Strategy 5.1: Adjust WayGo fixed routes to match common trips**

Define strategy: Use rider data and public input to refine routes, stops, and headways.

- Timeline for Implementation: Service planning in year 1. Changes in year 2.
- Action Steps
  - Analyze stop use and trip patterns
  - Test small changes through rider outreach and a public hearing
  - Implement and monitor for 90 days
- Lead: WayGo (Wooster Wayne Community Transit)
- Support: Mobility Manager, riders, employers, schools, clinics, Coalition
- Resources Needed: Planner time, public outreach, bus stop signs
- Potential Cost Range: Low to Medium
- Funding Sources: 5311, local public funds
- Performance Measures/Targets
  - At least 1 annual meeting offered with stakeholders to discuss potential adjustments
  - Ridership increases 10 percent on adjusted segments
  - On-time performance at 90 percent or higher

### **Strategy 5.2: Expand WayGo coverage and extend microtransit hours**

Define strategy: Fill coverage gaps and extend microtransit and/or partnerships into early mornings, late evenings, nights, weekends, and/or holidays, as feasible.

- Timeline for Implementation: Design in 12 months. Phased launch in years 1-4.
- Action Steps
  - Identify priority gaps and set zones
  - Explore potential funding options
  - Pilot & Monitor expansions when possible
- Lead: WayGo (Wooster Wayne Community Transit)
- Support: Mobility Manager, employers, clinics, schools, Coalition
- Resources Needed: Driver hours, dispatch, vehicles
- Potential Cost Range: Medium to High
- Funding Sources: 5311, local public funds, employer support, state operating
- Performance Measures/Targets
  - Expanded coverage within 4 years
  - Extended hours within 4 years
  - Rider satisfaction 85 percent or higher

## **Goal 6: Rider Information, Training, and Resource Guide**

**Describe Goal:** Make it easy to find & learn how to ride.

**Need(s) Being Addressed:** One place for information and booking; travel training; affordability navigation for non-Medicaid riders.

### **Strategy 6.1: Update and share the Wayne County transportation resource guide**

Define strategy: Create a plain-language guide with eligibility, hours, how to book, and contacts. Provide large print and translated versions.

- Timeline for Implementation: Publish in 6 months, update yearly.
- Action Steps
  - Draft and design the guide in print and online
  - Distribute through clinics, libraries, social media, and partners
  - Track where guides are placed and restock
- Lead: Mobility Manager
- Support: Coalition, libraries, clinics, social service partners
- Resources Needed: Layout, printing, distribution
- Potential Cost Range: Low
- Funding Source: 5310 Mobility Management, foundations, United Way
- Performance Measures/Targets
  - 2,000 copies distributed in year one
  - 1,000 copies distributed every year after
  - Annual updates completed on time

### **Strategy 6.2: Travel training and rider orientation**

Define strategy: Teach riders and agency staff how to use fixed routes, microtransit, and door-to-door services safely and confidently.

- Timeline for Implementation: Launch in 3 months. Ongoing.
- Action Steps
  - Offer monthly “how to ride” sessions and one-on-one coaching
  - Create short videos showing how to ride
  - Create checklists in plain language
  - Ask 211 if they can be the one-click/one-call center
- Lead: Mobility Manager
- Support: WayGo, senior centers, disability partners, schools
- Resources Needed: Trainer time, materials, volunteer coordination
- Potential Cost Range: Low to Medium
- Funding Sources: 5310 Mobility Management, AAA Title III partners, foundations
- Performance Measures/Targets
  - Train 10 new riders and 5 agency staff per year
  - 90+ percent of trainees report increased confidence
  - 50+ percent of trainees report they will ride /train again

## VIII. Plan Adoption

Community Action Wayne and Medina served as the Lead Agency and Mobility Manager. The planning process included older adults, individuals with disabilities, low-income residents, the public, and representatives from public, private, and nonprofit transportation and human-services providers.

### **Step 1. Public comment period on the draft plan**

The final draft will be available for public review for seven days from November 3 to November 10, 2025.

Access: website posting, paper copies available at Community Action Wayne and Medina, and by request and notice through the same channels used during outreach, email lists, partner agencies' social media, and community boards. Targeted notifications will be sent to older adults' organizations, disability service providers, Veterans Service Commission hospitals and clinics, behavioral health providers, schools and colleges, employers and staffing agencies, housing and homelessness providers, local governments, and transportation providers.

The Lead Agency will log all comments, including the date, source, summary of the request, and any materials submitted. All outreach dates, locations, and methods will be documented and kept on file.

### **Step 2. Document and incorporate feedback**

The Lead Agency will document all comments received, including a summary of any requested changes and a summary of any actions taken in response to the comments. The Lead Agency will make any changes needed to the draft plan. Edits to the draft plan will be made as needed.

### **Step 3. Share the final draft with the Planning Committee**

The final draft and the comment documentation will be distributed to the Planning Committee by email link. Paper copies will be provided upon request. Committee members will have a review window to flag significant edits. If significant edits are required, the plan will return to Step 1 for an additional public comment period. If only minor edits are requested, the plan will proceed to adoption.

### **Step 4. Planning Committee adoption meeting**

The Mobility Manager will present the final draft and the summary of public comments and changes. The Planning Committee will vote to adopt the plan by majority vote, consistent with local procedures. Meeting minutes, roll call, and the vote will be recorded. Notice of the adoption meeting will be shared through the same outreach channels used during the planning process.

### **Step 5. Signatures and submission to ODOT**

Each Planning Committee member will sign the Plan Adoption Page. The signed Adoption Page and the Final Coordinated Plan, including the public comment documentation, will be submitted to ODOT by November 14, 2025. The Lead Agency will provide a final copy to each Planning Committee member and make the plan available to the public electronically. Paper copies will be available upon request.

### **Records and retention**

Community Action Wayne and Medina will retain all agendas, invitations, accommodation requests, sign-in sheets, presentation files, ranking worksheets, notes, surveys, summaries, comment logs, meeting minutes, and adoption documentation for at least five years after plan adoption. These materials will be provided 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 public. More information about the planning committee is available on request by contacting the Mobility Manager at Community Action Wayne/Medina.

### **Wayne County Planning Committee Member List**

#### **Wayne County Transportation Plan 2026–2030**

Lead Agency: Community Action Wayne/Medina (CAWM)

Project Lead: Kathryn Hardinger, Mobility Manager of Wayne County (ODOT Region 10b)

Housed at CAWM: 905 Pittsburgh Ave. Wooster, OH 44691 | khardinger@cawm.org | 330.264.8677

1. **Name:** Beverly Theil  
**Title:** Board & Coalition Member  
**Agency:** Advisory Board Member for Community Action Wayne/Medina; B. Theil Consulting  
**Agency Description:** Early childhood representative and Community Action Wayne/Medina board member; participates in housing and transportation discussions.  
**Stakeholder Type:** Board / Coalition; Early Childhood; Social Services/Nonprofit  
**Representing:** Early childhood; low-income families; housing insecurity  
**Initiated via:** Wayne County Transportation Coalition
2. **Name:** Brandon Barnes  
**Title:** Executive Director  
**Agency:** Homeward Bound  
**Agency Description:** Homeward Bound operates the Severe Weather Shelter and coordinates access to full-year shelter through referrals; supports residents experiencing homelessness and housing instability.  
**Stakeholder Type:** Social Services/Nonprofit; Housing and Homeless Services  
**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; people experiencing homelessness; housing-unstable residents  
**Initiated via:** Wayne County Transportation Coalition
3. **Name:** Carol Labuza  
**Title:** Case Manager & Outreach  
**Agency:** Viola Startzman Clinic  
**Agency Description:** Clinic providing integrated medical, dental, and mental health services to all patients regardless of income or insurance status.  
**Stakeholder Type:** Healthcare; Education/Training; Social Services/Nonprofit; Disability Services; Older Adult Services; General Population; Community Health Workers  
**Representing:** Older adults; individuals with disabilities; low-income people; veterans; rural residents  
**Initiated via:** Wayne County Transportation Coalition
4. **Name:** Chris Easton  
**Title:** Outpatient Case Manager  
**Agency:** OneEighty  
**Agency Description:** OneEighty offers comprehensive addiction treatment, behavioral health services, and domestic violence support, including case management and recovery support.  
**Stakeholder Type:** Social Services/Nonprofit; Healthcare

**Representing:** Individuals with disabilities; low-income people; people in recovery; survivors of violence

**Initiated via:** Planning Committee Outreach Efforts

5. **Name:** Chris Yurick

**Title:** Service & Support Administrator Supervisor

**Agency:** Wayne County Board of Developmental Disabilities

**Agency Description:** County agency providing services, supports, and case coordination for individuals with developmental disabilities.

**Stakeholder Type:** Government; Disability Services

**Representing:** Individuals with developmental disabilities

**Initiated via:** Wayne County Transportation Coalition

6. **Name:** Christina D'Antona

**Title:** Director of Housing and Homelessness Services

**Agency:** Community Action Wayne/Medina

**Agency Description:** Community Action Wayne/Medina provides housing navigation, homelessness response, and coordinated entry alongside other anti-poverty services.

**Stakeholder Type:** Social Services/Nonprofit; Housing and Homeless Services

**Representing:** Low-income people; people experiencing homelessness; rural residents; housing-unstable households

**Initiated via:** Wayne County Transportation Coalition

7. **Name:** Dave Jones

**Title:** Transportation Coordinator

**Agency:** Wayne County Job & Family Services

**Agency Description:** Job & Family Services provides financial, medical, employment, and transportation assistance for families, older adults, and individuals with disabilities.

**Stakeholder Type:** Social Services/Nonprofit; Government; Human Services; Transportation Coordination

**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; students / youth; rural residents

**Initiated via:** Wayne County Transportation Coalition

8. **Name:** Elesa D. Eaken

**Title:** Community Health Promotion Coordinator

**Agency:** Wayne County Health Department

**Agency Description:** The Wayne County Health Department is a public health agency focused on preventing disease, promoting healthy behaviors, and protecting the community's health.

**Stakeholder Type:** Government; Healthcare

**Representing:** older adults, individuals with disabilities, low-income people, veterans, workers/jobseekers, students/youth, rural residents, all

**Initiated via:** Planning Committee Outreach Efforts

9. **Name:** Eric Killinger, BSSW, LSW

**Title:** Staff Development / Trainer

**Agency:** Wayne County Children's Services

**Agency Description:** Children's Services handles child protection, safety planning, and family stabilization

services for vulnerable children and families.

**Stakeholder Type:** Government; Social Services/Nonprofit; Child and Family Services

**Representing:** Children / youth; low-income families; caregivers; child welfare-involved households

**Initiated via:** Wayne County Transportation Coalition

10. **Name:** Eric Short

**Title:** Shelter Manager

**Agency:** The Salvation Army – Wooster

**Agency Description:** The Salvation Army in Wayne County provides emergency shelter access, basic needs assistance, and stabilization support (“help for today and hope for tomorrow”), without discrimination.

**Stakeholder Type:** Social Services/Nonprofit; Housing and Homeless Services

**Representing:** Older adults; low-income people; veterans; workers / job seekers; people experiencing homelessness

**Initiated via:** Wayne County Transportation Coalition

11. **Name:** Eric Vizzo

**Title:** Director of Transportation, Safety, and Special Projects

**Agency:** Wooster City Schools

**Agency Description:** Public school district transportation; responsible for student transport within the district and coordination of bus/van eligibility and routing.

**Stakeholder Type:** Public School Transportation; Education/Training; Government

**Representing:** Students/youth; families relying on school transportation

**Initiated via:** Planning Committee Outreach Efforts

12. **Name:** Erin Schlechty, MSW, LSW

**Title:** Licensed Social Worker

**Agency:** Cleveland Clinic Wooster Family Health Center

**Agency Description:** Hospital-affiliated social work and care coordination, including discharge planning, access to follow-up care, and linkage to transportation for medical and basic-need trips.

**Stakeholder Type:** Healthcare; Social Services/Nonprofit; Care Coordination

**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; students / youth; rural residents

**Initiated via:** Planning Committee Outreach Efforts

13. **Name:** Gayle Byrne

**Title:** Response Specialist and Victim Advocate

**Agency:** OneEighty

**Agency Description:** OneEighty provides behavioral health, substance use treatment, domestic violence shelter and advocacy, and stabilization services.

**Stakeholder Type:** Social Services/Nonprofit; Behavioral Health; Housing / Homelessness Support

**Representing:** Survivors of violence; individuals in recovery; low-income people; people experiencing homelessness

**Initiated via:** Planning Committee Outreach Efforts

14. **Name:** Genzo Puff

**Title:** College Student & Mobility Manager Intern

**Agency:** Community Action Wayne/Medina; Student at The College of Wooster

**Agency Description:** Intern supporting Mobility Management at Community Action Wayne/Medina while enrolled at The College of Wooster, providing the student perspective on transportation.

**Stakeholder Type:** Education/Training; Higher Education; Mobility Management Support

**Representing:** College students; young adults; riders new to transit

**Initiated via:** Planning Committee Outreach Efforts

15. **Name:** Hannah Gee

**Title:** Program Coordinator

**Agency:** Catholic Charities

**Agency Description:** Catholic Charities provides case management, basic needs assistance, stabilization, and reentry support for vulnerable residents.

**Stakeholder Type:** Social Services/Nonprofit; Housing / Reentry / Basic Needs

**Representing:** Low-income people; students / youth; court-ordered clients

**Initiated via:** Planning Committee Outreach Efforts

16. **Name:** Heather Sipple

**Title:** Senior Outreach Specialist

**Agency:** Community Action Wayne/Medina

**Agency Description:** CAWM provides outreach, benefit navigation, housing, utility assistance, weatherization, and transportation coordination with specific emphasis on seniors aging in place.

**Stakeholder Type:** Social Services/Nonprofit; Older Adult Services; Aging Support

**Representing:** Older adults; seniors on fixed incomes; rural seniors

**Initiated via:** Planning Committee Outreach Efforts

17. **Name:** James Fox, M.Ed., LPC

**Title:** CEO & President

**Agency:** Community Action Wayne/Medina

**Agency Description:** Community Action Wayne/Medina (CAWM) operates and coordinates anti-poverty programs, including housing, transportation initiatives, utility assistance, financial literacy, home repair/weatherization, and Head Start.

**Stakeholder Type:** Social Services/Nonprofit; Education/Training; Employer/HR; Older Adult Services; (historical) Transportation Provider

**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; students / youth; rural residents; people experiencing homelessness; housing-unstable residents

**Initiated via:** Wayne County Transportation Coalition

18. **Name:** Jason Winkleman

**Title:** Case Manager & Outreach

**Agency:** Anazao Community Partners

**Agency Description:** Anazao Community Partners provides mental health, community-based case management, access to behavioral health services, and related supports for residents across age groups.

**Stakeholder Type:** Social Services/Nonprofit; Education/Training; Transportation Provider; Veteran Services; Disability Services; Older Adult Services; Mental Health Services

**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers;

students / youth; rural residents; behavioral health needs

**Initiated via:** Planning Committee Outreach Efforts

19. **Name:** Jennifer Behrendsen

**Title:** Housing Department Staff

**Agency:** Community Action Wayne/Medina

**Agency Description:** CAWM provides housing navigation, homelessness prevention, emergency support, and other anti-poverty programming.

**Stakeholder Type:** Social Services/Nonprofit; Housing and Homeless Services

**Representing:** People experiencing homelessness; housing-unstable residents; low-income households

**Initiated via:** Planning Committee Outreach Efforts

20. **Name:** Jessica Strouse

**Title:** Mission Services Director

**Agency:** Goodwill Industries of Wayne & Holmes Counties

**Agency Description:** Goodwill provides employment readiness, job placement support, and barrier reduction for job seekers in Wayne and Holmes Counties.

**Stakeholder Type:** Workforce Development; Social Services/Nonprofit

**Representing:** Low-income people; workforce/job seekers; people facing employment barriers

**Initiated via:** Planning Committee Outreach Efforts

21. **Name:** John Davis

**Title:** Transportation Director

**Agency:** Gilcrest Senior Center

**Agency Description:** Gilcrest Center is an adult day care and transportation service provider in Ohio that offers a social and therapeutic environment for seniors with various needs, including chronic conditions, physical impairments, and memory impairments. It serves as an alternative to institutional care by providing healthcare services and social, recreational, and wellness activities during the day. Gilcrest also provides medical and non-medical transportation in Wayne, Medina, Stark, and Summit counties.

**Stakeholder Type:** Transportation Provider, Healthcare, Senior Services

**Representing:** Low-income people; Older Adults, Individuals with Disabilities, Rural Residents

**Initiated via:** Planning Committee Outreach Efforts

22. **Name:** Kathryn Hardinger

**Title:** Mobility Manager

**Agency:** Community Action Wayne/Medina

**Agency Description:** Leads county-level mobility management, coordinates transportation planning, builds partnerships, identifies service gaps, and connects riders and agencies to transportation options.

**Stakeholder Type:** Transportation Planning; Mobility Management; Social Services/Nonprofit; Transportation Provider

**Representing:** Low-income residents; individuals with disabilities; older adults; rural residents; public transit riders generally

**Initiated via:** Wayne County Transportation Coalition

23. **Name:** Katie Peterson

**Title:** Care Management Supervisor

**Agency:** Direction Home Area Agency on Aging

**Agency Description:** Direction Home connects older adults and adults with disabilities to in-home supports, case management, long-term care resources, and transportation for medical and daily needs.

**Stakeholder Type:** Social Services/Nonprofit; Disability Services; Older Adult Services

**Representing:** Older adults; individuals with disabilities; low-income people

**Initiated via:** Planning Committee Outreach Efforts

24. **Name:** Kevin White

**Title:** Public Transportation Manager / Transit Director

**Agency:** WayGo, City of Wooster

**Agency Description:** WayGo is the City of Wooster's public transit system, offering fixed-route and on-demand service within Wooster and approximately a one-mile buffer that includes key services like the Care Center and the Career Center.

**Stakeholder Type:** Transportation Provider; Government; Public Transit Administration

**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; students / youth; rural residents; general public

**Initiated via:** Wayne County Transportation Coalition

25. **Name:** Khalita Tahzeeb

**Title:** Resident Advocate

**Agency:** Resident of Orrville

**Agency Description:** representative providing lived experience with transportation barriers facing low-income households, students/youth, workforce/job-readiness, and county-wide transit programs.

**Stakeholder Type:** Transportation Provider; Government; Public Transit Administration

**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; students / youth; rural residents; general public

**Initiated via:** Wayne County Transportation Coalition

26. **Name:** Lisa Followay

**Title:** Executive Director

**Agency:** Adaptive Sports Ohio

**Agency Description:** Adaptive Sports Ohio creates inclusive, competitive, and recreational sports opportunities for individuals with physical disabilities, including youth, and addresses transportation as a barrier to participation.

**Stakeholder Type:** Social Services/Nonprofit; Disability Services

**Representing:** Individuals with disabilities; youth with disabilities; adaptive athletes

**Initiated via:** Planning Committee Outreach Efforts

27. **Name:** Lisa Hostetler

**Title:** Special Populations Program Manager

**Agency:** Catholic Charities

**Agency Description:** Catholic Charities provides case management and basic needs assistance, with a focus on high-barrier and high-vulnerability populations.

**Stakeholder Type:** Social Services/Nonprofit; Disability Services

**Representing:** Individuals with disabilities; medically fragile clients

**Initiated via:** Planning Committee Outreach Efforts

28. **Name:** Lisa McLuckie  
**Title:** Director of Care Management  
**Agency:** Wooster Community Hospital  
**Agency Description:** Wooster Community Hospital provides acute care, discharge planning, care management, and coordination for ongoing medical and support needs, including transportation to follow-up care.  
**Stakeholder Type:** Healthcare; Social Services/Nonprofit; Care Coordination  
**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; students / youth; rural residents  
**Initiated via:** Planning Committee Outreach Efforts
29. **Name:** Maggi Beckler  
**Title:** Family Service Specialist  
**Agency:** Community Action Wayne/Medina  
**Agency Description:** CAWM provides housing support, family services, Head Start, emergency assistance, financial counseling, home repair/weatherization, and transportation-related problem-solving services to families.  
**Stakeholder Type:** Social Services/Nonprofit; Family Services; Head Start  
**Representing:** Low-income families; Head Start households; caregivers with young children  
**Initiated via:** Planning Committee Outreach Efforts
30. **Name:** Matt Martin  
**Title:** Wayne County Commissioner  
**Agency:** Wayne County Board of Commissioners / Wayne County Government  
**Agency Description:** Wayne County Government oversees county-level policy, budgeting, and coordination across agencies, including issues affecting transportation, workforce access, housing, and health.  
**Stakeholder Type:** Government; General Population  
**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; students / youth; rural residents  
**Initiated via:** Planning Committee Outreach Efforts
31. **Name:** Michelle Kelly  
**Title:** Director of Community Care  
**Agency:** Anazao Community Partners  
**Agency Description:** Anazao Community Partners provides mental health and community-based case management, connecting clients to behavioral health care, stabilization, and support services.  
**Stakeholder Type:** Social Services/Nonprofit; Mental Health Services; Community Support  
**Representing:** Older adults; individuals with disabilities; low-income people; workers / job seekers; students / youth; rural residents; behavioral health needs  
**Initiated via:** Planning Committee Outreach Efforts
32. **Name:** Missy Myers  
**Title:** Staff Member  
**Agency:** Homeward Bound  
**Agency Description:** Homeward Bound supports people experiencing homelessness and housing instability, including Severe Weather Shelter access and referral-based shelter. They work with individuals who may have

no income, no transportation, and urgent safety needs.

**Stakeholder Type:** Social Services/Nonprofit; Housing and Homeless Shelter; General Population

**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; rural residents; people experiencing homelessness

**Initiated via:** Planning Committee Outreach Efforts

33. **Name:** Nicholas McFarren

**Title:** Service Center Director

**Agency:** The Salvation Army – Orrville

**Agency Description:** The Salvation Army's Orrville location provides basic needs assistance and stabilization for low-income and at-risk residents, including rural households.

**Stakeholder Type:** Social Services/Nonprofit; Housing / Basic Needs

**Representing:** Low-income people; rural residents; at-risk families

**Initiated via:** Wayne County Transportation Coalition

34. **Name:** Ron Hawkins

**Title:** Resident Advocate

**Agency:** Resident of Wooster

**Agency Description:** Resident representative providing lived experience with transportation barriers facing older adults and individuals with disabilities.

**Stakeholder Type:** Resident Representative; Lived Experience Advocate

**Representing:** Older adults; individuals with disabilities

**Initiated via:** Planning Committee Outreach Efforts

35. **Name:** Sarah Boggs

**Title:** Executive Administrative Assistant

**Agency:** Wayne Metropolitan Housing Authority

**Agency Description:** WMHA provides safe, stable, affordable housing to low- and moderate-income individuals and families.

**Stakeholder Type:** Social Services/Nonprofit; Housing Authority

**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; rural residents; people experiencing homelessness / housing instability

**Initiated via:** Wayne County Transportation Coalition

36. **Name:** Scott Myers

**Title:** Vice President / Chief Facility Officer & City of Wooster Council Member, Ward 4

**Agency:** The Counseling Center of Wayne & Holmes Counties

**Agency Description:** The Counseling Center is a nonprofit behavioral health agency providing mental health and substance use services for adults, youth, and families in Wayne and Holmes Counties.

**Stakeholder Type:** Social Services/Nonprofit; Healthcare; Behavioral Health

**Representing:** Individuals with disabilities; low-income people; people with mental health or substance use needs

**Initiated via:** Wayne County Transportation Coalition

37. **Name:** Stacey Tanner

**Title:** Social Service Administrator

**Agency:** Wayne County Job & Family Services

**Agency Description:** Job & Family Services provides financial assistance, Medicaid access, employment services, and supportive services for families, older adults, and individuals with disabilities, including transportation-related help.

**Stakeholder Type:** Social Services/Nonprofit; Government; Human Services

**Representing:** Older adults; individuals with disabilities; low-income people; veterans; workers / job seekers; students / youth; rural residents

**Initiated via:** Wayne County Transportation Coalition

38. **Name:** Tamara Fillingame, MPH

**Title:** Manager of Social Health Solutions

**Agency:** Direction Home Akron-Canton (Area Agency on Aging)

**Agency Description:** Direction Home Akron-Canton coordinates aging and disability supports, in-home care, case management, and access to transportation for medical and daily needs so older adults and disabled adults can remain safely in the community.

**Stakeholder Type:** Social Services/Nonprofit; Disability Services; Older Adult Services

**Representing:** Older adults; individuals with disabilities; low-income people

**Initiated via:** Planning Committee Outreach Efforts

39. **Name:** Wyn Jones

**Title:** CAWM Board & Coalition Member

**Agency:** Community Action Wayne/Medina; Wayne County Housing Coalition; Wayne County Transportation Coalition; Wooster Homelessness Taskforce

**Agency Description:** Community Action Wayne/Medina board member and housing advocate engaged in county housing, homelessness, and transportation coordination.

**Stakeholder Type:** Board / Coalition; Housing / Homelessness Advocacy

**Representing:** Individuals experiencing homelessness; housing-unstable residents; low-income households

**Initiated via:** Wayne County Transportation Coalition

## **Appendix B: List of Annual Reviews and Plan Amendments**

It is required that this plan be reviewed by the planning committee annually. For more information on when the next annual review will occur, how to be involved in the annual review process or to request information on how to make changes or corrections to this plan between annual reviews, please contact:

Kathryn Hardinger, Mobility Manager, Wayne County, Region 10b, Housed at Community Action Wayne/Medina  
330.264.8677 or khardinger@cawm.org

**Annual Review [DATE]:** Provide a brief description of any annual reviews that have occurred, including a summary of the review meeting and a summary of any changes made.

### **How to be involved in the annual review**

1. Watch for the public notice announcing the annual review meeting.
2. Send written comments before the meeting or attend and provide comments in person.
3. Accessibility and language assistance will be provided on request.

### **How to request a mid-year amendment**

Anyone may request an amendment between annual reviews. Email or mail a short request that includes the requested change of the plan section, the reason for the change, and any supporting materials. The Mobility Manager will acknowledge receipt within ten business days. The Planning Committee will review the request at its next meeting or at a special meeting if time is sensitive. Approved amendments will be recorded in the Amendment Log below and attached to the plan.

### **Annual Review Log - Use one block per year. - Annual Review [Date]**

Meeting location and format in in-person, virtual, or hybrid

Attendance summary: total attendees, number of older adults, number of people with disabilities

Sections reviewed list sections or pages

Summary of discussion key points and any public comments

Changes the approved list of edits, additions, or deletions

The vote result adopts changes, yes or no, and counts

Effective date changes take effect

Documents on file: agenda, sign-in sheet, public notice, comment log, and minutes

**Amendment [DATE]:** If the plan has been amended between annual reviews, include that information here.

### **Amendment Log**

Use one block per approved amendment between annual reviews.

#### **Amendment [Date]**

Requested by name and organization, if applicable

Plan section affected list section numbers or titles

Summary of change: short description of what changed and why

Planning Committee action: approve, modify, or decline

Vote result and date

Effective date

Documents on file request email or letter, redline minutes and updated plan pages

[Add more Amendment entries here as they occur]

**Records and retention**

Community Action Wayne and Medina will retain all annual review and amendment records, including notices, agendas, sign-in sheets, comment logs, meeting minutes, adoption votes, and updated plan pages for at least five years after plan adoption or the most recent amendment. Copies will be provided upon request.

## **Appendix C: Definitions**

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

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

**FAST Act** – Congress established the funding for Federal Transit Administration programs through authorizing legislation that amends Chapter 53 of Title 49 of the U.S. Code. On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST) Act, reauthorizing 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 is also responsible for submitting the adopted Coordinated Plan and all amendments or updates to participating stakeholders and ODOT.

**Planning Committee** – (indicate if the planning committee has another formal name) The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and function as an advisory and adopting entity.

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

**Section 5310 Program** – Enhanced Mobility of Seniors & Individuals with Disabilities (49 U.S.C. 5310) provides Federal formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meet these needs. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options.

**Section 5311 Program** – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

**Section 5307 Program** – The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.

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

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

# Appendix D: Public Survey Results

Public Survey Results + Additional Comments.

Responses

144

Average Time

07:48

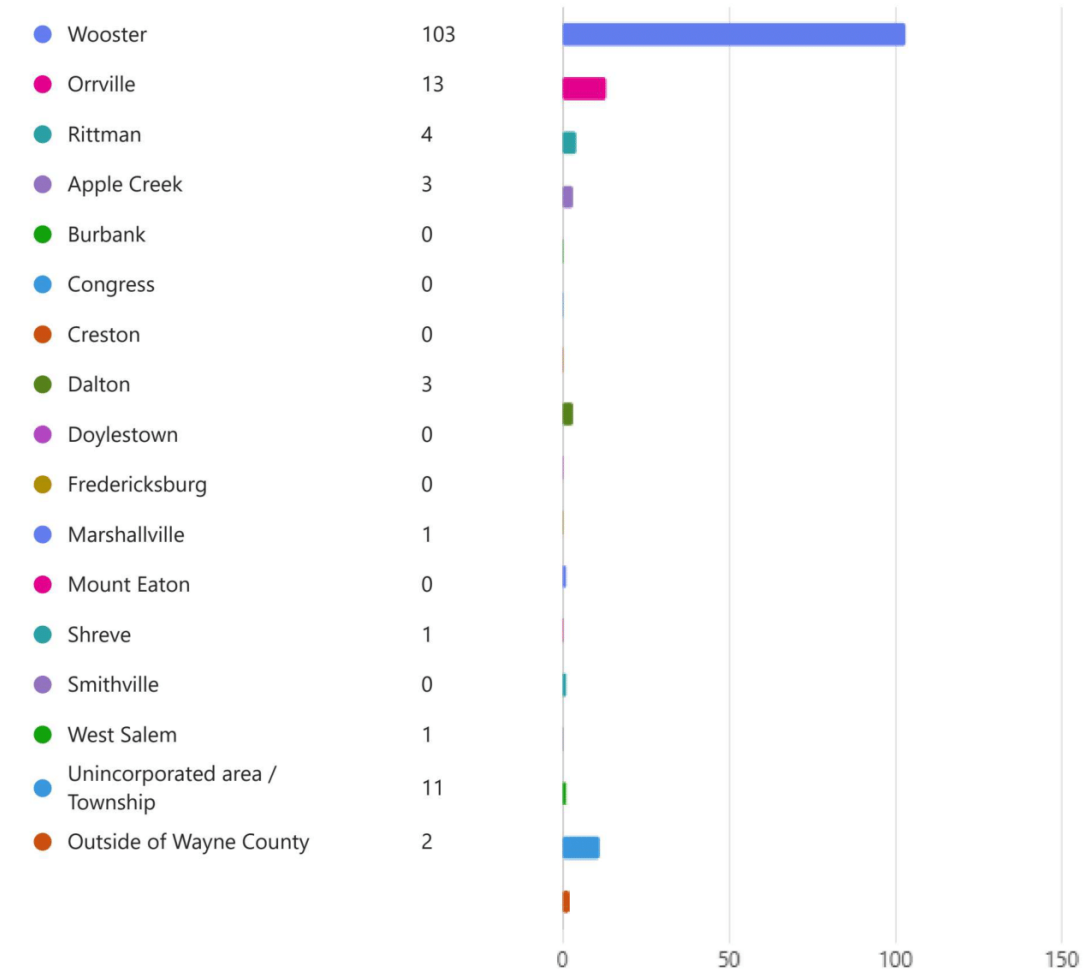
Duration

21 Days

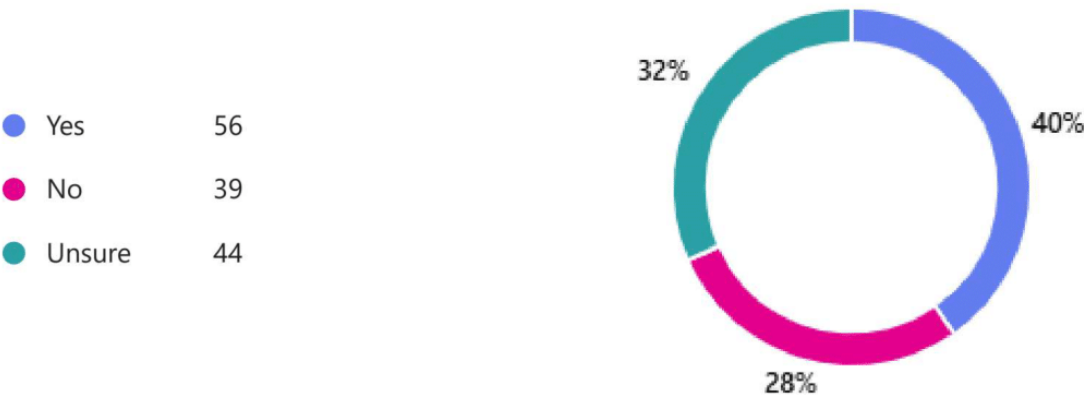
1. Are you filling this out for yourself or on behalf of someone?



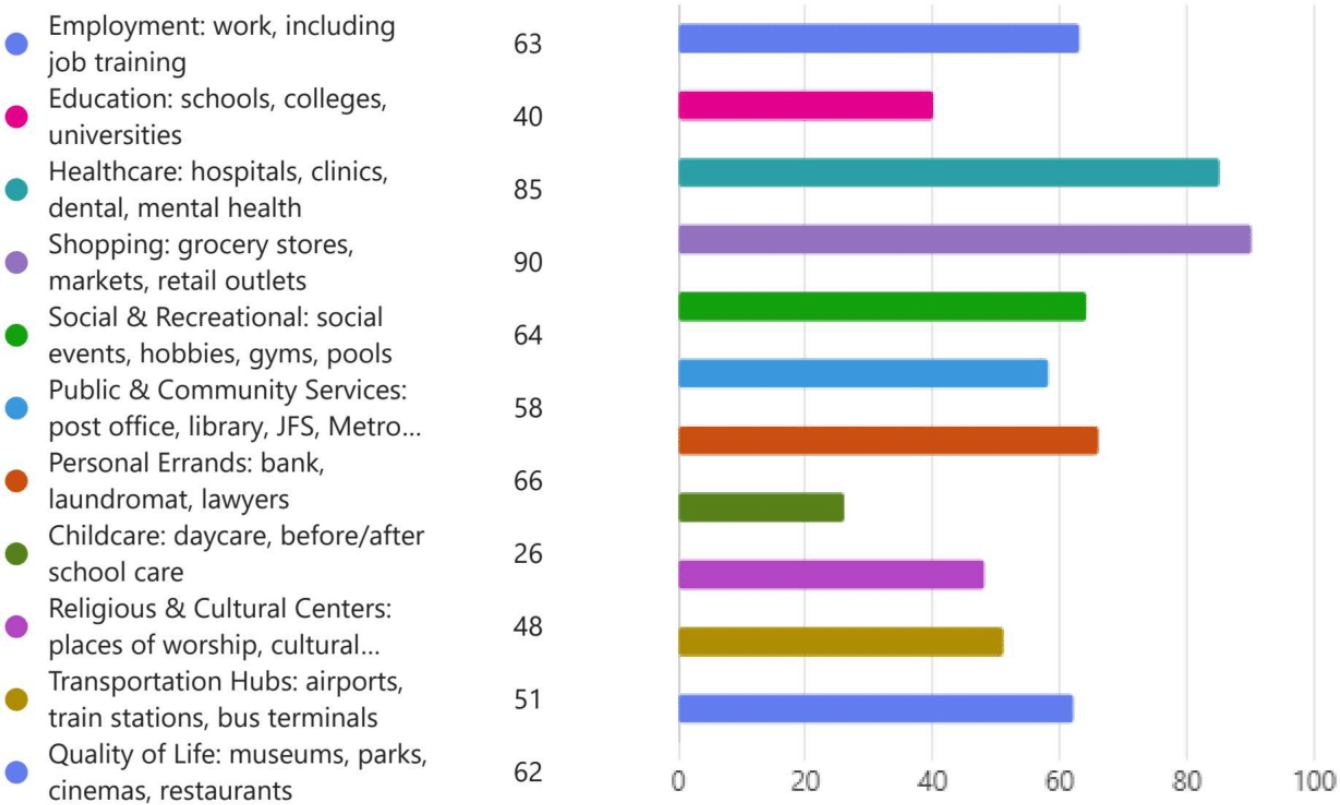
2. Where do you reside?



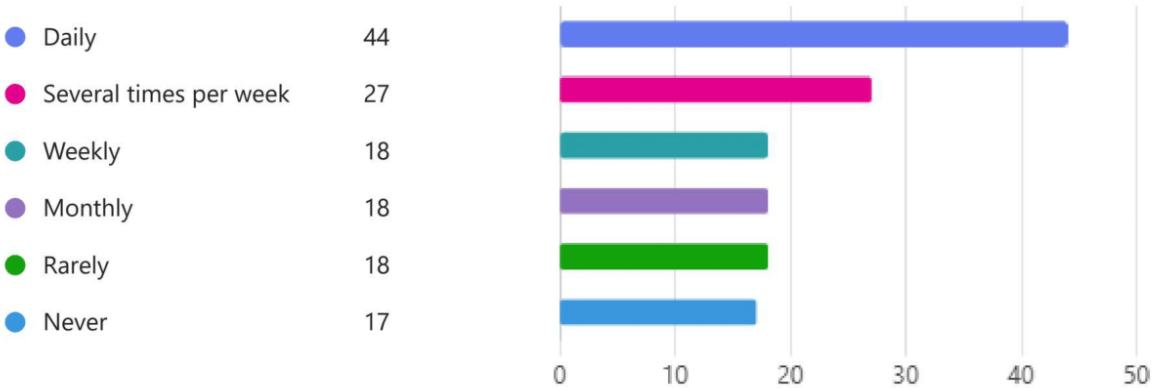
3. Do you have access to transportation programs?



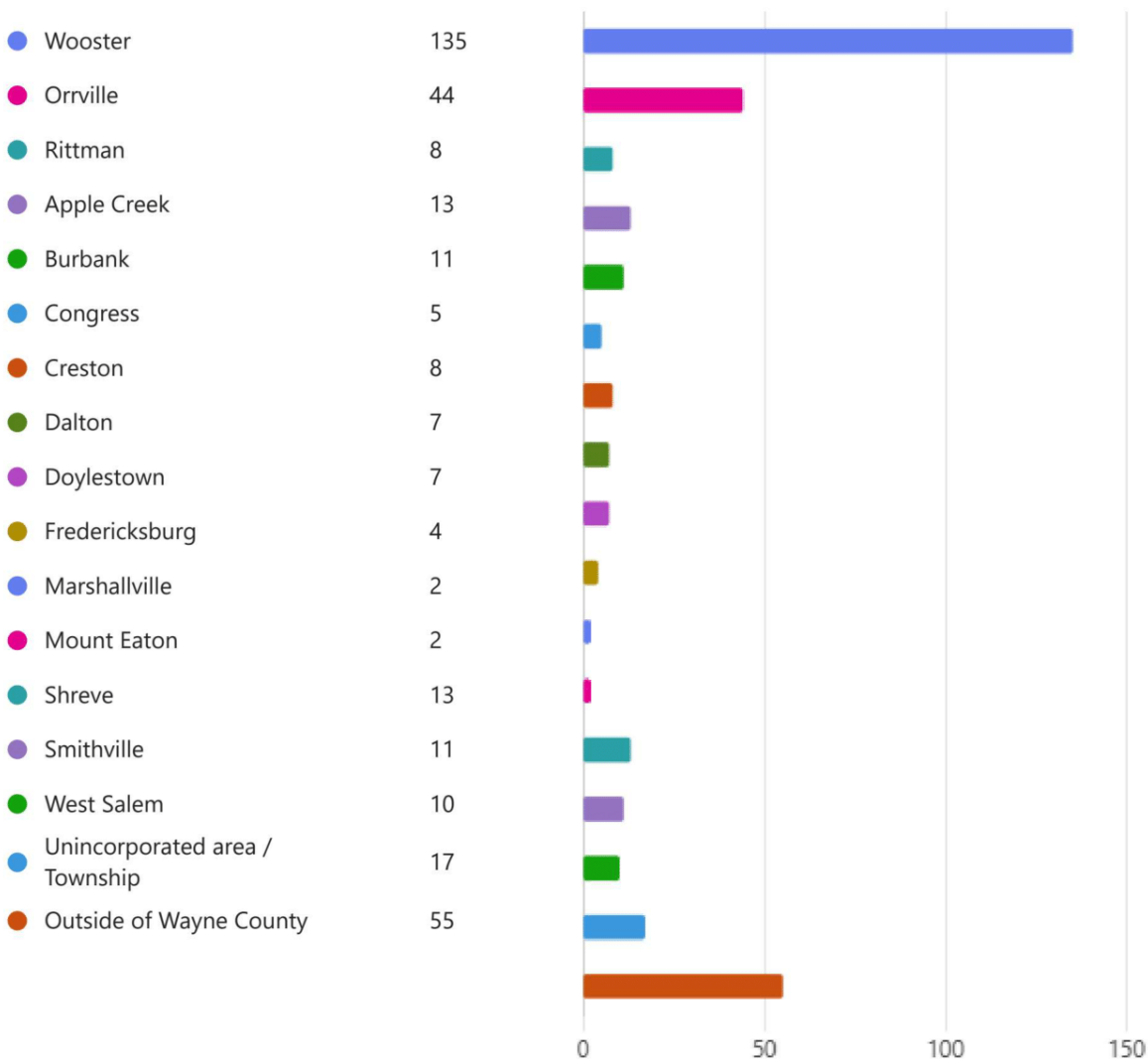
4. Would you use transportation services for any of the following? (check all that apply)



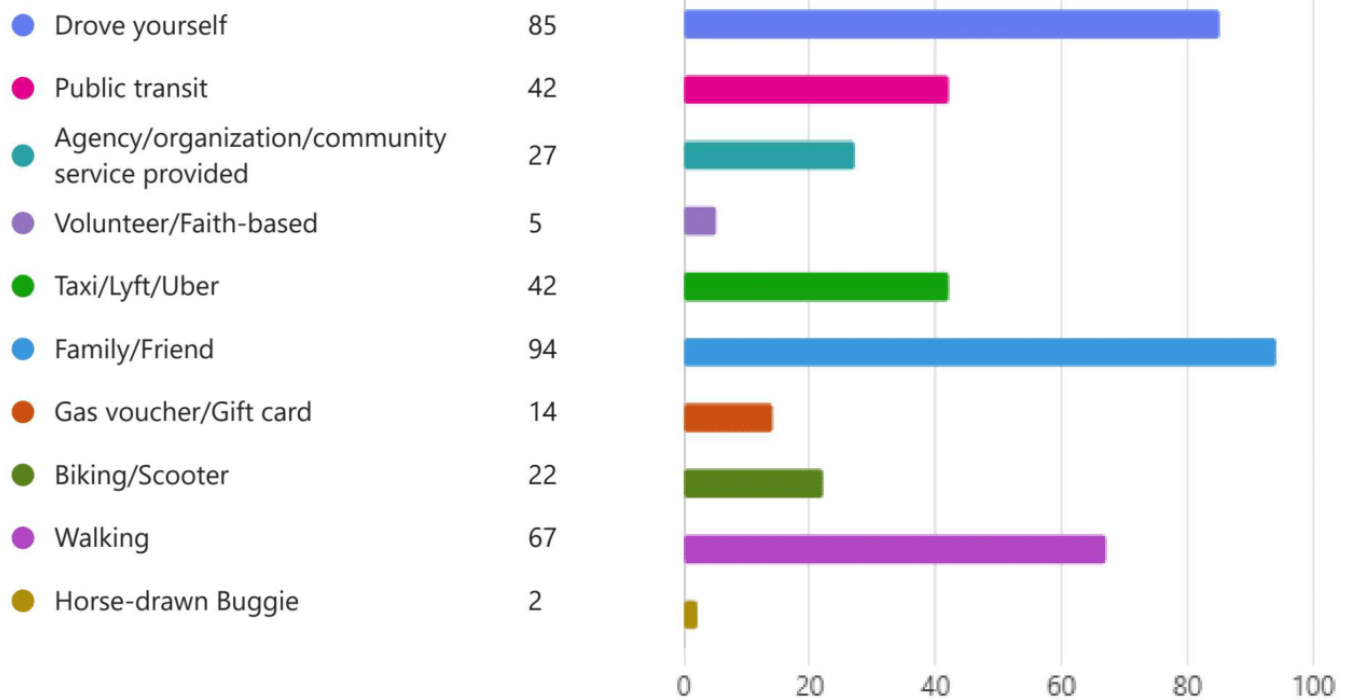
5. How often would you use transportation to meet these needs?



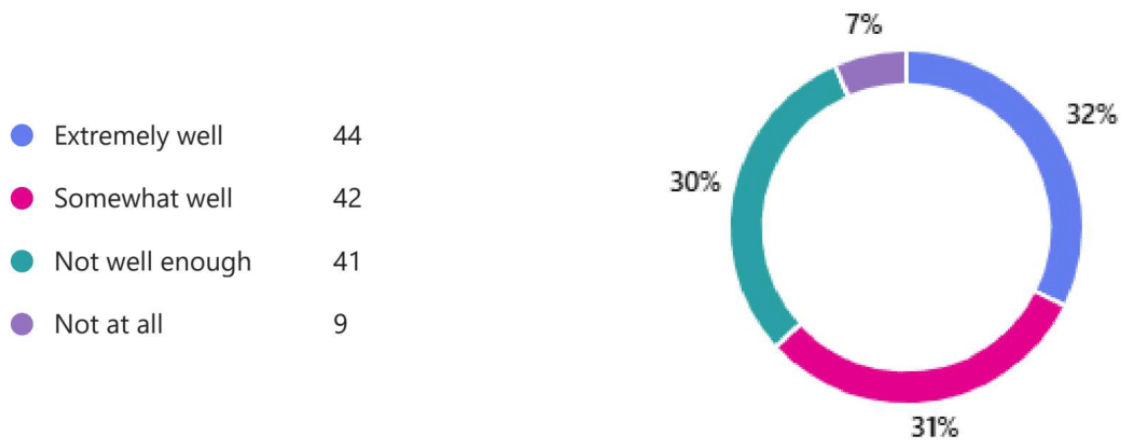
6. Where are your usual trip destinations? (check all that apply)



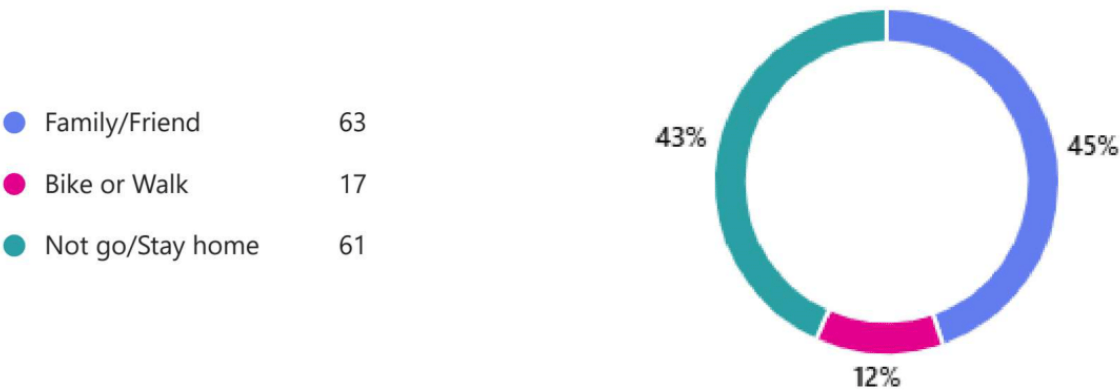
7. What types of transportation have you used in the past year? (check all that apply)



8. How well do the services you've used meet your needs?



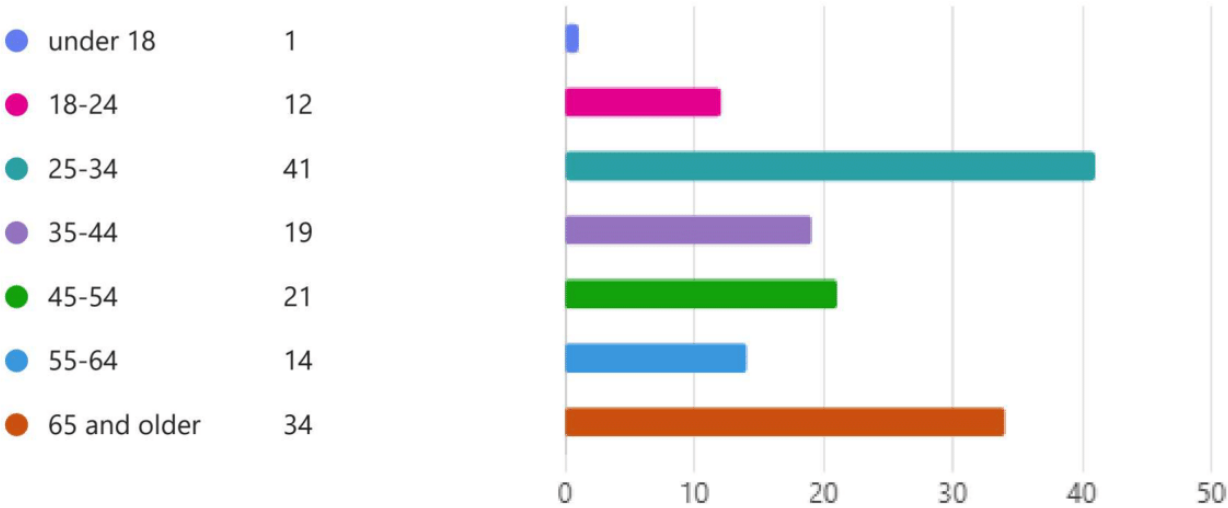
9. Assuming you have no vehicle, if transportation programs weren't available, what would you do? (most likely)



10. Do you have access to a smartphone or the internet to schedule rides?



11. Age Bracket



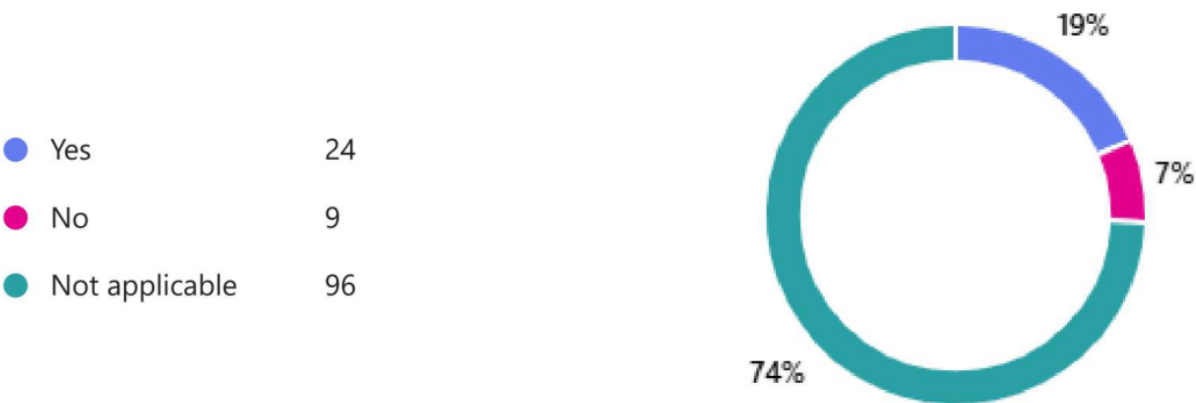
12. Do you have a disability? (physical, sensory, cognitive, mental)



13. Do you use a mobility device? (wheelchair, walker, cane, oxygen, etc.)

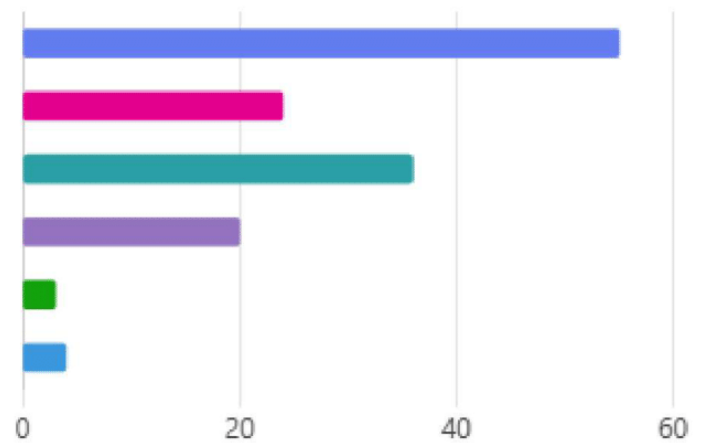


14. For those using a mobility device, have you struggled to find accessible transportation?



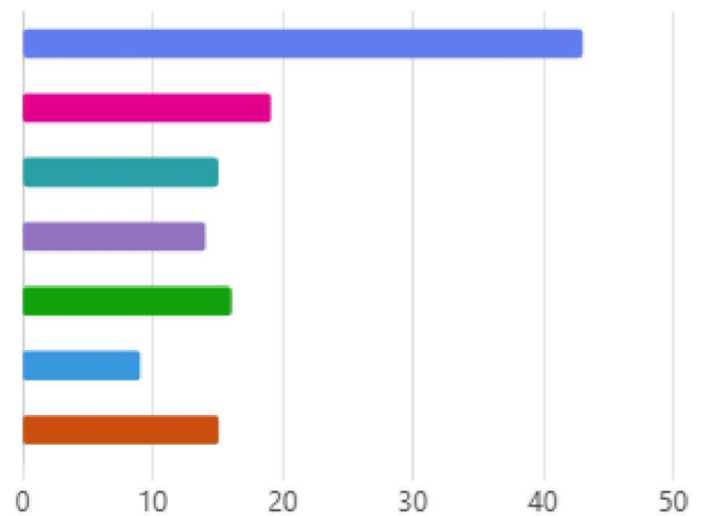
### 15. Employment status:

|                |    |
|----------------|----|
| ● Full-time    | 55 |
| ● Part-time    | 24 |
| ● Retired      | 36 |
| ● Unemployed   | 20 |
| ● Job training | 3  |
| ● Student      | 4  |

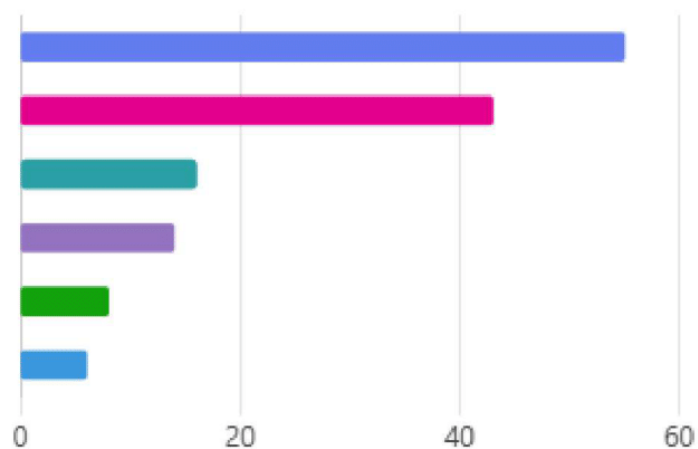
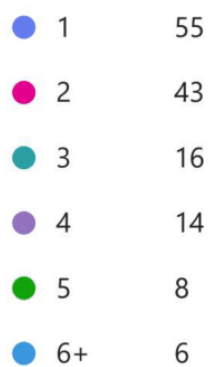


### 16. Household annual income:

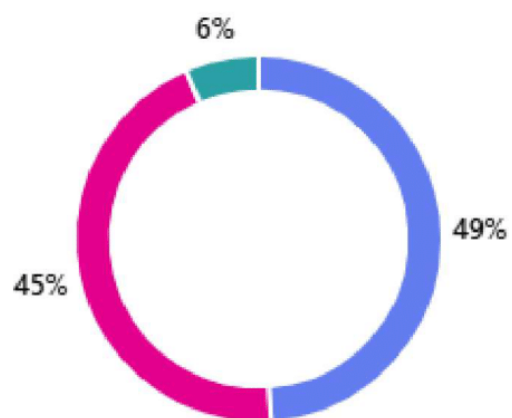
|                      |    |
|----------------------|----|
| ● Less than \$15,000 | 43 |
| ● \$15,000-\$24,999  | 19 |
| ● \$25,000-\$34,999  | 15 |
| ● \$35,000-\$49,999  | 14 |
| ● \$50,000-\$74,999  | 16 |
| ● \$75,000-\$99,999  | 9  |
| ● \$100,000 or more  | 15 |



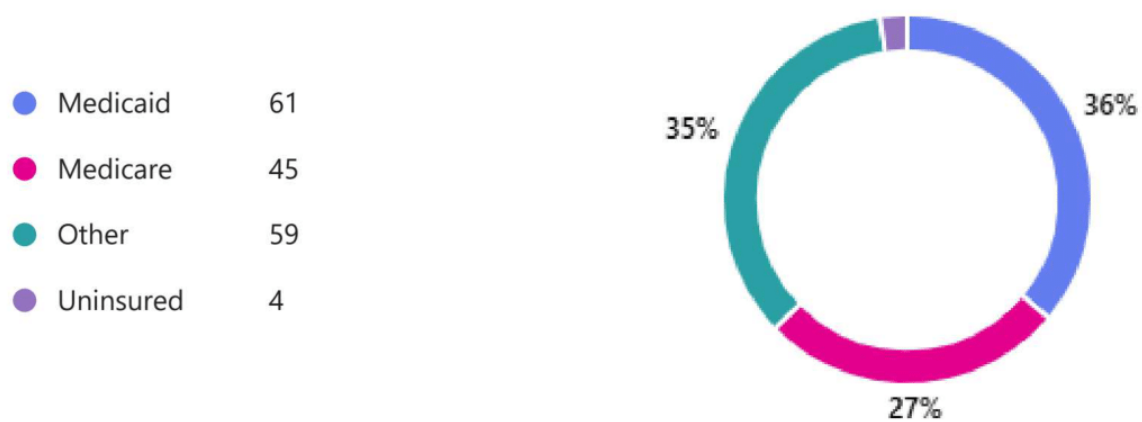
### 17. Household size:



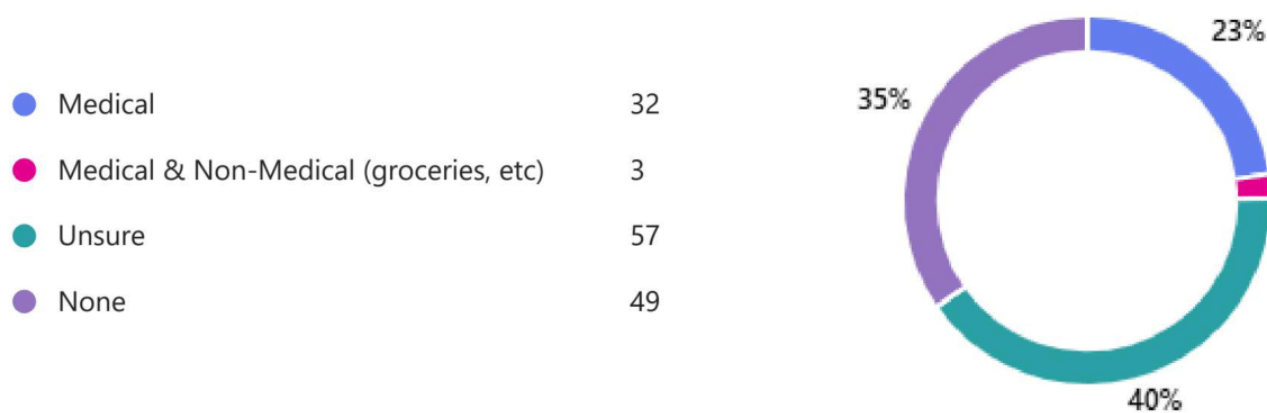
### 18. Housing type:



19. Health insurance: (check all that apply)

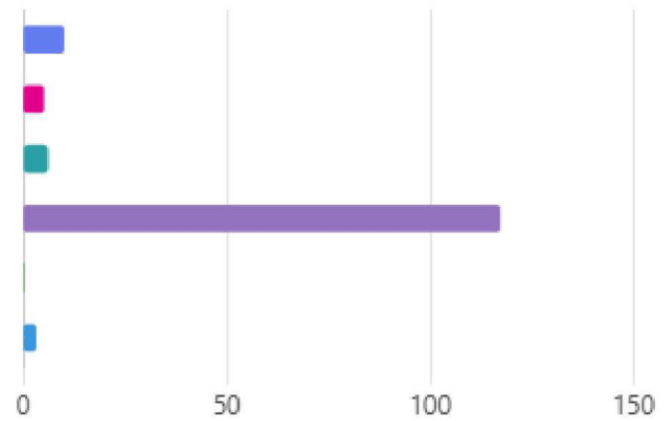


20. Does your health insurance provide transportation benefits?



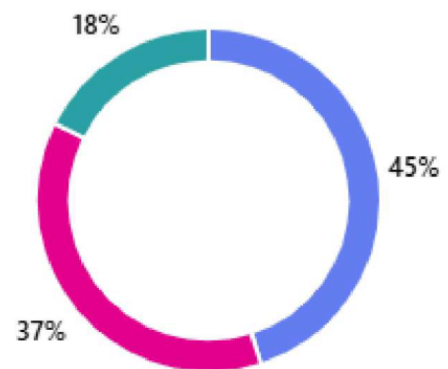
## 21. Ethnicity:

|                        |     |
|------------------------|-----|
| African American/Black | 10  |
| Hispanic               | 5   |
| Asian                  | 6   |
| White                  | 117 |
| Native American        | 0   |
| Other                  | 3   |



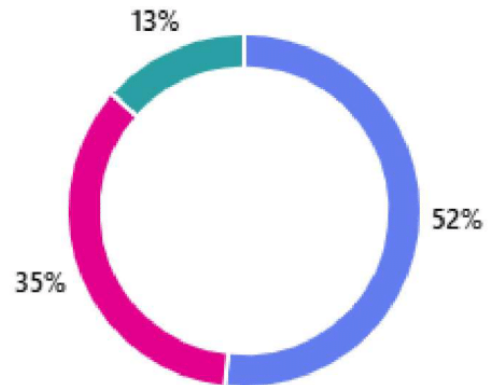
## 22. Do you own a safe, working vehicle?

|                |    |
|----------------|----|
| Yes            | 64 |
| No             | 53 |
| Needs repaired | 25 |



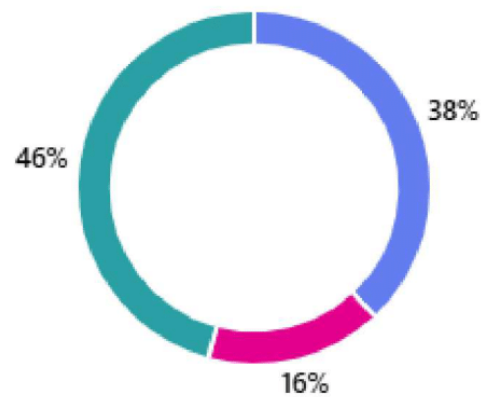
23. Do you have the ability to drive yourself?

|             |    |
|-------------|----|
| ● Yes       | 73 |
| ● No        | 49 |
| ● Sometimes | 19 |

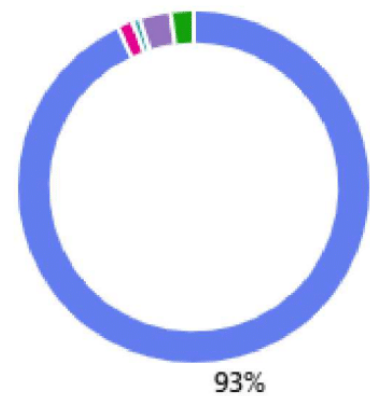
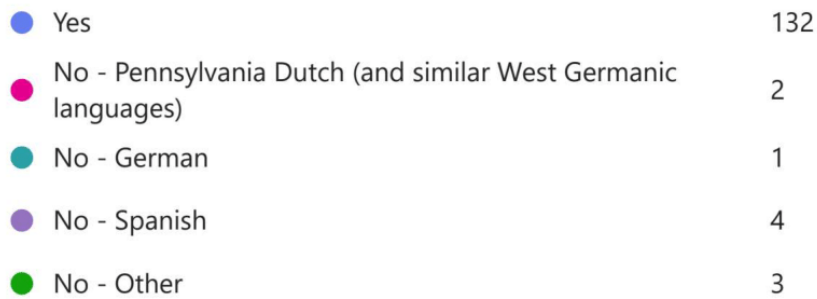


24. Do you have anyone (personally) who can take you places? (like family, friends, neighbors, etc.)

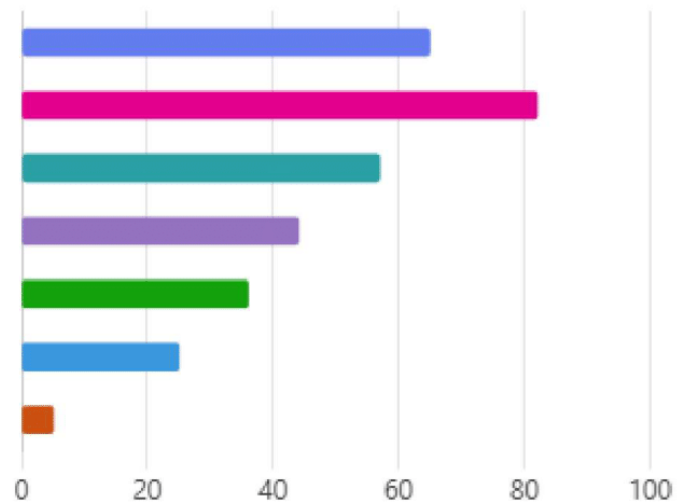
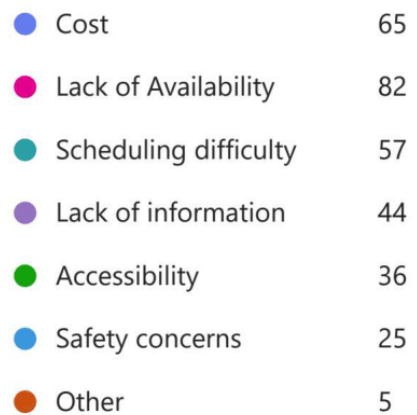
|             |    |
|-------------|----|
| ● Yes       | 54 |
| ● No        | 23 |
| ● Sometimes | 65 |



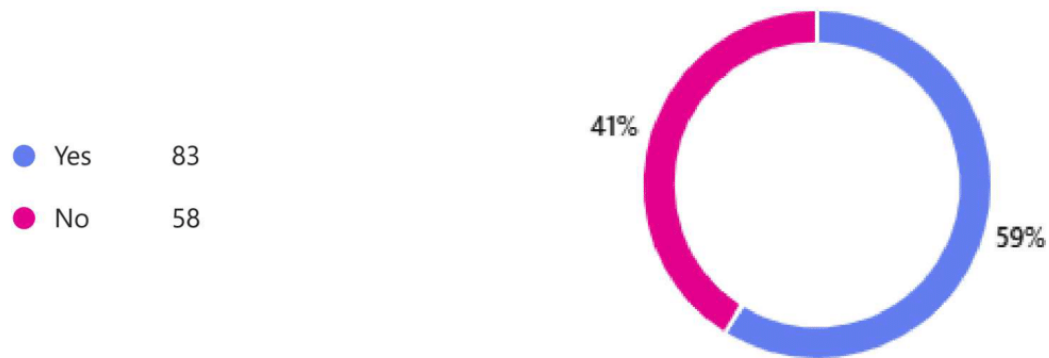
## 25. Is English your primary language?



## 26. What are the biggest barriers you face in using transportation services? (check all that apply)



27. Have you ever had to cancel or been unable to make a trip because transportation was not available?

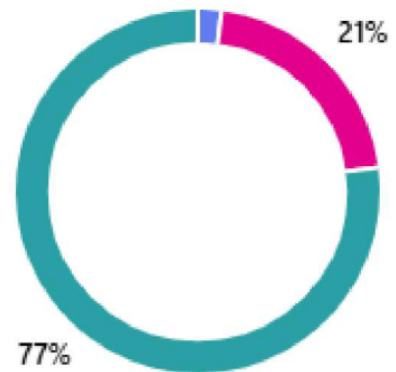


28. When do you need transportation that ISN'T available? (check all that apply)



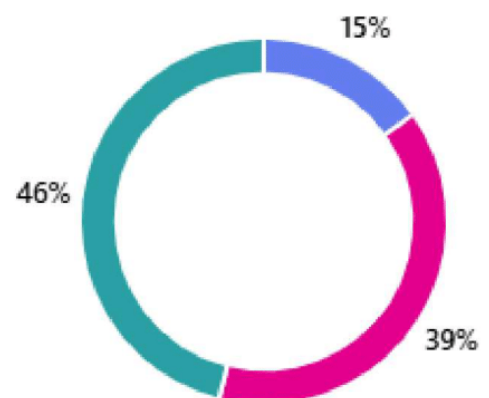
29. There is not enough public transportation.

|            |     |
|------------|-----|
| ● Disagree | 3   |
| ● Neutral  | 29  |
| ● Agree    | 108 |

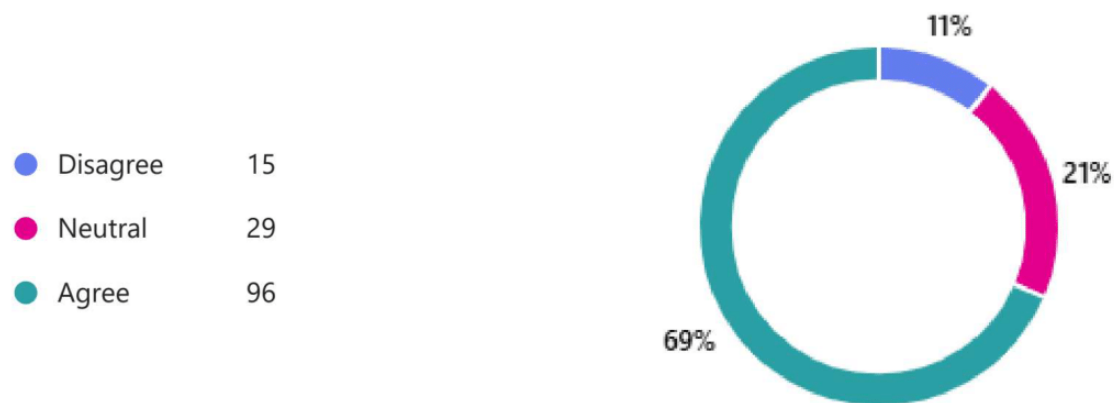


30. Transportation needs to be 24 hours a day.

|            |    |
|------------|----|
| ● Disagree | 21 |
| ● Neutral  | 54 |
| ● Agree    | 64 |



31. Transportation needs to include Nights & Weekends, but not 24 hours a day.



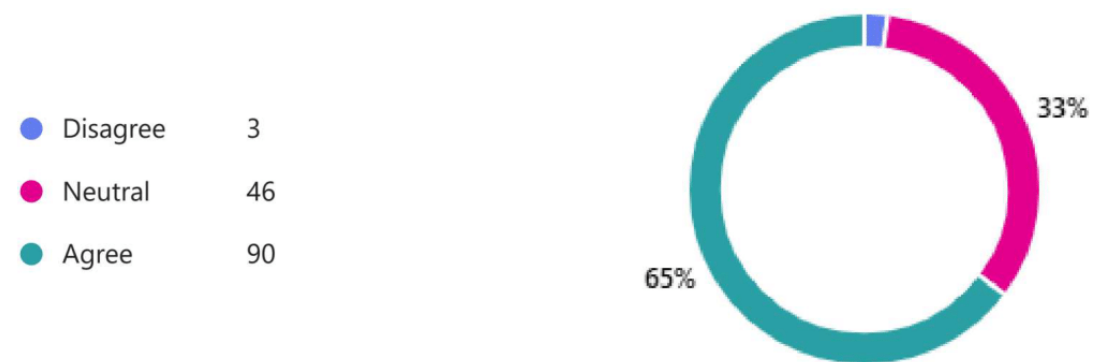
32. There needs to be more work-related transportation.



33. There needs to be more medical-related transportation.



34. There needs to be more wheelchair accessible transportation.



35. There needs to be door-to-door transportation (similar to a taxi) for seniors and people with disabilities.



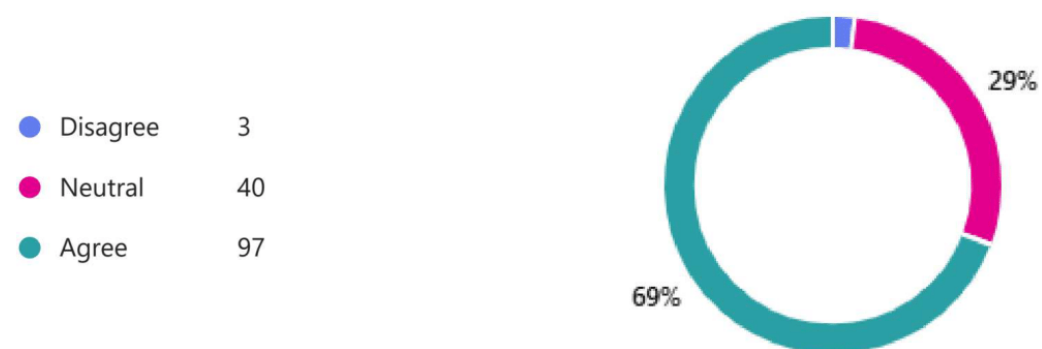
36. There are areas of Wayne County that are underserved by transportation.



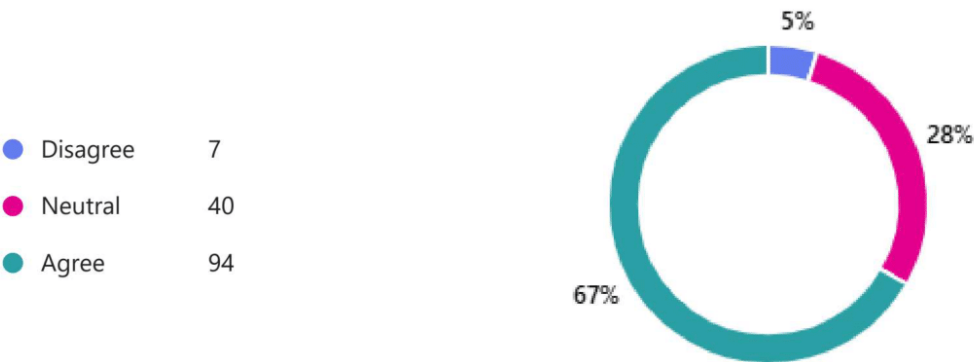
37. There needs to be more education on transportation services, programs, and requirements.



38. There needs to be more sidewalks and safe walkways.



39. Wayne County needs more bicycle-friendly streets and lanes.



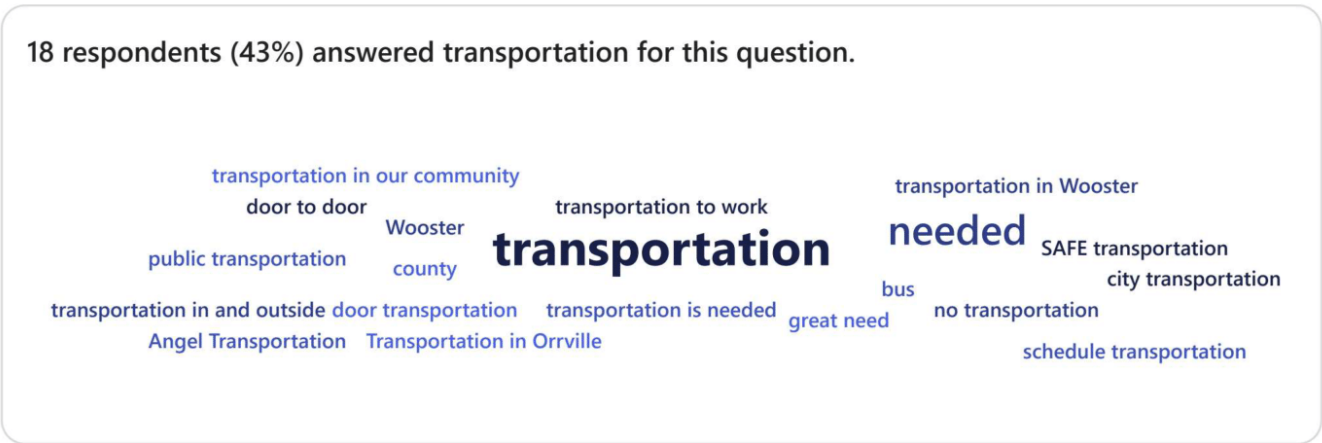
40. Do you have any additional comments or ideas about transportation in Wayne County?

42  
Responses

Latest Responses

"Improving walkability and bicycle-friendly modes of transp... "

...



# Wayne County Transportation Plan 2026-2030

#40 Do you have any additional comments or ideas about transportation in Wayne County?

42 responses

| ID | Name      | Responses                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | anonymous | Preschool transportation is needed                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2  | anonymous | There should be a stop at Melrose Village. There is a bench and an ADA accessible curb. My son needs rides to OSU ATI but the bus doesnt come here.                                                                                                                                                                                                                                                                                                                                  |
| 3  | anonymous | Are there public transportation options for those with Wooster city address, but outside city limits? Not sure if applies, but would love to see short bus destination trips...like NYC at Christmas!                                                                                                                                                                                                                                                                                |
| 4  | anonymous | The new WayGo transit system is working great.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 5  | anonymous | Community action has been terrific. My UnitedHealthcare has strict rules on relying 3-day notice and many appointments come more often and don't apply with UnitedHealthcare                                                                                                                                                                                                                                                                                                         |
| 6  | anonymous | Keep cost low                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7  | anonymous | The new WayGo is a great start, but I hope that it connects to other parts of the county.                                                                                                                                                                                                                                                                                                                                                                                            |
| 8  | anonymous | Transportation is too limited in the time offered and areas it goes                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9  | anonymous | We need door to door transportation plus assistance getting to and from the doctors office once we get there                                                                                                                                                                                                                                                                                                                                                                         |
| 10 | anonymous | Bring bus passes back                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11 | anonymous | Need airport transport                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12 | anonymous | Doctors in other counties                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 13 | anonymous | I'd like to see regularly scheduled public transportation that goes up and down Oak Hill Rd. between Highland Ave. and Wayne Ave.                                                                                                                                                                                                                                                                                                                                                    |
| 14 | anonymous | I just feel like there are so many areas of Wayne County that are left behind. In particular, Apple Creek and Smithville. Both of these places tend to be outside of the service areas of organizations who, like us at The Salvation Army Orrville-Maiwurm Service Center, serve eastern Wayne County, but they are too far outside of Wooster to be effectively reached. They cannot be forgotten about just because they are in the "no-man's land" between Orrville and Wooster. |
| 15 | anonymous | Car seats need to be available for young children                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| ID | Name      | Responses                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 16 | anonymous | Morning hours are needed to get to work prior to 7.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 17 | anonymous | I like the idea of WayGo, but I would like to see it expand to include East-West service and it should run on Sundays. I also think it should run 24/7, but I understand that is more of a future goal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 18 | anonymous | It would be nice to have transportation to work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 19 | anonymous | There is no transportation in the part of Wooster that I live. I am in transitional housing in a rehab and it makes it very hard to be able to make it to meetings and to meet my requirements when you have no one else to take you. I don't have family or friends to take me and it's extremely stressful. If I could get picked up with the way-go and pay 1 a ride it would relieve so much barrier and stress. My recovery is extremely important to me and being able to continue in my recovery is a .Some meetings are late at night and in the world today walking late at night isn't safe for a 31 year old woman alone over an hour. My address of the transitional housing is 2243 noble drive Wooster Ohio 44691                                                                                                                                                                                                                                                            |
| 20 | anonymous | Transportation for those in recovery housing should be free.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 21 | anonymous | Orrville has no transportation I am a single mother stranded forced to walk to everything                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 22 | anonymous | We need more bicycle streets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 23 | anonymous | Need reliable transportation on Sundays for church                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 24 | anonymous | They should include OSU and ATI students for their schedule transportation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 25 | anonymous | There are 62 apartments at Palm House Apartments on Rebecca Street there really needs to be a bus that stops either at the apartments or at Palmer and Rebecca I'm not sure why they ever stop that it was always busy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 26 | anonymous | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 27 | anonymous | YES! - to the 5th-to-last question about door-to-door services for the disabled and elderly - because the need is not just to get from Point A to Point B, but it is to accomplish a task. Grocery shopping means carrying those groceries, moving them out of a cart, onto a vehicle, off a vehicle, up stairs to an apartment - I can't do that. It needs a door-to-door bonded services like Gilcrest, because a regular driver may not be able or willing to do that, or have time. The Way Go idea may work for able-bodied people to do grocery shopping, but not for me, because I need help transporting the groceries, or other purchases, not just myself. There is also a need to take a pet to a vet, that can't be done on a Way Go vehicle. There is a great need for funding for door-to-door transportation for the disabled and elderly, and right now I think little or no funding. There is also a need for SAFE transportation. I do have some access to rides through |

| ID | Name      | Responses                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |           | <p>insurance, that ends this year. But even those rides I have usually needed to cancel because they don't allow any choice about the provider, and the company they assign is not safe (texting while driving, speeding, driving through yellow and red lights, tailgating, driving one-handed due to holding onto a phone, preoccupation with the phone, not paying attention while driving, blasting music to stay awake, etc.) and most of the time I have had to cancel, I've had to order grocery delivery. My ability to get to a bank even once a year is difficult, and to go do a task or do something humanizing and fun like going to a restaurant, or getting a drive-through order, or a pick-up order for groceries is almost zero. And one causality of the new system is that there was a good very safe driver, Mark, with Angel Transportation who did a superb job for the people he transported, but when the taxi pass program ended, I think it forced Angel out, for when I tried calling a few weeks ago, his phone no longer takes messages. "Can the person do the task needed, not just physically get to a place?"--THAT is the need, and the real question. Right now, only Gilcrest and ReliaRide in the area are safe and helpful, but don't have grants right now. The shut-down of the Community Action free ride program has been a gigantic loss. They don't have funding. It's almost a bit like being on home arrest. It's a tremendous loss of freedom--the ability to go even twice a month somewhere was so freeing. The loss of it adds to and worsens mobility loss. The state absolutely needs to fund transportation with door-to-door service for those with disabilities or mobility issues who need it. Way Go might be nice if it comes to Orrville someday, but it will never be something I can use for grocery shopping. Transportation is a real struggle. Paying a taxi is so expensive (because they charge mileage from when they leave Wooster) it is almost not possible. And there are some unsafe companies. Quality One and First Place are 2 that do transportation in Wooster but do not have signs on their vehicles. Both have some drivers who are unsafe (driving one-handed while on the phone, etc.) and also those who drive their own, likely uninspected, vehicles. One car I was in (First Place) recently had no seat belt other than a shoulder strap. When I go with some of these companies some drivers are so scary I am glad to get home alive. I think it is a huge loss to the community that Angels/Mark is apparently gone from the Wooster area, but unsafe, under-the-radar companies are operating. Let the Way Go system do what it can do, but it can't do everything. Way Go drivers can't help people to or from the door or assist with things they have bought. Transportation in Orrville right now is a near desert. So yes (YES!) to the very valuable question, "There needs to be door-to-door transportation (similar to a taxi) for seniors and those with disabilities." Thanks for asking. Please be aware of the heroic work of CAWM - and help them get funding.</p> |
| 28 | anonymous | Need affordable wheelchair transportation in and outside of Wayne County                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 29 | anonymous | None yet...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 30 | anonymous | I'm okay with transportation needs now, but I am concerned about what will happen as I attempt to age in place, I feel that won't be possible for me to maintain my independence if I'm no longer able to transport myself                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| ID | Name      | Responses                                                                                                                                                                                                                                                                                                                                                                              |
|----|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 31 | anonymous | I have worked with nonprofits and see a great need for better transportation in our community.                                                                                                                                                                                                                                                                                         |
| 32 | anonymous | I wish you guys ran till 11 pm for people who get off at night. I use the city transportation to get to work. But I had to find someone to take me home because you guys don't run till 8 or 10. Which are when I'm off work.                                                                                                                                                          |
| 33 | anonymous | Nah                                                                                                                                                                                                                                                                                                                                                                                    |
| 34 | anonymous | Bus stop seating and awning at the pick up / drop offs for Waygo                                                                                                                                                                                                                                                                                                                       |
| 35 | anonymous | More sidewalks please - for walking and jogging                                                                                                                                                                                                                                                                                                                                        |
| 36 | anonymous | Show vehicle location when you open the app                                                                                                                                                                                                                                                                                                                                            |
| 37 | anonymous | I try to use the medical transportation I feel so many abused the taxi passes and bus. Although I have not used Way go I hope certain people are no longer allowed to ride literally all day and evening without having to get off the bus even when it was full                                                                                                                       |
| 38 | anonymous | please add places to park buggy                                                                                                                                                                                                                                                                                                                                                        |
| 39 | anonymous | County wide transportation is absolutely essential for our under served population.                                                                                                                                                                                                                                                                                                    |
| 40 | anonymous | 1. Yes, the city bus is small. There is need for a change to a big bus. Reasons sometimes passengers are many. So they get left out by the bus when full. They tend to be at Wooster College, Walmart, and other shopping stores. 2. Using 2 buses a waste of fuel. One big bus right. 3. Extension to places within Wayne County like Kidron, Mt. Eaton, and others to be considered. |
| 41 | anonymous | We need at least transportation until 9 or 10 pm for people who work late                                                                                                                                                                                                                                                                                                              |
| 42 | anonymous | Improving walkability and bicycle-friendly modes of transportation across the county (especially in Wooster and Orrville), would be a huge step towards improving transportation in Wayne County.                                                                                                                                                                                      |

## Appendix E: Stakeholder Survey Results

### Stakeholder Survey Results &+ Additional Comments

Title & Agency

82 responses82Responses

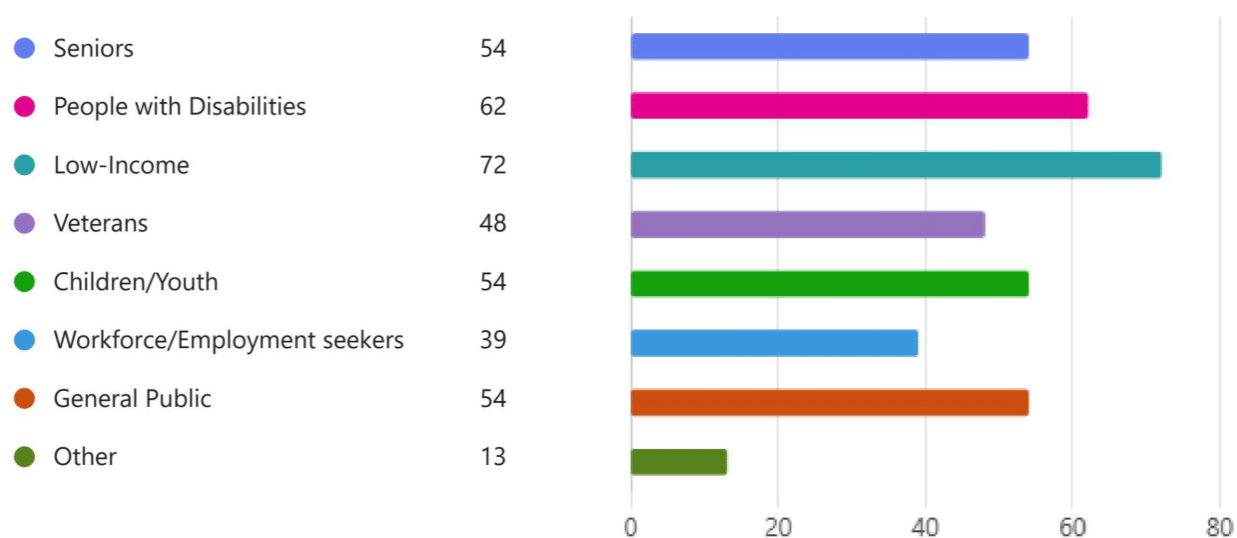
| ID | Name      | Responses                                                                    |
|----|-----------|------------------------------------------------------------------------------|
| 1  | anonymous | Director of Housing and Community Development- Community Action Wayne/Medina |
| 2  | anonymous | Ceo cawm                                                                     |
| 3  | anonymous | Enrollment Specialist                                                        |
| 4  | anonymous | Senior Outreach Specialist, Community Action Wayne/Medina                    |
| 5  | anonymous | Custodian                                                                    |
| 6  | anonymous | Receptionist at Community Action                                             |
| 7  | anonymous | Mgr. NAMI                                                                    |
| 8  | anonymous | Wayne Metropolitan Housing Authority                                         |
| 9  | anonymous | Executive Director, NAMI Wayne and Holmes Counties                           |
| 10 | anonymous | Workforce Administrator jfs/ohiomeansjobs                                    |
| 11 | anonymous | WayGo Public Transit/City of Wooster                                         |
| 12 | anonymous | Recovery Aide Nami Wayne and Holmes Counties                                 |
| 13 | anonymous | MRSS Therapist                                                               |
| 14 | anonymous | MRSS Therapist, The counseling center                                        |
| 15 | anonymous | Community Health Promotion Coordinator - Wayne County Health Department      |
| 16 | anonymous | Director, The Salvation Army Orrville-Maiwurm Service Center                 |
| 17 | anonymous | Probation Officer, Wayne County Adult Probation Dept.                        |
| 18 | anonymous | Outpatient Peer Support Supervisor. OneEighty Inc.                           |
| 19 | anonymous | Response Coordinator and Victim Advocate/OneEighty                           |
| 20 | anonymous | Wayne metropolitan housing authority                                         |
| 21 | anonymous | MRSS therapist at The Counseling Center                                      |
| 22 | anonymous | Outpatient Case Manager, One Eighty                                          |

| <b>ID</b> | <b>Name</b> | <b>Responses</b>                                                                       |
|-----------|-------------|----------------------------------------------------------------------------------------|
| 23        | anonymous   | Prosecuting Attorney/Wayne County Prosecutor's Office                                  |
| 24        | anonymous   | Service Coordinator / Family Peer Support Specialist (FPSS), Anazao Community Partners |
| 25        | anonymous   | Service Coordinator, Anazao Community Partners                                         |
| 26        | anonymous   | Access Provider Anazao Community Partners                                              |
| 27        | anonymous   | Wooster City Schools                                                                   |
| 28        | anonymous   | Wooster City Councilperson, Ward 2                                                     |
| 29        | anonymous   | Help me grow, outreach                                                                 |
| 30        | anonymous   | Therapist, Anazao Community Partners                                                   |
| 31        | anonymous   | Billing Manager/Chrysalis Family Solutions                                             |
| 32        | anonymous   | Lpn the counseling center                                                              |
| 33        | anonymous   | Goodwill & Goodwill                                                                    |
| 34        | anonymous   | Assistant Director, Wayne County Public Library                                        |
| 35        | anonymous   | Victim Assistance Director                                                             |
| 36        | anonymous   | Victim Advocate - Wayne County Prosecutor's Office                                     |
| 37        | anonymous   | Transportation Director & The Gilcrest Center                                          |
| 38        | anonymous   | Customer Support Specialist @ Anazao Community Partners                                |
| 39        | anonymous   | Victim Advocate at the Wayne County Prosecutor's Office                                |
| 40        | anonymous   | Executive Director Love INC of Wayne County                                            |
| 41        | anonymous   | Operations Specialist                                                                  |
| 42        | anonymous   | Therapist Anazao                                                                       |
| 43        | anonymous   | Director of Special Programs- Northwestern Local Schools                               |
| 44        | anonymous   | PMHNP-BC Counseling center of Wayne and Holmes County                                  |
| 45        | anonymous   | Executive Assistant CAWM                                                               |
| 46        | anonymous   | Director of Community, Prevention, & Victim Services; OneEighty                        |

| <b>ID</b> | <b>Name</b> | <b>Responses</b>                                           |
|-----------|-------------|------------------------------------------------------------|
| 47        | anonymous   | School Counselor Wayne County Schools Career Center        |
| 48        | anonymous   | Cybersecurity and Computer Programming instructor / Aspire |
| 49        | anonymous   | Career Tech Special Education Coordinator                  |
| 50        | anonymous   | Finance Director Mental Health and Recovery Board          |
| 51        | anonymous   | WCSCC Intervention Specialist                              |
| 52        | anonymous   | corporate Director Human Resources                         |
| 53        | anonymous   | Director - Catholic Charities Wayne County                 |
| 54        | anonymous   | Talent Advisor Surge Staffing                              |
| 55        | anonymous   | Talent Advisor Surge Staffing Wooster Branch               |
| 56        | anonymous   | Community Relations / The J.M. Smucker Co.                 |
| 57        | anonymous   | Care Coordinator - Homeward Bound                          |
| 58        | anonymous   | Intern Committee Lead, Smucker's                           |
| 59        | anonymous   | Special Populations Program Manger, Catholic Charities     |
| 60        | anonymous   | LPC, Ana Zao                                               |
| 61        | anonymous   | Director of Student Services Dalton Local Schools          |
| 62        | anonymous   | Community Prevention Manager, OneEighty                    |
| 63        | anonymous   | Program manager                                            |
| 64        | anonymous   | Therapist, Chrysalis Family Solutions                      |
| 65        | anonymous   | CEO - The Counseling Center of Wayne & Holmes Counties     |
| 66        | anonymous   | Catholic Charities Help Me Grow Program Admin              |
| 67        | anonymous   | Juvenile Court                                             |
| 68        | anonymous   | Wayne County Schools Career Center                         |
| 69        | anonymous   | Director of Access & Engagement, Anazao Community Partners |
| 70        | anonymous   | Family Service Specialist - Community Action               |

| ID | Name      | Responses                                                                                               |
|----|-----------|---------------------------------------------------------------------------------------------------------|
| 71 | anonymous | Family Service Specialist CAWM                                                                          |
| 72 | anonymous | Homeward Bound                                                                                          |
| 73 | anonymous | Assoc Dir of Community Engagement, The College of Wooster                                               |
| 74 | anonymous | Social Work, Wooster Community Hospital                                                                 |
| 75 | anonymous | CCW/Jail Services Coordinator                                                                           |
| 76 | anonymous | Wayne County Commissioner                                                                               |
| 77 | anonymous | Spiritual Care Chaplain, Wooster Community Hospital, Aultman Orrville Hospital                          |
| 78 | anonymous | President Wooster-Orrville NAACP                                                                        |
| 79 | anonymous | Manager of Social Health Solutions at Direction Home Akron Canton Area Agency on Aging and Disabilities |
| 80 | anonymous | Wooster Community Hospital                                                                              |
| 81 | anonymous | Assistant Director, International Student Services, The College of Wooster                              |
| 82 | anonymous | Eligibility and Billing Specialist (CAW/M)                                                              |

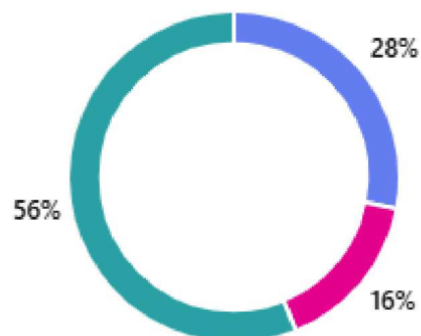
### 3. Populations served by your agency: (check all that apply)



#### 4. Does your agency provide or fund transportation?

- Yes, we operate vehicles directly
- Yes, we purchase/fund rides through another provider
- No

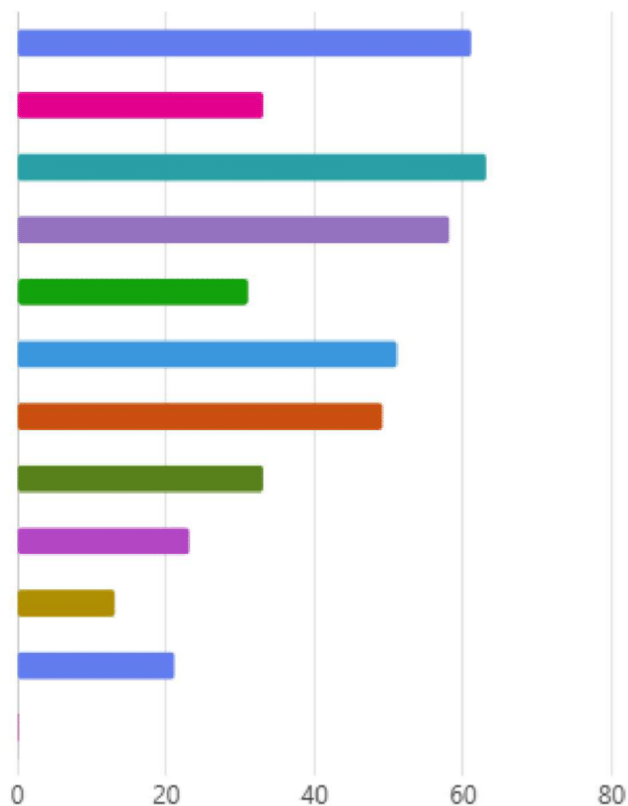
23  
13  
46



#### 5. What TYPES OF TRIPS do the people you represent most often lack transportation? (check all that apply)

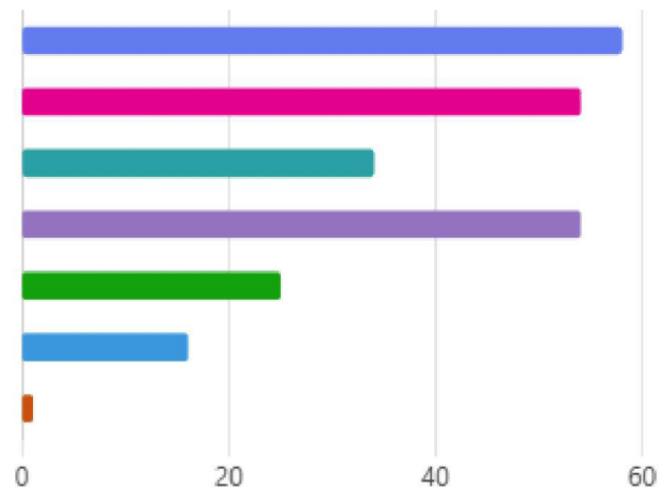
- Employment: work, including job training
- Education: schools, colleges, universities
- Healthcare: hospitals, clinics, dental, mental health
- Shopping: grocery stores, markets, retail outlets
- Social & Recreational: social events, hobbies, gyms, pools
- Public & Community Services: post office, library, JFS, Metro...
- Personal Errands: bank, laundromat, lawyers
- Childcare: daycare, before/after school care
- Religious & Cultural Centers: places of worship, cultural...
- Transportation Hubs: airports, train stations, bus terminals
- Quality of Life: museums, parks, cinemas, restaurants
- None lacking

61  
33  
63  
58  
31  
51  
49  
33  
23  
13  
21  
0



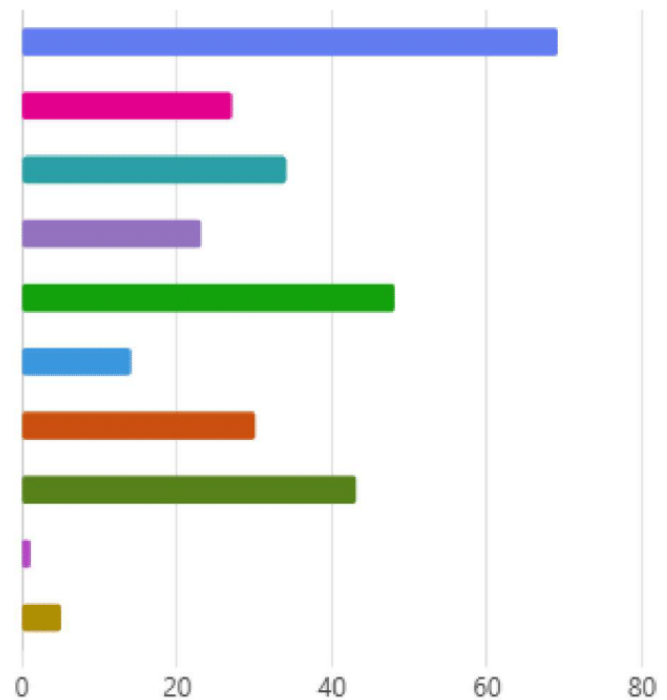
6. WHEN are the biggest unmet transportation needs among the people you represent? (check all that apply)

|                        |    |
|------------------------|----|
| ● Early mornings       | 58 |
| ● Late evenings        | 54 |
| ● Nights               | 34 |
| ● Weekends             | 54 |
| ● Holidays             | 25 |
| ● Nothing is available | 16 |
| ● Nothing is lacking   | 1  |

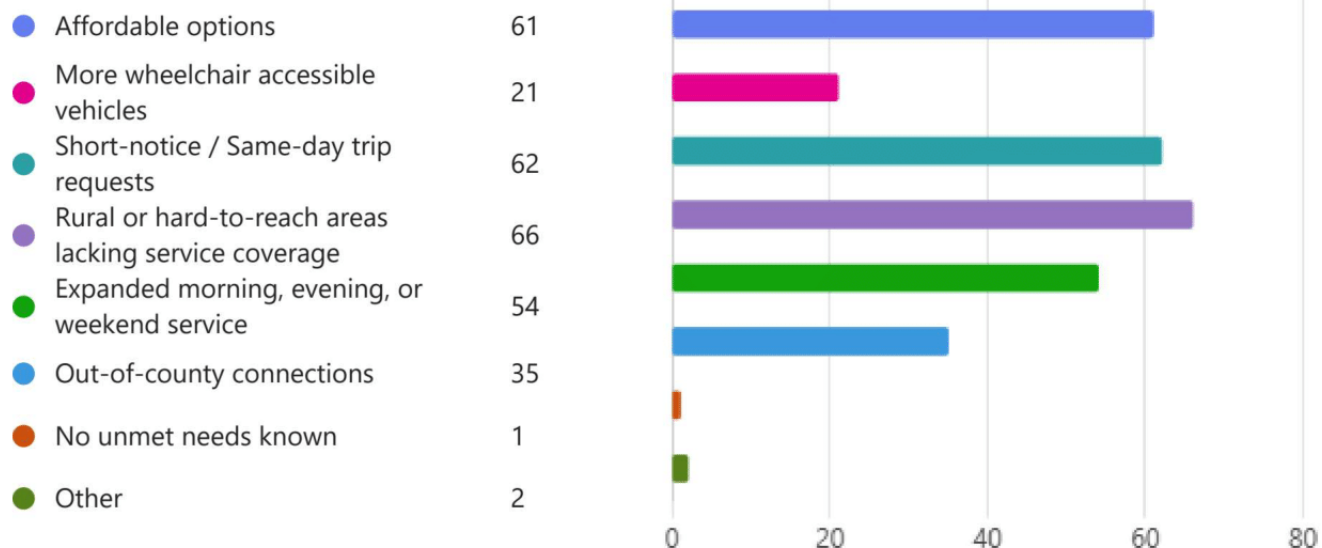


7. What are the main BARRIERS among the people you represent? (check all that apply)

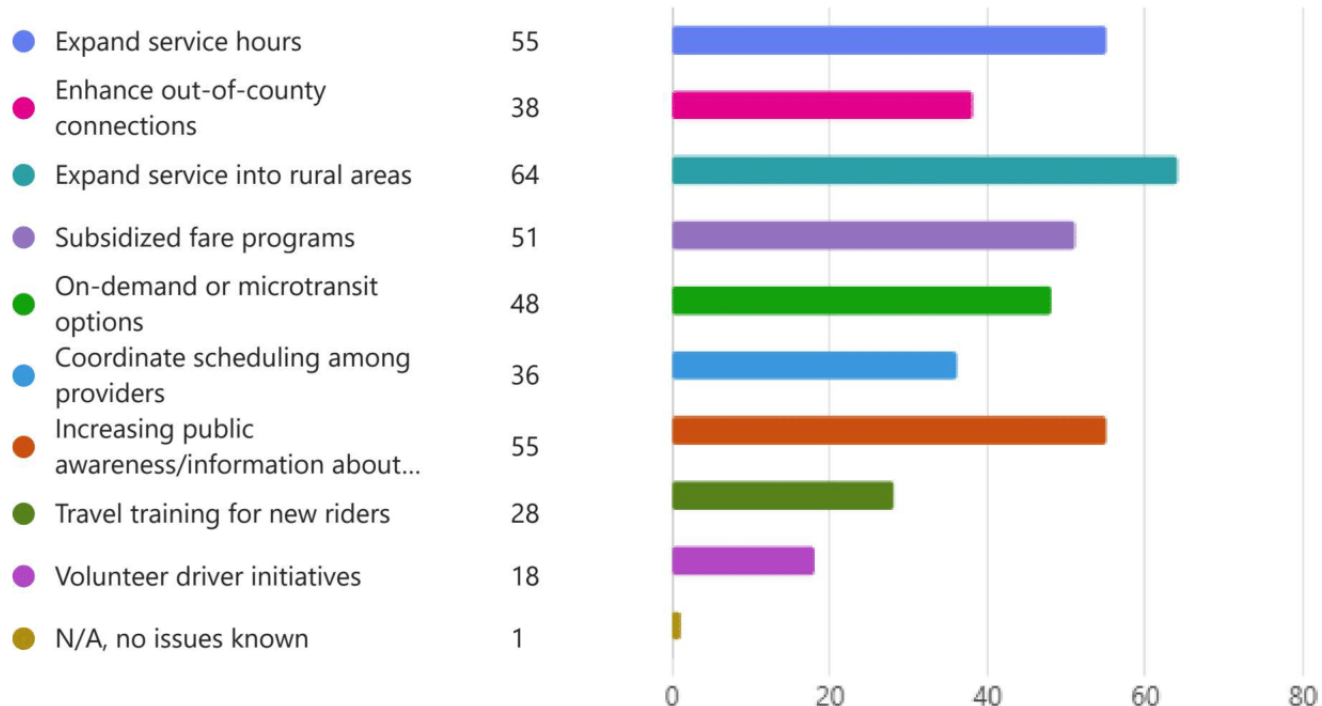
|                                               |    |
|-----------------------------------------------|----|
| ● Cost                                        | 69 |
| ● Long wait times                             | 27 |
| ● Service is unreliable                       | 34 |
| ● Lack of wheelchair accessible vehicles      | 23 |
| ● Lack of awareness/information about options | 48 |
| ● Language or communication barriers          | 14 |
| ● Eligibility restrictions                    | 30 |
| ● No service available                        | 43 |
| ● No barriers known                           | 1  |
| ● Other                                       | 5  |



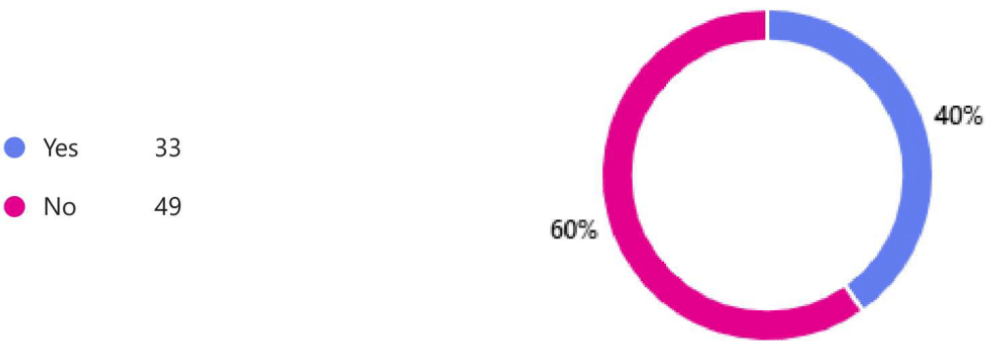
8. What are the main UNMET NEEDS among the people you represent? (check all that apply)



9. What STRATEGIES would be most helpful in improving transportation for the people you represent in Wayne County? (check all that apply)



10. Does your agency coordinate transportation with other organizations?



11. If yes, please list partners:

26

Responses

Latest Responses

"Hallstar, Wooster Express, Gilcrest, Precious Angels, WayGo,... "

"Gilcrest, various office staff and WCH providers"

...

4 respondents (15%) answered Wooster for this question.



# Wayne County Transportation Plan 2026-2030

[Does your agency coordinate transportation with other organizations?]

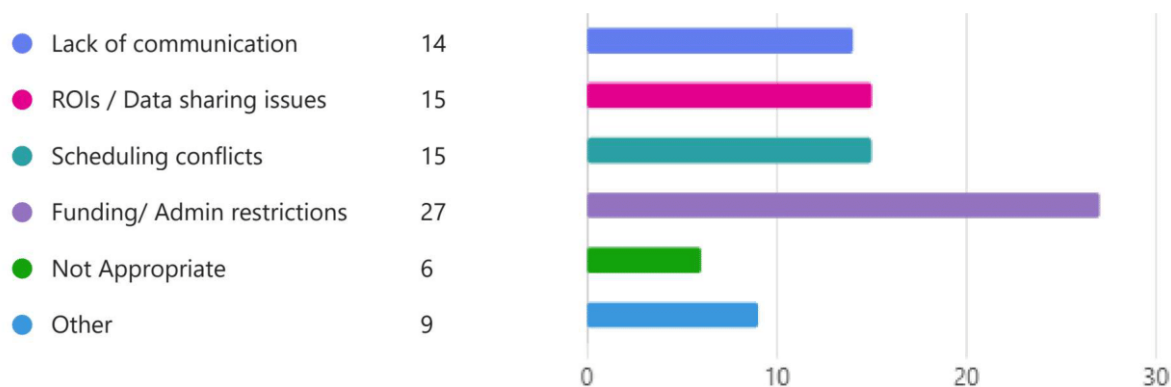
11. If yes, please list partners:

26 responses

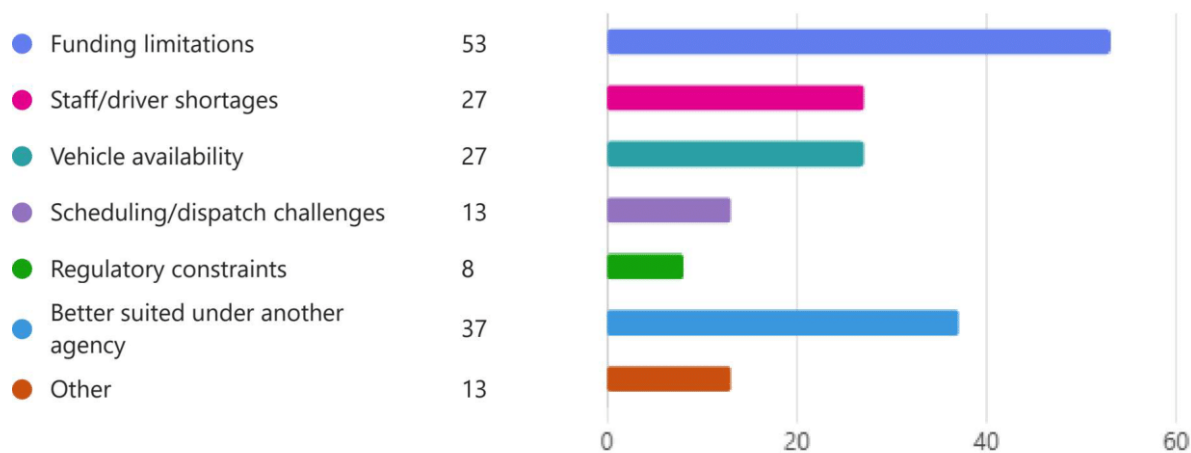
| ID | Name      | Responses                                                                                                                                              |
|----|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | anonymous | City of Wooster, Wayne County                                                                                                                          |
| 2  | anonymous | WayGo                                                                                                                                                  |
| 3  | anonymous | We reach out and engage many transit partners. Wooster Community Hospital, Viola Startzman clinic, WEDC, JFS, Commissioners, other municipalities etc. |
| 4  | anonymous | A New Day                                                                                                                                              |
| 5  | anonymous | Taxi services, insurance and Community Action                                                                                                          |
| 6  | anonymous | OneEighty                                                                                                                                              |
| 7  | anonymous | Unsure                                                                                                                                                 |
| 8  | anonymous | YMCA and Boys and Girls Club                                                                                                                           |
| 9  | anonymous | I'm not exactly sure                                                                                                                                   |
| 10 | anonymous | A number of them                                                                                                                                       |
| 11 | anonymous | 180                                                                                                                                                    |
| 12 | anonymous | One Eighty                                                                                                                                             |
| 13 | anonymous | OneEighty                                                                                                                                              |
| 14 | anonymous | Wayne County OOD and Waynd County DD                                                                                                                   |
| 15 | anonymous | MH agencies Hospitalizations                                                                                                                           |
| 16 | anonymous | All schools in Wayne County                                                                                                                            |
| 17 | anonymous | Assist with public transportation; assist contacting insurance providers for transportation                                                            |
| 18 | anonymous | Community Action, United Way                                                                                                                           |
| 19 | anonymous | Community Action of Wayne & Medina                                                                                                                     |
| 20 | anonymous | Case manager sometimes                                                                                                                                 |

| ID | Name      | Responses                                                                 |
|----|-----------|---------------------------------------------------------------------------|
| 21 | anonymous | the city of Woostet - WayGo                                               |
| 22 | anonymous | medicaid providers, way to go, ambulance and wheelchair providers         |
| 23 | anonymous | City of Wooster, Veterans, JFS                                            |
| 24 | anonymous | Managed health care plans and JFS                                         |
| 25 | anonymous | Gilcrest, various office staff and WCH providers                          |
| 26 | anonymous | Hallstar, Wooster Express, Gilcrest, Precious Angels, WayGo, Go Bus, etc. |

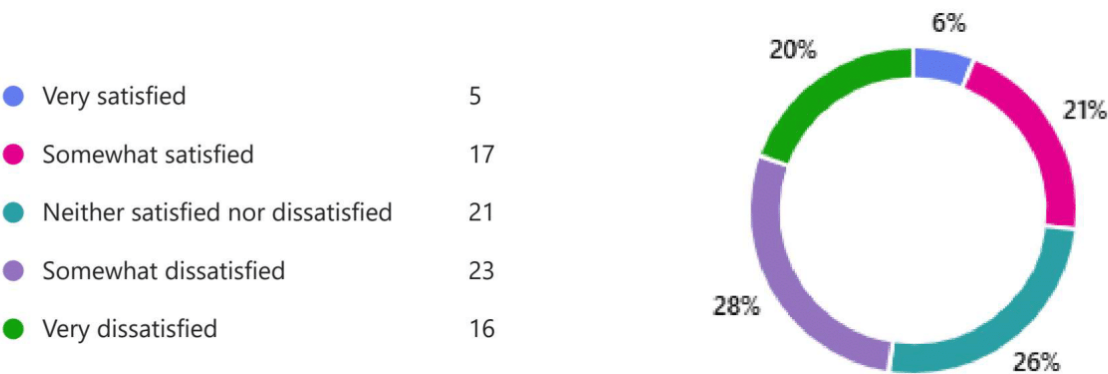
12. If no, what prevents coordination? (check all that apply)



13. What prevents your organization from expanding or improving transportation services? (check all that apply)



14. How satisfied are you with the current transportation options available for the people you represent?



15. Common complaints or feedback received:

47

Responses

Latest Responses

"I've actively watched our transportation funding be slashed ..."

"Lack of affordable wheelchair transportation throughout th..."

...

13 respondents (28%) answered transportation for this question.



## 15. Common complaints or feedback received:

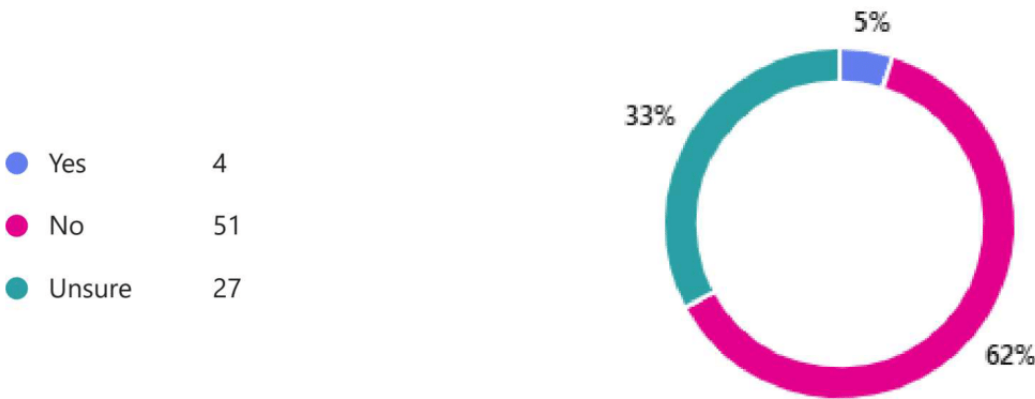
47 responses

| ID | Name      | Responses                                                                                                                                                                                                                                                                                          |
|----|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | anonymous | Lack of countrywide transportation is the greatest concern currently. Waygo has been an outstanding improvement for the city of Wooster.                                                                                                                                                           |
| 2  | anonymous | Stops are not close/convenient. Cost                                                                                                                                                                                                                                                               |
| 3  | anonymous | Out of county trips for medical appointments, Canton eye care and Cleveland.                                                                                                                                                                                                                       |
| 4  | anonymous | Hours aren't good for working clients                                                                                                                                                                                                                                                              |
| 5  | anonymous | Location and hours                                                                                                                                                                                                                                                                                 |
| 6  | anonymous | Does not go to where individuals jobs are. It does go to busy places, that's not always where the jobs are                                                                                                                                                                                         |
| 7  | anonymous | Trip is not in the current service area.                                                                                                                                                                                                                                                           |
| 8  | anonymous | Wait times, not reliable, expensive, doesn't come to outlining areas.                                                                                                                                                                                                                              |
| 9  | anonymous | It simply does not exist in our area. We help people by provided gas cards for clients to get to medical appointments, but this is only effective when the client has a car, which many don't. For those people, there is no option.                                                               |
| 10 | anonymous | There isn't enough service available. Especially with the recent cuts to the system.                                                                                                                                                                                                               |
| 11 | anonymous | During warm months, walking is most-often used option by clients. However, it is more challenging in winter and for those clients with children. Clients that live in areas outside the Wooster/Orrville in-town areas often must rely on friends/family for transportation, which is problematic. |
| 12 | anonymous | Neutral                                                                                                                                                                                                                                                                                            |
| 13 | anonymous | Not available                                                                                                                                                                                                                                                                                      |
| 14 | anonymous | Lack of employment leads to lack of funding to access employment                                                                                                                                                                                                                                   |
| 15 | anonymous | changes in routes cause confusion, concern                                                                                                                                                                                                                                                         |
| 16 | anonymous | The need to schedule three days in advance for medical/therapy appointment transportation using the Medicaid option. It's sometimes not reliable.                                                                                                                                                  |
| 17 | anonymous | Lack of transportation outside of Wooster. Areas like Rittman, West Salem, and Apple Creek. No transportation in evening hours.                                                                                                                                                                    |
| 18 | anonymous | Early morning rides unavailable for people who need to be at work before our current scheduled trips                                                                                                                                                                                               |

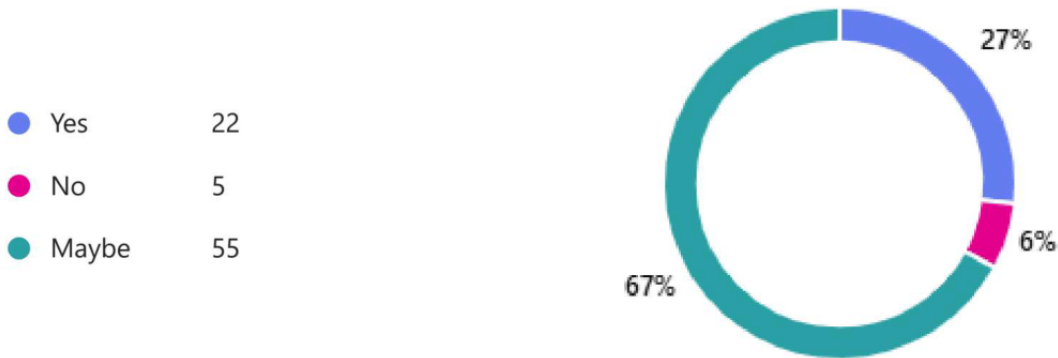
| ID | Name      | Responses                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 19 | anonymous | Trips take too long when using transit, not frequent enough service.                                                                                                                                                                                                                                                                                                                                                          |
| 20 | anonymous | No local busses                                                                                                                                                                                                                                                                                                                                                                                                               |
| 21 | anonymous | I love it, they help me a lot with stuff I can't control like court and appointments because my mom's car is still being repaired so it's a really big help, Thanks Goodwill.                                                                                                                                                                                                                                                 |
| 22 | anonymous | I rarely receive feedback on this.                                                                                                                                                                                                                                                                                                                                                                                            |
| 23 | anonymous | We hear a lot from the residents of Wayne Co that they wish there was more funding available so they could get to where they need to go. Most of these residents fall between a more difficult space where they do not have the personal funds to pay for the transport and there type of insurance does not cover the cost of the transport.                                                                                 |
| 24 | anonymous | People don't want to spend their own money on transportation when they don't want to come to court to begin with and they have more pressing needs. So, I help coordinate free rides through OneEighty's advocates but it would be nice if there was a more consistent program that would help as the OneEighty advocates aren't always available and can't travel outside of Wayne Co.                                       |
| 25 | anonymous | Work rides cost too much, my health insurance won't cover the cost for the appt or the specified provider is overbooked, the provider won't travel to the rural parts of the county                                                                                                                                                                                                                                           |
| 26 | anonymous | Many lack awareness of what is available. This is why I answered the way I did on #14- I can't say I am dissatisfied because I don't really know what is available to our community.                                                                                                                                                                                                                                          |
| 27 | anonymous | I just know for Florence sometimes things could be late or dicey but the CEO or Kathryn always stepped in if they needed to. That's what counts. I'm not sure if anyone else has used the service to come out to Smithville, maybe awareness could be raised. Certainly there are people out there lacking transport to better themselves.                                                                                    |
| 28 | anonymous | My students are limited to employment opportunities that are within walking distance of their home, but those employers do not necessarily meet their employment goals. Most of my students and their families do not have reliable private transportation, and affordability is an issue. Students with disabilities do not have the same opportunity to participate in available job placement as their non-disabled peers. |
| 29 | anonymous | Taxis are unreliable in this area                                                                                                                                                                                                                                                                                                                                                                                             |
| 30 | anonymous | No service available                                                                                                                                                                                                                                                                                                                                                                                                          |
| 31 | anonymous | Difficulty scheduling last minute trips, significant challenges for those outside of Wooster city limits, wheelchair accessibly, challenges navigating local transportation due to cognitive disabilities                                                                                                                                                                                                                     |

| ID | Name      | Responses                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 32 | anonymous | Time it takes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 33 | anonymous | Lack of transportation availability, not flexible days/times, will not cross county lines, hard to schedule if you are even able to find transportation and these are young adults with disabilities it needs to be accessible to them, cost too much for some of the young adults                                                                                                                                                                                                           |
| 34 | anonymous | Can't stay active in recovery because they can't get to appointments or court                                                                                                                                                                                                                                                                                                                                                                                                                |
| 35 | anonymous | Unreliable options, and fewer options outside of Wooster.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 36 | anonymous | We serve over 6,000 people a year with mental health issues and disabilities. There is no longer a route/ bus stop to our agency out front, despite it being the largest mental health treatment agency in the county. We have had many patients struggle due to this and ask us to advocate for adding a bus stop back in front of our agency. In order for people to be stable, they need to maintain on their medications and treatment.                                                  |
| 37 | anonymous | Not enough pick up spots                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 38 | anonymous | We reintroduced Driver's Education but this only works if families can afford to provide transportation.                                                                                                                                                                                                                                                                                                                                                                                     |
| 39 | anonymous | Cost                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 40 | anonymous | Guests can't walk very far                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 41 | anonymous | Hours are not convenient - expensive to get to airport - no access during holidays                                                                                                                                                                                                                                                                                                                                                                                                           |
| 42 | anonymous | Increased services in the rural areas                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 43 | anonymous | I have no transportation. The driver is not available when I need transportation. No one goes there.                                                                                                                                                                                                                                                                                                                                                                                         |
| 44 | anonymous | Cost of transportation Wait time for requested ride                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 45 | anonymous | Seniors want door to door service.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 46 | anonymous | Lack of affordable wheelchair transportation throughout the county. Door-to-door transportation for those who need assistance in and out of their home/vehicle.                                                                                                                                                                                                                                                                                                                              |
| 47 | anonymous | I've actively watched our transportation funding be slashed over the years. During my time at CAW/M, the transportation program (and options for transportation for our clients) has been dwindling year on year. The grants and funding that we had when I started here 4 years ago have dwindled to nothing, and our clients have been the ones suffering for it. We can't provide necessary services to our clients when the availability of those services is being cut down to nothing. |

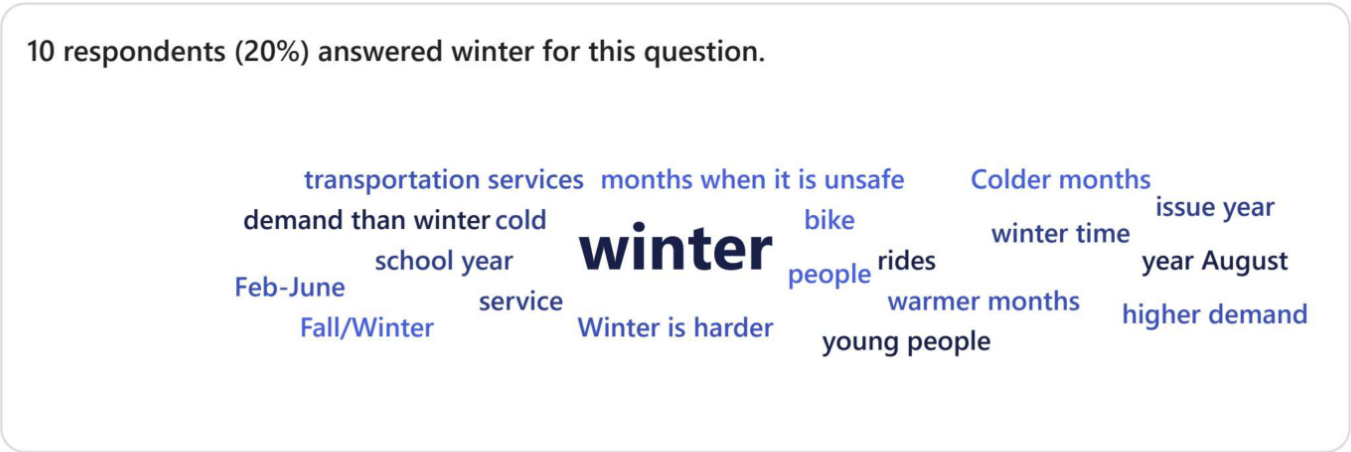
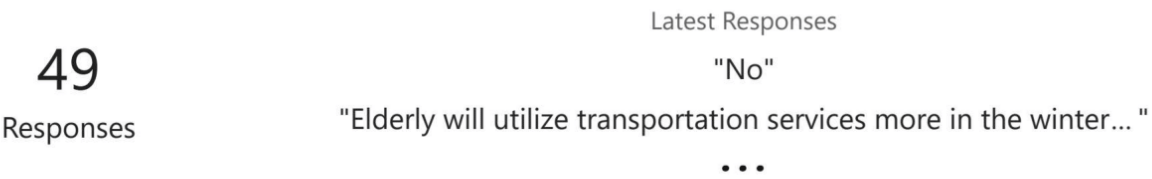
16. Are current funding levels sufficient to meet the transportation needs of the people you represent?



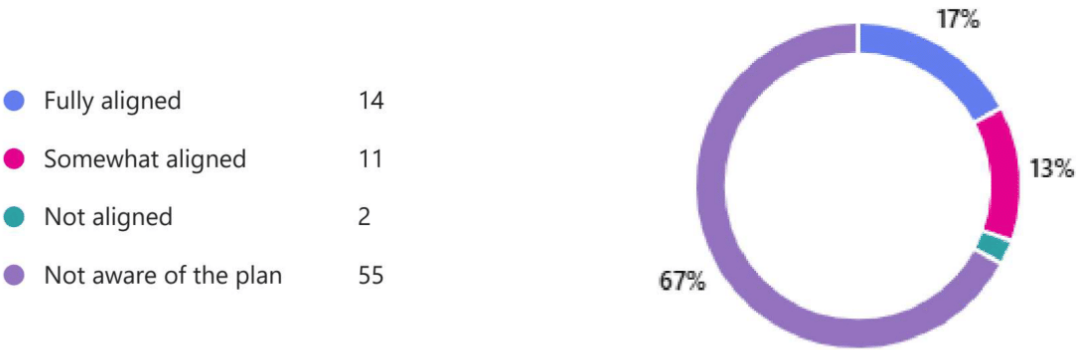
17. Would your organization consider partnering with others to improve or create services?



18. Are there times of the year when demand is higher?



19. How well does your organization align with the goals outlined in the previous plan?



## 18. Are there times of the year when demand is higher?

49 responses

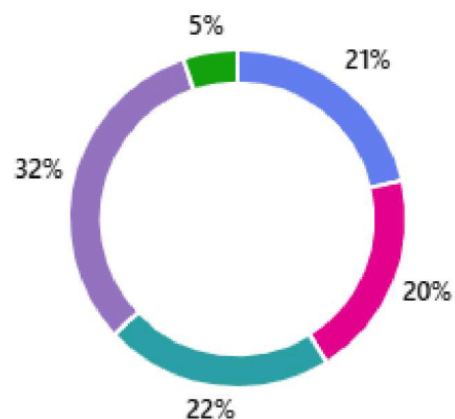
| ID | Name      | Responses                                                                                                                                                                                                                        |
|----|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | anonymous | During the school year                                                                                                                                                                                                           |
| 2  | anonymous | Spring and fall                                                                                                                                                                                                                  |
| 3  | anonymous | During winter time                                                                                                                                                                                                               |
| 4  | anonymous | Winter                                                                                                                                                                                                                           |
| 5  | anonymous | Holiday season                                                                                                                                                                                                                   |
| 6  | anonymous | Not that I'm aware of                                                                                                                                                                                                            |
| 7  | anonymous | No, need rides to work year around                                                                                                                                                                                               |
| 8  | anonymous | It does seem to be seasonal with warmer months having slightly higher demand than winter.                                                                                                                                        |
| 9  | anonymous | Fridays                                                                                                                                                                                                                          |
| 10 | anonymous | School time                                                                                                                                                                                                                      |
| 11 | anonymous | Colder months when it is unsafe to walk or ride a bike                                                                                                                                                                           |
| 12 | anonymous | Not for us, but people don't often come to us because they know we don't offer the service they may need. If I had to guess, I would say that winter is probably the most important, when it is too cold to walk or ride a bike. |
| 13 | anonymous | I would say summer but it is always needed                                                                                                                                                                                       |
| 14 | anonymous | Winter                                                                                                                                                                                                                           |
| 15 | anonymous | No                                                                                                                                                                                                                               |
| 16 | anonymous | not sure                                                                                                                                                                                                                         |
| 17 | anonymous | Unsure                                                                                                                                                                                                                           |
| 18 | anonymous | ?                                                                                                                                                                                                                                |
| 19 | anonymous | All year                                                                                                                                                                                                                         |
| 20 | anonymous | June                                                                                                                                                                                                                             |
| 21 | anonymous | winter, cold                                                                                                                                                                                                                     |

| ID | Name      | Responses                                                                                                                          |
|----|-----------|------------------------------------------------------------------------------------------------------------------------------------|
| 22 | anonymous | No                                                                                                                                 |
| 23 | anonymous | Yes. Fall/Winter is harder for people to walk and they need transportation.                                                        |
| 24 | anonymous | May-October                                                                                                                        |
| 25 | anonymous | Near Christmas is worse because people REALLY don't want to spend their own money to come to Court hearings.                       |
| 26 | anonymous | not at this time                                                                                                                   |
| 27 | anonymous | I am not sure.                                                                                                                     |
| 28 | anonymous | Unknown                                                                                                                            |
| 29 | anonymous | school year                                                                                                                        |
| 30 | anonymous | Seems like all around is a good time to have steady service.                                                                       |
| 31 | anonymous | No                                                                                                                                 |
| 32 | anonymous | Possibly - we often have young people that are ordered to groups or treatment but have no way to get to the office or to the group |
| 33 | anonymous | Winter                                                                                                                             |
| 34 | anonymous | Unknown                                                                                                                            |
| 35 | anonymous | May-August                                                                                                                         |
| 36 | anonymous | Winter                                                                                                                             |
| 37 | anonymous | Seems to be an issue year round                                                                                                    |
| 38 | anonymous | Not sure                                                                                                                           |
| 39 | anonymous | No                                                                                                                                 |
| 40 | anonymous | No                                                                                                                                 |
| 41 | anonymous | Summer                                                                                                                             |
| 42 | anonymous | Feb-June                                                                                                                           |
| 43 | anonymous | School year August-May                                                                                                             |
| 44 | anonymous | All time                                                                                                                           |

| ID | Name      | Responses                                                                                                        |
|----|-----------|------------------------------------------------------------------------------------------------------------------|
| 45 | anonymous | breaks and holidays when city shuttle doesn't run                                                                |
| 46 | anonymous | Cold weather                                                                                                     |
| 47 | anonymous | The warmer months                                                                                                |
| 48 | anonymous | Elderly will utilize transportation services more in the winter so they don't have to drive in slick conditions. |
| 49 | anonymous | No                                                                                                               |

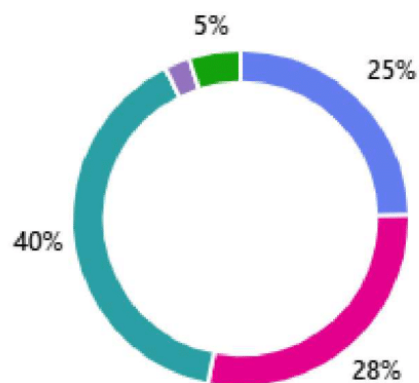
20. Which of the following goals from the previous plan does your organization actively support? (check all that apply)

- |                                                                    |    |
|--------------------------------------------------------------------|----|
| ● Enhancing mobility for seniors and individuals with disabilities | 41 |
| ● Expanding access to employment opportunities                     | 38 |
| ● Improving coordination among transportation providers            | 42 |
| ● Increasing public awareness of available transportation options  | 61 |
| ● None of the above                                                | 10 |



21. What additional strategies would your organization recommend to further the objectives of the previous or future plan? (check all that apply)

- |                                                       |    |
|-------------------------------------------------------|----|
| ● Improved data sharing among providers               | 40 |
| ● Development of a centralized scheduling system      | 46 |
| ● Increased funding for rural transportation services | 64 |
| ● Nothing further recommended                         | 4  |
| ● Other                                               | 8  |



22. Additional comments or suggestions from your own professional experience:

10  
Responses

Latest Responses

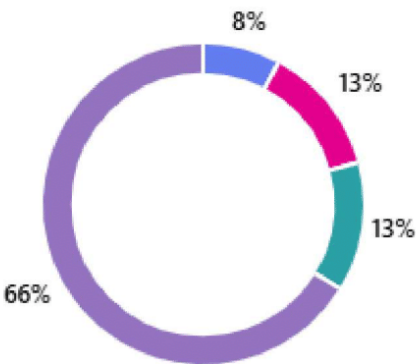
"As the community ages in place and payors continue to pro..."  
...

3 respondents (30%) answered needs for this question.



23. Would you like to participate in Focus Groups? (check all that apply)

- Yes - Seniors and/or People with Disabilities 6
- Yes - Workforce (Job Training/Readiness included) 10
- Yes - Healthcare (Mental, Dental, & Out-of-County included) 10
- No 51



## 22. Additional comments or suggestions from your own professional experience:

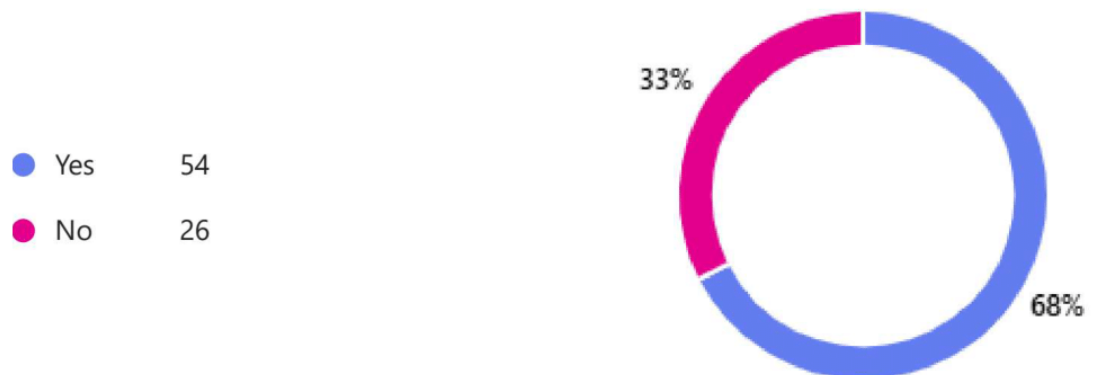
10 responses

| ID | Name      | Responses                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | anonymous | There isn't enough public transportation in this area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2  | anonymous | This information is from my experience with speaking with clients and community members.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3  | anonymous | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4  | anonymous | It is difficult for persons in poverty, experiencing mental health or other issues to remember a schedule and or plan in advance.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5  | anonymous | We should be doing everything possible as a community to support the aging population and to get them transportation to meet there needs. With more funding I think this would be possible, so they could have safe and reliable transportation.                                                                                                                                                                                                                                                                                                                                            |
| 6  | anonymous | I think sometimes with Adults if things are hard they don't try to get things scheduled. I think prior generations were better at scheduling things and making things work. I think the ambivalence comes from something we are doing or that happened to us. Ambition has dropped off, why?                                                                                                                                                                                                                                                                                                |
| 7  | anonymous | 1 in 4 people in Ohio have a mental health condition and the majority are not able to access treatment. We would respectfully request a "loop" be added that would include The Counseling Center (a former stop), then NAMI/ Anazao, and One-Eighty, which all have services for people with disabilities including senior along Benden Drive and Back Orrville Drive in Wooster.                                                                                                                                                                                                           |
| 8  | anonymous | I know employment and medical needs of community members need to be the priority, but especially limited income and international students have little access to health providers, the airport and other local places, especially during weekends and holidays                                                                                                                                                                                                                                                                                                                              |
| 9  | anonymous | People may be willing to work, but they have no transportation and getting there is more difficult to achieve if work is scheduled at odd hours.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10 | anonymous | As the community ages in place and payors continue to promote the least restrictive and cost effective environment, people are staying in their homes longer. With our county being rural, we need more options for these people to have access to the basic necessities of living such as food, prescriptions, socialization, etc. Those with disabilities are in a similar situation where they are appropriately living more independent lives. For those in either situation who do not have close family/friends to assist them, they need access to transportation to be independent. |

24. Would you like to attend the Wayne County Transportation Coalition meetings?



25. Would you like to be sent a copy of the survey results and/or finalized plan?



## **Public Commenting Period**

During the Public Commenting Period, we received one feedback entry. It is a valuable message from a local stakeholder. My response follows.

### **Public Comment from the Staff Development/Trainer at Wayne County Children Services:**

Many of the families working with Wayne County Children Services would benefit from reliable public transportation options throughout the entire county and surrounding areas. Our offices are located at 2534 Burbank Rd, Wooster, which is on the North End. The families we work with are located all over Wayne County (and some reside well outside of Wayne County). Families working with us need to be able to get to our offices for Family Team Meetings and for visitation with their children if the children are in our custody (these visits can be one or two times per week and sometimes on Saturdays). Families also need reliable transportation to the services that address the concerns that led to our involvement.

While some services do come out to families' homes, many services require folks to go to the offices of the service providers, which could be once or more per week. Families also have court hearings they are required to attend at the Juvenile Court, which is downtown Wooster. WCCSB does not have the capacity to transport everyone to services and visits, so we rely on community providers to connect families with transportation for their needs (Community Action, Waygo, Wayne Co JFS). The services typically offered are transportation passes, assistance with car repairs, gas cards, and assistance with license reinstatement fees.

We are also only involved with folks for a limited time, so part of our job is to connect them to service providers that will allow them to be as self-sufficient as possible. Lack of reliable transportation can and does have a significant impact on a family's ability to maintain their children in their home and/or reunify with them. That has both a negative impact on the family and a negative impact on the community financially. Wayne County Children Services has previously been a direct stop on some prior transportation service routes.

### **Response from Community Action Wayne/Medina's Mobility Manager & the Planning Committee:**

Thank you for this detailed and thoughtful comment. Your feedback clearly shows how a lack of reliable transportation affects family team meetings, visitation, court hearings, and access to supportive services, and how that, in turn, impacts family stability and reunification. This input reinforces the Plan's identification of families involved with Wayne County Children Services and the Juvenile Court as a priority population and supports the need for reliable, countywide transportation options, including evening and Saturday service where possible. Wayne County Children Services and the Juvenile Court will continue to be recognized as key trip generators and partners in ongoing coordination efforts with Community Action, WayGo, and Wayne County JFS. As we move into implementation, this comment will help guide strategies that improve connections to your North End office and other service locations, strengthen referral pathways to transportation resources, and support families in becoming more self-sufficient over time.