

### Agenda

1. Call to Order Oral  
Roll Call
2. Meeting Minutes Attachment 2a  
Minutes from January 25, 2024, Meeting (Motion Required)
3. Guest Communications (2-minute limit) Oral
4. General Manager's Report Attachment 4
5. Committee Reports Scheduled to Meet 2/22
  - a. Administration Scheduled to Meet 2/21
  - b. Finance Did Not Meet
  - c. Operations Did Not Meet
  - d. Personnel Did Not Meet
6. Old Business
7. New Business
  - Presentation
8. Resolutions - Roll Call Approval Required
  - #2024-02-01: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (*PARTA*) BOARD OF TRUSTEES ADOPTING THE AKRON METROPOLITAN AREA TRANSPORTATION STUDY (AMATS) COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN.**
  - #2024-02-02: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (*PARTA*) BOARD OF TRUSTEES ADOPTING THE PUBLIC TRANSIT AGENCY SAFETY PLAN (PTASP) AS REQUIRED BY THE FEDERAL TRANSIT ADMINISTRATION (FTA).**
  - #2024-02-03: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (*PARTA*) BOARD OF TRUSTEES AMENDING THE TITLE VI POLICY/PROGRAM.**
9. Executive Session, as needed.
10. Adjournment

**Next Regular Meeting:**  
**March 28, 2024 @ 7 p.m.**

**PARTA**  
**PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY**  
**BOARD OF TRUSTEES MEETING**  
**MINUTES**  
**January 25, 2024**

**Board Members Present:**

Karen Beck	Virginia Harris	Frank Vitale
Jeff Childers	Mike Lewis, Vice President	Stacey Wilson
Debbie Davison	R. T. Mansfield	Karen Wise
Dave Gynn, President	Jack Murphy	Marvin Woods, TPO

**Staff Present:**

Claudia Amrhein	Ashley Forbes	Rebecca Schrader
Denise Baba	Kelly Jurisch	Greg Springer
Marcia Fletcher	Justin Markey, Roetzel & Andress	Brian Trautman

**CALL TO ORDER**

President Dave Gynn called the January 25, 2024, PARTA Board of Trustees meeting to order at 7 p.m. He asked for a roll call, after which it was determined that **a quorum was participating**.

Moving on, Mr. Gynn asked for a motion to approve the minutes from the November 16, 2023, Board meeting. **Mr. Marvin Woods** made a motion to approve the minutes as presented, which was seconded by **Ms. Debbie Davison**. The **motion to approve the minutes, as presented, passed unanimously**.

**GUEST COMMUNICATIONS**

Mr. Gynn noted there were no guests in attendance and asked Ms. Claudia Amrhein to give the General Manager's report.

**GENERAL MANAGER'S REPORT**

Ms. Amrhein thanked Mr. Gynn and said it was great to see everyone. She hoped everyone enjoyed the holiday break. She said favorable fuel pricing was received again this year due to the process of bidding with other transit authorities. Another surprise was that on January 2 she received an email from FTA notifying us that PARTA was undergoing a Triennial Review. For those not familiar with the Triennial Review, it is a federal requirement every three years for transit authorities that receive urbanized area funding, as PARTA does. This is the funding that is used primarily for preventative maintenance. This year, the review covers 23 subject areas, and it takes everyone on staff to contribute to the process of compiling information. Everyone is busily putting together all the documentation required by the end of February and then there will probably be a two-day on-site visit in the coming months. The last review started in late 2019 but was postponed due to the Coronavirus. The materials were submitted during 2020 and 2021 and PARTA received no findings, which is rare.

Mr. Gynn pointed out that the Triennial Review manual isn't even available until the end of January.

Ms. Amrhein said the 2023 manual would be used in the meantime.

Moving on, Ms. Amrhein said Ms. Kelly Jurisch and Mr. Brian Trautman will give an overview later in the meeting of the new Gillig bus inspections last week. This is a new type of urban transit bus that will arrive in the next few months. Mr. Trautman will also talk about the Automatic Passenger Counters (APCs) that will be installed this year and how those will function.

Mr. Gynn asked if there were any questions for Ms. Amrhein. Hearing none, he moved on to the committee reports.

### ADMINISTRATION COMMITTEE REPORT

Mr. Gynn said the Administration Committee did not meet and moved on to the Finance Committee.

### FINANCE COMMITTEE REPORT

Mr. Gynn said the Finance Committee met this week.

Mr. Mike Lewis said the Finance Committee did meet and went over October and November finances. He thanked everybody who attended the meeting. Starting with PARTA, on the income side, he said KSU Revenues was \$87,487 above the monthly budget in October and at 90.9% of the overall budget. Federal Capital Maintenance Assistance was at \$163,321 for October and 100% drawn. All expenses were in line. Premium Public Liability/Property Damage had expenses of \$48,025 for October and it was at 95.6% of the budget. Moving on to the highlights for November, KSU Revenues continued to be strong at \$81,289 above the monthly budget and 103.7% of the overall budget. Investment Income for November was \$36,088 above budget. Sales Tax Revenues was right on pace at \$11,727 over budget but still strong at 93.6% compared to overall budget. The only thing that was a little higher was Capital Maintenance Service because of some software upgrades and HVAC maintenance and improvements. YTD Actual was \$3,232,290, and YTD Budget was \$719,915. He goes back and forth with Ms. Rebecca Schrader at the beginning of the year about some of the budget items but by the end of the year, she always proves him wrong. As with every business, there will be unforeseen things that require adjustments throughout the year, but Ms. Schrader and her staff do a good job of keeping everything up to date.

Moving on to the Kent Central Gateway (KCG), Mr. Lewis noted he would only be going through November because both months were consistent. He said all income items were above budget. The only expense item that was a little higher than expected was Contract Maintenance Service. The monthly budget was \$2,000 and the actual was \$7,711. He asked Ms. Schrader for an explanation.

Ms. Schrader said there were three expenses under Contract Maintenance Service: HVAC, a SKIDATA repair for the parking control equipment, and window washing.

Mr. Lewis said YTD Actual was \$149,906, and YTD Budget was \$36,065. He asked if there were any questions on the finances.

Mr. Frank Vitale asked how PARTA's budget could be over by \$2.5 million. He said he's happy about it but doesn't understand how the actual could be \$3.2 million and that the budget was only \$719,915.

Mr. Lewis said it's because of the timing of when the grants come through and expenses were lower. Employment expenses were at 76.1% in November and should have been 91.67%. Fuel came in lower, so those things add up. He always suggests looking at those things that can be counted on as being the same every year. Grants are nice to have but cannot always be counted on. He thanked Mr. Vitale for the good question and asked if there was anything else on the finances.

Hearing nothing further, Mr. Lewis said the only other thing that the Finance Committee covered was the resolution that will come up for a vote later, which the committee recommended be moved forward for approval by the Board.

Mr. Gynn asked if there were any other questions.



Mr. R. T. Mansfield asked if PARTA was done with Trapeze yet. He thought Trapeze was an overpriced vendor for many, many years.

Mr. Trautman said yes, Trapeze is done. The operations module had to be carried over for a couple months while transitioning into the Optibus operations module.

Mr. Gynn asked if there were any other questions. Hearing none, he urged everybody to attend the Finance Committee meeting to hear the whole report and get questions answered there. He said it's a good use of time and lunch is served. He then moved on to the Operations Committee report.

### **OPERATIONS COMMITTEE REPORT**

Mr. Gynn said the Operations Committee did not meet and moved on to the Personnel Committee report.

### **PERSONNEL COMMITTEE REPORT**

Mr. Gynn said the Personnel Committee would report after the Executive Session and then moved on to Old Business.

### **OLD BUSINESS**

Mr. Gynn said there was no Old Business and moved on to New Business.

### **NEW BUSINESS**

Mr. Gynn asked Ms. Jurisch and Mr. Trautman to give their presentation.

Ms. Jurisch and Mr. Trautman then gave their presentation, which is attached.

Following the presentation, Mr. Gynn asked Ms. Schrader to present the Service Awards.

Ms. Schrader thanked everyone for their service and presented four three-year awards for 2023: Ms. Karen Beck, Mr. R. T. Mansfield, Mr. Jack Murphy, and Mr. Marvin Woods. She then presented a clock to Mr. Jeff Childers for his 10 years of service.

Mr. Gynn thanked them for their years of service and for everybody's dedication to PARTA. He then moved on to the resolution.

### **RESOLUTION**

Mr. Gynn introduced Resolution #2024-01-01.

**#2024-01-01: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES AUTHORIZING THE AWARD OF A CONTRACT TO SUNOCO, LLC DBA GLADIEUX ENERGY, LLC TO PROVIDE DIESEL AND GASOLINE FUEL FOR 2024 AND AUTHORIZING THE GENERAL MANAGER, OR HER DESIGNEE, TO SIGN A FEDERAL EXCISE TAX EXEMPTION CERTIFICATE ON BEHALF OF PARTA. THIS IS A JOINT PURCHASING VENTURE WITH AKRON METRO RTA, WESTERN RESERVE RTA, AND STARK AREA RTA, ET AL.**

Mr. Gynn asked for a motion to approve this resolution.

**Motion: R. T. Mansfield**

**Second: Jack Murphy**

Mr. Gynn said this was a follow-up to a resolution that was previously passed.



Ms. Amrhein said the previous resolution authorized her to sign the contract for the lowest bid because it must be signed within a few hours of the bid opening.

Mr. Gynn asked if there were any questions. Hearing none, he asked Ms. Marcia Fletcher for a roll call.

<b>Roll Call:</b>	<b><u>Yes</u></b>	<b><u>No</u></b>		<b><u>Yes</u></b>	<b><u>No</u></b>
Debbie Davison	<u>X</u>	___	Frank Vitale	<u>X</u>	___
Jeff Childers	<u>X</u>	___	Stacey Wilson	<u>X</u>	___
Karen Wise	<u>X</u>	___	Jack Murphy	<u>X</u>	___
R. T. Mansfield	<u>X</u>	___	Mike Lewis	<u>X</u>	___
Marvin Woods	<u>X</u>	___	Virginia Harris	<u>X</u>	___
Karen Beck	<u>X</u>	___	Dave Gynn	<u>X</u>	___

Mr. Gynn said the resolution passed unanimously.

**EXECUTIVE SESSION**

Moving on, Mr. Gynn asked for a motion to go into Executive Session for the purpose of discussing a personnel issue according to Ohio Revised Code Section 121.22.

**Motion: Frank Vitale**

**Second: Mike Lewis**

Mr. Gynn excused everyone at 7:36 p.m. except Board Members, Ms. Jurisch, Ms. Amrhein, Mr. Childers, and Mr. Markey.

At 7:50 p.m., the meeting returned to public session. Mr. Gynn asked Ms. Karen Beck, Chair of the Personnel Committee, to give her report.

Ms. Beck said the Personnel Committee met in October to evaluate the General Manager. As usual, Ms. Amrhein was excellent in all categories. The committee went over the goals that were set for her and how she met those goals, which was great. The committee asked Ms. Amrhein if there was anything she needed and she said some time might be good. So, it is the committee’s recommendation to designate one day a month as flex time for Ms. Amrhein.

Mr. Gynn asked for a motion, based on the Personnel Committee’s recommendation, that in addition to any vacation leave granted to the General Manager/CEO, the Board of Trustees hereby grants the General Manager/CEO one additional day of paid leave per month during the calendar year 2024 to be designated as “flex leave.” He said no flex leave may be carried over to a subsequent calendar month and any unused flex leave will be forfeited. The General Manager/CEO shall note the day of the flex leave on the biweekly pay period in which the day was taken and designate the time as “flex.”

**Motion: Frank Vitale**

**Second: Debbie Davison**

Mr. Gynn asked if there was any other discussion. Hearing none, he asked Ms. Fletcher for a roll call.

<b>Roll Call:</b>	<b><u>Yes</u></b>	<b><u>No</u></b>		<b><u>Yes</u></b>	<b><u>No</u></b>
Frank Vitale	<u>X</u>	___	Jeff Childers	<u>X</u>	___
Stacey Wilson	<u>X</u>	___	Karen Beck	<u>X</u>	___
Jack Murphy	<u>X</u>	___	R. T. Mansfield	<u>X</u>	___
Mike Lewis	<u>X</u>	___	Marvin Woods	<u>X</u>	___
Virginia Harris	<u>X</u>	___	Karen Wise	<u>X</u>	___
Debbie Davison	<u>X</u>	___	Dave Gynn	<u>X</u>	___

Mr. Gynn said that motion passed unanimously.

Mr. Vitale said he had a question about the resolution that was passed in November for information technology service for more than \$100,000. He asked if QualityIP oversaw the interface with the company providing the software.

Mr. Trautman said QualityIP is an IT management company that provides several things. Any time he has any type of IT project or makes a software upgrade, they are involved. They are involved with day-to-day IT issues throughout the facility, assessing any software being considered, and all the mobile routers on the buses. Fixed route buses have mobile routers in them called Cradlepoints, which are managed in the cloud. QualityIP is involved with all cloud-based services and assists him on dashboard evaluations on a regular basis. If he needs a virtual server spun up or needs to put something on a commercial server, they'll do that. *PARTA* has been with them for five years now. Probably towards the end of 2024, *PARTA* will go back out for an RFP for IT managed services. It's a good thing to do because it keeps everybody honest. He likes QualityIP because they're in Kent but that's not to say there aren't other companies around that are as good which would come in, look at the hardware, networking, and software systems and bid on providing this service moving forward. It may be that QualityIP gets it again or it might be somebody else but it's worth doing because enough changes have been made now. When QualityIP came on board, there were 17 servers. The SAN cluster was a little smaller then. There are now six servers on site. Everything else is cloud based. Bringing a couple of other companies in to bid might result in a better or lower bid from QualityIP.

Mr. Vitale asked if QualityIP provided the software.

Mr. Trautman said they provide some software through a Sophos Firewall that they monitor and manage and are certified in. He and Ms. Jurisch met with OTRP for a spa audit, which is basically a risk management self-audit. OTRP asked them to write down all the software that was being used and the list was tremendously long with the radio systems, Optibus, Passio, Accpac, and Dossier. QualityIP is familiar with all that software and knows who the contacts are with all those companies. It's a necessary service. The optimal choice would be to have someone in-house, but that would cost a pretty penny. They would have to have the skillset base through a variety of different people, phone systems, network systems, and hardware systems.

Mr. Lewis asked if QualityIP also handled system security.

Mr. Trautman said yes, and QualityIP sends out emails trying to phish the staff on a regular basis. He and Ms. Jurisch receive a dashboard from them that shows how employees are doing with the phishing attempts. They also send out teaching videos with quizzes to employees.

Mr. Gynn thanked Mr. Trautman and asked if there were any other questions.

## **ADJOURNMENT**

Hearing none, Mr. Gynn adjourned the meeting at 8 p.m.


Respectfully submitted,




Marcia Fletcher  
Executive Assistant

# Gillig Buses

Bus inspections on four new CNG transit buses



1



## The Inspectors

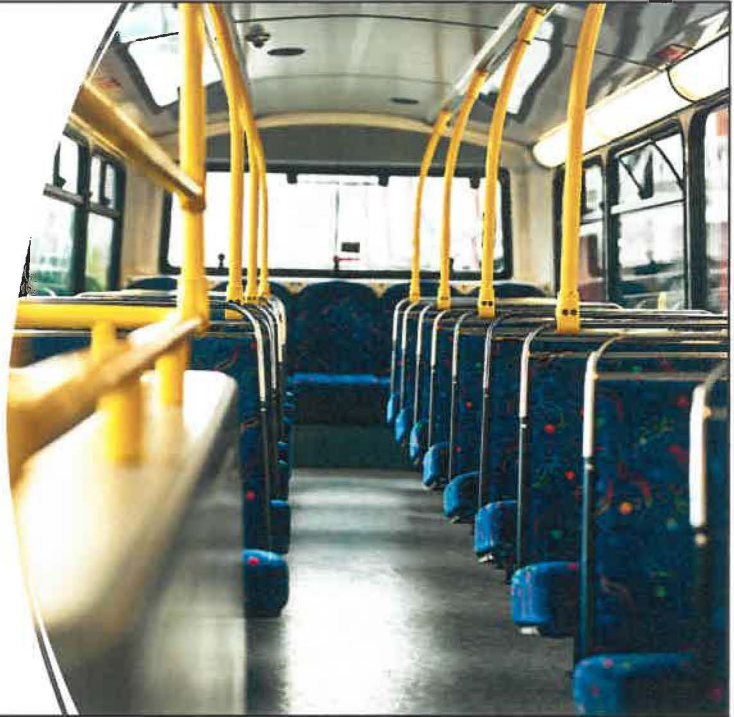
- Kelly Jurisch, Brian Trautman and Eric Waddell spent three days in Livermore, CA evaluating our new buses, in accordance with FTA standards.

2



# What do we look for?

- Visual inspections and road tests to verify that:
  - Buses are created to specs
    - Interiors
    - Exteriors
    - Engine
    - Brakes



3



## Exteriors

- Paint quality
- Graphic installation

4



- Verify all working components of the exterior, including:
  - Bus signs
  - Bike rack
  - Tires
  - Battery components
  - Windshield wipers
  - Turn signals
  - All lights
  - Mirrors

5



## Interiors

- No loose parts
- Window and door operations
- Driver's compartment – all switches and mechanical components
- Safety equipment
- Camera installation
- Interior HVAC

6





## The Engine

- Verify proper sealings, hoses, connections and safety switches
- No leaks

7



## Road Test

- Checking performance for:
  - Braking
  - Acceleration
  - Steering
  - Noises

8



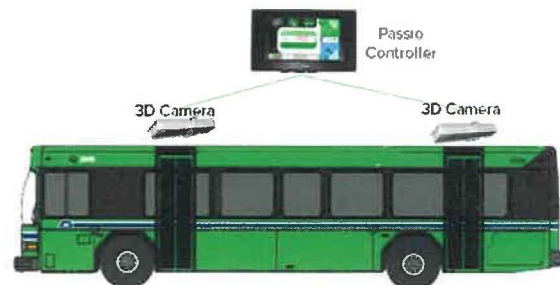
# AUTOMATIC PASSENGER COUNTING

**Keep your drivers focused on the road with a fully automated passenger counting solution.**

- 98%-99% measured accuracy
- Sensors distinguish passengers from non-passenger objects and detect double backs and re-crossings
- Sensors compensate for passenger movement up and down stairways or on ramps in low floor buses
- Tested for extreme heat, cold, vibration, and EMC operating conditions (IP65)
- Fully configurable to vehicle dimensions
- Optical self diagnosis (OSD)  
lens blocked, too dark, reflections




Fig. 01 Counter  
1. Floor area  
2. Counting area



**PARTA**  
**2000 Summit Road**  
**Kent, Ohio 44240**

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**GENERAL MANAGER'S REPORT**

**TO:** **PARTA** Board of Trustees   
**FROM:** Claudia B. Amrhein, General Manager  
**DATE:** February 2024

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**Committee Meetings and Resolutions.** The finance committee will meet on **WEDNESDAY, February 21, at 11:30 a.m.** to review 2023 year-end budget results. *Please note the change to Wednesday, due to scheduling conflicts this month.* The administration committee will meet on Thursday, February 22, at 6:30 p.m., just prior to the 7:00 p.m. board meeting, to review three FTA-required plans and programs.

**Presentation.** During the February meeting, we'll present an overview of the Public Transit Agency Safety Plan (PTASP) described in Resolution #2024-02-02. After the meeting, we'll give board members an opportunity to "kick the tires" of one of the four new GILLIG transit buses.

**Welcome New Trustee, Victor Baerman.** I am pleased to report that the city of Aurora appointed Victor Baerman to fill the seat recently vacated by Marge Bjerregaard. Victor is married and has two adult children, and he holds a BA from Miami University and MBA from Case Western Reserve University. He is the area vice president for WellSky, a technology company dedicated to making health and community care better and more efficient for everyone. In addition, he serves as a court appointed special advocate for CASA of Portage County, a program that trains volunteers to advocate in court for children who have experienced abuse, and is the president elect for the Rotary Club of Aurora. Welcome, Vic.

**#2024-02-01: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES TO ADOPT THE AKRON METROPOLITAN AREA TRANSPORTATION STUDY (AMATS) AREA COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN.**

**AMATS Area Coordinated Public Transit - Human Services Transportation Plan.** *Resolution #2024-02-01* recommends Board adoption of the Area Coordinated Public Transit – Human Services Transportation Plan adopted by the AMATS Policy Committee at its January meeting. Last adopted in May 2018, the Coordinated Plan is a collective effort between AMATS, public transit, and area human service transportation providers to identify service gaps and work to address transportation obstacles for persons with disabilities, older people, and low-income individuals. It is a federal requirement and must be in place to obtain and utilize funds from FTA's Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program. Eligible projects seeking to use this funding source must be consistent with the Coordinated Plan. The full plan is included in this packet and may be found here: [https://amatsplanning.org/wp-content/uploads/12-28-23-Final-Draft\\_Akron-Area-Regional-Coordinated-Transportation-Plan.pdf](https://amatsplanning.org/wp-content/uploads/12-28-23-Final-Draft_Akron-Area-Regional-Coordinated-Transportation-Plan.pdf).

**#2024-02-02: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES APPROVING THE PUBLIC TRANSIT AGENCY SAFETY PLAN (PTASP) AS REQUIRED BY THE FEDERAL TRANSIT ADMINISTRATION (FTA).**

**Updating the Public Transit Agency Safety Plan (PTASP).** The PTASP is an FTA-required safety plan that includes processes and procedures to implement Safety Management Systems (SMS). It



was first adopted in November 2022 and is required to remain eligible to receive federal funding. Resolution #2024-02-02 authorizes approving the updated PTASP, which addresses changes outlined in 2021 Bipartisan Infrastructure Law to include safety performance criteria, safety training programs, transit operations risk reduction programs, and risk reduction performance targets. As required by FTA, PARTA has presented the updated PTASP plan to its employee safety committee for its approval and requests approval of the PTASP plan and updates by the Board of Trustees.

**#2024-02-03: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES AMENDING THE TITLE VI POLICY/PROGRAM.**

**Amending the Title VI Program.** Title VI is a federal civil rights statute that prohibits recipients of federal financial assistance from discriminating based on race, color, or national origin in programs or activities. FTA requires PARTA, as a federal assistance recipient, to maintain a Title VI program and update it every three (3) years. We last updated the plan in November 2022. In late 2023, we became aware of a notice dated June 8, 2023, regarding FTA's review of our 2019 program. The revisions included in this 2024 Title VI update address the 2019 program comments and will become part of our response to the Title VI section of the 2024 Triennial Review currently underway.

**ODOT Announces FY 2025 Grant Awards.** I am pleased to report that the Ohio Department of Transportation (ODOT) announced SFY2025 grant awards. PARTA will receive \$380,370 in 2025 Section 5310 funds for three replacement LTVs and \$601,654 in 2025 Ohio Transit Partnership Program (OTP2) to support the three projects described in the following table.

ODOT SFY 2025 Competitive Project Funding	PARTA's Awards
<b>Ohio Transit Partnership Program (OTP2) Competitive Funding</b>	
CNG fueling station emergency generator	\$296,000
Six (6) replacement HVAC systems	\$65,654
Maintenance building roof	\$240,000
<b>TOTAL</b>	<b>\$601,654</b>
<b>Specialized Transportation Program (Section 5310 Enhanced Mobility of Seniors &amp; Individuals with Disabilities)</b>	
Three (3) replacement light transit vehicles	\$380,370

**Service Reports. Ridership and Other Key Performance Indicators.** Please see the enclosed reports that summarize key performance indicators for total ridership, ADA on-time compliance, and repairs and preventative maintenance.

**Total Ridership.** Ridership continues to recover from the decline in service beginning in 2020. In January, total trips performed on all service modes more than doubled, with 140,280 trips performed in January 2024 as compared to 61,468 trips performed in January 2023.

**On-Time Compliance. ADA Complementary Paratransit Service.** ADA on-time compliance was 96.39% in January. Of 720 trips, 26 were performed late, with the latest running 19 minutes behind. **Vehicle Preventative Maintenance (PM).** On-time compliance with established PM inspection schedules was 97% in January.

**Parking Deck.** Parking at the Kent Central Gateway for a few hours is convenient and reasonably priced. Daily parking does not include monthly passholders, overnight hotel guests, or special event rates.

Daily Parking Rates (First 15 Minutes Free)	
15 min to 1 hr.	\$1.00
1 hr. to 2 hrs.	\$3.00
2 hrs. to 3 hrs.	\$4.00
3 hrs. to 5 hrs.	\$5.00
5 hrs. to 8 hrs.	\$7.00
8 hrs. to 24 hrs. (24 hr. period resets at 3 a.m.)	\$10.00

Thank you for your attention to these matters. If you have any questions prior to the Board meeting, please feel free to contact me by calling (330) 676-6315, or by e-mail at [Amrhein.c16@partaonline.org](mailto:Amrhein.c16@partaonline.org).

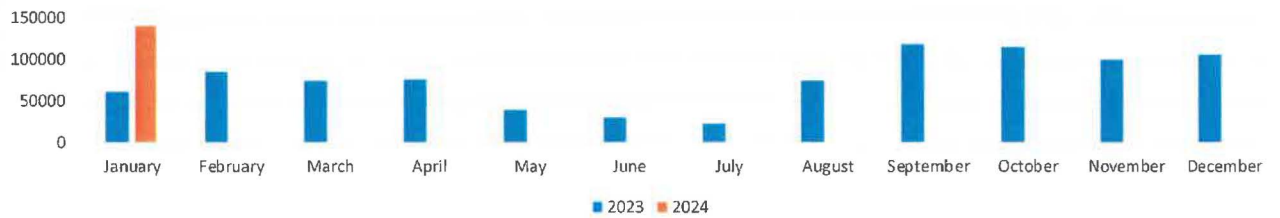


**1. Total PARTA Ridership Year-to-Year Comparison**

- All riders from demand response, SATS, county fixed routes, express routes, and KSU fixed routes.

Total PARTA Ridership Comparison												
	Month											
Year	January	February	March	April	May	June	July	August	September	October	November	December
2023	61468	85027	73713	76598	39369	30135	23861	75372	118561	115548	100196	105632
2024	140280											

Total PARTA Ridership Comparison



**2. ADA On-Time Compliance**

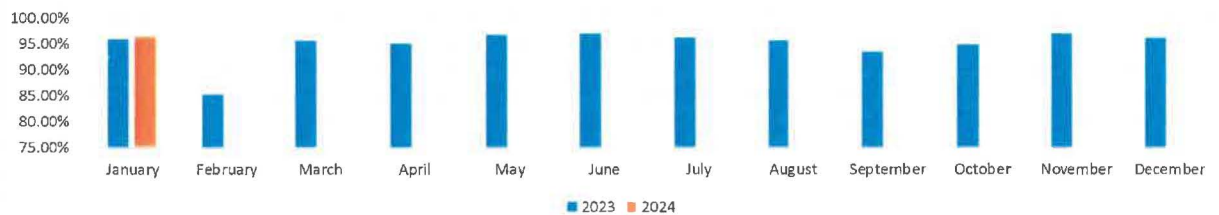
- The figures below include both on-time compliance numbers as well as the late percentage.

ADA On Time Compliance				
Month	Scheduled Trips	Arrived Late	Late %	On-Time %
January	720	26	3.61%	96.39%

**• ADA On-Time % Year-to-Year Comparison**

On-Time % Comparison												
	Month											
Year	January	February	March	April	May	June	July	August	September	October	November	December
2023	95.96%	85.34%	95.67%	94.95%	96.76%	96.90%	96.11%	95.54%	93.44%	94.88%	97.05%	96.22%
2024	96.39%											

On-Time % Comparison



**3. Repairs and Preventative Maintenance**

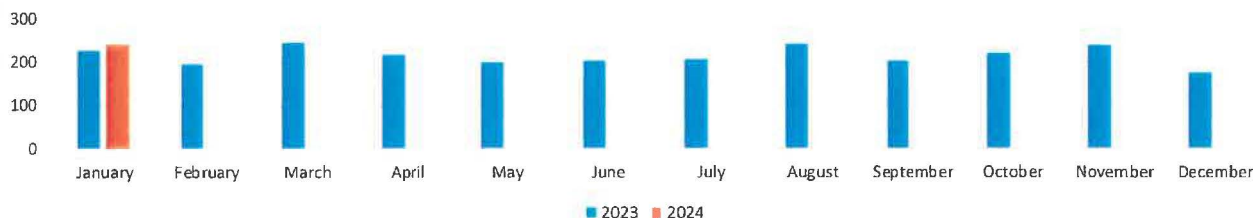
- The numbers below are repair totals and average costs per inspection. Also included is the preventative maintenance compliance percentage.

Month	Total Repairs	PM Repairs	Avg Cost Per Inspection	PM Compliance
January	243	48	\$285.51	97%

- Total Repairs Year-to-Year Comparison**

Total Repairs Comparison												
	Month											
Year	January	February	March	April	May	June	July	August	September	October	November	December
2023	230	197	248	218	199	205	209	244	204	221	238	174
2024	243											

Total Repairs Comparison





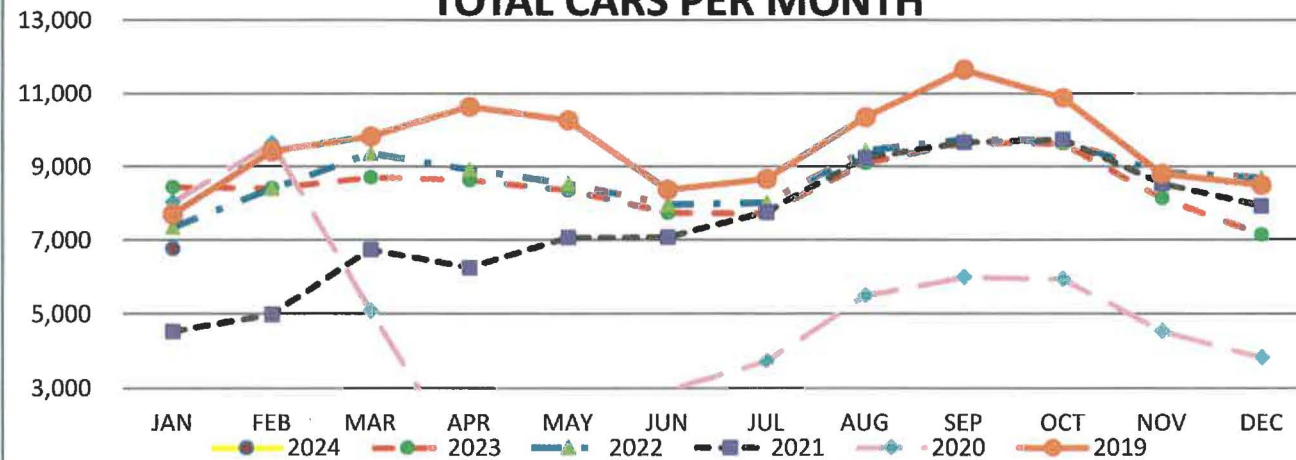
# KENT CENTRAL GATEWAY PARKING SUMMARY - JANUARY 2024

6 Month Lookback						
	Monthly	Transient	Total	Cars/Day	Last	Last Year
Aug-23	4,312	4,794	9,106	294	18%	-4%
Sep-23	4,799	4,861	9,660	322	6%	-1%
Oct-23	5,082	4,556	9,638	311	0%	-1%
Nov-23	4,520	3,618	8,138	271	-16%	-8%
Dec-23	3,417	3,742	7,159	231	-12%	-18%
Jan-24	3,907	2,869	6,776	219	-5%	-20%

## Annual Comparison

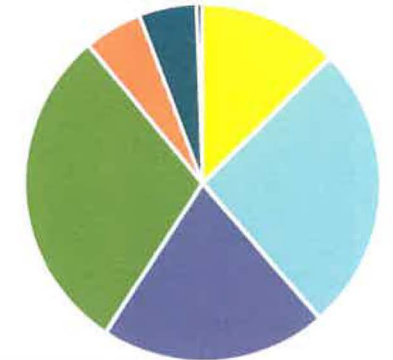
	2024	2023	2022
JAN	6,776	8,445	7,349
FEB		8,421	8,391
MAR		8,715	9,363
APR		8,634	8,923
MAY		8,360	8,529
JUN		7,749	7,967
JUL		7,730	8,009
AUG		9,106	9,437
SEP		9,660	9,749
OCT		9,638	9,693
NOV		8,138	8,840
DEC		7,159	8,694
<b>TOTAL</b>	<b>6,776</b>	<b>101,755</b>	<b>104,944</b>
	-19.8%	-3.0%	17.2%

## TOTAL CARS PER MONTH

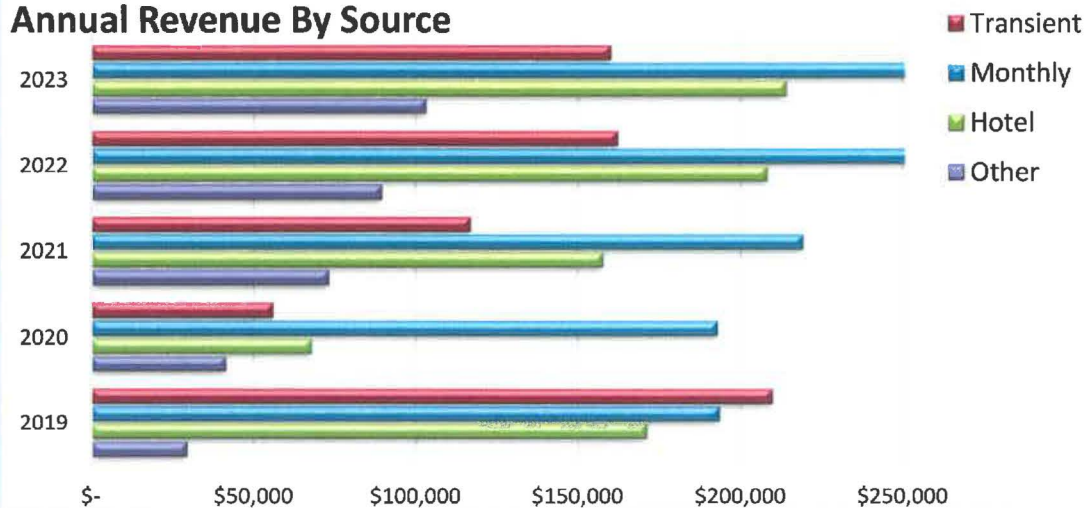


## # Rate Types Collected

- \$1.00
- \$2.00
- \$3.00
- \$4.00
- \$5.00
- \$6 - \$9
- \$10 - \$15
- >15

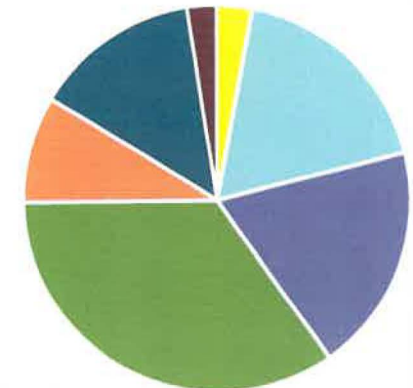


## Annual Revenue By Source



## \$ Rate Types Collected

- \$1.00
- \$2.00
- \$3.00
- \$4.00
- \$5.00
- \$6 - \$9
- \$10 - \$15
- >15





**RESOLUTION #2024-02-01****A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES ADOPTING THE AKRON METROPOLITAN AREA TRANSPORTATION STUDY (AMATS) COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN.**

**WHEREAS**, the Akron Metropolitan Area Transportation Study (AMATS) is designated as the Metropolitan Planning Organization (MPO) by the Governor, acting through the Ohio Department of Transportation (ODOT) and in cooperation with locally elected officials in Summit and Portage counties and the Chippewa Township and Milton Township areas of Wayne County; and

**WHEREAS**, it is the responsibility of AMATS to develop and maintain the Transportation Improvement Program (TIP) for the area in cooperation with ODOT and the region's transit authorities; and

**WHEREAS**, federal legislation requires the development of a locally developed Coordinated Public Transit - Human Services Transportation Plan; and

**WHEREAS**, the Coordinated Public Transit – Human Services Transportation Plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services for funding and implementation; and

**WHEREAS**, AMATS, METRO RTA, and PARTA have cooperated, along with the region's social and human services providers, in the development of the Coordinated Public Transit – Human Services Transportation Plan, as directed by the United States Department of Transportation (USDOT); and

**WHEREAS**, the Coordinated Public Transit – Human Services Transportation Plan enables the area to utilize federal assistance through the Federal Transit Administration's (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program in order to meet the region's needs; and

**WHEREAS**, AMATS supports the maintenance and state of good repair of the area's transit fleets while carrying out the performance-based transportation planning and programming process; and

**WHEREAS**, AMATS supports the development and use of Transit Asset Management (TAM) planning linking investment priorities to the performance targets set for the area; and

**WHEREAS**, METRO RTA and PARTA are the agencies appointed as designated recipients of Section 5310 funds, with the concurrence of the Governor of the State of Ohio, and whose status remains so; and

**WHEREAS**, public involvement was initiated on August 3, 2023, with area human and social services agencies, transportation providers, and members of the public being provided access to the draft Coordinated Public Transit - Human Services Transportation Plan; and

**WHEREAS**, the AMATS Citizens Involvement Committee reviewed the draft Coordinated Public Transit – Human Services Transportation Plan at its December 7, 2023, meeting; and

**WHEREAS**, the AMATS Policy Committee adopted the Coordinated Public Transit – Human Services Transportation Plan at its January 25, 2024, meeting; and

**WHEREAS**, the Coordinated Public Transit – Human Services Transportation Plan is consistent with all federal regulations, including “*Executive Order 12898 – Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations.*”

**NOW, THEREFORE, LET IT BE RESOLVED** by the Portage Area Regional Transportation Authority (PARTA) Board of Trustees that:

1. The Coordinated Public Transit – Human Services Transportation Plan for the AMATS area be accepted and approved by the Board.
2. The staff be authorized to provide copies of this Resolution and pertinent documentation to the appropriate agencies as evidence of action by the PARTA Board of Trustees.

**CERTIFICATION:**

The undersigned duly qualified Board President, acting on behalf of the Portage Area Regional Transportation Authority (PARTA), certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Board of Trustees held on February 22, 2024.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Dave Gynn, President  
Board of Trustees

\_\_\_\_\_  
Attested

# 2023 REGIONAL COORDINATED TRANSPORTATION PLAN





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## Executive Summary

The Akron metropolitan region is home to a significant number of individuals who depend on public transportation to meet their most basic needs – trips to work, medical facilities, shopping, and so on. Three groups comprise the majority of people who depend on public transportation: persons aged 65 and over, persons with disabilities and those of low income. The AMATS Area Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) is a joint effort between AMATS, the region’s public transit agencies (METRO and PARTA) and many social and human services agencies and organizations to identify the location and needs of these groups, to identify available transportation assets, to determine key gaps, and most importantly, to establish a set of regional priorities and recommendations to help bridge these transportation gaps.

According to the U.S. Census Bureau, nearly 16% of the region’s population has some form of disability, 12% of the population is low-income, and nearly 18% of the region is above the age of 65. The Ohio Department of Aging predicts that by 2040, the state’s senior citizen population will double. Approximately 8% of the region’s households have no vehicle available – a number that is substantially higher in our larger cities. In a region of over 700,000 people, these percentages translate to large numbers of residents who depend on a convenient, reliable system of public transportation.



Within our region, METRO and PARTA provide very good levels of service, particularly in densely populated communities with pedestrian and transit safety and accessibility amenities such as curb cuts, slower speed limits, sidewalks, crosswalks, on-street bus boarding, and waiting areas for protection during inclement weather. However, areas lacking dedicated, fixed route service may not offer alternative transportation



safety and accessibility amenities or may present challenges due to their location or distance for connecting people with destinations. Because of these constraints, fixed-route bus coverage is limited or entirely absent in some communities with retail, medical, and employment centers, such as:

- Summit County: Copley Township, the city of Green
- Portage County: the city of Aurora and Rootstown Township. PARTA provides express route service through Brimfield Township and the city of Streetsboro, via the Akron Express and Cleveland Express, respectively
- Wayne County Portion: Fixed route public transportation is entirely absent from the AMATS portion of Wayne County

The region's public transit agencies are constantly re-evaluating their service and are taking steps to address many of the gaps identified above. METRO RTA completed a 10-year Strategic Plan calling for the agency to take advantage of the opportunities offered by new



technology and new approaches to providing mobility to meet the needs of today and anticipating the needs of tomorrow. The first step in implementing the strategic plan was a redesign of METRO RTA's fixed route network. They now offer 24 fixed routes with the following key features: 1) five new high-frequency 15-minute corridors and three new 30-minute routes, 2) streamlined service with increased route directness and more consistent weekend service, and 3) additional regional connections to Portage County (Brimfield) and Cuyahoga County (cities of Bedford and Maple Heights). METRO's demand response services operate a multitude of programs, including 1) complementary Americans with Disabilities Act (ADA) service for eligible persons with disabilities, 2) SCAT service for seniors and persons with disabilities who live outside the ADA-zone, 3) coordination and provision of transportation services for Medicaid eligible residents, i.e., Non-Emergency Transportation (NET) to Medicaid eligible medical facilities, 4) Title III trips for eligible Direction Home (Area Agency on Aging and Disabilities) participants, and 5) two Call-A-Bus zones and a workforce development program for making suburban connections that are difficult for fixed-routes to adequately serve.



PARTA's Kent Central Gateway, a multi-modal transportation facility in the heart of downtown Kent, offers a central point of operations for transportation in Portage County, in addition to a secondary hub at University Hospitals in Ravenna. Fixed routes run on coordinated timing for easier transfers and reduced wait times. PARTA consistently monitors routes to identify gaps in services and makes changes as necessary. PARTA

provides an accessible waiting room with amenities for customers. In addition, *PARTA* offers its “Dial-A-Ride” demand-response bus service county-wide to everyone, regardless of qualifications. This service effectively addresses most of the geographical gaps found in Portage County.

In Wayne County, Stark Area Regional Transit Authority (SARTA) operates WCT (Wayne County Transit) in partnership with Community Action Wayne/Medina. WCT provides countywide service Monday through Saturday from 6:00 a.m. to Midnight. WCT is a reservation only, demand response service. No fixed route services are offered.



The AMATS Area Coordinated Plan presents eight recommendations for potential transit-dedicated funding. The purchase of additional accessible vehicles, promoting and increasing travel training, connecting transit stops to passenger destinations, expanding the reach and hours of fixed route transit, funding innovative new public transit service to key employment areas, providing same day reservations for demand response trips, continuing to invest in technology through fare reimbursement solutions/smart technology, and ITS systems are all top regional priorities. In addition to these recommendations, the Coordinated Plan proposes three recommendations unlikely to receive transit-dedicated funding, but that AMATS would strongly support and offer facilitation or technical support as necessary. These include increasing dialogue between transportation providers and significant regional employers/medical centers, continuing to increase public transit travel training, and promoting ridesharing.

Our goal is that through the implementation of the recommendations proposed within the AMATS Area Coordinated Plan, all parties involved in the transportation of the elderly, persons with disabilities, and low-income individuals will work to develop transportation opportunities for the region. The plan will lay the groundwork for the most efficient use of the region’s transportation funding, vastly increased communication between partner agencies, organizations, and their clients, and as a result, maximizing the effectiveness of the many assets available to our region to provide seamless transportation to those who rely on it the most.



## 1 Purpose/Background

The AMATS region is home to a wealth of agencies and organizations that provide services for persons with disabilities, older persons, and low-income individuals and families. One of the greatest needs for individuals within any of these circumstantial profiles is convenient, affordable, and reliable transportation. Of the dozens of regional transportation and human services organizations that serve these individuals and families, many are connected (directly or indirectly) to the transportation needs of their clients. Some operate actual transportation assets, such as buses or accessible vans. Others subsidize the transportation expenses of their clients. Still others provide vital services for those who depend on some form of transportation – and have a vested interest in ensuring that potential clients have access to these services.

As the regional transportation planning agency for the Akron metropolitan area – including Summit and Portage counties, as well as a portion of Wayne County – AMATS is responsible for facilitating a cooperative planning process among the region’s various transportation and human services providers. By working with key stakeholders and through our public outreach efforts, it is AMATS’ goal to ensure the best possible regional transportation network and the most efficient use of the transportation assets are available within our region.

Especially in today’s volatile economy, most organizations are operating with skeleton crews and doing the best they can with the resources they have. While this arrangement fosters efficiency from a staffing perspective, heavy workloads might prohibit organizations from being able to “look up” at the big picture and recognize opportunities and partnerships which could benefit all involved parties. The over-arching purpose of this plan is to bring any transportation service gaps and inefficiencies to light, and the proposed recommendations are intended to address and overcome any issues unearthed during the planning process.

To help implement this plan’s recommendations, the federal and state governments have created specialized funding programs, which dedicate funding to projects improving transportation and mobility for persons with disabilities, senior citizens, or low-income individuals/households. These programs generally require that all funded projects are included within a locally developed, coordinated public transit – human services transportation plan. The following plan, approved by the Policy Committee, is the result of AMATS’ adherence to this requirement and will guide the future allocation of the funding programs described within.

### 1.1 Goals of the Coordinated Planning Process

The primary goals of this plan are to identify the needs of key populations with special transportation needs, to identify agencies and organizations capable of providing needed transportation services, to identify service gaps, and finally, to provide recommendations to address those gaps. The overarching goal is to create an environment where all stakeholders are on the same page and working together to provide the simplest, most efficient, and comprehensive human services and transportation network possible.



## 1.2 Stated Planning Process

The Ohio Department of Transportation (ODOT) Office of Transit requires that all locally adopted coordinated public transit – human services transportation plans be developed according to a stated planning process. The previous version (2018) of the AMATS Area Coordinated Plan was developed collaboratively between AMATS, METRO, PARTA and in cooperation with area social/human services agencies. This plan was developed in a similar manner. The process for this version of the regional coordinated plan will be as follows:

- 1. Gather Background Information:** Review existing federal and state coordinated planning requirements, the previous AMATS Area Coordinated Plan, other existing coordinated plans, federal grant program requirements, and related literature and guidance. This will allow AMATS to develop an outline and structure to ensure that all required plan elements have been addressed, as well as to incorporate “best practices” into the forthcoming plan, tailoring them to the specific needs of the greater Akron region.
- 2. Identify Key Partners and Stakeholders:** Research the key stakeholders in the fields of transportation, social/human services agencies and organizations, non-profit organizations and advocacy groups, major employers, and medical services. Develop a list of contacts within key organizations.
- 3. Establish The Planning Committee:** A Planning Committee consisting of a group of stakeholders that actively participates in the planning process will be created. The committee will assist in gathering input from stakeholders and meet regularly to ensure the implementation of the plan’s goals and strategies.
- 4. Gather Demographic and Statistical Data:** Assemble data from the U.S. Census Bureau, state agencies, local regional transit authorities, and any other available sources. Perform initial analysis and identify preliminary gaps, regional strengths, potential concerns, etc.
- 5. Agency and Public Outreach Efforts:** Through a variety of methods, engage in conversations with transportation disadvantaged citizens, various providers of transportation, area non-profits and advocacy groups, and social/human services agencies all throughout the AMATS region (and potentially beyond).
- 6. Synthesize Information into Prioritized Regional Recommendations:** Compile all data, comments, and concerns from prior planning phases. Perform analysis to determine gaps and needs. Match these needs with eligible activities/projects from key federal and state funding programs to determine feasible recommendations. Prioritize these recommended strategies based on anticipated funding availability, outreach information, and regional priorities as stated in *Transportation Outlook 2045 and the 2020 AMATS Transit Plan* – the long-term regional transportation plan.

- 7. Circulate Draft Plan and Recommendations for Comment:** Engage in an inclusive process to ensure that stakeholders have sufficient time to review and comment on the draft plan and proposed recommendations.
- 8. Incorporate Comments into Final Draft:** Ensure that all meaningful comments are properly incorporated into the draft plan and reorganize as necessary to create a final draft of the document.
- 9. Planning Committee Approval:** Present the plan and proposed strategies to the Planning Committee for comment. Seek final approval of the document from the Planning Committee.
- 10. AMATS Committee Approval:** Present the plan and proposed strategies to the AMATS Technical Advisory Committee (TAC) and the Citizen Involvement Committee (CIC) for comment. Seek final approval of the document from the AMATS Policy Committee.
- 11. Submit Approved Coordinated Plan:** Officially file the locally adopted, Coordinated Plan with the Federal Transit Administration's regional office and ODOT's Office of Transit.

## 2 Geographic Area

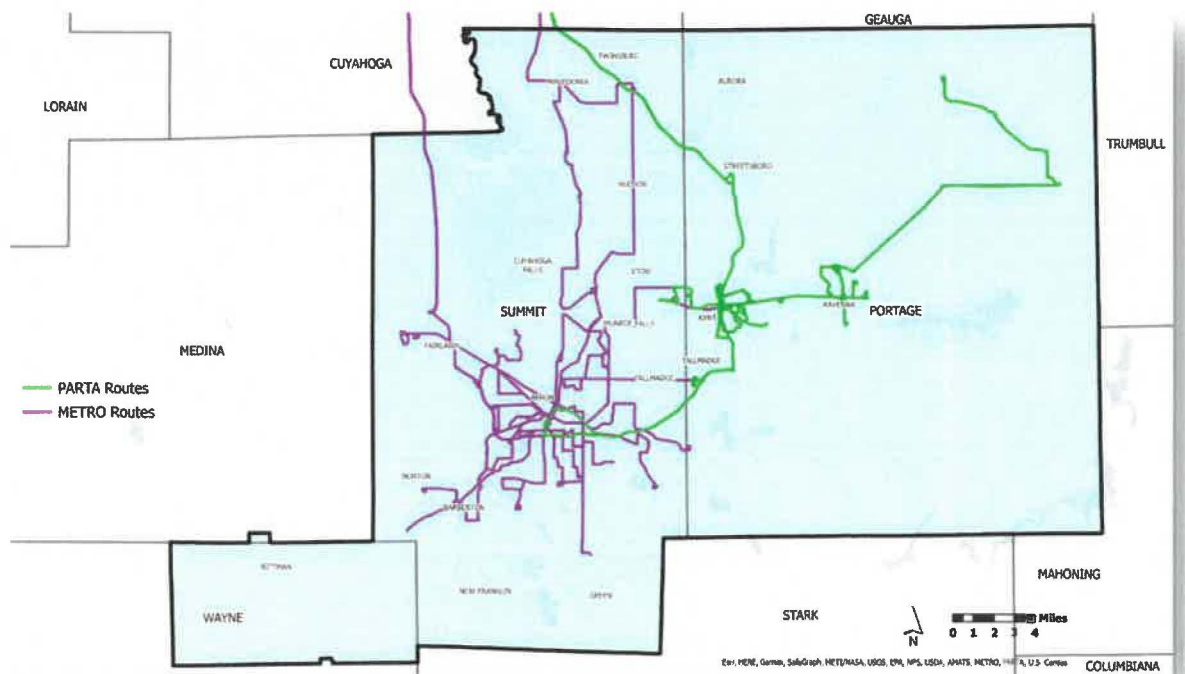
### 2.1 Overview of the Region

This Coordinated Plan covers all areas served by the region's Metropolitan Planning Organization, the Akron Metropolitan Area Transportation Study (AMATS). The AMATS planning area, located in Northeastern Ohio as shown to the right, is comprised of the city of Akron and the communities that are part of its regional economy. More specifically, this encompasses Summit County, Portage County, and the northeastern portion of Wayne County. This region can also be thought of as a component of the greater Northeastern Ohio economy, which includes the adjoining metropolitan areas of Cleveland, Canton, and Youngstown.



The map below shows the AMATS planning area, including the fixed routes of the region's two transit providers, METRO (Summit County) and *PARTA* (Portage County). A brief geographical overview of each county is described in the paragraphs below.

Most of Summit County is urbanized, with the core communities of Akron, Cuyahoga Falls, and Barberton encompassing most of the older housing stock and legacy industries. Larger suburban communities, such





as the cities of Stow, Green, and Hudson, play an important role in the regional economy as well. Numerous mid-sized suburban cities, small villages, and eight townships of varying size and land use comprise the remainder of the county.

Portage County is much more rural than Summit County overall. The western portion of Portage County, closer to the cities of Akron and Cleveland, contains two cities—Kent and Ravenna— with walkable downtowns, transit and pedestrian amenities, and destination centers traditionally connected to fixed route transit services. Other portions of Portage County are mostly unincorporated, rural townships, joined by a few small villages and cities with medical and employment centers that, to date, have not been feasible to service with the current fixed route transit lines.

Although the portion of Wayne County under AMATS’ jurisdiction does not have any transit services, it is still described within this report. Much like Portage County, the northeastern portion of Wayne County is rural to suburban in nature, composed specifically of two lower-density townships, a village, and one small city (Rittman).

## 2.2 Major Trip Generators in the Geographic Area

There are numerous major trip generators throughout the greater Akron area. AMATS is responsible for developing and managing a travel-demand model network, which breaks up the region into over 800 traffic analysis zones (TAZs). According to AMATS’ most recent analysis, the following areas are defined as major activity centers, containing major commercial, industrial, medical, educational, transportation, and recreational facilities:

- |                                  |                                      |
|----------------------------------|--------------------------------------|
| 1) Akron-Canton Airport          | 8) Northeast Ohio Medical University |
| 2) Downtown Akron Transit Center | 9) Chapel Hill Shopping Area         |
| 3) Akron Downtown Library        | 10) Summit Mall                      |
| 4) Akron City Hospital           | 11) Montrose Shopping Area           |
| 5) Akron General Hospital        | 12) Macedonia Commons                |
| 6) Akron Children’s Hospital     | 13) The University of Akron          |
| 7) Goodyear                      | 14) Kent State University            |

Several other notable centers of activity include Streetsboro’s SR 14 corridor, the city of Green’s Massillon Rd./I-77 area, the Stow-Kent commercial area (SR 59), the Portage Crossing/State Road area of Cuyahoga Falls, the Merriman Valley section of Akron, and the central business districts of several cities within the region, such as Barberton, Cuyahoga Falls, Hudson, Kent, and Ravenna.

AMATS also measures and monitors congestion within the region through its Congestion Management Processes (CMP) work. Although congestion is not a measure of an area's total level of activity, it does provide an overview of where traffic issues exist. High traffic volumes that approach or exceed a roadway's natural capacity typically occur on roadways with higher volumes and can be an indirect indicator of an area's overall "busyness" or level of activity. AMATS' most recent [Annual Report on Roadway Congestion](#) notes 129 road segments with moderate congestion and 23 segments with severe congestion throughout the region. Indeed, many of these segments, as illustrated in the map below, correspond with the major activity centers listed above.



### 3 Population Demographics

The AMATS planning area, like any other metropolitan area, contains an assortment of communities with varying densities, land uses, and many other physical and human geographical characteristics. An important part of this plan is to analyze these demographic characteristics so that the population’s needs and any transportation gaps can be better understood. This ultimately can lead to more tailored recommendations and can help transportation providers and other agencies prioritize the implementation of such recommendations.

The data described below is analyzed at a Block Group (BG) level of geography. The analysis includes the population characteristics based on the following demographics:

Total Population	Current population and future population projections
Age	Number and percentage of elderly (65+) population
Race	Number and percentage of racial minority groups
Disability	Number and percentage of people with disabilities
Income	Number and percentage of both individuals and households with incomes below the federal poverty level
Limited-English Proficiency	Number and percentage of population that speaks English “less than very well”
Carless Households	Number and percentage of households that do not own a vehicle

A summary table for each of the aforementioned demographic characteristics is shown below. Each category will be described in greater detail in the following sections. It is important to note that the percentage of the regional total’s calculation methods vary. Data for most demographic analysis comes from the 2017-2021 five-year American Community Service (ACS) estimates, which is the most recent ACS data available. Total population data and racial data were collected from the 2020 U.S. Census because it was available, very recent, and has a much higher rate of accuracy.

Population Statistics										
Current Data	Summit County			Portage County			Wayne County *			Total AMATS Region
	2010	2020	Change	2010	2020	Change	2010	2020	Change	
<b>Total Population</b>	541,781	540,428	-0.25%	161,419	161,791	0.23%	20,333	19,734	-2.95%	<b>723,549</b>
<b>Minority Population</b>	105,294	139,610	32.59%	12,483	22,013	76.34%	497	1,245	150.50%	<b>162,929</b>
<b>Minority Percentage</b>	19.43%	25.83%	32.91%	7.73%	13.61%	75.99%	2.44%	6.31%	158.15%	<b>22.52%</b>
<b>LEP Population</b>	9,844	14,015	42.37%	1,519	1,907	25.54%	141	74	-47.52%	<b>15,996</b>
<b>LEP Percentage</b>	2%	2.74%	42.25%	1%	1.23%	22.80%	1%	0.39%	-46.27%	<b>2.33%</b>
<b>Elderly Population</b>	77,697	97,087	24.96%	19,544	26,995	38.12%	2,914	3,857	32.36%	<b>128,430</b>
<b>Elderly Percentage</b>	14%	17.96%	25.55%	12%	16.67%	36.42%	14%	19.28%	35.07%	<b>17.74%</b>
<b>Low Income Population</b>	73,719	67,135	-8.93%	20,494	17,159	-16.27%	1,553	1,752	12.81%	<b>86,151</b>
<b>Low Income Percentage</b>	14%	12.64%	-8.15%	13%	11.15%	-17.23%	8%	8.87%	15.24%	<b>12.20%</b>
<b>Disability Population</b>	68,909	66,003	-4.22%	18,948	18,666	-1.49%	Not Available	2,500	-	<b>87,385</b>
<b>Disability Percentage</b>	13%	15.77%	22.34%	12%	15.04%	27.12%	Not Available	0.60%	-	<b>15.62%</b>
<b>Zero Vehicle Households</b>	18,283	18,119	-0.90%	2,924	4,436	51.71%	301	426	41.53%	<b>22,981</b>
<b>Zero Vehicle Percentage</b>	8%	7.94%	-3.10%	5%	7.00%	47.99%	4%	5.26%	36.32%	<b>7.65%</b>

2010 Data = 2010 U.S. Census OR 2006-2010 5-year ACS  
 2020 Data = 2020 U.S. Census OR 2017-2021 5-year ACS

LEP = Limited English Proficiency  
 \* AMATS portion of Wayne



Differing data sources (U.S. Census vs. ACS data) and universe size prevents a true cross-comparison; these are just the limitations of the data available but should be noted. For example, while the total regional population is listed as 723,549 in the census, it is listed as 724,055 in the ACS. Furthermore, the Disabled population only counts adults (18 years of age and older), further reducing its universe size to 559,930 (i.e., the total estimated 18+ regional population).

Further complicating a true cross comparison is that there are some Block Groups (BGs) that are only partially within the AMATS service area. In other words, BGs do not always correspond to the AMATS region’s boundaries. Two notable examples are (1.) the BGs in southern Chippewa Township, Wayne County, extending into Marshallville Village and Baughman Township—both outside the AMATS service area—and (2.) the BG covering the northern portion of the City of Rittman, Wayne County, also covers Guilford Township in Medina County, again, outside the AMATS service area. The data analyzed in the following sections is available at a BG level of geography and, unfortunately, there is no way to separate the AMATS-only portions of those block groups. Therefore, on the following charts, the numbers Total Region cells do not add up to the total of County-specific numbers.

Each of these populations were broken into five classes and mapped as different colors in the following sections. The values for each layer vary as noted in the table below:

POPULATION	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4	CATEGORY 5
	<b>Percentages below are of the regional avg. for each population</b>				
Minority	Less than 50%	50% - 99%	100% - 149%	150% - 299%	At least 300%
Elderly	Less than 50%	50% - 99%	100% - 149%	150% - 199%	At least 200%
Low Income	Less than 50%	50% - 99%	100% - 249%	250% - 499%	At least 500%
Disabled	Less than 50%	50% - 99%	100% - 149%	150% - 299%	At least 300%
Carless HHs	Less than 50%	50% - 99%	100% - 249%	250% - 499%	At least 500%

### 3.1 Total Population

The region’s population generally follows a typical pattern for midwestern places with a rich industrial heritage: a large center-city declining in population, surrounding cities either shrinking or holding steady in population, and most growth occurring in the suburban areas further from the city center.

As of 2020, the city of Akron is Ohio’s fifth largest city, containing a population of 190,469. The city’s population peaked in 1960 at 290,351, subsequently declining in population as deindustrialization and suburbanization negatively affected most midwestern population centers. Although the city of Akron has lost about one-third of its population since its peak, the surrounding Summit County has grown modestly during this same period: 513,569 to 540,428 (1960 to 2020). However, Summit County is modestly down from its peak population (1970) of 553,371.

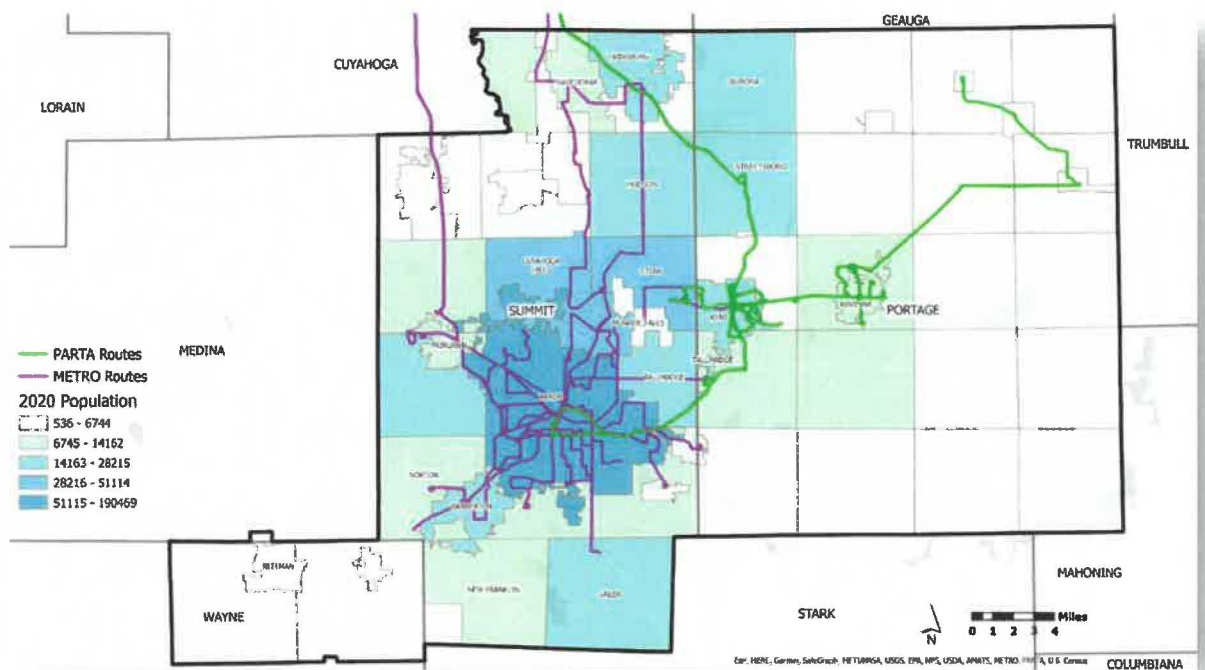
Portage County grew much more rapidly during the last half of the twentieth century and, in fact, is at its population peak in 2020. For comparison, Portage County had a population of 91,798 in 1960 compared

to a 2020 population of 161,791. Although still growing, the 2020 census indicates that this growth appears to have leveled-off; the county only grew 0.2% between 2010 and 2020.

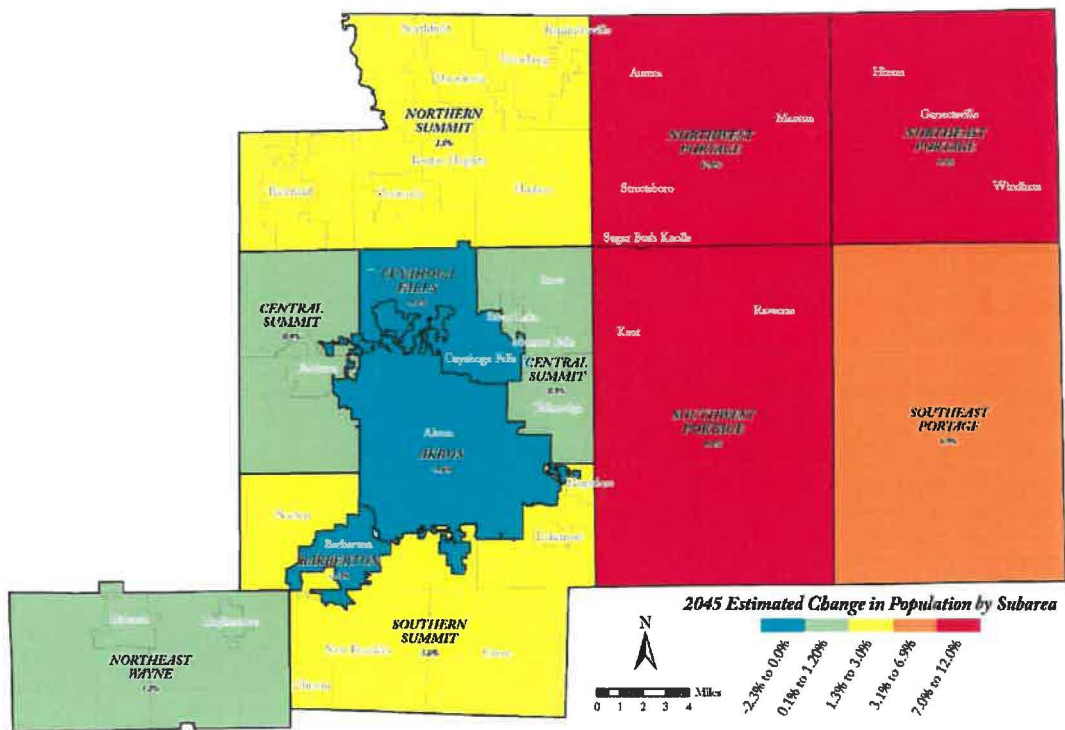
	Summit	Portage	Wayne (AMATS Portion)	Total Region
<b>Total Population</b>	540,428	161,791	19,734	<b>723,549</b>

The map below illustrates how the present-day regional population is distributed throughout the entire AMATS planning area, displaying how the populous center-city (Akron) relates to its surrounding communities and the rural environs.

Coordinated plans should also note population trends and provide projections on what will happen in the future. While short-term change is likely to be relatively minor, trends become more significant as a longer horizon is utilized.



To understand these longer-term trends and their implications, AMATS prepares a *Planning Data Forecast* every five years. AMATS is currently working on an update to this report, but the current report, [AMATS 2045 Planning Data Forecast](#), shows a continuation of the population and employment trends that have occurred for several decades. The methodology used to forecast the horizon year's population results in a prediction of a modest decline in Akron's population, very modest increases in much of Summit County's population as well as Northeastern Wayne County's population, and a slightly greater increase in Portage County's population. Estimates of population change by subarea are shown in the image below. However, this *Planning Data Forecast* was prepared prior to the release of 2020 U.S. Census data population statistics which, overall, showed much slower growth in Portage County than expected, as well as greater decreases in Akron's population than expected. Therefore, the 2045 forecast's numbers may well be considered slightly optimistic compared to the current trends.

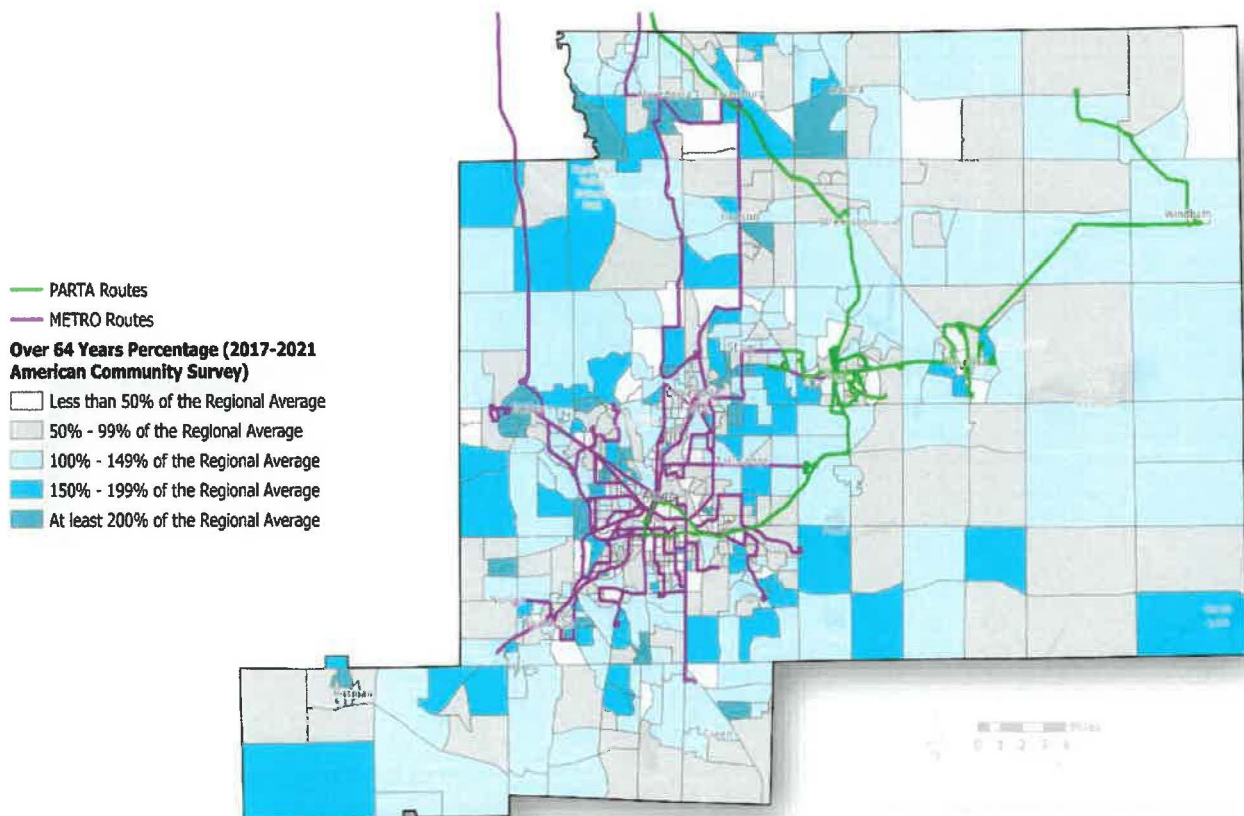




### 3.2 Age

Elderly populations are defined as being aged 65 and older. Within the AMATS planning area, many of the areas of high elderly populations are outside of the high-density urban core—cities like Akron, Barberton, Cuyahoga Falls, and Kent—though higher elderly populations can be found throughout the region, even within portions of those cities. Some of the highest percentages of elderly populations are in BGs that are suburban in nature, containing either large condominium developments or senior-specific apartment complexes. Many rural BGs, such as those in Eastern Portage County and in Wayne County also contain elderly populations above the regional average.

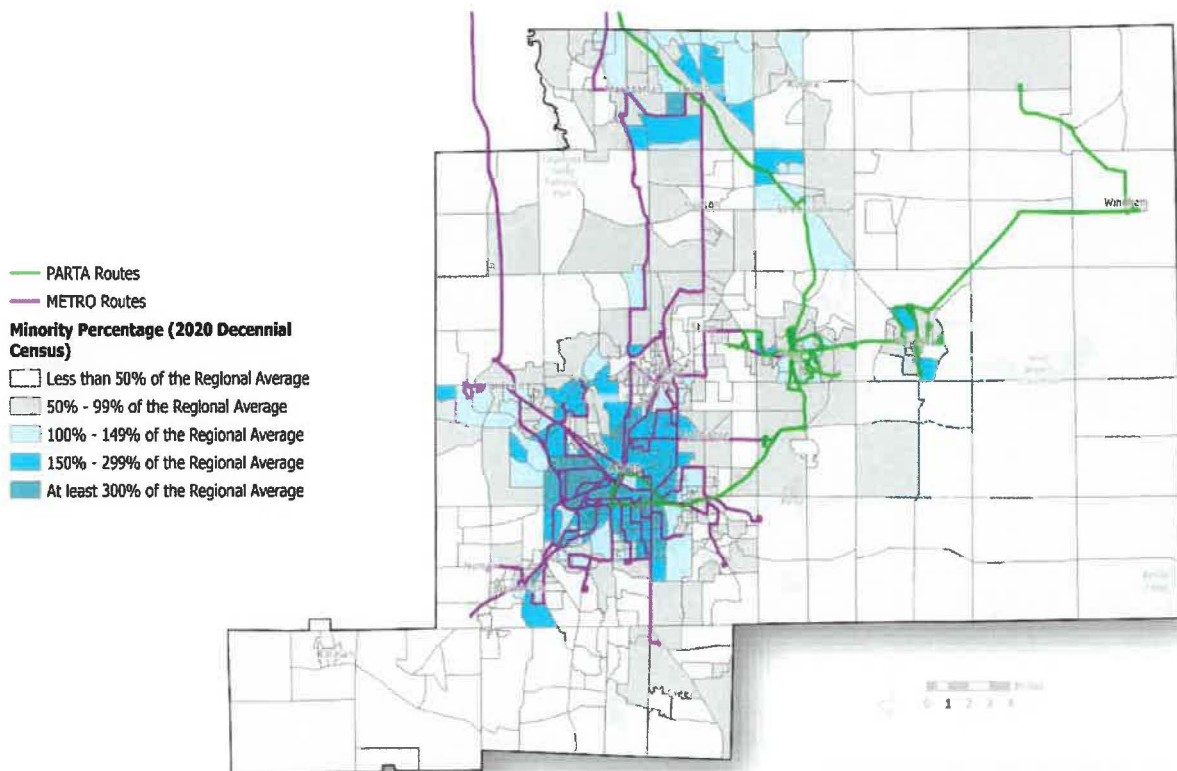
	Summit	Portage	Wayne (AMATS Portion)	Total Region
<b>Elderly Population</b>	97,087	26,995	3,857	<b>128,430</b>
<b>Elderly Percentage</b>	17.96%	16.67%	19.28%	<b>17.74%</b>



### 3.3 Race

Minorities are defined as non-white populations. Within the Greater Akron area, black populations are by far the most common minority group, though several other minority populations exist throughout the area. The highest concentrations of minority populations are in the city of Akron, particularly in West Akron and, to a slightly lesser extent, in the Middlebury, East Akron, and North Hill sections of the city. There is also a high minority population in the Twinsburg Heights section of Twinsburg Township. Other notable concentrations of minority populations can be found in portions of the cities of Barberton, Kent, Ravenna, Streetsboro, and Twinsburg and Copley and Twinsburg townships. Summit County has far more racial diversity than the balance of the planning region.

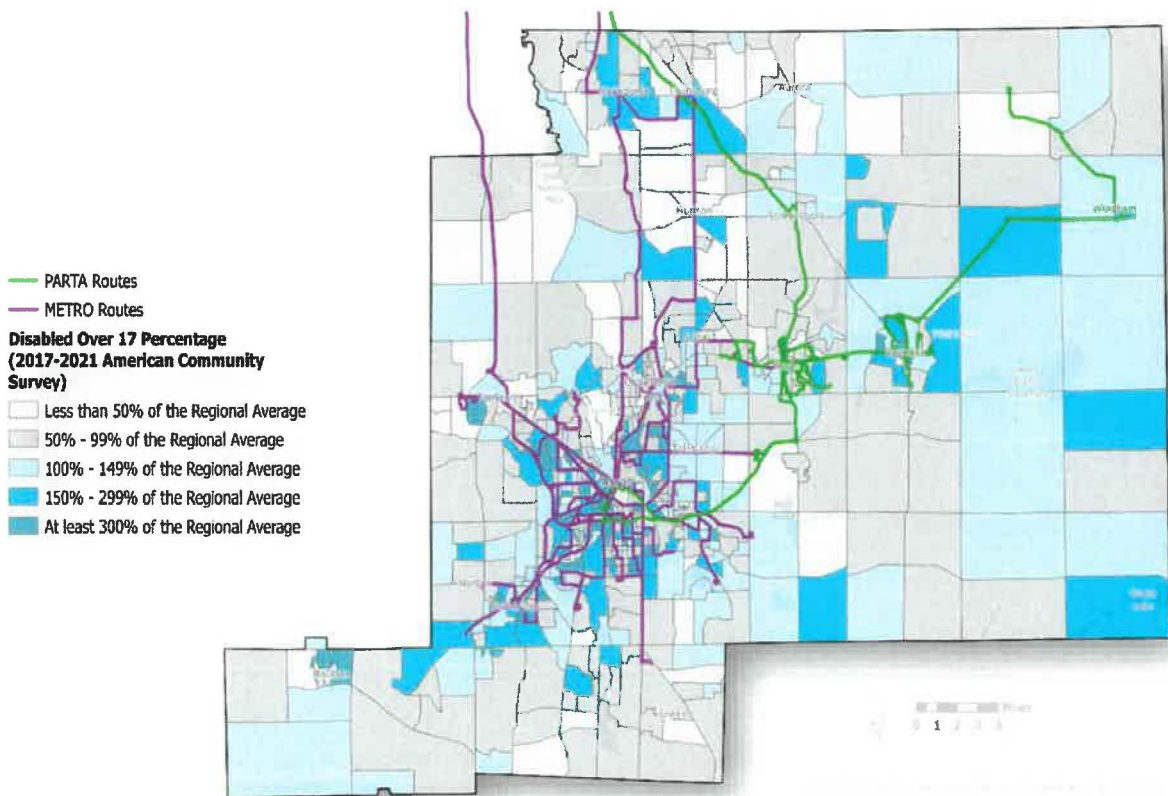
	Summit	Portage	Wayne (AMATS Portion)	Total Region
<b>Minority Population</b>	139,610	22,013	1,245	<b>162,929</b>
<b>Minority Percentage</b>	25.83%	13.61%	6.31%	<b>22.52%</b>



### 3.4 Disability

Disabled populations are adults—over the age of 17—who have hearing, vision, cognitive, ambulatory, self-care, or independent living difficulties. The disabled population is more geographically scattered than the other groups analyzed. Some of the areas with the highest percentage of disabled population are within the cities of Akron and Barberton, although both have many areas of below-average disabled populations, often in adjoining BGs. Other areas of above-average disabled populations can be found throughout all portions of the planning area.

	Summit	Portage	Wayne (AMATS Portion)	Total Region
<b>Disability Population</b>	66,003	18,666	2,500	<b>87,385</b>
<b>Disability Percentage</b>	15.77%	15.04%	0.60%	<b>15.62%</b>

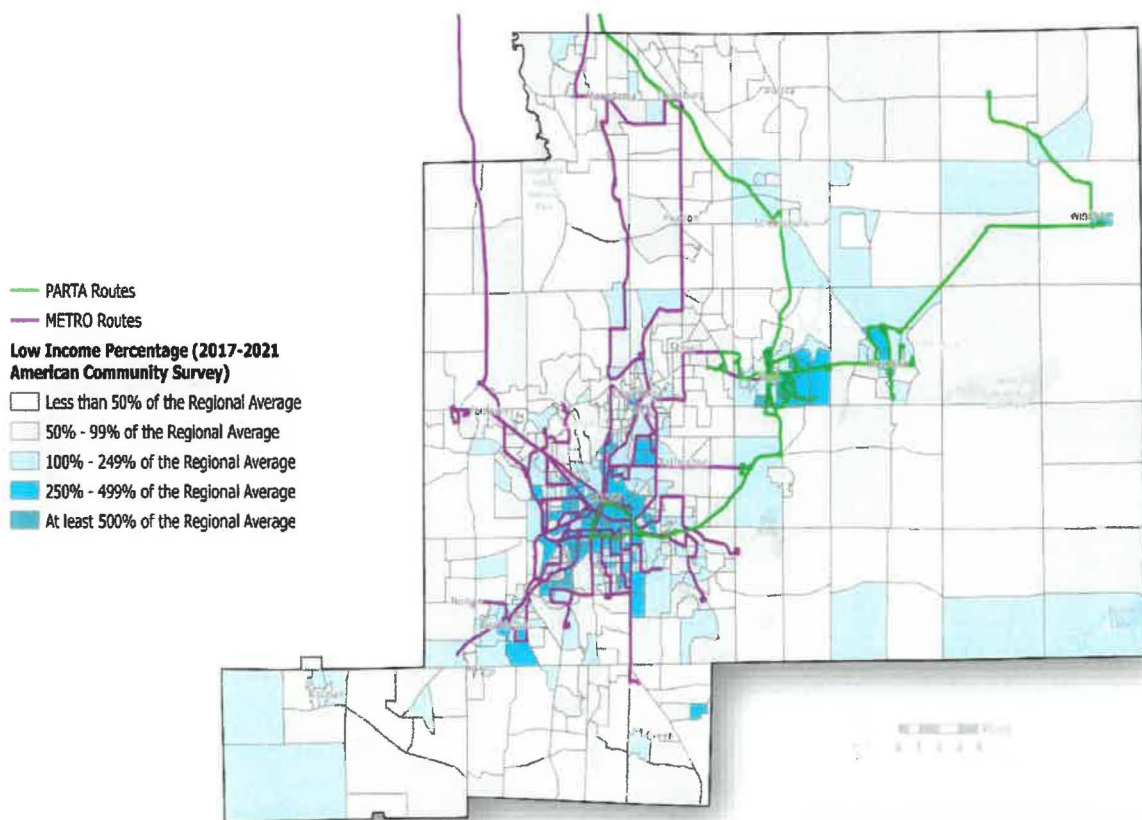


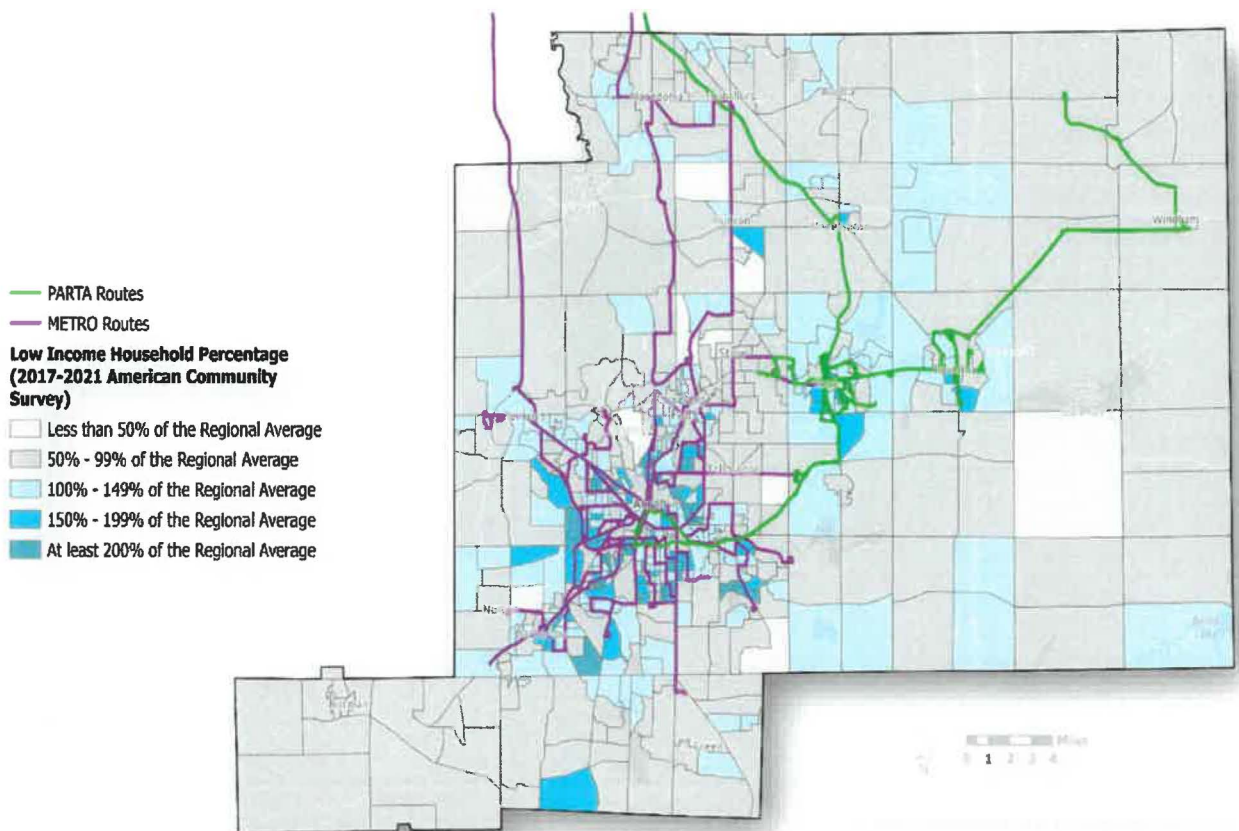


### 3.5 Income

Low-income is defined as the population receiving less annual income than the regional average. For this Coordinated Plan, both *household* and *individual* incomes were considered and are mapped separately (individual income is below on pages 19 and 20). In the Greater Akron area, many of the areas with the lowest income are within the city of Akron. Areas of significant low-income population are spread throughout the city, but generally are closer to the city’s center. Additionally, some sections of the cities of Kent, Ravenna, Barberton, Green, and Cuyahoga Falls contain significant low-income populations, as does the Village of Windham. There are also BGs throughout the region with above-average low-income populations, particularly in rural areas.

	Summit	Portage	Wayne (AMATS Portion)	Total Region
<b>Low Income Population</b>	67,135	17,159	1,752	<b>86,151</b>
<b>Low Income Percentage</b>	12.64%	11.15%	8.87%	<b>12.20%</b>



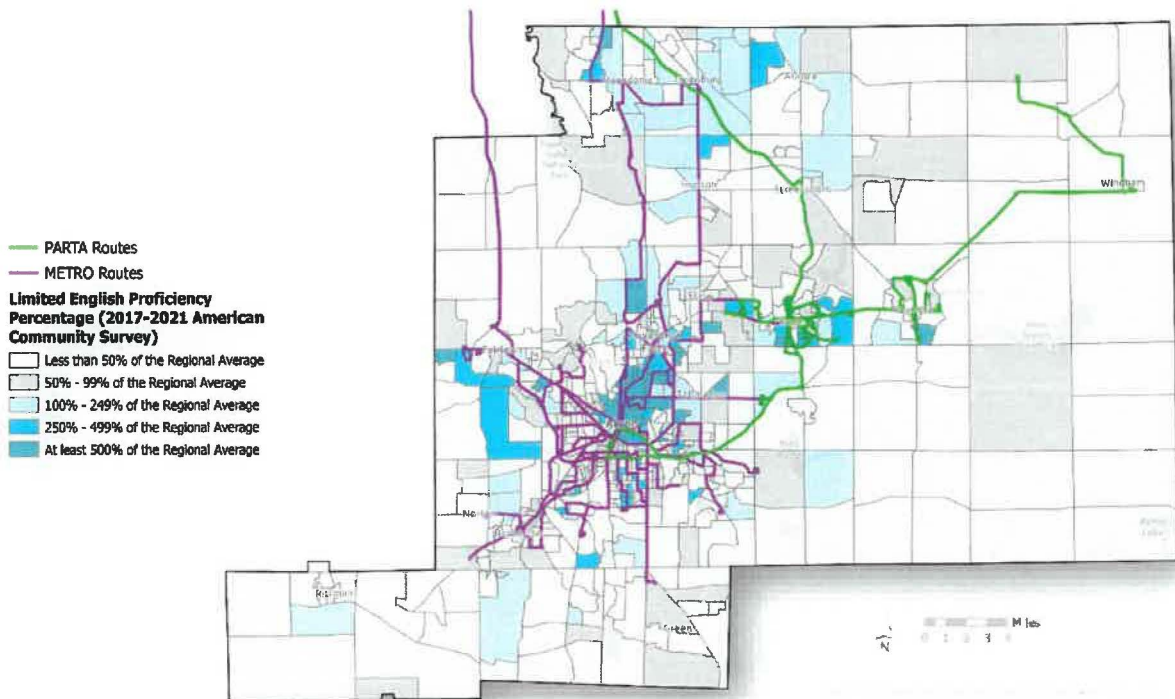


### 3.6 Limited-English Proficiency

Limited-English Proficiency (LEP) is defined as any person who speaks English “less than very well.” It encompasses both those who speak no or very little English, as well as those who have a decent mastery of the English language but may not be comfortable or fluent in all situations.

Within the AMATS planning area, the largest LEP groups are “Other Indo-European” languages (2.3%), “Asian-Pacific Islander” languages (1.4%), and “Spanish” Language (1.1%). The areas of highest LEP populations are located within the city of Akron, Cuyahoga Falls, and Kent. Particularly notable is the North Hill area of Akron and the southern portions of Cuyahoga Falls. The relatively recent influx of Nepali and Bhutanese populations into this portion of the planning area is a significant contributor. Additionally, the region’s two large universities—Kent State University and The University of Akron—attract a significant foreign population, at least some of whom speak English “less than very well.”

	Summit	Portage	Wayne (AMATS Portion)	Total Region
<b>LEP Population</b>	14,015	1,907	74	<b>15,996</b>
<b>LEP Percentage</b>	2.74%	1.23%	0.39%	<b>2.33%</b>



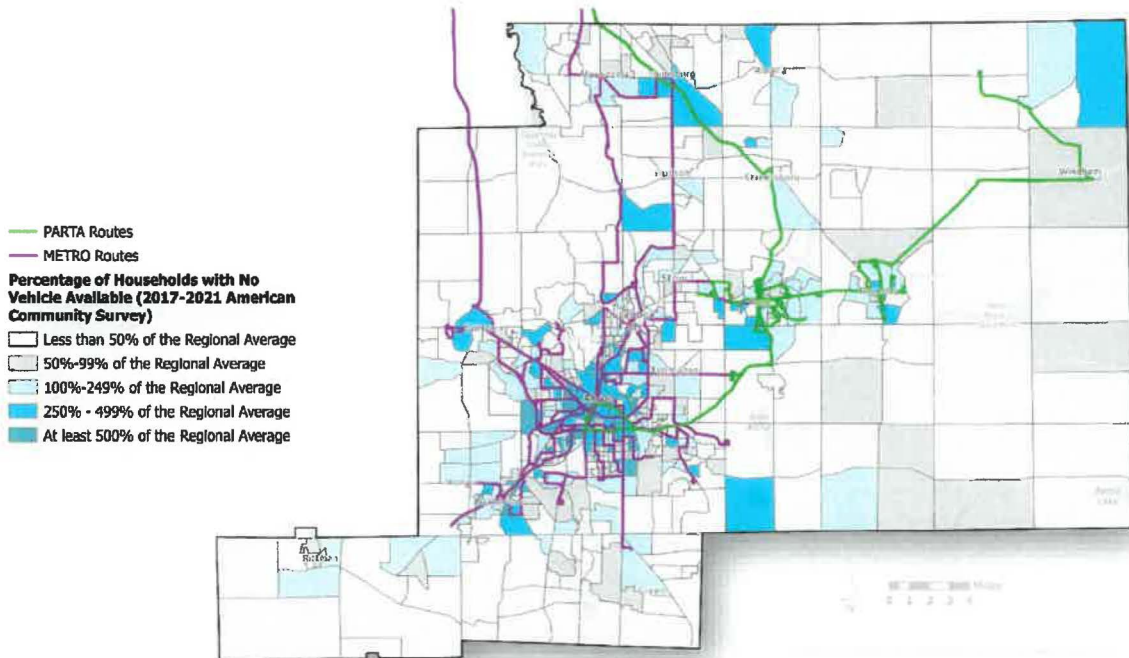


### 3.7 Carless Households

This data is collected at a household level rather than at an individual level and is a percentage of the households within each BG with no car available. It is important to note that the reasons for this vary. Age, presence of disabilities, lack of affordability, and personal choice are contributing factors as to why some families and individuals do not own a vehicle. Some households choose not to have a vehicle either because they don't require one or because they prefer to utilize other modes of transportation (e.g., walking, public transit). Amish populations in the region also choose not to drive because of religious and cultural edicts. Regardless of reason, it is likely that alternative modes of transportation are comparatively high in BGs with high carless households.

A strong concentration of the region's carless households can be found within the city of Akron. There is a correlation with many of the lower income BGs within the city. Other areas of carless households can be found within the planning region. Most of these tend to be in more walkable communities, BGs where large senior housing facilities exist, or, as in Northeastern Portage County, where Amish populations exist.

	Summit	Portage	Wayne (AMATS Portion)	Total Region
<b>Zero Vehicle Households</b>	18,119	4,436	426	<b>22,981</b>
<b>Zero Vehicle Percentage</b>	7.94%	7.00%	5.26%	<b>7.65%</b>



## 4 Transportation Partners & Their Assets

A variety of assets are available within our region to assist in the transportation of individuals with special needs. In fact, there are so many agencies and programs dedicated to transportation - transit agencies, human services agencies, non-profit providers, faith-based organizations, volunteer programs, and for-profit transportation providers – that providing an all-inclusive list of these organizations, including their clients and assets, needs to be a living document updated year-by-year. This section will provide a general summary of the transportation assets currently available to our region. *A more complete list of agencies/organizations may be found in Appendix A.*

### 4.1 METRO and PARTA

Public transportation agencies operate a variety of bus services (and rail services in some large metropolitan areas, such as Cleveland), typically offering standard fixed-route service, door-to-



door/demand-response service, and express bus services. Two RTAs operate within the AMATS region: METRO in Summit County and the Portage Area RTA (PARTA) in Portage County. In Ohio, RTAs are primarily funded through transit dedicated portions of the county sales tax. For this reason, they generally keep service within their home counties. However, cross-county express services illustrate that exceptions to this rule *are* possible. METRO makes connections with GCRTA in downtown Cleveland via the Northcoast Express commuter service and Southgate Transit Center using local fixed routes. Additionally, METRO provides a fixed route connection to Brimfield, which is just over the Portage County line. PARTA runs express services to both Akron and Cleveland. PARTA also offers a fixed bus route (the Interurban) that crosses into Summit County and provides connecting service with METRO at the Stow/Kent Shopping Center.

METRO provides fixed route and demand response services for Summit County, Ohio. Summit County, located in Northeast Ohio, has a population of 537,633 and is made up of 31 communities. METRO operates a fleet of 229 vehicles and is headquartered at 416 Kenmore Boulevard in Akron, Ohio. All vehicles are ADA accessible, and METRO has recently introduced fare capping as an equitable measure.



In 2020, METRO RTA completed a 10-year Strategic Plan calling for the agency to take advantage of the opportunities offered by new technology and new approaches to providing mobility to meet the needs of today, anticipating the needs of tomorrow. The first step in implementing the strategic plan was a redesign of METRO RTA's fixed route network. They now offer 24 fixed routes with the following key features: 1) five new high-frequency 15-minute corridors and three new 30-minute routes, 2) streamlined service with increased route directness and more consistent weekend service, and 3) additional regional connections to Portage County (Brimfield) and Cuyahoga County (cities of Bedford and Maple Heights).



METRO's demand response services operate a multitude of programs, including 1) complementary ADA service for eligible persons with disabilities, 2) SCAT service for medical, work, and grocery trips for seniors and persons with disabilities who live outside the ADA-zone, 3) coordination and provision of transportation services for Medicaid eligible residents, i.e., NET to Medicaid eligible medical facilities, 4) Title III trips for eligible Direction Home (Area Agency on Aging and Disabilities) participants, and 5) two Call-A-Bus zones and a workforce development program for making suburban connections that are difficult for fixed-routes to adequately serve. In general, these programs offer shared ride services on accessible vehicles and some trips require pre-registration and advanced trip booking. ADA fare is \$2.50, SCAT fare is \$2.00, and Call-A-Bus fare is \$4.00 per one-way trip.



While SCAT was a robust demand response service for seniors, older adults, and persons with disabilities within Summit County prior to the changes brought forth due to the pandemic, the needs of the community have not diminished. Rather, data collected during the age friendly process has actually shown an increase in transportation needs to aid people in thriving in their own homes longer, thereby delaying or bypassing the need to move into a facility. The potential reduction of pressure of Medicare and Medicaid funding in having services available within the community, such as availability to access same-day

transportation services, also increases the likelihood of seniors thriving within their own homes in their known neighborhoods. The data also shows that community engagement and socialization is important to seniors, mental health professionals also tout the importance of socialization, having seen the negative effects of isolation during the pandemic.



PARTA provides fixed routes and demand response services for Portage County, Ohio. Portage County, located in Northeast Ohio, has a population of 162,382 and is made up of 30 cities, villages, and townships. PARTA operates a fleet of 62 revenue vehicles, all of which are accessible for individuals with disabilities. PARTA's administrative offices and maintenance garage are located at 2000 Summit Road in Kent, Ohio.



PARTA's fixed route service operates two divisions—county and campus. County service offers 10 fixed routes with the highest frequency route operating every 30 minutes. County routes operate Monday through Saturday with express service to Akron and Cleveland operating Monday through Friday. PARTA also has a contract with Kent State University to operate campus service. Campus service consists of five fixed routes with frequencies ranging between 9 and 15 minutes, Monday through Friday, and reduced service on Saturday and Sunday. PARTA offers complementary ADA paratransit service for individuals with disabilities whose pick-up location and destinations are no more than  $\frac{3}{4}$  of a mile from a fixed route. PARTA introduced fare capping in the summer of 2023, making fixed route services equitable for all riders, while maintaining cash as a payment option.



PARTA's demand response service operates Monday through Friday, 5:00 a.m. – 11:00 p.m., and Saturday, 8:00 a.m. – 7:00 p.m. Demand response service covers all of Portage County; however, some townships are limited to certain days of the week. For those who qualify, PARTA provides Title III trips for Direction Home (Area Agency on Aging and Disabilities) participants; and, in addition, free transportation to medical appointments is available through the NET program. PARTA's ADA fare is \$2.00, reduced fare for the elderly and disabled is \$3.00, and the general public fare is \$6.00 per one-way trip.

The COVID-19 pandemic had an immediate and significant impact on public transportation ridership. Ridership declines began in mid-March 2020, coinciding with stay-at-home emergency orders in certain areas of the state and country.



After a rapid decline in March and April 2020, public transit ridership recovered quickly to approximately 37 percent of pre-pandemic ridership as of July 2020 nationwide. National transit ridership remained at that approximate level until early 2021, rising to 42 percent of pre-pandemic levels by April 2021 and has been steadily rising back towards pre-pandemic levels. METRO and *PARTA* have experienced similar trends in ridership, and both have recovered but are still short of pre-pandemic levels of ridership.

#### Key Transit Statistics

		
Large Buses	131	32
Small Buses/Vans	91	30
Transit Center	Robert K. Pfaff Transit Center 631 S. Broadway St., Akron	Kent Central Gateway 201 E. Erie St., Kent
# of Fixed Routes	24	8 County, 2 Express, 5 Campus
# of Fixed Route Passengers (2022)	3,470,765	718,850
# Demand Response Passengers (2022)	187,405	43,554
Central Office	416 Kenmore Blvd., Akron	2000 Summit Rd., Kent
Contact	<a href="https://www.yourmetrobus.org/">https://www.yourmetrobus.org/</a>	<a href="https://www.partaonline.org/">https://www.partaonline.org/</a>

## 4.2 Other Northeast Ohio RTAs

In addition to METRO and *PARTA*, Northeast Ohio is home to several other RTAs. While only SARTA (see below) currently provides service directly to the AMATS region, partnerships with the RTAs would be mutually beneficial to the residents and businesses of all surrounding counties. These RTAs include:

**Geauga Transit (GT)** – Operated by Laketran, GT provides door-to-door, demand-response service throughout Geauga County. Because the county is primarily rural, urban fixed-route service is not feasible, and is, therefore, not available. Trips can be scheduled up to one week in advance or there are a limited number of same day trips available. Transportation is available throughout Geauga County and to limited destinations across the county line into Cuyahoga and Lake counties.

**Greater Cleveland RTA (GCRTA)** – Cleveland/Cuyahoga County’s transit agency has a comprehensive network of many different types of services. It offers a fixed-route bus network, the nation’s preeminent bus rapid transit (BRT) route, light and heavy rail service, as well as demand-response paratransit services. GCRTA operates many park-and-ride stations throughout Cuyahoga County, greatly increasing the appeal of commuting from suburban cities into downtown Cleveland. Currently, GCRTA offers no service beyond the Cuyahoga County border.



**Laketran**—Lake County’s public transportation system offers nine local routes, door-to-door Dial-A-Ride, and three commuter Park-n-Ride routes with service between Lake County and Downtown Cleveland. Laketran provides public transportation services to all Lake County residents with a special emphasis on meeting the transportation needs of senior citizens and people with disabilities. Dial-A-Ride provides service anywhere within Lake County, as well as major medical facilities in the Greater Cleveland area. It is available to all residents of Lake County, and vehicles are equipped to meet the accessibility needs of persons with disabilities.

**Lorain County Transit (LCT)** – LCT serves the cities of Elyria and Lorain with four fixed-route bus lines, ADA service, and Dial-A-Ride service within Lorain County. LCT currently does not provide service to Cleveland. Lorain County veterans ride for free.

**Medina County Public Transit (MCPT)** – Serving Medina County, this RTA provides “loop” routes in the cities of Medina and Brunswick, as well as demand-response service throughout the entire county. Depending on availability, MCPT may also be able to provide demand response service to Summit and Cuyahoga counties. The “loop” routes are semi-fixed, in that they follow a sequence of scheduled stop locations but can deviate from the route by one mile upon request. For a small additional charge, MCPT will transport passengers beyond the county border to meet up with other RTAs, such as Summit County’s METRO or Cuyahoga County’s GCRTA.

**Stark Area Regional Transit Authority (SARTA)** – As the RTA for Stark County, SARTA operates 34 total fixed routes (including late night loops and specialty routes) and serves Canton, Massillon, Alliance, and several smaller communities. SARTA provides valuable express service from downtown Canton to the Akron-Canton Airport, METRO’s RKP Transit Center in Akron, as well as weekday trips to the Cleveland VA. In addition to fixed-route bus service, SARTA provides Proline, a shared-ride, origin-to-destination transportation service for individuals whose disabilities prevent them from independently utilizing SARTA’s fixed routes.

SARTA also operates **WCT with Community Action Wayne/Medina**. WCT provides countywide service Monday through Saturday from 6:00 a.m. to Midnight. WCT is a reservation, demand response service.

**Western Reserve Transit Authority (WRTA)** – As Youngstown/Mahoning County’s public transit provider, WRTA operates several fixed-route bus lines, as well as an origin-destination service for any Mahoning County resident. The agency runs an express route into Trumbull County and provides fixed route service in the city of Warren.



### 4.3 NEORide

Stemming from a recommendation from the 2014 Coordinated Public Transit – Human Services Transportation Plan, NEORide was established as a Council of Governments (COG) in 2014, under Ohio law Chapter 167 of the Ohio Revised Code (ORC). The first three members of this regional *Council of Governments* were METRO, *PARTA*, and SARTA. As of August 2023, NEORide now includes 29 members across Ohio, Kentucky, Indiana, West Virginia, Arkansas, Pennsylvania, and Michigan, and is growing each year.

The purpose of NEORide is to plan, promote, further, and enhance transportation options within and around the jurisdictions of members and in the state of Ohio by encouraging cooperative arrangements and coordination action among the members and between the members and other governmental agencies, private persons, corporations, or agencies.

### 4.4 Government Agencies

Several government agencies provide direct transportation services for the clients that they serve. Other government agencies may not provide much, if any, transportation service but are actively engaged in identifying the senior and developmentally disabled population. The following table (based on survey data) illustrates the major government agencies serving the population focused in the Human Services Coordinated Transportation Plan within the AMATS region: County Department of Job and Family Services schedule and, in some cases, provide NET, which is a statewide program administered by the Summit County Department of Job and Family Services (SCDJFS) for Medicaid-eligible residents. NET provides transportation to and from any Medicaid-covered appointments. Authorization for transportation may be in the form of bus passes or curb-to-curb service.

**Table - Government Agencies Providing Transportation Services**

Summit County			
Name	Clients Served	Destinations Served	Fleet Size
Summit County Dept. of Job and Family Services	Low-Income, Senior Citizens, Persons with Disabilities		No fleet. NET Trips Contracted to other providers
State of Ohio Department on Aging	Senior Citizens		No Fleet. Supports coordination of service
Summit Co. Development Disabilities Board	Persons with Disabilities		
Summit County Veterans Service Commission	Veterans	VA Medical Centers	Fleet size N/A
Portage County			
Name	Clients Served	Destinations Served	Fleet Size
Portage County Dept. of Job and Family Services	Low-Income, Senior Citizens, Persons with Disabilities	Medical Appointments	Multiple Vehicles, NET Trips contracted to other providers
Portage County Veterans Service Commission	Veterans	VA Medical Centers	3 Vans – Not Accessible

Wayne County			
Name	Clients Served	Destinations Served	Fleet Size
Wayne County Dept. of Job and Family Services	Low-Income, Senior Citizens, Persons with Disabilities	Not Specified	Not Available
Wayne County Veterans Service Commission	Veterans	VA Medical Centers	Not Available

#### 4.5 Not-for-Profit Transportation Providers

Several not-for-profit organizations provide transportation for the clients that they serve. Although most of these organizations receive funding assistance or contractual work from government agencies, they are not affiliated with any government agency. The table on page 31 illustrates the key not-for-profit providers of transportation in the AMATS region: Services outside of METRO and *PARTA* are covered by a limited number of non-profit organizations listed below that provide trips to the general public, seniors, and individuals with disabilities.

#### 4.6 Private (for profit) Transportation Providers

These firms serve the general public, typically in the form of taxi, limousine, or charter bus services. In some cases, they provide contractual services for local transit agencies and other government agencies. Some advantages that these firms have over public transit and not-for-profit providers of transportation are 24-hour, 365 days-a-year service, as well as same-day service. Most companies use sedans as their standard operational vehicles, which have wide doorways, allowing for easy entrances and exits for people with limited mobility. In addition, some of these providers own fully accessible vans or buses, equipped with mobility device lifts and/or storage. For those paying their own fare (i.e., not subsidized by a social service or government agency), some companies offer discounts to qualified riders, such as students, veterans, seniors, and frequent riders. The table on page 32 lists some of the key private transportation providers within the AMATS region.

Non profit Transportation Providers						
Name	Areas Served	Clients Served	Services	Fleet Size	Phone Number	Website
Emmanuel Ventures Limited (Momingstar Location)	Summit	School Transportation, Persons with Developmental Disabilities, Seniors	Senior, Paratransit and Special Needs Transportation Services	25 ADA Vans	(330) 412-4679	<a href="https://www.emmanuelventureslimited.com/contact">https://www.emmanuelventureslimited.com/contact</a>
Easter Seals of Southern Ohio (Formerly Northern Ohio)	Summit	Persons with Disabilities	Adult Day in home services, transportation	3 ADA Vans	(234) 417-0250	<a href="https://www.easterseals.com/centralohio/our-programs/adult-services/adult-day-services-cuyahoga.html">https://www.easterseals.com/centralohio/our-programs/adult-services/adult-day-services-cuyahoga.html</a>
Family and Community Services (Emerald Transportation)	Summit, Portage	Underserved community, Seniors, Persons with disabilities, Veterans.	A wide variety of social services	8 Vans (2 ADA Vans)	(330) 297-7027	<a href="https://fcsserves.org/">https://fcsserves.org/</a>
Hattie Larlham	Summit and Portage	Children and Adults with Developmental Disabilities	A wide variety including but not limited to transportation to and from day programs, educational programs, recreational and social activities,	71 ADA small buses and vans	(330) 486-5307	<a href="https://www.hattielarlham.org/">https://www.hattielarlham.org/</a>
Independence of Portage County	Portage	Persons with Disabilities	comprehensive variety of residential and support services	Multiple accessible vehicles for their clients	(330) 296-2851	<a href="https://indport2.org/">https://indport2.org/</a>
Jewish Family Service of Akron	Summit	Seniors and Adults	Adult and Senior, Counseling, Care Management and Education	2 Vans	(330)-867-3388	<a href="https://www.jfsakron.org/">https://www.jfsakron.org/</a>
Jin Huo Community	Summit	Seniors and Adults	Social services through education, advocacy, and community/inter-generational engagement	2 Vans	(330)842-6090	
Open M	Summit	Underserved Adults	Food Services, Health Services and Employment Services for underserved adults	1 Van	(330) 434-0110	<a href="https://www.openm.org/about-us">https://www.openm.org/about-us</a>
Scenic View Transportation	Stark, Summit, Portage	Seniors, Persons with Disabilities and underserved communities	non-emergency transportation services to the elderly, underprivileged and disabled population to medical, non-medical	40 ADA vehicles	(330) 244-0657	<a href="https://www.scenicviewtransportation.com/">https://www.scenicviewtransportation.com/</a>
United Disability Services (UDS)	Summit	Persons with Disabilities	Various adult service programs, transportation groups under contract, NET program	40 ADA Small buses and vans	(330) 762-9755	<a href="https://www.udsakron.org/">https://www.udsakron.org/</a>



Private For Profit Transportation Providers						
Name	Areas Served	Clients Served	Services	Transportation Services	Phone Number	Website
Active Transportation LLC	Summit	Seniors, Non emergency Medical	Non-emergency medical transportation	Multiple ADA vehicles	(330) 818-7474	<a href="https://www.activetransportationllc.com/">https://www.activetransportationllc.com/</a>
City Yellow Cab	Summit, Portage and beyond	General Public, NET Provided Trips and ADA trips	Taxi Company	Multiple vehicles-2 ADA Vans	(330) 253-3141	<a href="https://www.cityyellowcab.com">https://www.cityyellowcab.com</a>
Falls Suburban Services	Summit	General Public	Taxi Company	Multiple vehicles	(330) 929-3121	
LifeCare Medical Services	Summit, Portage	General Public, emergency and non emergency	Emergency and non-emergency medical transportation serving medical facilities and communities located in northeast, central, and southwest Ohio.	Multiple vehicles	(330) 899-0022	<a href="http://lcmcd.org/">http://lcmcd.org/</a>
T.L Worldwide	Summit, Portage and Beyond	General Public, Individuals with disabilities, Seniors.	Limo, taxi, ADA, Senior and NET contracted trips	Multiple Vehicles (25 ADA accessible)	(330) 733-5372	<a href="https://www.tlworldwidetrans.com/">https://www.tlworldwidetrans.com/</a>