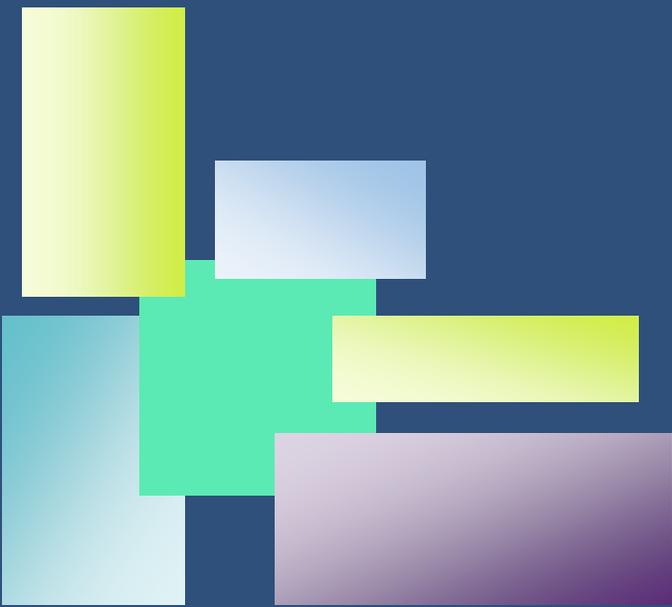


The Road to Better Health

2017 Marion County Transportation Health Assessment



MARION
PUBLIC HEALTH

FOREWORD

This health assessment provides us with a snapshot of transportation in Marion County, as well as our state and nation. The data presented in this report provides valuable information to develop strategies that focus on transportation in Marion County.

The Marion County Transportation Assessment is being conducted for the first time, although other agencies have conducted various assessments of transportation needs of their clients.

Through collaboration with the Hospital Council of Northwest Ohio, every effort has been made to assure that this report contains valid and reliable data. This data should be used in conjunction with other relevant data, such as the community health assessment. To assure the success of this effort, the leaders of Marion County have made commitments in the following ways:

1. The assessment will not “sit on a shelf.” The identified priorities and recommendations will be followed up and acted on.
2. The assessment will not be done in a vacuum. In order to be successful, any and all stakeholders will need to be involved in current and future efforts. Every agency dealing in some aspect of health care in Marion County needs to be “at the table” and offering their particular areas of expertise and experience. The concept of “health care” is so broad that it cannot be the sole responsibility of any one agency. There can be no “silos” in these efforts or there will be no success.
3. The assessment will continue to be repeated on a regular basis and data and results will be trended so that yearly results can be compared. This will ensure that benchmarking can occur and improvements (or degradation) in services as noted.
4. The assessment will be flexible. As additional unmet needs are identified, or existing needs are met, the study itself must evolve to remain a meaningful and workable instrument for health planning in Marion County.

The Creating Healthy Communities Coalition look forward to continuing to work together with the community to improve opportunities for transportation for Marion County residents of all ages.

Sincerely,
Creating Healthy Communities Coalition

ACKNOWLEDGEMENTS

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This report has been commissioned by: *Creating Healthy Communities Coalition*

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Marion County DD Board
Marion County Commissioners
Marion County Park District
Marion General Hospital
Marion Industrial Center
Marion Matters

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The 2017 Marion County Nutrition & Physical Activity Health Assessment is available on the following websites:

Marion Public Health

<http://www.marionpublichealth.org>

Hospital Council of Northwest Ohio

<http://www.hcno.org/community-services/community-health-assessments/>

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EXECUTIVE SUMMARY

This executive summary provides an overview of data for Marion County adults ages 19 years and older, who participated in a county-wide transportation health assessment survey during July-August 2017. The findings are based on self-administered surveys using a structured questionnaire. The questions were modeled after the Ohio Department of Transportation (ODOT) Coordinated Plan, survey templates provided by Ohio Department of Health (ODH), as well as survey instruments used by the Centers for Disease Control and Prevention for their national and state Behavioral Risk Factor Surveillance System (BRFSS). The Hospital Council of Northwest Ohio (HCNO) collected the data, guided the health assessment process and integrated sources of primary and secondary data into the final report.

DESIGN

This community transportation health assessment was cross-sectional in nature and included an online survey for adults and key leaders within Marion County. From the beginning, community leaders were actively engaged in the planning process and helped define the content, scope, and sequence of the study. Active engagement of community members throughout the planning process is regarded as an important step in completing a valid needs assessment.

INSTRUMENT DEVELOPMENT

Two online survey instruments were designed and pilot tested through Survey Monkey: one for adult community members and one for key leaders in the community. As a first step in the design process, staff members from HCNO met to discuss potential sources of valid and reliable survey items that would be appropriate for identifying the opportunities and challenges in accessing transportation within the county. The investigators decided to derive most of the adult and key leader survey items from the ODOT Coordinated Plan. This decision was based on meeting the requirements outlined in the grant provided by the Ohio Department of Health.

The project coordinator from HCNO met with the Creating Healthy Communities Coalition (CHCC). During this meeting, banks of potential survey questions from ODOT, ODH, and BRFSS surveys were reviewed and discussed. Based on input from the CHCC, the project coordinator composed drafts of surveys containing 61 items for the community survey and 23 items for the key leader survey. The drafts were reviewed and approved by the committee.

PROCEDURE | Community & Key Leaders Survey

Coalition members were asked to distribute the community survey link via social media (i.e. Facebook, Twitter, website, etc.) and send out to their email listservs and post to their websites. In addition, HCNO provided the coalition with a list of approximately 20 sectors that should participate in the key leader survey. Coalition members reached out to those sectors individually. The coalition was provided introduction language to use as a template prior to distributing both survey links as well as a press release template to distribute to media outlets.

The community survey generated 218 completed surveys and the key leader survey generated 47 responses. It's important to note, that even though the data is not generalizable to the entire county, it should serve as a building block towards identifying transportation opportunities within Marion County. This data was collected to help gain a quick snapshot and understanding of the general population's transportation needs.

ALIGNMENT OF STATE HEALTH ASSESSMENT (SHA) AND STATE HEALTH IMPROVEMENT PLAN (SHIP)

Staff from HCNO referenced indicators from the Ohio State Health Assessment (SHA) and State Health Improvement plan (SHIP), when applicable. Examples of common indicators include, fruit and vegetable consumption, access to exercise opportunities, driving to work, etc. For those indicators that align with the SHA and SHIP, they will be marked with the state icon. 

To view the full 2016 Ohio State Health Assessment, please visit: http://www.odh.ohio.gov/-/media/ODH/ASSETS/Files/chss/ship/SHA_FullReport_08042016.pdf?la=en

To view the full 2017-2019 Ohio State Health Improvement Plan, please visit: https://www.odh.ohio.gov/-/media/ODH/ASSETS/Files/chss/ship/SHIP_02072017.pdf?la=en

INSTITUTIONAL REVIEW BOARD (IRB) EXEMPTION

Marion Public Health submitted an application, along with the proposed surveys to the Ohio Department of Health's Institutional Review Board (IRB) to secure approval. The assessment that was conducted was classified as a category #2: research involving the use of survey procedures that will not allow subjects to be identified, directly or through identifiers; and any disclosure of responses that could place subjects at risk or be damaging to their reputation.

DATA ANALYSIS

Individual responses were anonymous and confidential. Only group data is available. All data was analyzed by HCNO staff. Crosstabs were used to calculate descriptive statistics for the data presented in this report.

LIMITATIONS

As with all health assessments, it is important to consider the findings in light of all possible limitations. To work within the grant budget, the surveys were distributed by email and social media. Some populations are less likely to have internet access or a computer, such as the elderly population or those with low incomes. In using this survey process, the results are not generalizable to the entire community.

CURRENT LANDSCAPE AND RESOURCES

A resource assessment was conducted by the CHCC committee to look at available transportation services and infrastructure in Marion County. Key findings from the resource assessment are spread throughout the full report. Please contact Marion Public Health for the full resource assessment.

Health Status Perceptions | COMMUNITY

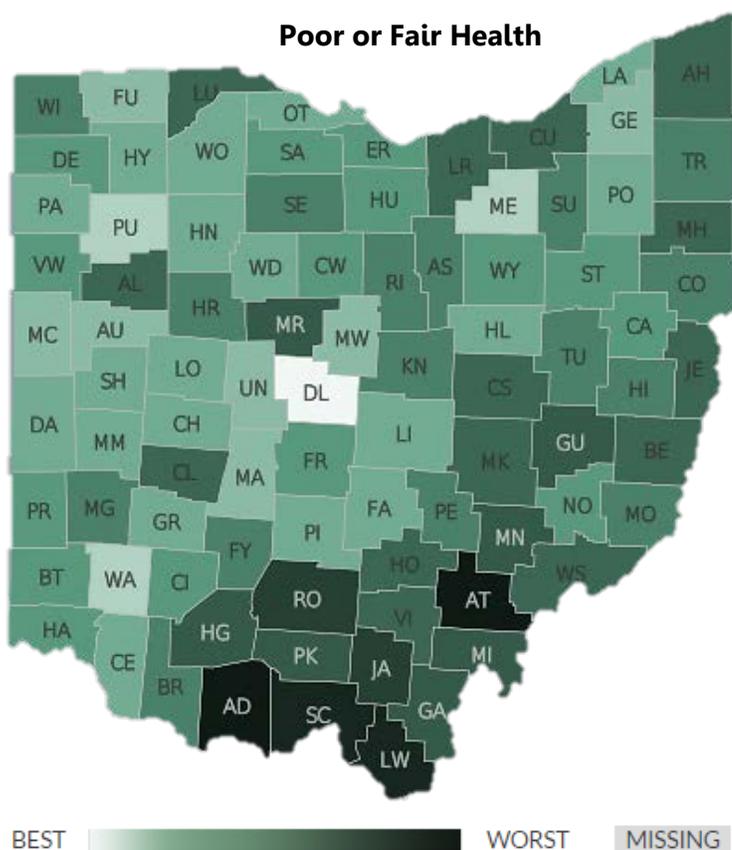
Key Findings

The 2017 health assessment identified that 44% of Marion County adults rated their health as excellent or very good. One-fifth (20%) of adults rated their health as fair or poor.

General Health Status

- In 2017, forty-four percent (44%) of Marion County adults rated their health as excellent or very good. Marion County adults with higher incomes (54%) were more likely to rate their health as excellent or very good, compared to 22% of those with incomes less than \$25,000.
- One-fifth (20%) of Marion County adults rated their health as fair or poor. The 2015 BRFSS had identified that 17% of Ohio and 16% of U.S. adults self-reported their health as fair or poor.
- Fourteen percent (14%) of adults reported they had a disability which required the use of a cane, walker, or other devices to get around, increasing to 32% of those 65 years and older.

■ **Self-reported health status is a general measure of health-related quality of life (HRQoL) in a population. This measure is based on survey responses to the question: "In general, would you say that your health is excellent, very good, good, fair, or poor?"**



19%
Of Marion County adults
rated their health as "fair"
or "poor"

(based on County Health Rankings)

15%
Of Ohio adults rated their
health as "fair" or "poor"

(based on County Health Rankings)

(Source: BRFSS 2015, as compiled by County Health Rankings)



Transportation Challenges for Ohioans with Disabilities

Top Challenges Faced



Top Transportation Needs



% of people surveyed who believe public transit increases inclusion



Top 3 Concerns with Public Transit

- 
1. No access
 2. Takes too long
 3. Personal safety

(Source: Ohio Colleges of Medicine Government Resource Center, July 2017)

Healthcare Access | COMMUNITY

Key Findings

Forty-nine percent (49%) of Marion County adults traveled to Columbus for healthcare services. Thirteen percent (13%) of adults reported it was somewhat or very difficult to get transportation for healthcare services in town.



(Source: Preventive Care Institute)

General Healthcare Coverage

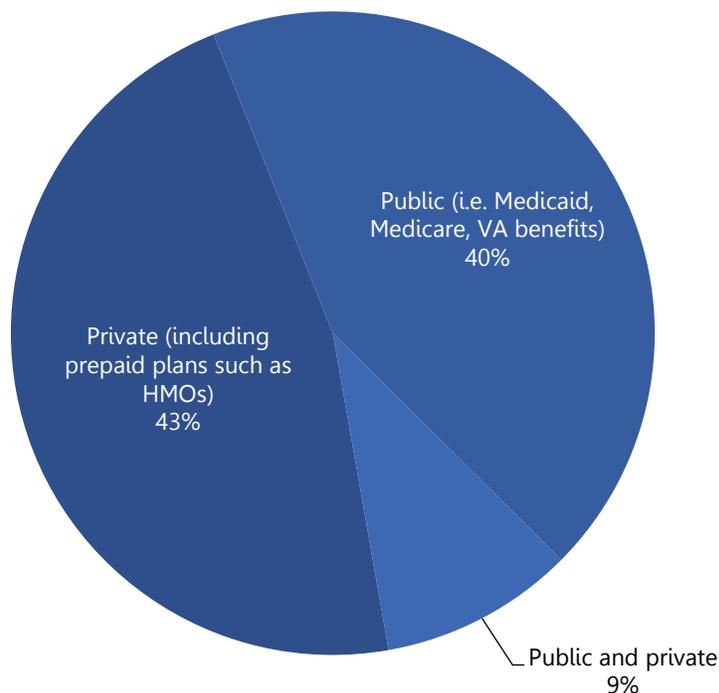
- Eighty-three percent (83%) of adults reported they had a medical doctor or physician.
- Marion County adults had the following health insurance coverage: private (including prepaid plans such as HMOs) (43%); public (i.e. Medicaid, Medicare, VA benefits) (40%); public and private (9%). Six percent (6%) of adults did not have health insurance and 2% did not know if they had insurance.
- Twenty-eight percent (28%) of adults were eligible to receive Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), SSI Disability, and other benefits with income guidelines.
- Adults received assistance from the following: Marion County Job and Family Services (22%), Women, Infants, and Children (WIC) (3%), and Help Me Grow (1%).

General Healthcare Access

- Just over four-fifths (82%) of adults reported their healthcare services were located inside the county and 18% were located outside the county.
- Marion County adults who were eligible for Medicaid used the following transportation services through the Medicaid program for themselves or for a family member: medical appointments (14%), ambulance service (7%), pharmacy (5%), ambulette service (1%). No one reported using transportation for WIC appointments. Eighty-seven percent (87%) did not use any of these transportation services.
- Adults in Marion County traveled to the following cities to receive healthcare services: Columbus (49%), Delaware (21%), Cleveland (3%), Bucyrus (3%), Kenton (1%), and other (10%). Thirty-two percent (32%) did not travel outside the county for healthcare services.
- Of those adults who had medical appointments outside of Marion County, they reported the following percentage of their appointments were outside the county: 46% said between 0-10%, 20% said between 10-15%, 7% said between 25-50%, 12% said between 50-75%, and 15% said between 75-100%.
- Due to transportation issues, Marion County adults had a difficult time making their medical care appointments during the following times:
 - 17% said early morning (5:00 a.m.-8:29 a.m.)
 - 13% said late morning (8:30 a.m.-11:59 a.m.)
 - 13% said early afternoon (12:00 p.m.-2:29 p.m.)
 - 21% said late afternoon (3:00 p.m.-6:00 p.m.)
 - 66% of adults reported they did not have a hard time getting to their medical appointments
- Marion County adults traveled 20 or more miles for the following healthcare services: chronic healthcare visits (i.e. heart disease, asthma, etc.) (35%), routine check-ups (9%), and emergency care (6%).

- Adults were willing to travel more than 20 miles for the following healthcare services: chronic healthcare visits (i.e. heart disease, asthma, etc.) (53%), routine check-ups (29%), and emergency care (22%).
- Adults reported transportation was very or somewhat difficult to get for healthcare services: outside of the county (26%); out-of-town (24%); and in town (13%).
- Seventeen percent (17%) of Marion County adults had trouble making and/or keeping healthcare appointments due to transportation issues.
- In the past year, adults missed or delayed one to ten trips, due to lack of transportation for the following healthcare services: routine check-ups (17%), chronic healthcare visits (i.e. heart disease, asthma, etc.) (13%), and emergency care (8%).
- Nearly one-fifth (18%) of adults indicated that lack of transportation lead to a negative impact on their health because they missed or could not make a healthcare appointment.
- Marion County adults experienced the following transportation issues: no car (20%), no gas money (14%), no driver’s license (12%), too far to travel (11%), no car insurance (8%), car did not work (7%), limited mobility/physically disabled (6%), and other (7%). Fifty-six percent (56%) of adults did not have transportation issues.
- Adults reported they or their family members usually got to their healthcare-related appointments through the following ways: drove their own car (75%), got a ride from family/friend (29%), Marion Area Transit bus (9%), walked (7%), got a ride from a volunteer driver (6%), social service provider (5%), Taxi (4%), rode a bike (3%), private service (i.e. Uber) (2%), carpooled (1%), and other (3%).

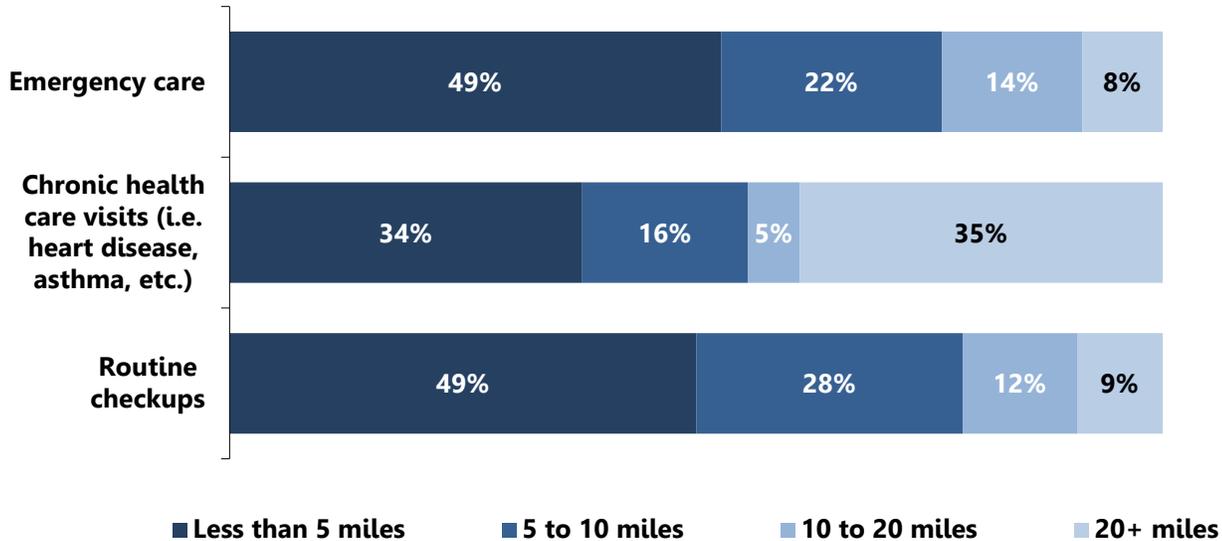
Marion County Adult Sources of Healthcare Coverage



Percentages may not equal 100% as some respondents answered "don't know"

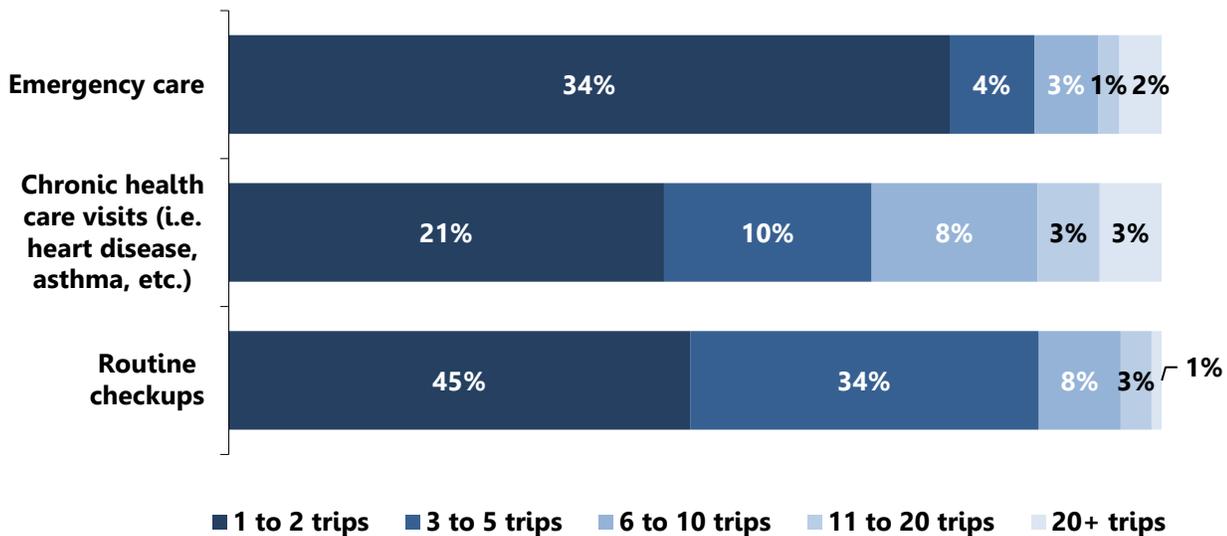
The following graphs show the current distance traveled and the number of trips Marion County adults took to get to their healthcare services. Examples of how to interpret the information include: 14% of Marion County adults traveled 10 to 20 miles for emergency care, 35% traveled 20 or miles for chronic healthcare visits, and 28% traveled 5 to 10 miles for routine checkups.

Marion County Adults Distance Traveled for Healthcare Services



Percentages may not equal 100% as some respondents answered "don't know"

Marion County Adults Number of Trips Made to Healthcare Services in the Past year



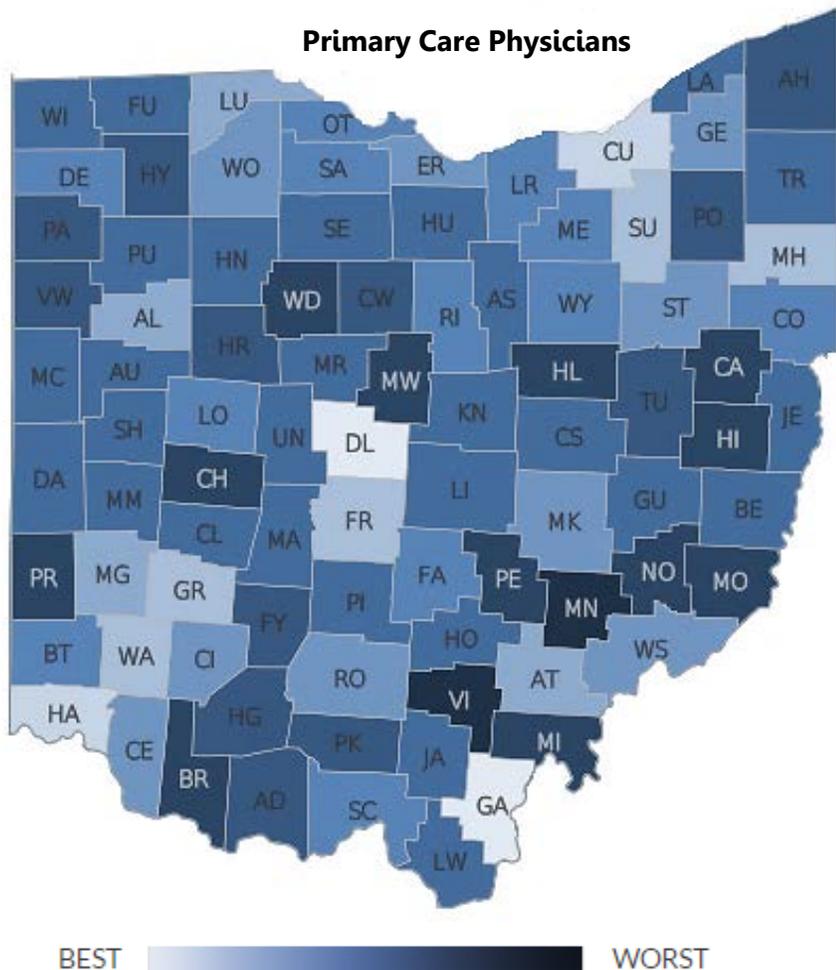
Percentages may not equal 100% as some respondents answered "none" and "don't know"

Barriers to Health Care in Rural Areas

- Transportation is among the top five barriers to health care for residents living in rural communities.
- Rural communities contain about 20% of America’s population, however, less than 10% of primary care physicians practice in these areas. Therefore, residents must travel greater distances to receive healthcare services.
- The challenges of limited transportation options and travel distance to health care that exist in the rural communities, lead to more missed appointments and delayed care. Therefore, leading to negative affects to an individual’s physical and emotional health.
- Research shows that people who have a valid driver’s license, own a car or know someone who can provide transportation, are more likely to receive healthcare treatment. Also, people who have public transportation options available, are more likely to receive care.

(Sources: Sandford Medicine eCampus Rural Health,2017 and Journal of Community Health, October 2013)

Primary Care Physicians is a ratio. It represents the number of people served by one physician in a county. Primary care physicians include non-federal, practicing physicians (M.D.'s and D.O.'s) under age 75 who specialize in general practice medicine, family medicine, internal medicine, and pediatrics.



Marion County’s ratio of population to primary care physicians is:

2,430:1

Ohio’s ratio of population to primary care physicians is:

1,300:1

(Source: Area Health Resource File/American Medical Associations:2014, as compiled by County Health Rankings)

Transportation Needs | COMMUNITY

Key Findings

Just over three-quarters (76%) of adults had a family member from their household who had a valid driver's license and could drive, decreasing to 58% for those 65 years and older.

General Transportation Needs

The following information was reported by Marion County residents and their general needs for transportation.

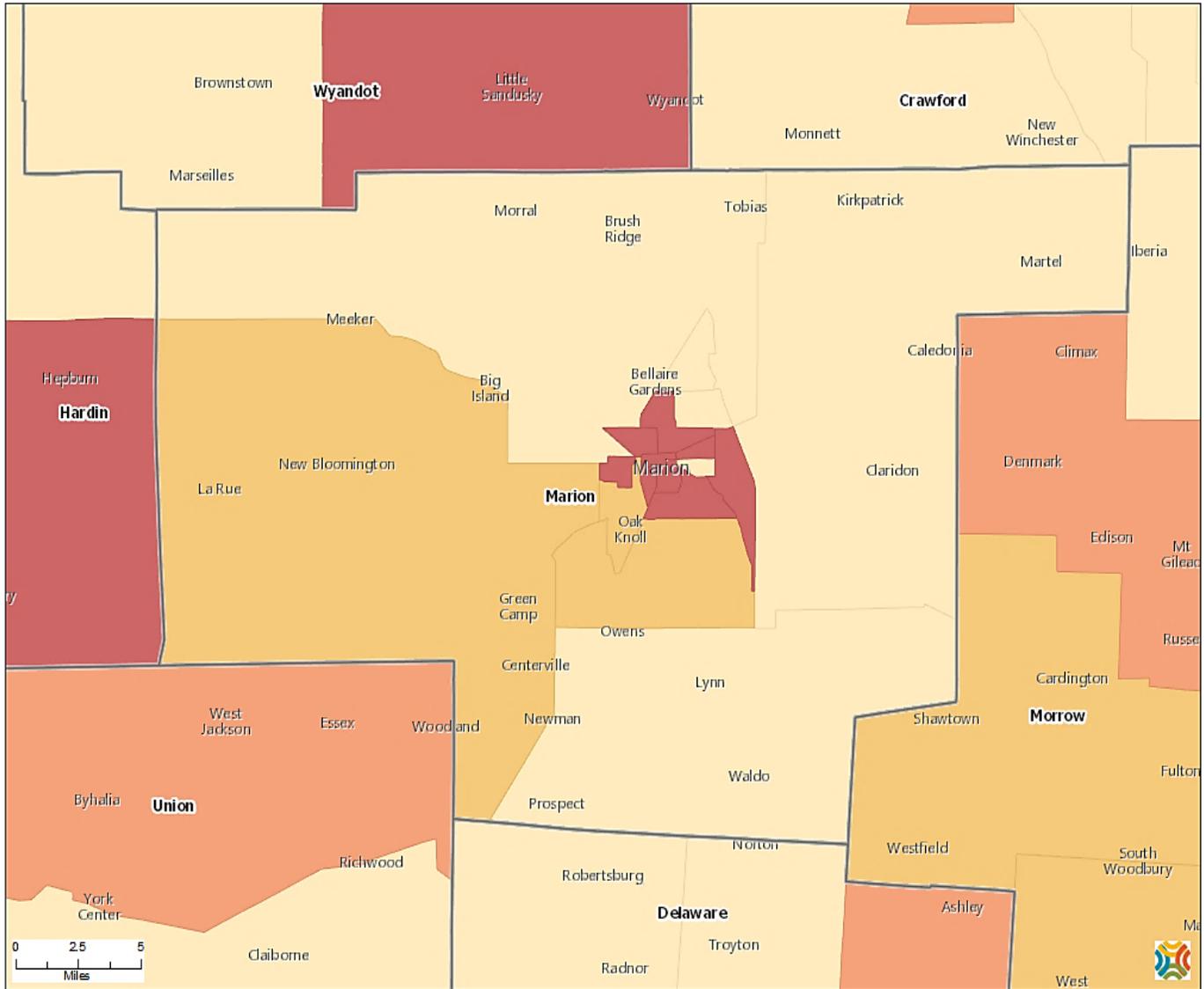
- More than four-fifths (83%) of Marion County adults had a valid driver's license.
- Just over three-quarters (76%) of adults had a family member from their household who had a valid driver's license and could drive, decreasing to 58% for those 65 years and older.
- When asked how many reliable (working) vehicles were at their household, adults reported the following: zero vehicles (18%), one vehicle (25%), two vehicles (41%), and three or more vehicles (16%).
- One-quarter (25%) of Marion County adults indicated they or a family member needed transportation for general purposes (i.e. shopping, groceries, etc.) but sometimes or never had it.
- Of those adults who needed transportation for general purposes, indicated they needed it during the following frequencies: weekly (29%), everyday (29%), more than once per week (19%), less than once per month (13%), and one to three times per month (10%).
- Due to lack of transportation, adults reported the following areas of Marion County were hardest to get to: East-end (i.e. Caledonia) (12%), South-end (i.e. Prospect) (12%), North-end (i.e. Morral) (11%), West-end (i.e. La Rue) (10%), Downtown (Marion) (9%), and another town or village (9%).
- Marion County adults used the following resources to get the transportation information they needed: asked a friend or family member (24%), called transportation information line (9%), mobile apps/text for information (7%), social media (i.e. Facebook) (3%), transportation provider website (1%), church or senior center (1%), and other (1%).

Recommendations for Improving Health through Transportation

- Due to lack of transportation alternatives, populations such as the poor, elderly, those with disabilities, and children are affected by having limited access to jobs, healthy foods, and healthcare.
- The CDC's Transportation Policy provides guidelines for improving public health through the following key areas:
 - **Promote active transportation:**
 - Well-lit sidewalks and safe roadways
 - Create safe pedestrian and bicycling connects to schools and public transportation
 - Adopt a new street design, such as "Complete Streets"
 - Include interventions to reduce high traffic and speeds in neighborhoods
 - **Expand public transportation:**
 - Increase transit funding
 - Improve connectivity to stops
 - Accommodate bicycles and pedestrians in public transit systems

(Source: CDC Transportation Recommendations, August 2012)

Households with No Vehicle, Percent by Tract, 2011-15



Map Legend

Households with No Vehicle, Percent by Tract, ACS 2011-15

- Over 8.0%
- 6.1 - 8.0%
- 4.1 - 6.0%
- Under 4.1%
- No Data or Data Suppressed

Community Commons, 8/7/2017

(Source: US Census Bureau, American Community Survey: 2011-15, as compiled by Community Commons)

Transportation Access and Utilization I

COMMUNITY

Key Findings

Almost half (49%) of Marion County adults were not aware if they had transportation services available. Thirty-six percent (36%) of adults would use transportation services if they were available where they lived, increasing to 50% of those who lived in a village.

Access to Services

- Almost half (49%) of adults were not aware if they had transportation services available to them.

The following information was reported by Marion County residents who indicated they did not have transportation services available to them.

- Fourteen percent (14%) of adults in Marion County did not have transportation services available.
- Adults reported the following circumstances would affect their decision to use transportation services if they were available to them: save money (55%), they could travel to specific places they needed to go to (38%), no other transportation option (27%), schedules were flexible (26%), felt safe and secure (22%), better for the environment (20%), could travel with children easily (9%), vehicles were wheelchair accessible (6%), and language barrier was not a problem (5%). Seventeen percent (17%) of adults would not use transportation services under any circumstance.
- Thirty-six percent (36%) of adults would use transportation services if they were available where they lived, increasing to 50% for those who lived in a village.

In Marion County, 49% of adults were not aware if they had transportation services available.

Utilization of Available Services

The following information was reported by Marion County residents who indicated they had transportation services available to them.

- Adults reported the following transportation services were available to them: Marion Area Transit (curb-to-curb or door-to-door services) (84%), Marion Senior Center (39%), taxi (38%), Apple Lane transportation (non-emergency medical transportation) (24%), Marion County Job and Family Services (22%), faith-based organization church bus or van (16%), Marion County Veterans Service (10%), OnSite ATS ambulette (10%), private (i.e. Uber) (10%), Car Share (i.e. Car 2 Go) (2%), and other (10%).
- Almost three-fifths (59%) of adults did not use transportation services that were available to them and 41% did use transportation services.
- Reasons for not using transportation services included: had their own transportation (79%), inconvenient schedules (19%), cost too much (17%), not reliable (12%), medical appointments and transit schedules don't match up (12%), too difficult getting route information (9%), too difficult traveling with children (5%), does not go where they need to go (5%), service not consistent (5%), not wheelchair accessible (5%), too uncomfortable (5%), need someone to accompany them (2%), lack of door-to-door services (2%), and fear (2%).

- Of those adults who did use transportation services, they used it for the following reasons: medical/healthcare appointments (100%), access to food/groceries (63%), recreation/social activities (53%), general shopping (47%), senior services (42%), church/faith-based organizations (42%), work (26%), school (10%), child care/day care (10%), and other (5%).
- Of those adults who did use transportation services, 53% of adults were using transportation services more than once per week.
- Seventy-eight percent (78%) of Marion County adults used transportation services for their medical and/or healthcare needs mostly between the times of 8:00 a.m. to 12:00 p.m. and 3:00 p.m. to 6:00 p.m.
- Marion County adults reported Saturday (30%) and Sunday (27%) were the most difficult days to find transportation services.
- Just over half (52%) of Marion County adults were willing to or had transferred from one transit vehicle or bus to another to complete a one-way trip.
- Due to limited transportation services, adults reported the following areas were hardest to get to in Marion County: East-end (i.e. Caledonia) (15%), North-end (i.e. Moral) (13%), West-end (i.e. La Rue) (13%), South-end (i.e. Prospect) (12%), downtown (Marion), and another town or village (12%).

Access to Work

The following information was reported by Marion County residents who indicated they were currently employed.

- Nearly four-fifths (78%) of adults were employed full-time. Eleven percent (11%) were employed part-time, 6% were per diem and 8% were self-employed or worked from home.
- Eighteen percent (18%) of adults wanted to be employed, but could not due to the lack of transportation to and from work.
- Almost one-fifth (19%) of adults quit or lost a job because it was hard for them to get to work due to transportation issues.
- Due to transportation issues, 15% of employed adults had a hard time getting to work. The top three days that were hardest for employed adults to get to work were weekends (100%), holidays (83%), and Mondays (58%).
- Of those adults who had transportation issues, Marion County adults had difficulty getting to work during the following times:
 - 75% said early morning (5:00 a.m.-8:29 a.m.)
 - 42% said late morning (8:30 a.m.-11:59 a.m.)
 - 25% said early afternoon (12:00 p.m.-2:29 p.m.)
 - 58% said late afternoon (3:00 p.m.-5:59 p.m.)
 - 67% said evening (6:00 p.m.-8:59 p.m.)
 - 83% said late night (after 9:00 p.m.)
- Marion County adults were willing to spend the following amount on a one-way bus trip or other form of transportation to and from work: \$1.00 (27%), \$1.50 (16%), \$2.00 (10%), \$2.50 (8%), and \$3.00 or more (8%). Thirty-one percent (31%) of adults were not willing to spend any of these amounts for transportation to work.
- Adults were willing to travel the following amount of travel time on a one-way trip to work: less than 30 minutes (75%), less than 1 hour (17%), and 1 hour or more (8%).

Marion County Adult General Population Who Needed Transportation for General Daily Purposes*

Times of Service Comparison	Medical/Health Care	Senior Services	Work	Child Care/Day Care	Access Food/Groceries	School	General Shopping	Social Activities	Church/Faith-Based Organization
12 a.m. – 6 a.m.	29%	0%	31%	9%	29%	6%	20%	20%	0%
6 a.m. - 8 a.m.	20%	2%	64%	16%	20%	24%	20%	18%	11%
8 a.m.- 12 p.m.	65%	10%	33%	5%	37%	11%	41%	24%	28%
12 p.m. - 3 p.m.	58%	7%	32%	5%	47%	15%	51%	28%	7%
3 p.m.- 6 p.m.	47%	3%	44%	11%	53%	15%	51%	41%	11%
6 p.m. - 9 p.m.	10%	2%	22%	7%	55%	5%	57%	63%	13%
9 p.m. - 12 a.m.	11%	0%	28%	3%	39%	6%	33%	44%	3%

**Respondents were asked: "When do you need transportation for general purposes?"*

Marion County Adults Who Had Access to Transportation Services and Used Transportation for General Daily Purposes*

Times of Service Comparison	Medical/Health Care	Senior Services	Work	Child Care/Day Care	Access Food/Groceries	School	General Shopping	Social Activities	Church/Faith-Based Organization
12 a.m. – 6 a.m.	57%	0%	14%	0%	14%	0%	14%	0%	0%
6 a.m. - 8 a.m.	33%	11%	33%	11%	44%	0%	33%	22%	0%
8 a.m.- 12 p.m.	78%	39%	22%	11%	50%	17%	56%	50%	39%
12 p.m. - 3 p.m.	73%	20%	20%	13%	60%	13%	60%	53%	33%
3 p.m.- 6 p.m.	78%	22%	22%	11%	67%	11%	67%	67%	22%
6 p.m. - 9 p.m.	0%	25%	13%	0%	50%	13%	38%	38%	38%
9 p.m. - 12 a.m.	0%	0%	33%	0%	33%	0%	33%	0%	0%

**Respondents were asked: "When do you use transportation services most often for each of the following?"*

Transportation Access | KEY LEADERS

Key Findings

Twenty-three percent (23%) of key leaders indicated that 20%-40% of their clients/patients/employees had transportation issues.

Public Providers

The following information was reported by Marion County key leaders from multiple sectors who indicated they had clients, patients, and/or employees that had transportation issues. See appendix IV for key leader sample demographic information.

- Key leaders in Marion County served the following types of clients/patients/employees: low income (100%), families (79%), women (72%), unemployed (69%), disabled (i.e. physical, mental, visual, etc.) (62%), children ages 0-5 (55%), youth/adolescents (48%), seniors (45%), and other (10%).
- Key leaders indicated they served the following amount of clients/patients/employees in the past year:
 - 27% said 3,000 or more
 - 17% said 1,000-3,000
 - 17% said 500-1,000
 - 20% said 100-500
 - 13% said 0-100
- When asked what percentage of their clients/patients/employees had transportation issues, 23% of key leaders said 20%-40%; 20% said 60%-80%; 17% said 40%-60%; 17% said less than 20%; and 23% did not know.
- Key leaders identified the following reasons why their clients/patients/employees had transportation issues: no car (86%), no gas money (79%), car did not work (76%), no friend/family to help (72%), no driver's license (69%), no car insurance (55%), unreliable public transit (52%), too far to travel (34%), and other (14%).
- Due to lack of transportation, key leaders indicated clients/patients/employees had difficulty accessing the following: work (64%), medical/healthcare appointments (62%), food/groceries (46%), school (43%), pharmacy (39%), general shopping (39%), recreational/social activities (36%), child care/day care (29%), and church/faith-based organization (25%). Eighteen percent (18%) of key leaders did not know.
- Key leaders referred their clients/patients/employees to the following transportation services: Marion Area Transit (75%), Marion County Jobs and Family Services (46%), OnSite ATS (ambulette service) (14%), Apple Lane Transportation Service (non-emergency) (14%), Marion County Veterans Service, and other (7%). Eighteen percent (18%) of key leaders did not refer their clients/patients/employees to transportation services. Eleven percent were not aware of transportation services to refer.
- Nearly three-fifths (55%) of key leaders thought that their staff were aware of transportation options available for their clients/patients/employees.
- Key leaders reported the following types of transportation informational resources would be helpful for their staff members: brochures or guides (90%), website links (86%), staff trainings (45%), and other (10%).

Community Access

The following information was reported by Marion County key leaders from multiple sectors. See appendix IV for key leader sample demographic information.

- Eighty-seven percent (87%) of key leaders reported there were transportation services available in their community/county. Five percent (5%) were not aware if there were transportation services available.
- More than half (54%) of key leaders in Marion County did not think information regarding the types of transportation services was promoted well for residents in their community/county and 26% were not aware of information that was promoted.
- Thirty-eight percent (38%) of key leaders reported that transportation service information, such as contact information, service schedules, etc., were difficult to find in their community/county and 36% were not aware of transportation service information.
- Key leaders believed the following challenges prevented residents in their county/community from using transportation services: service ends too early (67%), not available more than five miles outside of Marion Area Transit (67%), no weekend service (62%), service starts too late in the morning (38%), buses do not come on a fixed route (36%), residents are not able to request a trip within a one day's notice (23%), cost too much (18%), not able to request trips through an app or website (15%), pick up/ drop off times not reliable (13%), too difficult to travel with children (10%), vehicles/buses not wheelchair accessible (5%), rides are shared with others vs. riding alone (3%), and other (10%).
- Key leaders indicated the following areas were the hardest to get to in Marion County due to lack of transportation: West-end (i.e. La Rue) (13%), South-end (i.e. Prospect) (11%), East-end (i.e. Caledonia) (5%), and another town or village (11%). No one reported that the North-end (i.e. Morral) or Downtown (Marion) were difficult to get to. Fifty-five percent (55%) did not know what areas were hardest to get to.
- Key leaders would like the following transportation services available in their county/community: extended hours (69%), fixed public transit routes (54%), private service (i.e. Uber) (46%), demand response public or agency service (33%), volunteer driver program (31%), Bike Share Program (26%), taxi (23%), ambulette (non-emergency medical transportation) (21%), Shared-Ride Program (carpools/vanpools) (21%), private inter-city bus (i.e. Greyhound) (15%), and other (3%).

Transportation Options for Older Adults

- **Volunteer Driver Programs:** Volunteers who offer transportation to doctor appointments, recreation, and other activities. Usually provided through local faith-based and non-profit organizations.
- **Paratransit Service:** Mini-buses or small vans (less than 25 passengers) that provide door-to-door or curb-to-curb service. Reservations are required in advance.
- **Door-through-door (Escort) Service:** Local escorts provided through agencies offer hands-on assistance to passengers through the doors of their residences and destinations.
- **Public Transit/Fixed Route Service:** Provide bus and rail services along planned routes with set schedules. Also, known as "public transportation" that offer reduced rate fares for older adults and people with disabilities.
- **Travel Training:** Public transit and local aging agencies offer free, hands on instructions for older adults on how to pay for services, how to travel safely, and how to pick the best routes to travel.
- **Transportation Voucher Programs:** Vouchers that can be purchased at a reduced rate for transportation services. Usually provided by Area Agencies on Aging, Aging and Disability Resource Centers, and other social services, offered to those with low incomes, the elderly, or people with disabilities.

(source: Eldercare Locator)

Current Landscape and Resources

The following qualitative data was collected by Marion County key leaders.

- Marion Public Health, Marion County Job and Family Services, Marion Area Transit, Creating Healthy Communities, Marion County DD board, and other community partners have begun the process to create a transportation coalition.
- Marion Public Health is in the planning stages of partnering with Morrow County and Crawford County for regional planning efforts.
- Community partners are on board and engaged in understanding Marion County's local transportation needs and how to address them.
- Marion Area Transit is in the process of purchasing transportation technology for scheduling and tracking rides.
- The following organizations and agencies participated in the community transportation assessment process: Marion Area transit, Job and Family Services, Community Action Center, Homeless Shelter, United Way, Chamber of Commerce, Marion Public Health, YMCA, and Senior Center.
- The transportation coordinated plan will be linked to the Regional Transportation Plan or the State Transportation Plan (STIP).
- The cost for Marion Area Transit is \$4.75 to \$5.00 per trip. The cost per rider is \$1.25 each way for an adult; \$0.60 for students, seniors, or the disabled. The differences are subsidized through grants for the rider to pay a lower cost.
- Marion Area Transit service area is Marion City. There are 13 buses and 77% are wheelchair accessible.
- Marion Area Transit hours of operation for On Demand service is Monday- Friday from 8:00a.m. to 4:30 p.m. and enhanced service is Monday-Friday from 6:00a.m. to 6:00p.m.
- To reserve a trip with Marion Area Transit, residents must call in to the office.
- Marion Area Transit services are promoted through local phone books and bus signage.
- There are no programs in Marion County to help individuals learn how to safely ride public transportation.
- There are no transportation options, such as (gas vouchers, bus passes, etc.) in Marion County to help Medicaid eligible pregnant women to get to the doctor's office, local clinics, or hospitals.
- Some of Marion County's largest commercial corridors have high traffic and high rates of speed.
- Bike and crosswalks between residential and commercial areas have lights nearby, are well marked, and have pedestrian/bicycle signs. University Drive and State Route 95 need additional lighting.
- New developments are required to add sidewalks. Marion City is considering adopting a Complete Streets policy.
- Marion City downtown is being revitalized. A local coalition is looking to implement some Tactical Urbanism demonstration projects to assess infrastructure improvements.
- Currently, Marion City downtown space has many four lane, high speed vehicle traffic areas. Sidewalks are in fair condition, with minimal to moderate amount of streetscaping. Outdoor seating, green space, and road diet are all elements that has been discussed to improve walkability.

Transportation Improvements | PERCEPTIONS

Community Response

What changes could be made to make local transportation more appealing to use?	Community Response
Service available on Saturdays	41%
Service available on Sundays	37%
Service ends at later times	36%
Service available more than five miles outside of the Marion Area Transit	31%
More fixed routes available	29%
More reliable on-time pick up/drop off service	26%
Travel to other counties in the Marion area	23%
Trip reservations could be made with less than one day's notice	23%
Trip reservations could be made through an app or online	23%
Service starts at earlier times	22%
Easier to travel with children	9%
No shared rides with other	7%
Wheelchair accessible vehicles	5%

Key Leader Response

Which transportation improvement initiatives would you support?	Key Leaders Response
Increased public transit/fixed routes	73%
Transportation vouchers program	49%
Volunteer driver program	46%
Walking/biking trails	39%
Wheelchair accessible vehicles/buses	36%
Bike Share Program (i.e. bike rental stations)	36%
Lower costs	33%
Bike lanes	33%
Complete Streets	33%
Taxi service	27%
Shared Ride Program (i.e. carpools/vanpools)	27%

Survey Respondents Additional Comments

The following qualitative data came from community members and key leaders who took the survey.

Community Responses
<i>"Weekend service is needed."</i>
<i>"Maybe more ads. I have lived in Marion my whole life (31 years) and never knew we had public transportation"</i>
<i>"Offer Uber services."</i>
<i>"It would be nice if kids could get to school on public transportation if the city schools bus routes were not convenient for them."</i>
<i>"Fix the roads is a start. Also, work to get Car2Go services in Marion"</i>
<i>"Wheelchair/handicap accessible transportation later in the day for medical appointments. I know multiple people who need wheelchair accessible transportation who must change appointment dates because the transportation is not available when the doctors have appointments available, which delays medical care."</i>
<i>"I worked in local social services and am aware of this need. In order for Marion people to get back to work, there has to be sufficient transportation. I recognize the MAT bus system which has been around a long time. However, I know that we need to offer greater availability. It would be best if we could extend regular hours past 4pm and possibly weekends. The fact of the matter is, McDonalds, Marion General Hospital, Meijer and other places are open into the evening (some are 24/7) and it's difficult to keep a job like that with transportation only Monday- Friday. If people are looking to take classes at the local campus, that would also benefit many. I know of one student who walked from Silver Street to the Marion campus for classes and his job at the school. That's amazing dedication, but think of how much time could be spent on homework, internships and job searching while he was walking. Plus, that could have been a safety issue for this young student. I truly hope Marion Public Health can be the catalyst for change on this necessary resource in our community. Thank you for all that you do!"</i>
<i>"About a year ago, I tried to find a company that would get a friend in a wheel chair to the doctors, I could not find a company that would transport a private pay individual. The only option was to contact the Office on Aging."</i>
Key Leaders Responses
<i>"Need to offer extended hours, and Uber services."</i>
<i>"More funding. Too many cuts to public transportation"</i>
<i>"I would love to see the service expanded to include places like Andersen Windows and Fountain Place Trailer Park."</i>
<i>"Fixed routes in addition to on demand would be helpful to many."</i>
<i>"Leverage infrastructure and resources on a regional basis. (i.e. Morrow County)."</i>

Appendix I | INFORMATION SOURCES

Source	Data Used	Website
Community Commons	<ul style="list-style-type: none"> Households with No Vehicle 	www.communitycommons.org/
County Health Rankings	<ul style="list-style-type: none"> Poor or Fair Health Access to Exercise Opportunities 	http://www.countyhealthrankings.org/app/ohio/2017/measure/factors/132/map
Centers for Disease Control and Prevention Transportation Recommendations	<ul style="list-style-type: none"> Improving Health through Transportation Policy 	https://www.cdc.gov/transportation/default.htm
Eldercare Locator	<ul style="list-style-type: none"> Transportation for Older Adults 	http://www.eldercare.gov/Public/Resources/Brochures/docs/Trans_Options_Panels.pdf
Ohio Developmental Disabilities Council	<ul style="list-style-type: none"> Transportation Challenges for Ohioans with Disabilities 	http://www.dot.state.oh.us/Divisions/Planning/Transit/Documents/ODDC_Impact_Sheet_TransportationR.pdf
Sandford Medicine eCampus Rural Health	<ul style="list-style-type: none"> Barriers to Health Care in Rural Areas 	http://ruralhealth.stanford.edu/health-pros/factsheets/downloads/rural_fact_sheet_5.pdf
U.S. National Library of Medicine National Institutes of Health	<ul style="list-style-type: none"> Barriers to Health Care in Rural Areas 	https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4265215/

Appendix II | ACRONYMS AND TERMS

ACS	American Community Survey
BRFSS	Behavior Risk Factor Surveillance System , an adult survey conducted by the CDC.
CDC	Centers for Disease Control and Prevention .
CHCC	Creating Healthy Communities Coalition
HCNO	Hospital Council of Northwest Ohio
MAT	Marion Area Transit
ODH	Ohio Department of Health
ODOT	Ohio Department of Transportation
SHA	State Health Assessment
SHIP	State Health Improvement Plan
ZCTA	ZIP Code Tabulation Areas , generalized areal representations of United States Postal Service (USPS) ZIP Code service areas.

Appendix III | MARION COUNTY COMMUNITY SAMPLE DEMOGRAPHIC PROFILE*

Variable	2017 Community Survey Sample	Sample Size (N)
Age		
20 years or younger	1.4%	3
21-34	21.7%	47
35-54	37.0%	80
55-64	16.7%	36
65 and older	23.1%	50
Gender		
Female	74.3%	159
Male	25.2%	54
Other	0.4%	1
Race/Ethnicity		
White	95.8%	207
Black or African American	2.31%	5
American Indian and Alaska Native	1.4%	3
Hispanic Origin (may be of any race)	1.8%	4
Native Hawaiian/other Pacific Islander	0.0%	0
Asian	0.0%	0
Other	2.3%	5
Marital Status		
Married Couple	56.0%	121
Never been married/member of an unmarried couple	19.5%	42
Divorced/Separated	12.5%	27
Widowed	12.0%	26
Living Area		
In town	57.4%	124
Out in the country	16.2%	35
The outskirts of town	12.9%	28
In a township	9.7%	21
In a village	3.2%	7
Income (Families)		
\$14,999 and less	14.9%	32
\$15,000 to \$24,999	10.2%	22
\$25,000 to \$49,999	20.5%	44
\$50,000 to \$74,999	12.5%	26
\$75,000 or more	26.6%	57
Chose not to answer	13.5%	29

* The percent's reported are the actual percent within each category who responded to the survey. Percent's may not add to 100% due to missing data (non-responses).

Variable	2017 Community Survey Sample	Sample Size (N)
Zip code live in		
43302	81.8%	176
43314	5.1%	11
43332	2.3%	5
43356	1.4%	3
43323	0.9%	2
43315	0.9%	2
43315	0.9%	2
43301	0.4%	1
Other	6.05%	13
Zip code work and/or go to school in		
43302	88.0%	169
43315	1.0%	2
43301	1.0%	2
43342	0.5%	1
43314	0.5%	1
Outside the county	7.2%	14
Other	1.5%	3

* The percent's reported are the actual percent within each category who responded to the survey. Percent's may not add to 100% due to missing data (non-responses).

Appendix IV | MARION COUNTY KEY LEADER SAMPLE DEMOGRAPHIC PROFILE*

Variable	2017 Key Leader Survey Sample	Sample Size (N)
Represented Agencies		
Schools & other education providers	31.9%	15
Local Health Departments	17.0%	8
Government employees	17.0%	8
Social service agency	14.8%	7
Employers & Businesses	12.7%	6
Non-profit agencies	10.6%	5
Community-based health & human service agencies	6.3%	3
Hospitals	4.2%	2
Faith-based organizations	2.1%	1
Advocacy/Coalition groups that specifically deal with health & wellness	2.1%	1
Other	8.5%	4
Cities, Town, and Township Represented		
Marion County	84.4%	38
Marion Township	4.4%	2
Green Camp Township	2.2%	1
Other	8.8%	4

* The percent's reported are the actual percent within each category who responded to the survey. Percent's may not add to 100% due to missing data (non-responses).

Appendix V | COMMUNITY SURVEY

Marion County Transportation Community Survey

Demographics

1. What zip code do you **LIVE** in?

2. What zip code do you **WORK** and/or **GO TO SCHOOL** in ?

3. Do you live...?

- In town
- The outskirts of town
- In a township
- In a village
- Out in the country
- Don't know

4. What is your gender?

- Female
- Male
- Other

5. What is your age?

- 20 years or younger
- 21-34
- 35-54
- 55-64
- 65 and over

6. Are you....

- Married
- Divorced
- Widowed
- Separated
- Never married
- A member of an unmarried couple

7. Which one or more of the following would you say is your race? (MARK ALL THAT APPLY)

- American Indian/Alaska Native
- Asian
- Black or African American
- Native Hawaiian/other Pacific Islander
- White
- Other
- Don't know

8. Are you Hispanic, Latino or Spanish origin?

- Yes
- No
- Don't know

9. Are you eligible to receive SSI, Social Security Disability, TANF, or other benefits with income guidelines?

- Yes
- No
- Don't know

10. How many people in each age group are living in your household?

Number

0-5

6-13

14-19

20-40

41-60

61 years and older

11. Is your annual household income from all sources...

- Less than \$10,000
- \$10,000 to \$14,999
- \$15,000 to \$19,999
- \$20,000 to \$24,999
- \$25,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,000
- \$150,000 or more
- Don't know
- I do not want to answer

Health Status

12. In general, how would you rate your overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

13. Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help you get around?

- Yes
- No

14. Are you pregnant?

- Yes
- No

Access to Healthcare Services

8. Do you have a regular medical doctor or physician that you go to?

- Yes
- No

9. What type of health insurance do you have?

- Public (i.e. Medicaid, Medicare, VA benefits)
- Private (including prepaid plans such as HMOs)
- Public and private
- I do not have health insurance
- Don't know

10. Are you currently receiving medical assistance from any of the following? (MARK ALL THAT APPLY)

- Marion County Jobs and Family Services
- W.I.C (Women, Infants and Children)
- Help Me Grow
- None of the above

18. Which of the following transportation services have you or a family member used through the Medicaid program? (MARK ALL THAT APPLY)

- I am not eligible for Medicaid
- Amulance service
- Ambulette service
- Medical appointments
- WIC appointments
- Pharmacy
- None. I have not used any of these services

19. Are most of your health care services...

- Inside Marion County
- Outside of Marion County

20. Outside of Marion County, where do you go for any sort of health care needs? (MARK ALL THAT APPLY)

- I have not gone outside of Marion County for health care needs
- Columbus
- Delaware
- Cleveland
- Bucyrus
- Kenton
- Other

21. Approximately, what percentage of your medical appointments are outside of Marion County?

- I have not gone outside of Marion County for medical appointments
- 0-10%
- 10-25%
- 25-50%
- 50-75%
- 75-100%
- Don't know

22. Due to transportation issues, what times are hardest for you to get to your medical care appointments? (i.e. routine check-up, specialists). (MARK ALL THAT APPLY)

- Early morning (5:00AM-8:29AM)
- Late morning (8:30AM-11:59Am)
- Early afternoon (Noon-2:29PM)
- Late afternoon (3:00PM-6:00PM)
- I do not have a hard time getting to my medical care appointments

13. How far do you **CURRENTLY** travel for the following healthcare services?

	Routine checkups	Chronic health care visits (i.e. heart disease, asthma, dialysis, etc.)	Emergency care
Distance traveled	<input type="text"/>	<input type="text"/>	<input type="text"/>

14. How far are you **WILLING** to travel for the following healthcare services?

	Routine checkups	Chronic health care visits (i.e. heart disease, asthma, dialysis, etc.)	Emergency care
Distance traveled	<input type="text"/>	<input type="text"/>	<input type="text"/>

15. How difficult is it for you to get transportation for your health care services?

	Not at all difficult	Not too Difficult	Somewhat Difficult	Very Difficult
In-town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Out-of-town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outside of county	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. In the past 12 months, how many trips have you made for each of the following?

	Routine checkups	Chronic health care visits (i.e. heart disease, asthma, dialysis, etc.)	Emergency care
Number of trips	<input type="text"/>	<input type="text"/>	<input type="text"/>

17. In the past 12 months, how many trips did you miss or delay because you could not drive or did not have transportation?

	Routine checkups	Chronic health care visits (i.e. heart disease, asthma, dialysis, etc.)	Emergency care
Number of trips	<input type="text"/>	<input type="text"/>	<input type="text"/>

28. Due to transportation issues, do you feel that missing or not making a health care appointment has had a negative health impact on you or a family member?

- Yes
- No
- No health care appointment has been missed or delayed

29. If you are having transportation issues, what issues are you facing? (MARK ALL THAT APPLY)

- I do not have transportation issues
- Limited mobility (physically disabled)
- No car
- No car insurance No driver's license
- No gas money
- Car is not working
- Too far to travel
- Other
- None of the above

30. How do you and/or your family usually get to health care related appointments? (MARK ALL THAT APPLY)

- Drive my own car
- Walk
- Ride a bike
- Get a ride from a family member or friend
- Get a ride from a volunteer driver
- Carpool
- Call a social service provider
- Marion Area Transit (MAT) bus service
- Private service (i.e. Uber)
- Taxi
- Other
- None of the above

Transportation Needs

31. Do you have a current driver's license?

- Yes
- No

32. Does another member of your household have a current driver's license and can drive?

- Yes
- No

33. How many reliable (working) vehicles are in your household?

- 0
- 1
- 2
- 3 or more

34. Do you or a family member need transportation for general purposes (i.e. shopping, grocery, etc.) but sometimes or never have it?

- Yes
- No

35. How often do you need transportation for general purposes? (i.e. shopping, grocery, etc.)

- Less than once per month
- 1 to 3 times per month
- Weekly
- More than once per week
- Everyday
- I do not need transportation for general purposes

36. When do you need transportation most often for each of the following general purposes? (MARK ALL THAT APPLY)

	Medical/Health Care	Senior Services	Work	Child Care/Day Care	Access Food/Groceries	School	General Shopping	Recreation/Social Activities	Church/Faith Based Organization	Other
12 A.M. - 6 A.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 A.M. - 8 A.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 A.M. - 12 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 P.M. - 3 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 P.M. - 6 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 P.M. - 9 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 P.M. - 12 A.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

37. What areas of Marion County are hard for you to get to because of lack of transportation? (MARK ALL THAT APPLY)

- North-end (i.e. Morral)
- West-end (i.e. La Rue)
- East-end (i.e. Caladonia)
- South-end (i.e. Prospect)
- Downtown (Marion)
- Other town or village
- None of the above

21. Which of the following do you use most often to get the transportation information that you need?

- Social media (i.e. Facebook, Twitter)
- Smartphone apps/text for information
- Transportation provider websites
- Phone call to transportation provider for information
- Organization like my church or senior center
- Ask a friend or family member to help
- Other
- None of the above

22. Are transportation services or senior transportation services available for you?

- Yes
- No
- Don't know

Access to Transportation

40. If transportation services were easy to use and available to you and/or your family, which of the following would cause you to use the service? (MARK ALL THAT APPLY)

- Would save money (i.e. save on gas or car maintenance)
- Better for the environment
- Provided flexible time schedules
- Easier to travel with children
- Would go to places I specifically needed to go
- Provided wheelchair accessible vehicles
- Felt safe and secure
- Language barrier was not a problem
- Do not have other transportation option
- I would not use transportation services under any circumstance

41. Would you use transportation services if there were services available where you live?

- Yes
- No
- Don't know

42. Are you currently employed?

- Yes
- No/I am retired
- No, but I would like to be if I had transportation to and from work

Marion County Transportation Community Survey

Utilization of Public Transportation

43. What transportation services are available to you? (MARK ALL THAT APPLY)

- Marion Area Transit (Curb-to-curb or Door-to-door services)
- Car Share (Car 2 Go, Blue Indy)
- Marion County Job & Family Services
- Marion County Veterans Service
- OnSite ATS (Ambulette services)
- Marion Senior Center
- Apple Lane Transportation Service (Non-emergency medical transportation)
- Faith-based organization (i.e. church bus or van)
- Taxi
- Private service (i.e. Uber)
- Other

44. Do you use transportation services that are available to you?

- Yes
- No

45. What are your reasons for not using transportation services that are available? (MARK ALL THAT APPLY)

- I do use transportation services
- I have my own transportation (i.e. own a car)
- Need to match transit and medical schedules
- Inconvenient schedules
- Not wheelchair accessible
- Difficult traveling with children
- Lack of door-to-door service
- Lack of door-through-door service
- Getting information about routes, schedules, and fares is too difficult
- Too far to get to the bus stop
- Service too infrequent
- Does not go where I need to go
- Need someone to accompany me
- Too costly
- Too uncomfortable
- Not reliable
- Need for special care
- Fearful of riding
- None of the above

46. Do you use transportation services for any of the following? (MARK ALL THAT APPLY)

- Medical/Health Care appointments
- Access Food (i.e. groceries, farmer's markets)
- Work
- School
- Senior Services
- General Shopping
- Child Care/Day Care
- Recreation/Social Activities
- Church/Faith Based Organizations
- Other
- I do not use transportation services

47. How often do you use transportation services?

- Less than once per month
- 1 to 3 times per month
- Weekly
- More than once per week
- Everyday
- I do not use transportation services
- Don't know

48. When do you use transportation services most often for each of the following? (MARK ALL THAT APPLY)

	Medical/Health Care	Senior Services	Work	Child Care/Day Care	Access Food/Groceries	School	General Shopping	Recreation/Social Activities	FaithBased Organization	Other
12 A.M. - 6 A.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 A.M. - 8 A.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 A.M. - 12 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 P.M. - 3 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 P.M. - 6 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 P.M. - 9 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 P.M. - 12 A.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

49. On what day(s) of the week is it hardest for you to use transportation services? (MARK ALL THAT APPLY)

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- I do not have a hard time getting to work during the weekdays/weekends

50. Would you be willing to, or have you ever transferred from one transit vehicle/bus to another, so that you could complete a one-way trip to your destination?

- Yes
- No

51. What areas of Marion County are hard to get to due to limited service area provided by transportation services? (MARK ALL THAT APPLY)

- North-end (i.e. Moral)
- West-end (i.e. La Rue)
- East-end (i.e. Caladonia)
- South-end (i.e. Prospect)
- Downtown (Marion)
- Other town or village
- Don't know
- None of the above

52. Are you currently employed?

- Yes
- No/ I am retired
- No, but I would like to be if transportation was available to and from work

Access to Work

53. Are you....

- Employed Full-time
- Employed Part-time
- Employed Per Diem (work on an as needed schedule)
- Self-employed/ Work from home

54. Due to transportation issues, on what day(s) of the week is it hardest for you to get to work? (MARK ALL THAT APPLY)

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Weekends
- Holidays
- I do not have a hard time getting to work during the weekdays/weekends

55. Due to transportation issues, during what time(s) of the day is it hardest for you to get to and from work? (MARK ALL THAT APPLY)

- Early morning (5:00AM-8:29AM)
- Late morning (8:30AM - 11:59AM)
- Early afternoon (Noon-2:59PM)
- Later afternoon (3:00PM-5:59PM)
- Evening (6:00PM-8:59PM)
- Late Night (after 9:00PM)
- I do not have a hard time getting to and from work

56. Due to transportation issues, have you ever quit or lost a job because it was hard for you to get to work?

Yes

No

57. How much are you willing to spend on a one-way bus or other form of transportation to or from work?
(MARK ALL THAT APPLY)

\$1.00

\$1.50

\$2.00

\$2.50

\$3.00 or more

None of the above

58. How much time are you willing to spend on a one-way trip to your place of employment?

Less than 30 minutes

Less than 1 hour

1 hour or more

Transportation Improvements

59. What changes could be made to your local transportation services to make using them more appealing to you? (MARK ALL THAT APPLY)

- If I could ride to destinations in other counties in the Marion area
- If service started earlier in the morning
- If service ended later at night
- If service was available more than 5 miles outside of the Marion Area Transit
- If traveling with children was easier
- Provide service on Saturdays
- Provide service on Sundays
- No shared rides with others
- More reliable/On-time for pick up/drop off
- If buses came more often on fixed routes
- Offer wheelchair accessible vehicles
- If I could request my trip with as little as one day's notice for reservation
- If I could request my trip through an app or website and not just on the phone
- Other
- None of the above
- Other (please specify)

60. Please list any additional suggestions that Marion County can do to improve transportation services.

Appendix VI | KEY LEADER SURVEY

Marion County Transportation Key Leader Survey

Demographics

1. What type of agency do you represent? (MARK ALL THAT APPLY)

- Hospital
- Physician's office
- Local Health Departments
- Government employee
- Elected officials
- Non-profit agencies
- Schools & other education providers
- Faith-based organizations
- Employers & Businesses
- Community-based health & human service agencies
- Agency representing seniors
- Advocacy/Coalition groups that deal with transportation
- Integrated Para Health Coalition
- Service Clubs (ex: Rotary, Kiwanis/Exchange)
- Law enforcement
- Social service agency
- Family and Children First Council (FCFC)
- Mental Health
- Other

2. Who do you primarily represent?

Please complete the remainder of this survey based on the county, city, village or township who you primarily represent as a key leader.

Public Transportation

3. Are transportation services available in your county/community that you are aware of?

- Yes
- No
- Don't know

4. Is information regarding the types of transportation services available in your county/community promoted well?

- Yes
- No
- Don't know

5. Is information such as, (contact information, service times, and reservations) easy to find on the transportation services that are available in your county/community?

- Yes
- No
- Don't know

6. What challenges do you think prevent residents in your county/community from using transportation services? (MARK ALL THAT APPLY)

- Cost too much
- Service does not start earlier in the morning
- Service does not end later at night
- Service is not available more than 5 miles outside of the Marion Area Transit
- Service is not available the weekends
- Rides are shared with others vs. alone
- Pick up/drop off times are not reliable
- Buses do not come on a fixed route
- Too difficult to travel with children
- Service vehicles/buses are not wheelchair accessible
- Residents are not able to request trips with as little as one day's notice for reservation
- Residents are not able to request trips through an app or website and not just on the phone
- Other
- None of the above

7. What areas of your county/community are hard to get to due to lack of transportation?

- North-end (i.e. Morral)
- West-end (i.e. La Rue)
- East-end (i.e. Caledonia)
- South-end (i.e. Prospect)
- Downtown (Marion)
- Other town or village
- Don't know
- None of the above

8. What type of transportation services would you like to have available in your county/community? (MARK ALL THAT APPLY)

- Fixed route public transit (with bus stops and time schedule)
- Demand response public or agency/program-sponsored transportation services
- Extended hours
- Taxi service
- Private service (i.e. Uber)
- Private inter-city bus (i.e. Greyhound or Megabus)
- Ambulette service (non-emergency medical transportation)
- Bike Share Programs
- Shared-Ride Programs (carpools and vanpools)
- Volunteer Driver Programs
- Other

9. Do you have clients/patients/employees that have transportation issues?

- Yes
- No

Marion County Transportation Key Leader Survey

Transportation Access

10. How would you best describe your clients/patients/employees? (MARK ALL THAT APPLY)

- Low income
- Disability (physical, mental, visual, or other disability)
- Women
- Children ages 0-5
- Youth/adolescents
- Seniors
- Families
- Unemployed
- Other

11. Approximately how many clients/patients/employees do you serve in a year?

- 0-100
- 100-500
- 500-1,000
- 1,000-3,000
- 3,000 or more
- Don't know

12. What percentage of your clients/patients/employees have transportation issues?

- Less than 20%
- 20-40%
- 40-60%
- 60-80%
- More than 80%
- All clients/patients find transportation to scheduled appointments
- Don't know

13. What are the specific reasons why you think your clients/patients/employees have transportation issues? (MARK ALL THAT APPLY)

- Lack of car
- No car insurance
- No driver's license
- No gas money
- Car is not working
- Too far to travel
- No friends/family to assist with transportation
- Unreliable public transit service
- Other

14. Due to lack of transportation, do your clients/patients/employees have issues accessing the following? (MARK ALL THAT APPLY)

- Medical/Health Care Appointments
- Access to food (i.e. groceries, farmer's markets, food pantries, etc.)
- Pharmacy
- Recreational/Social Activities
- General shopping
- Church/Faith-based Organization
- Work
- Child Care/Day Care
- School
- Don't know

15. Do you feel that your staff are aware of the transportation options available to help your clients/patients/employees?

- Yes
- No

16. Does your agency refer your clients/patients/employees to any of the following transportation services?
(MARK ALL THAT APPLY)

- Marion Area Transit (MAT) bus services
- Marion County Jobs & Family Services (Non-emergency transportation)
- OnSite ATS (ambulette services)
- Marion County Veterans Service
- Apple Lane Transportation Service (Non-emergency medical transportation)
- I am not aware of transportation services available to Marion County residents
- I do not refer clients/patients to transportation services
- Other
- Other (please specify)

17. What options would be helpful transportation resources for your staff? (MARK ALL THAT APPLY)

- Staff training
- Brochures or guides
- A website link
- Other

18. Does your agency provide services exclusively to seniors?

- Yes
- No

Marion County Transportation Key Leader Survey

Transportation for Older Adults

19. Who do your clients typically depend on for transportation? (MARK ALL THAT APPLY)

- Them self
- Spouse
- Children/Other relative
- Friends/Neighbors
- Private services (i.e. Taxi)
- Public services (i.e. bus)
- Volunteers (from church or non-profit organizations)
- Other
- Don't know

20. What types of transportation services are available for senior citizens? (MARK ALL THAT APPLY)

- Transportation Vouchers Program
- Volunteer Driver Program
- Home health aid/private nurse
- Ride Sharing
- Paratransit (Curb-to-curb or door-to-door)
- Marion Area Transit
- Door-through-door Service
- We provide personal care attendants or escorts, as needed
- We provide bus cards
- Travel Training
- Taxi Service
- None of the above
- No transportation services are specifically available for seniors

Marion County Transportation Key Leader Survey

Transportation Improvements

21. Do you have any additional suggestions to help improve transportation services for residents in your county/community?

22. Which transportation improvement initiatives would you support? (MARK ALL THAT APPLY)

- Increased Public Transit/Fixed route services
- Decrease public transportation costs Complete
- Streets
- Bike lanes
- Walking/Biking trails
- Shared Ride Program (i.e. carpools and van pools) Bike
- Share Program (i.e. bike rental stations)
- Taxi Service
- Volunteer Driver Programs
- Transportation Vouchers Programs
- Wheelchair accessible public transportation vehicles/buses
- Other
- None of the above

23. OPTIONAL: Please provide your contact information below for us to follow up with you regarding future county/community improvement planning.

Name	<input type="text"/>
Agency	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>