TECHNICAL MEMORANDUM #2

Public Input Summary

May 3, 2023

RICHLAND COUNTY
REGIONAL PLANNING

RICHLAND COUNTY TRANSIT
RCT
"City Bus Service at Its Best"

Moving Public Transportation Into the Future

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CHAPTER 1 INTRODUCTION AND EXECUTIVE SUMMARY

OVERVIEW

The ten-year Transportation Development Plan (TDP) is overseen by the Richland County Regional Planning Commission (RCRPC) and Richland County Transit (RCT). The plan will serve as the foundation for future service and technology enhancements for the agency over a ten-year horizon. The TDP will outline a clearly defined vision for public transit for Richland County, and offer a ten-year implementation plan to ensure that RCT provides the best service it can with available resources.

The planning initiative consists of a comprehensive and data-driven analysis of market conditions and review of the governance and administrative structure, existing services, and capital assets of RCT. An assessment of transportation needs was conducted through a wide-ranging public engagement campaign. The activities, or tasks, presented herein are designed to ensure the final plan reflects the expectations of the RCRPC, the Richland County Transit Board (RCTB), the Metropolitan Planning Organization (MPO), and local study participants.

As with many transit systems across America today, sustaining sufficient funding from federal, state, and local sources is a concern. Public transit budgets are dependent upon public funding. While a significant portion RCT's the operating and capital budget comes from the Federal Transit Administration (FTA), revenue from state and local sources is necessary to match FTA funds. Therefore, the TDP planning process takes careful steps to understand community needs and place those strategically alongside the fiscal realities and possibilities for RCT to improve service and agency practices while pursuing new and enhanced technology solutions.

TDP MEMORANDUM ORGANIZATION

Technical Memorandum #2 is the second of a series of technical memorandums making up the final development plan:

- Technical Memorandum #1 | Market Analysis and Review of Existing Conditions
- Technical Memorandum #2 | Public Input Summary
- Technical Memorandum #3 | Draft Recommendations
- Technical Memorandum #4 | Technology and Service Implementation Plan

This memorandum contains a detailed summary of input from the strategies implemented under the public input campaign. Also included are profiles of RCT bus routes and analysis of local trip generators. The data gathered and presented in this memorandum illuminates the gaps in service and transportation needs of RCT riders and the general public, as well as matters of concern to community stakeholders. This data will directly inform recommendations for service enhancements and technology improvements current and into the future (through 2033).

The public input process described in this technical memorandum provided a wealth of insights to inform the development of recommendations for the TDP. In this section, key observations and themes are described. The input process consisted of the following activities:

♦ An onboard survey of RCT customers, conducted in December 2022. Responses were received from 144 customers. The survey data is summarized in Chapter 3, Rider Survey Results. Some of the data is also described at the route level in Chapter 2.

♦ A general survey of the community, conducted in December 2022 and January 2023. The responses, received from 308 community members, are summarized in Chapter 3, Community Survey Results.

♦ Interviews with RCT staff. The TDP consultants conducted one-on-one and small group interviews with RCT managers, bus operators, mechanics, and office staff in January 2023. Their input is provided in Chapter 3, RCT Staff Input.

♦ A survey of local employers. With the assistance of Richland Area Chamber & Economic Development and the Regional Manufacturing Coalition, a survey on employment transportation needs was distributed to local employers in January 2023, resulting in 44 responses. The survey results and other employer input are summarized in Chapter 3, Employer Transit Needs.

♦ The TDP consultant interviewed 22 community stakeholders from October 2022 to January 2023, representing a variety of interests in Richland County, including local governments, human service agencies, and other organizations. Their input is summarized in Chapter 3, Stakeholder Interviews.

Additionally, this technical memorandum includes a route-by-route analysis of RCT performance data (throughout Chapter 2) and summaries of local employment, healthcare and housing-related trip generators (Chapter 4).

Current RCT Customer Input

The customers who completed the onboard survey expressed moderate to high satisfaction with the current service. On a satisfaction ratings scale question, RCT received the lowest marks on the service's website and real-time tracking, geographical service area, and how well the schedules meet one's travel needs.

Customers indicated that they would use RCT during more hours, if offered, especially during the hours of 5:00 p.m. to 7:00 p.m. on weekdays. RCT does not currently operate on weekends. On weekends, more customers would use RCT on Saturdays than Sundays, with preferences for potential Saturday hours in the 9:00 a.m. to 3:00 p.m. range. Current customers preferred the addition of weekend service (63%) over longer weekday service (38%), and preferred longer service hours (71%) over increased schedule frequency (29%). A slight majority prioritized improved service in existing areas (57%) over serving new areas (43%), and a large majority preferred to keep the flag-stop system (70%) rather than mandate the use of bus stops only (30%).

Three quarters of the customers use a smartphone. About half of customers (56%) indicated that they would pay fares using a smartphone app if this technology was available. Currently, 53% of customers pay their fares with cash, while 24% pay with a bus pass that they purchased.

Customers have many positive things to say about RCT, as evidenced in the open-ended survey feedback available in this report's appendix. Some customers would like there to be more amenities at bus stops, including shelters and benches. A few individuals indicated that they struggle with long or uphill walks to bus routes. Depending on which routes they use, customers often must wait for 30 minutes at the downtown RCT station in order to transfer, making for long trips.

Feedback about Types of Needs

Input from many sources indicates that workforce transportation, especially to second and third shifts, is a significant unmet need. Unserved, job-dense areas were noted in Lexington, followed by Ontario, Bellville and west Shelby. Employment areas near the Airport and in Shelby are thinly served by RCT today, with the Airport route receiving significantly higher ridership than the Shelby route. Improved connectivity between Mansfield and these two areas would likely help more people get to work. For workforce development needs, access to NCSC is important, as is access to vocational programs at Pioneer Career and Technology Center in Shelby and Madison Adult Education Center.

Most of the county's medical destinations are served on RCT routes. County residents sometimes need to go out-of-county to specialists, as far away as Cleveland and Columbus. Transportation for hospital discharges is an ongoing challenge for Avita and OhioHealth. Individuals with physical disabilities need demand response transportation services that are similar to Dial a Ride. The local AAA- and JFS-provided ride services are limited. Individuals who do not drive need more options for rides to medical appointments, including urgent and same-day trips.

Most shopping areas in the county are served by RCT, but it important to connect more residents to the shopping areas, including residents of north Mansfield and Lexington. Some community stakeholders feel that it would benefit college students to provide a more direct link to downtown Mansfield, or at least provide additional education to students about the RCT options that exist now. While RCT provides access to Ontario shopping on Routes 1 and 9, the days and hours of service are limited, and traveling within Ontario on RCT is difficult due to the existing route network configuration.

Transportation is needed for community events and tourism. Stakeholders would like to leverage RCT resources to support residents' recreation and the economic impact potential of local tourism.

Locations

The most need for public transit is in Mansfield, which is lower-income and has more population density than other areas of the county. North Mansfield, East Mansfield and Madison Township have been mentioned as having lower-income populations with unmet needs for transportation. Mansfield residents need more job access on RCT.

Shelby also has residents with lower incomes and higher population density, but the community may be slower to embrace fixed route bus service. RCT's Route 13 serves Shelby four times per day, but the majority of its ridership consists of students traveling between Mansfield and Pioneer Career and Technology Center. Shelby has employment and education facilities that attract people from Mansfield and elsewhere.

Lexington was mentioned by many stakeholders and RCT staff. The population is growing, and is higher-income than Mansfield and Shelby. The population density in some areas of Lexington is as high as areas of Mansfield and Shelby. Older adults in Lexington may have the most need for transportation. Lexington has many jobs, and Mansfield residents could access these jobs if RCT expanded to Lexington. The county's largest private employer, Charter Next Gen, is located in Lexington, as well as Stone Ridge.

People need access to shopping and jobs in Ontario. There are many jobs in Ontario east of the area served by RCT, including at FedEx (with future employment likely at Chart Next Generation's new location). The stores and restaurants in the Lexington/Springmill corridor represent a major job center in the county. Ontario, like Lexington, has fewer residents with low incomes that depend on public transit. The larger need is for Mansfield area residents and college students to get to shopping and employment in Ontario.

Throughout the RCT service area, people need transit to provide more feasible options for getting from place to place. For example, Ontario is served by multiple routes, but it is difficult to travel from point to point within Ontario due to the routes' configuration. In some locations, routes "break up" in corridors where a continuous route would help people travel more efficiently. An example is Cook Road, which is served by Routes 2 and 3, and Lexington/Springmill, which is served by Routes 1, 9 and 13. Conversely, there is a large stretch of duplication between Routes 5 and 13 on Springmill. RCT staff provided many comments to inform a redesign of the route system.

Regional and Rural Needs

All of the counties surrounding Richland County are rural. Mansfield and Ontario are regional draws for shopping, healthcare, and employment. Some transit providers in the adjacent counties bring people into Richland County. However, Richland County residents have no transit option to leave the county, aside from limited inter-city bus service, provided by GoBus and Greyhound, that is not designed to meet day-to-day needs.

Rural areas of Richland County would benefit from transit service. Rural residents need access to the urban portion of the county for all types of trip purposes. While fixed routes would not be viable in rural areas due to low population density, a service similar to RCT Dial a Ride would benefit these areas.

Technology, Outreach and Partnerships

RCT's reputation for being safe, reliable, clean, and friendly is a positive that should be built upon through better marketing and outreach. Marketing should involve both traditional and innovative, technology-based methods. There are likely many opportunities for RCT to enter into partnerships that would expand mobility for the community. New partnerships would require new investments of time by the system's leadership, who have limited capacity due to grants administration and compliance responsibilities.

Several stakeholders stated that they would like to see RCT adopt new technologies that would make it easier for the community to learn how to use the service, and improve its convenience.

CHAPTER 2 ROUTE PROFILES

Route profiles detailing the operating schedule, stop locations, stop-level boardings and alightings, ridership, productivity, on-time performance information, and data from the rider survey are presented herein. Each of the nine fixed routes operate on a pulse schedule with each route beginning and concluding each trip at the Stanton Transit Center (Transit Center). The exception is Route 1, which begins its first run at Walmart, returning to the Transit Center in preparation for a bottom of the hour departure (:30).

ROUTE 1: PARK AVENUE WEST

Route 1 (Park Avenue West) is the most productive route in the fixed route network. Providing service between the Transit Center and Springfield Square Center, the route serves Park Ave. from Lexington Ave. to Main St. providing access to major activity centers and primary destination points along the corridor including Walmart, Kroger, Park Ave. West Apartments, and retail stores located in Springfield Square Center. The route deviates to Hawkins Medical Center if/as requested. The route map is depicted in Figure 2-1.

Figure 2-1: Route 1 (Park Avenue West) Map
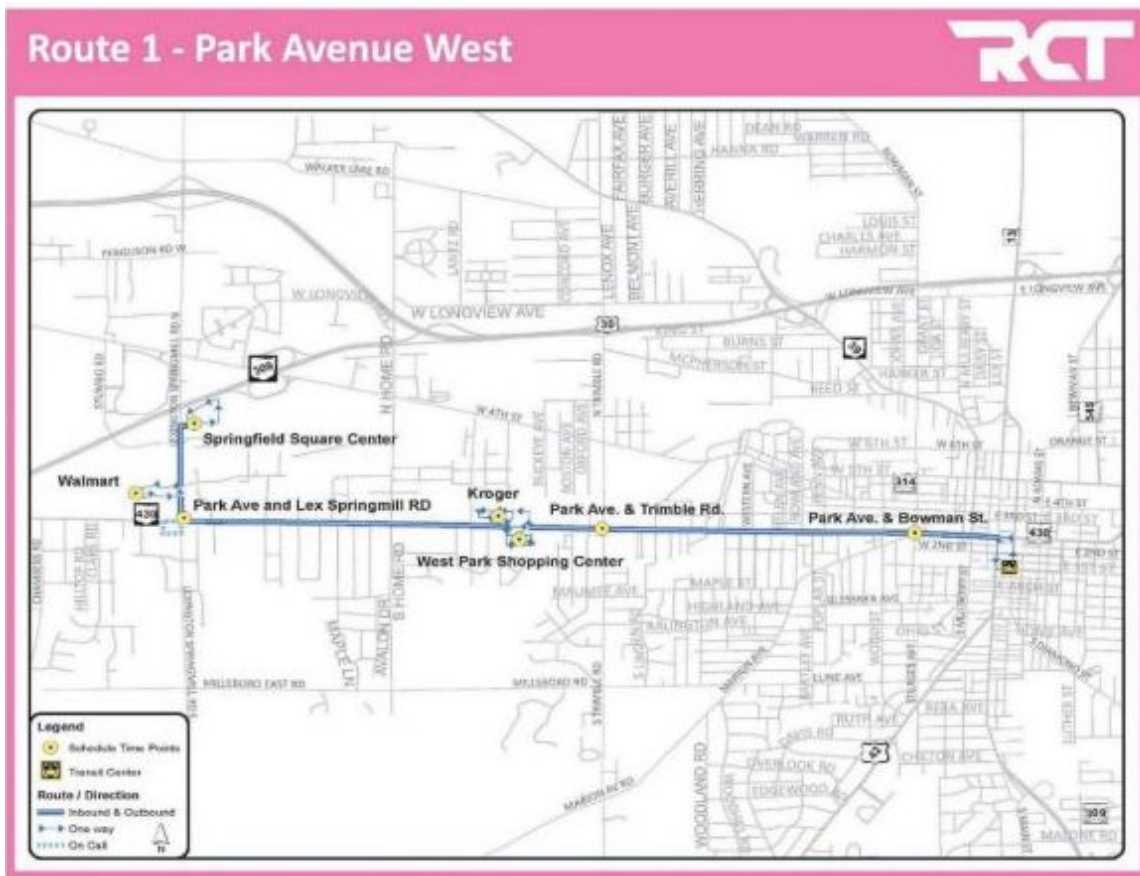
RCT operates Monday through Friday from 6:00 a.m. to 6:30 p.m.; evening and weekend service are not available. Service schedules vary per route. Schedule information for Route 1 is presented below.

Span of Service	Frequency	Daily Trips (Inbound/Outbound)
7:00 a.m. to 6:30 p.m.	60 min	24

Bus Stops

All routes have designed bus stops marked with RCT-branded signage, with timepoints listed in the published schedules. However, RCT is a flag-stop system which means customers can request to be picked up or dropped off anywhere along the established route with notification to the driver. Table 2-1 includes the published stops. However, the route begins at Walmart at 7:00 a.m. before serving the Transit Center, as referenced below.

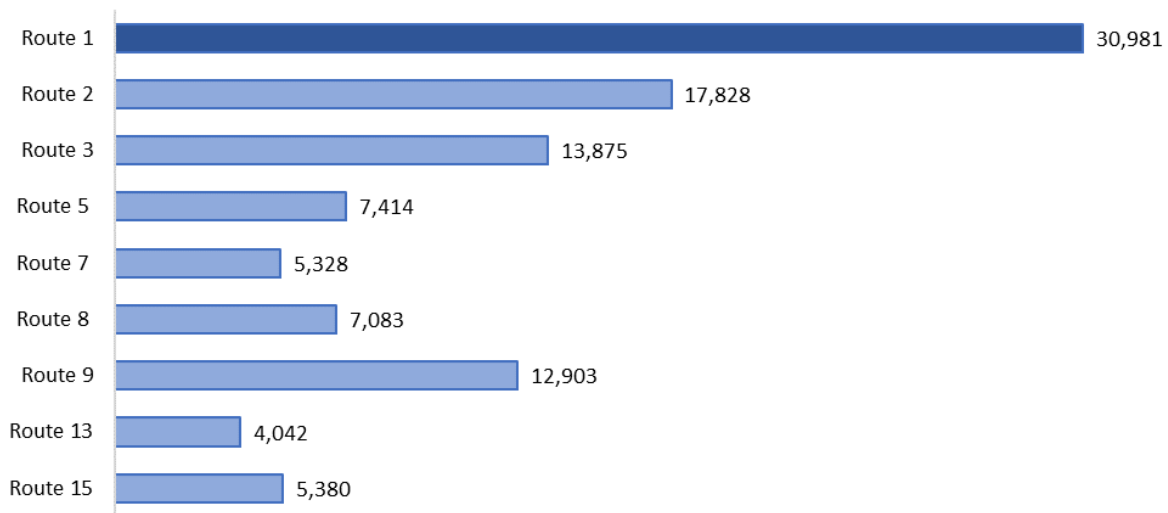**Table 2-1: Route 1 Bus Stop Locations**

Bus Stop Location	Timepoint*
Departing Transit Center	:30
Park Ave. West & Bowman St.	:33
Park Ave. & Trimble Rd.	:38
Kroger	:40
Westpark Shopping Center	:42
Park Ave. & Lex Springmill Rd.	:50
Springfield Square Center	:52
Walmart	:03
Westpark Shopping Center	:10
Kroger	:12
Park Ave. & Trimble Rd.	:15
Park Ave. & Marion	:22
Arriving at Transit Center	:25

*Timepoint references the time after the hour in which the bus departs a stop unless noted otherwise.
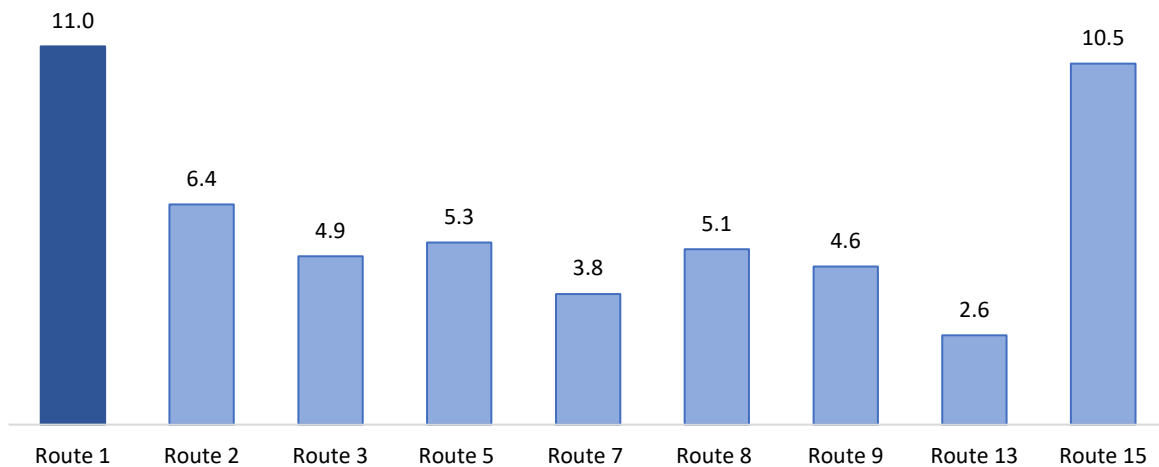
Ridership and Productivity

Route 1 contains the highest ridership in RCT's fixed route network. Figure 2-2 provides a ridership comparison for all fixed routes.

Figure 2-2: Fixed Route Ridership Comparison, 2022

Route	Ridership
Route 1	30,981
Route 2	17,828
Route 3	13,875
Route 5	7,414
Route 7	5,328
Route 8	7,083
Route 9	12,903
Route 13	4,042
Route 15	5,380

As referenced in *Technical Memorandum #1*, a primary metric for service productivity is passenger trips per revenue hour. Figure 2-3 illustrates passenger trips per revenue hour for each route for 2022. Route 1 leads in productivity for the RCT system.
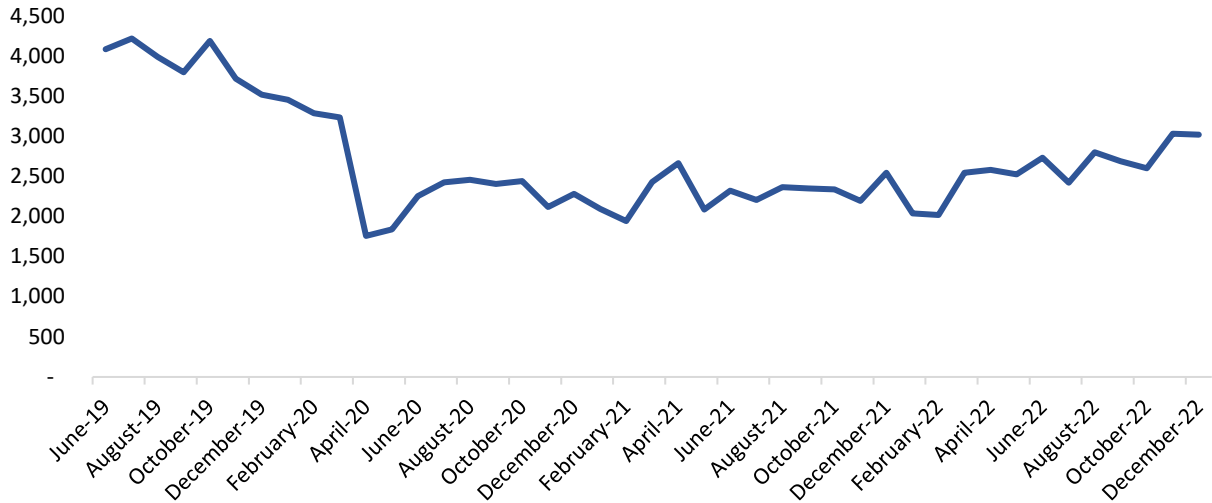
Figure 2-3: Fixed Route Productivity, 2022

Route	Productivity
Route 1	11.0
Route 2	6.4
Route 3	4.9
Route 5	5.3
Route 7	3.8
Route 8	5.1
Route 9	4.6
Route 13	2.6
Route 15	10.5

Route 1 averaged 29,482 annual passenger trips from 2020 through 2022. Monthly ridership for the referenced period is depicted in Figure 2-4. As stated in *Technical Memorandum #1*, RCT underwent a service revision, effective June 2019, which resulted in the streamlining of fixed routes and a reduction in the total number of revenue service hours delivered; therefore, comparisons to ridership before June 2019 are not relevant to evaluating Route 1 today. The ridership decline from June 2019 to May 2020 is consistent with industry trends realized with the on-set of the COVID-19 pandemic. Although ridership

has not returned to pre-pandemic levels, a 13 percent increase in passenger trips from 2021 to 2022 was observed.

Figure 2-4: Route 1 (Park Ave. West) Ridership Trend, June 2019 - December 2022

In 2022, Route 1 performed an average of eleven passenger trips per hour, ranking it first among fixed routes within the RCT service network. Productivity for Route 1 over a four-year period is depicted in Figure 2-5.

Figure 2-5: Route 1 (Park Ave. West) Productivity, June 2019 - December 2022
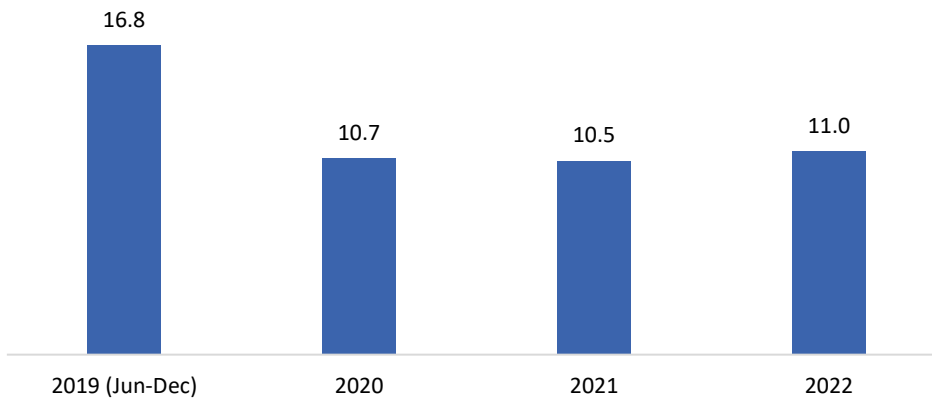
Ridership by run, or route segment, is captured by RCT. Table 2-2 includes utilization by time of day, per segment along Route 1 in November 2022. Segments are denoted by the nearest major stop (top row). Dark blue indicates the highest ridership while the deep red represents the lowest usage. Route 1 carried the most passengers at 12:00 p.m., followed by 2:00 p.m. during the reporting period. The Park Ave. West inbound segment was the most productive in terms of ridership, with eighty-nine passenger trips performed during the 7:00 a.m. hour.

Table 2-2: Route 1 (Park Ave. West) Ridership by Run, November 2022

	Inbound						Outbound								Total per Hour
	Park Avenue West	West Park ShpCr	Kroger	Park Avenue West	Main St.	Transit Center	Park Ave West	Kroger	West Park ShpCr	Park Ave West	Lexington-Springmill	Spring-field Square	Wal-Mart	Hawkins Medical	
7:00 AM	21	32	0	89	0	56	60	0	1	2	0	1	3	0	265
8:00 AM	1	2	9	49	0	110	44	4	12	0	0	0	19	0	250
9:00 AM	6	9	33	39	0	91	53	11	1	3	0	1	21	0	268
10:00 AM	1	5	36	38	0	119	60	12	3	4	0	1	28	1	308
11:00 AM	4	3	42	48	0	98	39	17	4	4	0	8	35	0	302
12:00 PM	6	5	31	51	0	136	39	19	5	2	6	5	35	0	340
1:00 PM	6	3	40	49	0	113	42	19	0	1	1	7	38	0	319
2:00 PM	2	4	35	24	0	116	38	13	0	5	1	40	50	5	333
3:00 PM	2	4	38	30	0	66	29	17	0	2	3	24	43	1	259
4:00 PM	0	3	36	30	0	74	27	8	0	2	0	12	42	1	235
5:00 PM	3	2	35	36	0	13	8	5	0	1	0	3	22	0	128
Total	52	72	335	483	0	992	439	125	26	26	11	102	336	8	3007

Boardings and Alightings

RLS collected a sampling of passenger boardings and alightings for each route from December 5th through 9th 2022. Due to the nature of RCT's flag stop system, RLS utilized the Quick Capture smartphone app developed by ESRI. RCRPC staff created a database to utilize GPS to document the location in which passengers were getting on and off the vehicle. Passengers who boarded the vehicle were classified into seven rider types consistent with RCT's fare structure including, adult, senior citizen age 65 and older, disabled, veteran, college student, K-12 student, and children under the age of 6. GPS accuracy ranged from 20 feet to 1 foot. Image of the data collection tool is represented on the right.

GPS coordinates for stop level boardings and alightings for all routes within the fixed route network were converted to map format. Data for Route 1 can be found on the Richland County 10-year Transit Development Plan StoryMap, shown in Exhibit A. Boardings and alightings for each route, including Route 1, are depicted in Figure 2-6.

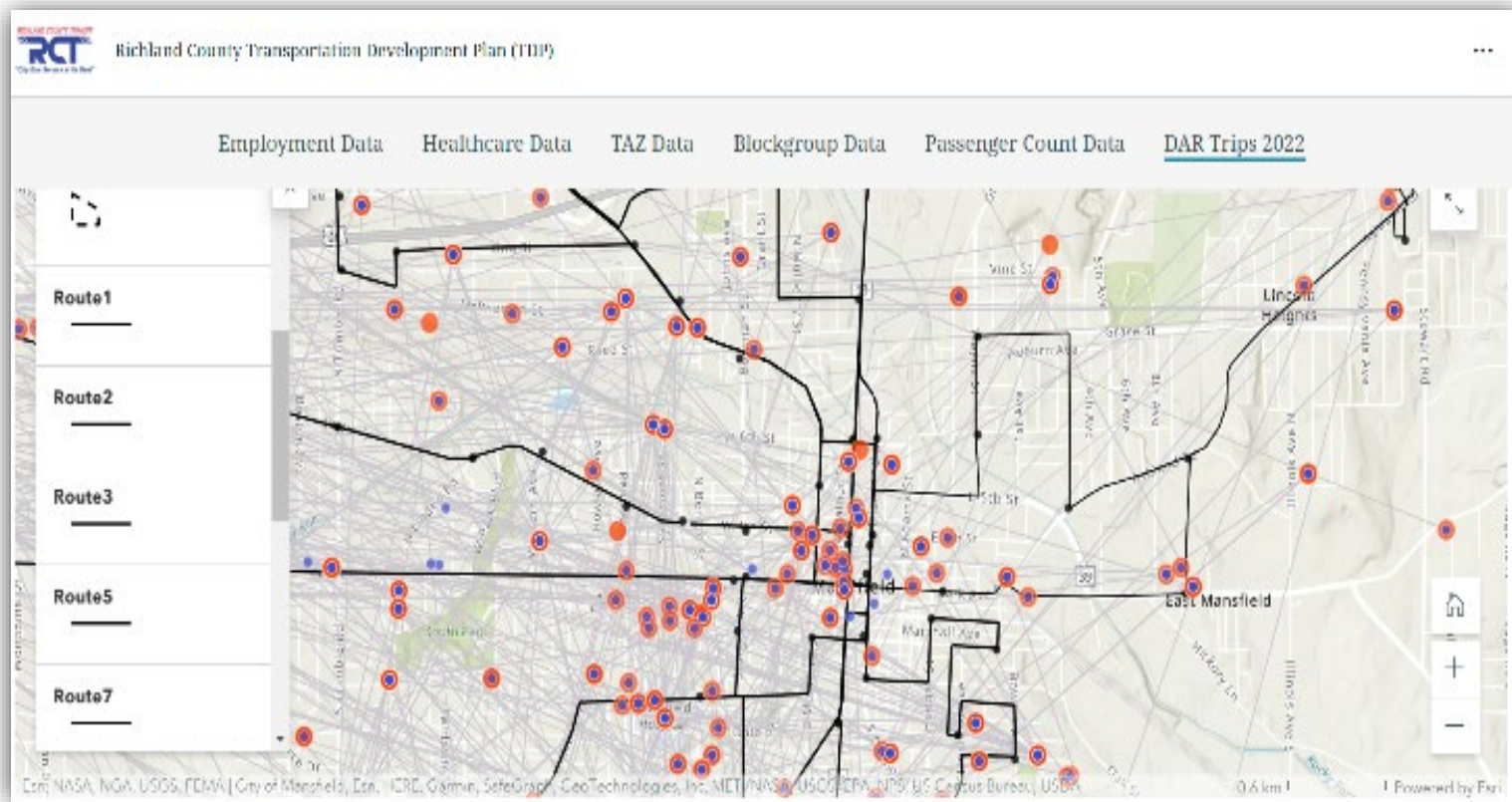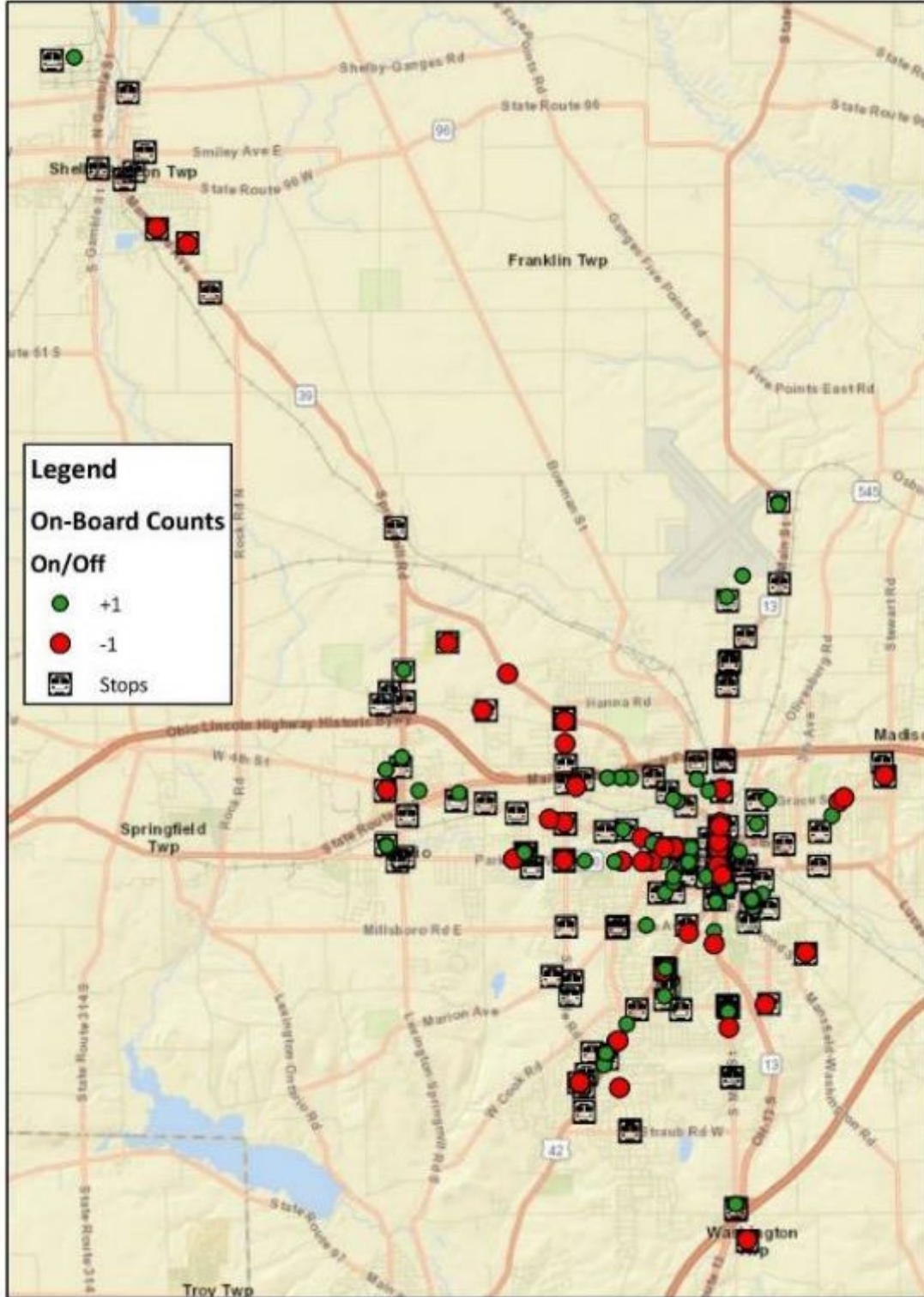**Exhibit A: Transportation Development Plan (TDP) StoryMap Screenshot**

Figure 2-6: Systemwide Boardings and Alightings, December 2022

On Time Performance

On-time performance data for the published stops along Route 1 was captured on December 8, 2022 at 11:30 a.m. and 12:30 p.m. Findings are included as an appendix to this document. Sampling data reviewed against rider survey responses and RCT operator feedback offers insight on the route's adherence with published time points. When asked how close to on-time was the route when they arrived at your final destination, 41 out of 49, or 84 percent of survey respondents, reported the vehicle as on-time. Route 1 responses are illustrated in Figure 2-7.

Figure 2-7: Route 1 (Park Ave. West) Rider Survey Responses, On-time Performance
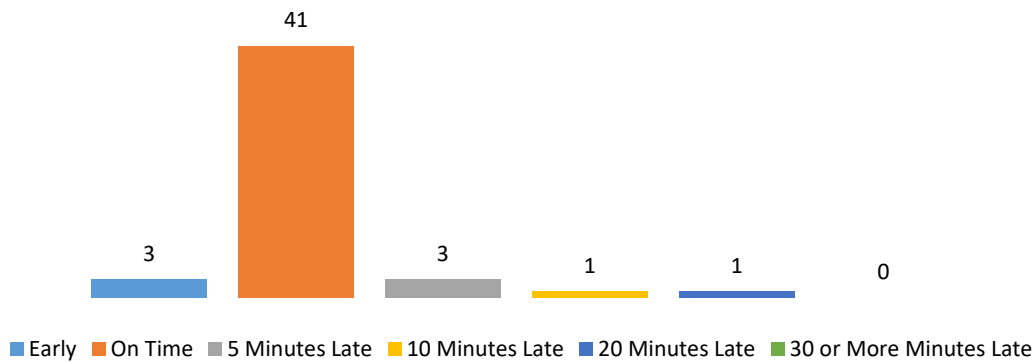
Rider Profile

Agency-provided data and data from the rider survey was broken down by route to provide insight on the primary use and rider base for each route. The majority, or 60 percent, of passengers who travelled on Route 1 in 2022 were 65 years of age or older or disabled, followed by adults (under age 65) at 37 percent. Figure 2-8 offers a breakdown of riders by category as reported by RCT.

Figure 2-8: Route 1 (Park Ave. West) Rider Types, 2022
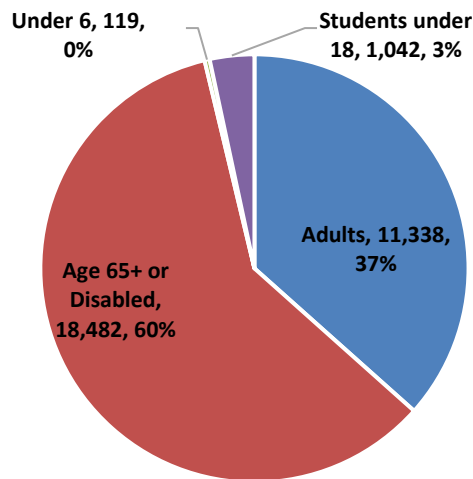
Survey participants were asked the primary purpose for their trip. Reponses for Route 1 totaled 53. Forty percent of respondents reported shopping as their trip purpose followed by work at 26 percent. "Other" responses that did not contain previous answer choices (i.e., work, medical visit, etc.) included entertainment, laundry, bill payment, and exercise. Responses for Route 1 are presented in Figure 2-9.

Figure 2-9: Route 1 (Park Ave. West) Survey Reponses: Trip Purpose

Legend:
- ■ Work
- ■ Hospital or Medical Visit
- ■ Entertainment
- ■ Social visit w/family or friends
- ■ K-12 School
- ■ OSU (Mansfield) classes
- ■ North Central State College
- ■ Shopping
- ■ Other
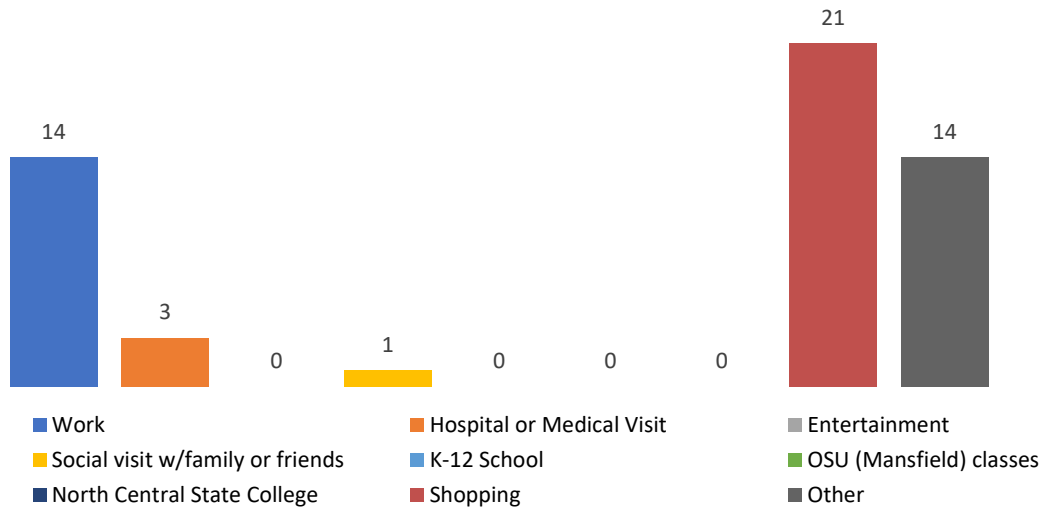
ROUTE 2: LEXINGTON AVENUE

Route 2 (Lexington Ave.) serves Lexington Ave. from Downtown Mansfield to the Kroger Shopping Center and E. Cook Rd. from Lexington Ave. to Main St. providing access to major activity centers and primary destination points including residential areas, public services, grocery and retail stores, and jobs. The route deviates to serve the residential community directly northeast of the Kroger Shopping Center upon request. The route map is illustrated in Figure 2-10.

Figure 2-10: Route 2 (Lexington Ave.) Map

Schedule information for Route 2 is presented below.

Span of Service	Frequency	Daily Trips (Inbound/Outbound)
7:30 a.m. to 6:30 p.m.	60 min	22

Bus Stops

Table 2-3 lists the designated bus stops for Route 2.

Table 2-3: Route 2 (Lexington Ave.) Bus Stop Locations
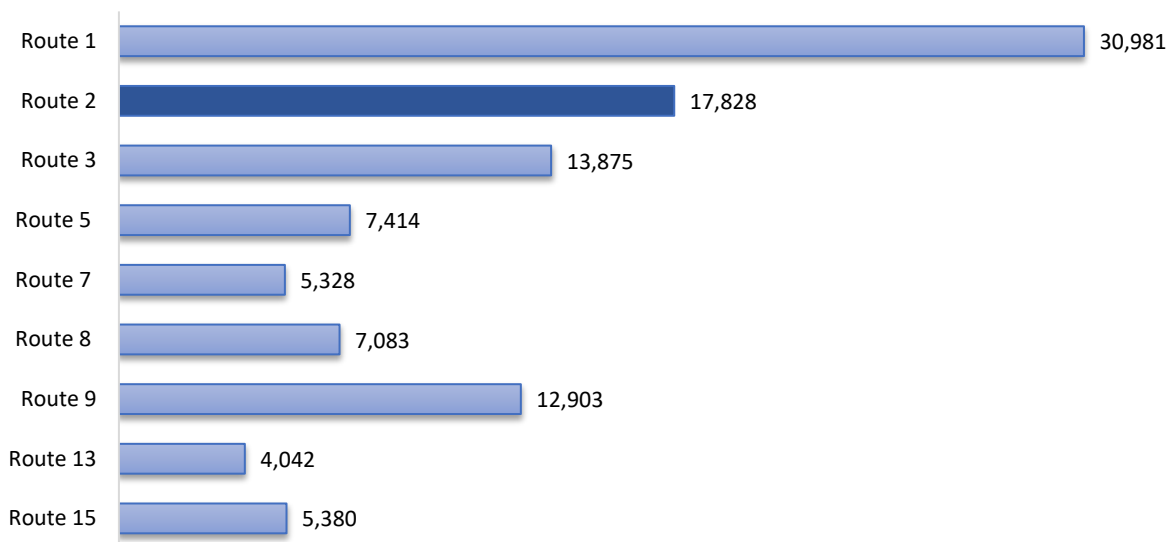
Bus Stop Location	Timepoint
Departing Transit Center	:30
Lexington Ave. & Sterkel Blvd.	:35
Save-A-Lot	:37
Kroger	:42
Lexington Ave. & W. Cook Rd.	:49
Cook Rd. & Burkwood Rd.	:51

Bus Stop Location	Timepoint
Main St. & W. Cook Rd.	:55
Turtle Creek	:04
The Center	:13
Lexington Ave. & Sterkel Blvd.	:15
Lexington Ave. & Main St.	:24
Arriving at Transit Center	:25

Ridership and Productivity

Route 2 contains the second highest ridership in RCT's fixed route network as highlighted in Figure 2-11.

Figure 2-11: Fixed Route Ridership Comparison, 2022

Route	Ridership
Route 1	30,981
Route 2	17,828
Route 3	13,875
Route 5	7,414
Route 7	5,328
Route 8	7,083
Route 9	12,903
Route 13	4,042
Route 15	5,380

As referenced, the primary metric for service productivity is passenger trips per revenue hour. In 2022, Route 2 performed an average of 6.4 passenger trips per hour, ranking it third among fixed routes within the RCT service network. Figure 2-12 illustrates passenger trips per revenue hour for each route for 2022.

Figure 2-12: Fixed Route Productivity, 2022
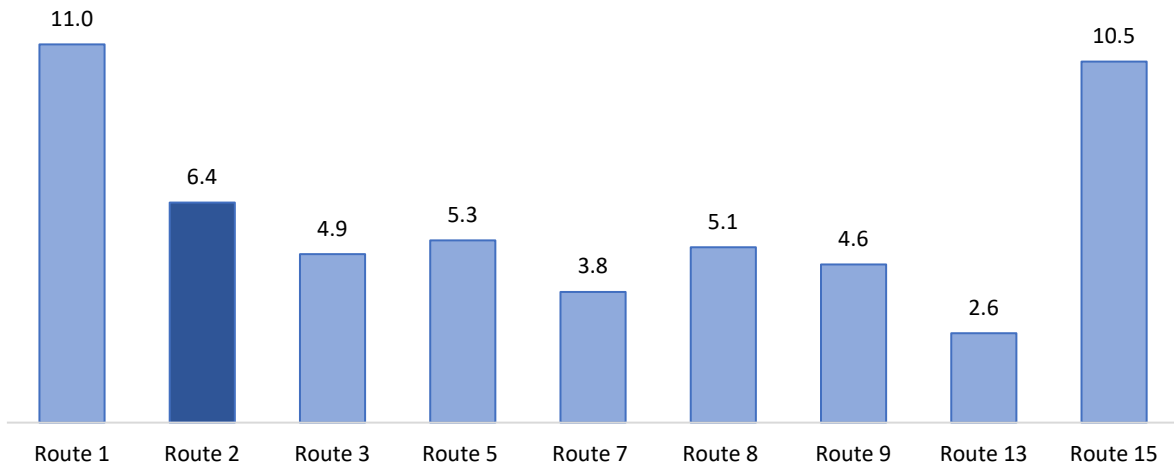
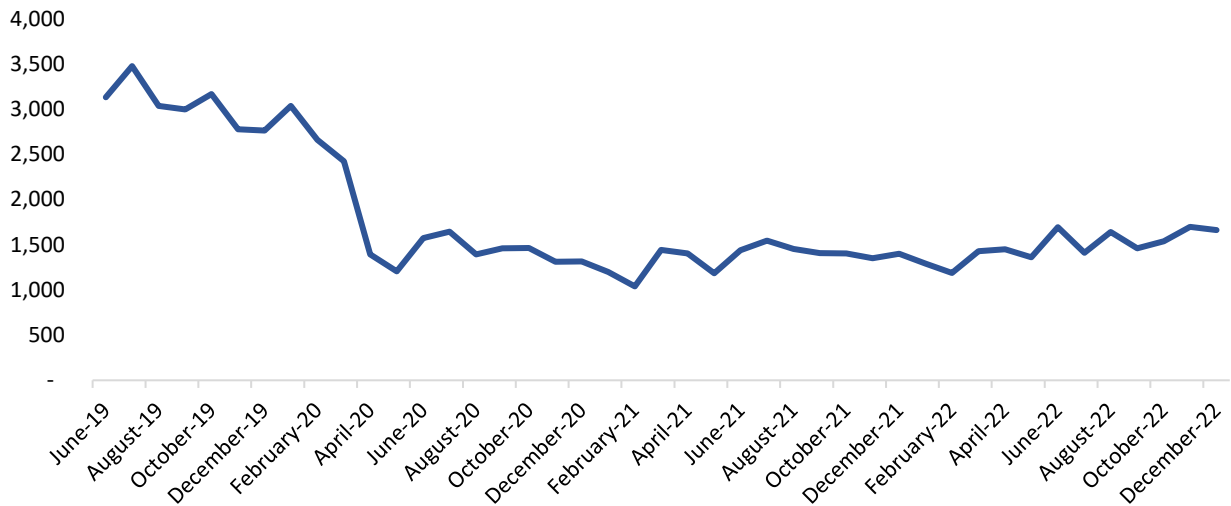Route 2 averaged 25,459 annual passenger trips from 2020 through 2022. Monthly ridership from June 1, 2019 through December 30, 2022 is depicted in Figure 2-13. A 6 percent increase in passenger trips from 2021 to 2022 was reported.

Figure 2-13: Route 2 (Lexington Ave/West Cook) Ridership Trend, June 2019 - December 2022

Productivity for Route 2 over a four-year period is depicted in Figure 2-14.

Figure 2-14: Route 2 (Lexington Ave/West Cook) Productivity, June 2019 - December 2022
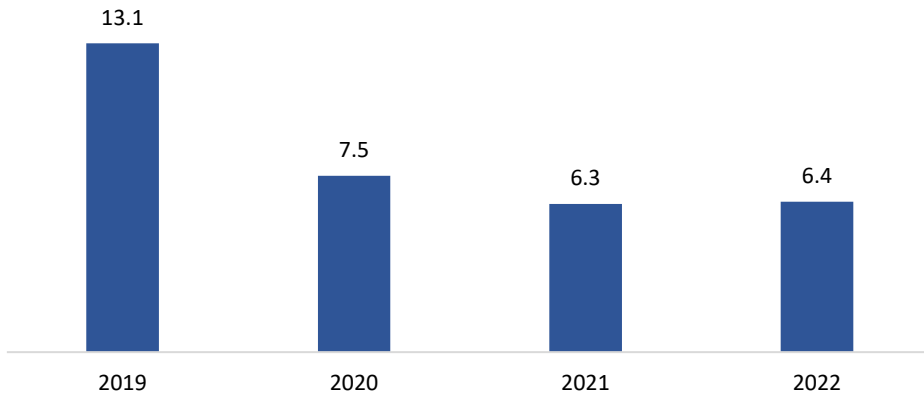

Table 2-4 includes utilization by time of day, per segment along Route 2 in November 2022. During the reporting period, Route 2 carried the most passengers during the 7:30 a.m. run, and mid-day, with highest ridership at Kroger and The Center (outside of the Transit Center).

Table 2-4: Route 2 (Lexington Ave/West Cook) Ridership by Run, November 2022

	Outbound					Inbound										Total per Hour
	Transit Center	Lexington	Save-A-Lot	SS Admin	Kroger	Executive Court	Lexington	Cook Rd.	Elmridge	Main St.	Cook Rd.	Turtle Creek	Lexington	The Center	Lexington	
7:30 AM	162	9	0	0	14	0	2	11	0	18	1	15	20	4	8	264
8:30 AM	52	5	0	0	10	0	1	2	3	6	2	13	1	16	3	114
9:30 AM	55	19	2	0	26	0	4	1	1	10	2	6	0	23	3	152
10:30 AM	70	23	6	0	9	0	1	4	0	12	1	7	0	27	1	161
11:30 AM	70	8	3	0	26	0	1	0	0	10	0	17	3	58	12	208
12:30 PM	66	8	16	0	19	1	2	3	0	9	2	11	0	34	2	173
1:30 PM	83	1	12	0	28	2	4	6	0	2	0	6	2	23	1	170
2:30 PM	67	7	3	1	25	0	2	1	0	4	7	5	1	21	4	148
3:30 PM	56	9	5	2	36	0	1	1	0	4	1	5	6	34	2	162
4:30 PM	55	9	2	1	40	0	1	0	0	2	0	1	2	6	1	120
5:30 PM	12	1	0	0	11	0	1	0	0	0	0	0	0	1	0	26
Total	748	99	49	4	244	3	20	29	4	77	16	86	35	247	37	1698

On Time Performance

On-time performance data for the published stops along Route 2 was captured on December 9, 2022 at 10:30 a.m. and 11:30 a.m. Findings are included as an appendix to this document. When asked how close to on-time was the route when they arrived at their final destination, 38 out of 46, or 82 percent, of survey respondents reported the vehicle as on-time. Rider survey results are illustrated in Figure 2-15. Opportunities for improvement or adjustment in route timing, supporting an increase in Route 2 frequency from the current 60 minutes, were identified though this effort.
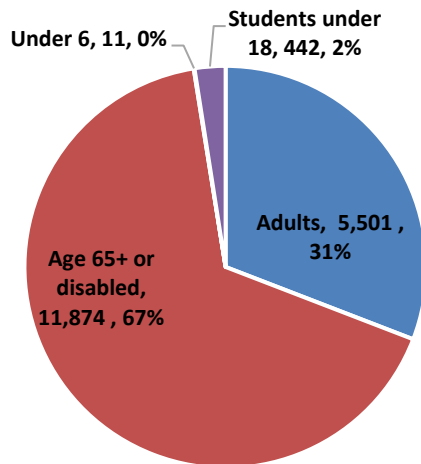
Figure 2-15: Route 2 (Lexington Ave.) Rider Survey Results, On-time Performance
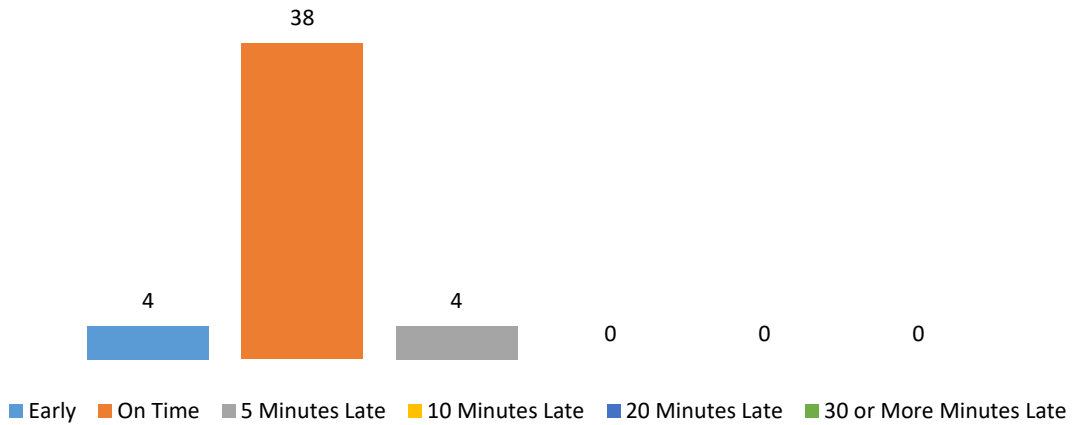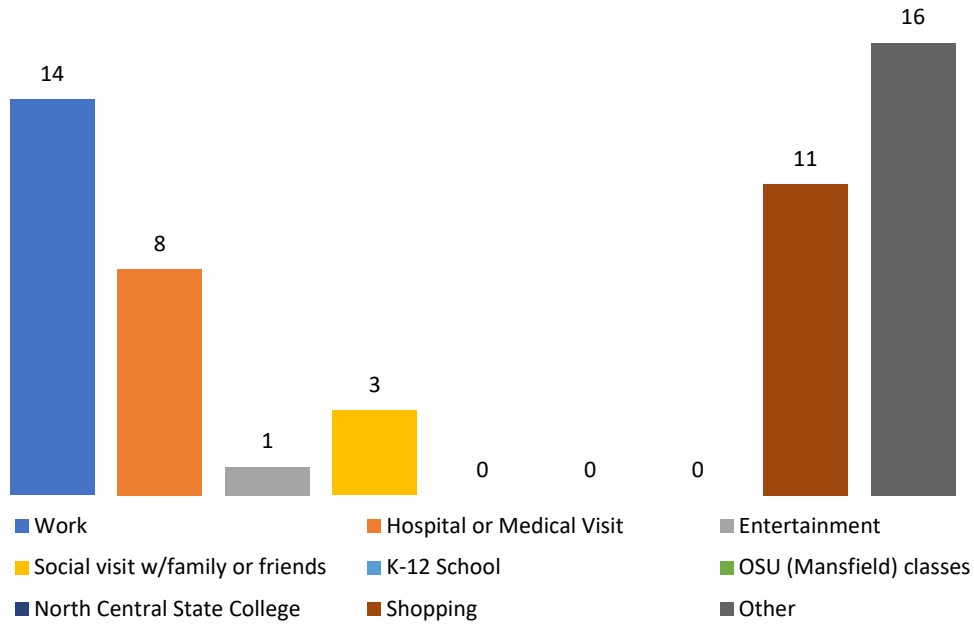

Rider Profile

Consistent with Route 1, majority of the passengers on Route 2 identify as 65 years of age or older or disabled, at 67 percent, followed by adults at 31 percent. Figure 2-16 offers a breakdown of riders by classification.

Figure 2-16: Route 2 (Lexington Ave.) Rider Types, 2022

Participants were asked the primary purpose for their trip. Reponses for Route 2 totaled 53 (Figure 2-17). Thirty percent of respondents reported their trip purpose as "Other" followed by work at 26 percent. Responses for "Other" included, free bus ride, court, and to help family.

Figure 2-17: Route 2 (Lexington Ave.) Survey Reponses: Trip Purpose

- ■ Work
- ■ Hospital or Medical Visit
- ■ Entertainment
- ■ Social visit w/family or friends
- ■ K-12 School
- ■ OSU (Mansfield) classes
- ■ North Central State College
- ■ Shopping
- ■ Other

ROUTE 3: SOUTH MAIN STREET/SOUTHSIDE

Route 3 serves Downtown Mansfield, Main St. and portions of Logan Rd., Middle Bellville Rd., and Straub Rd. Route 3 provides access to activity centers and primary destination points including, residential areas, and grocery and retail stores, including Walmart. The route map is depicted in Figure 2-18.

Figure 2-18: Route 3 (South Main St./Southside) Map
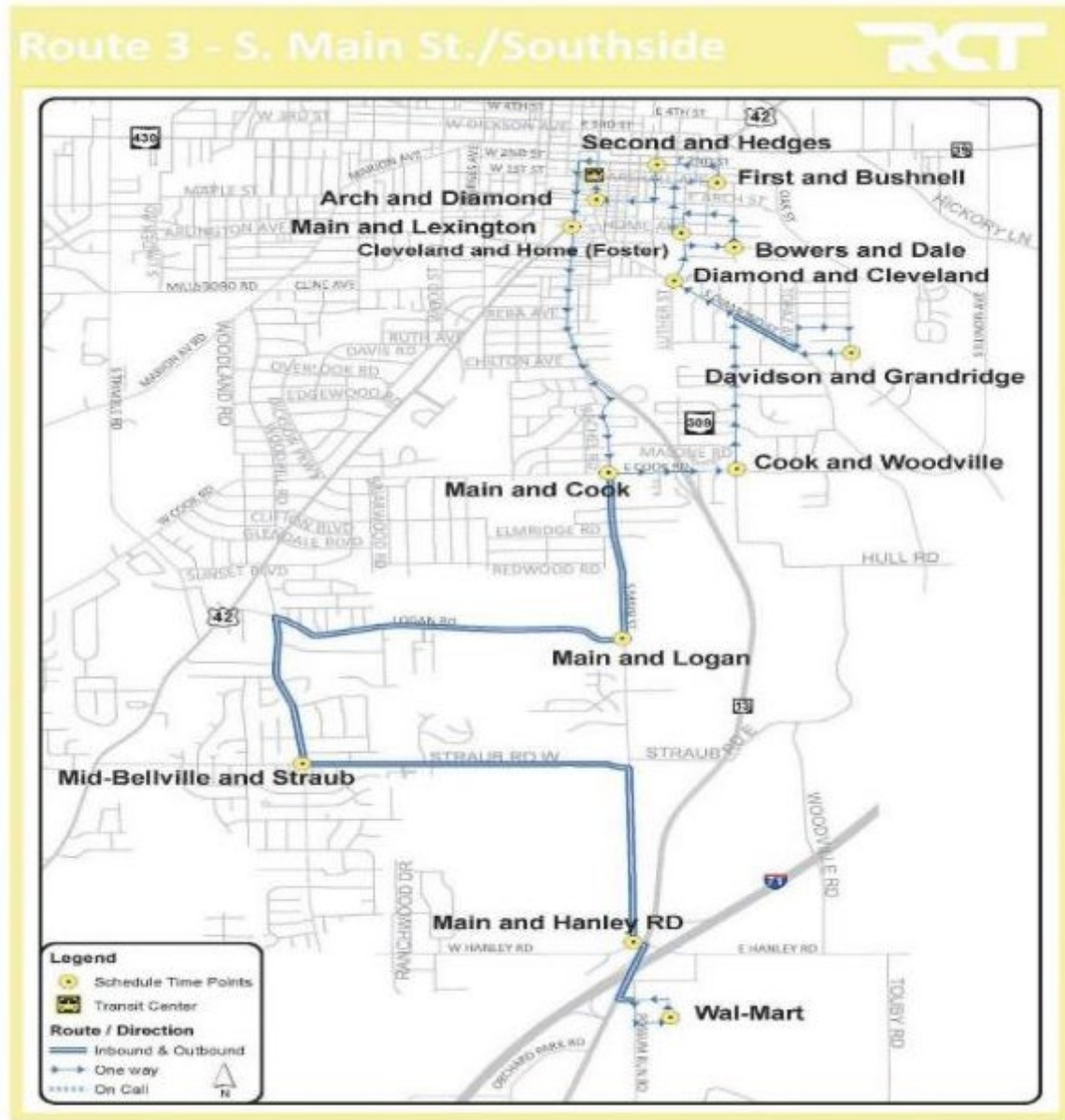
Schedule information for Route 3 is presented below.

Span of Service	Frequency	Daily Trips (Inbound/Outbound)
7:30 a.m. to 6:30 p.m.	60 min	22

Bus Stops

Table 2-5 includes the published stops for Route 3.

Table 2-5: Route 3 (South Main St./Southside) Bus Stop Locations

Bus Stop Location	Timepoint
Departing Transit Center	:30
Main and Lexington	:32
Main and Cook	:34
Main and Logan	:36
Mid-Bellville and Straub	:41
Main and Hanley Rd.	:48
Walmart	:50
Hanley and Main	:52
Straub and Mid-Belville	:55
Logan and Main	:04
Main and Cook	:06
Cook and Woodville	:07
Davidson and Grandridge	:09
Diamond and Cleveland	:11
Bowers and Dale	:13
Cleveland and Foster	:15
First and Bushnell	:19
Second and Hedges	:21
Arch and Diamond	:24
Arriving at Transit Center	:25

Ridership and Productivity

As illustrated in Figure 2-19, Route 3 has the third highest ridership in the fixed route network.

Figure 2-19: Fixed Route Ridership Comparison, 2022

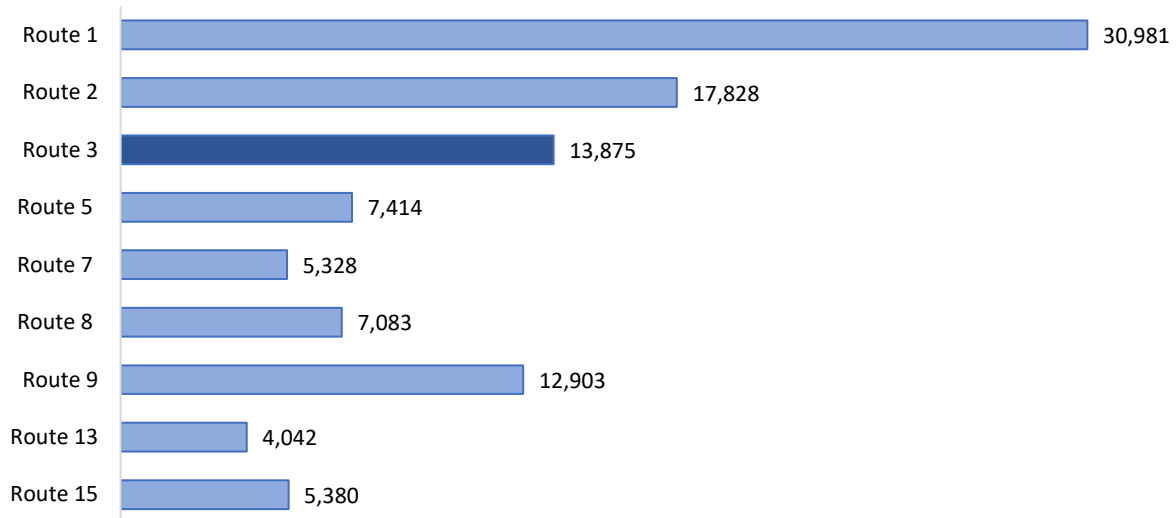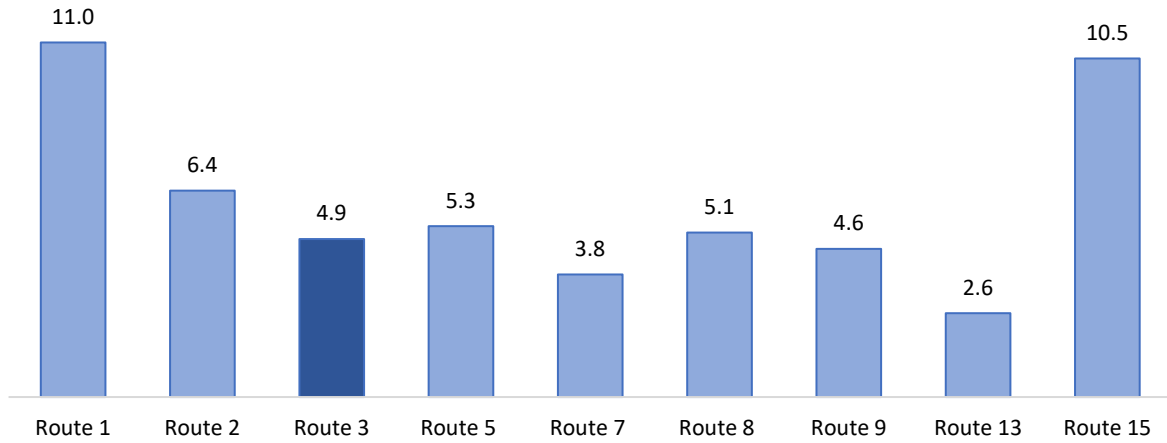| Route	Ridership
Route 1	30,981
Route 2	17,828
Route 3	13,875
Route 5	7,414
Route 7	5,328
Route 8	7,083
Route 9	12,903
Route 13	4,042
Route 15	5,380

Figure 2-20 depicts passenger trips per revenue hour for each route for 2022.

Figure 2-20: Productivity per Route, 2022

Route 3 averaged 15,563 annual passenger trips from 2020 through 2022. Monthly ridership from June 1, 2019 through December 30, 2022 is depicted in Figure 2-21. Although ridership has not returned to pre-pandemic levels, a 26 percent increase in passenger trips from 2021 to 2022 was reported.

Figure 2-21: Route 3 (South Main St./Southside) Ridership Trend, June 2019 - December 2022
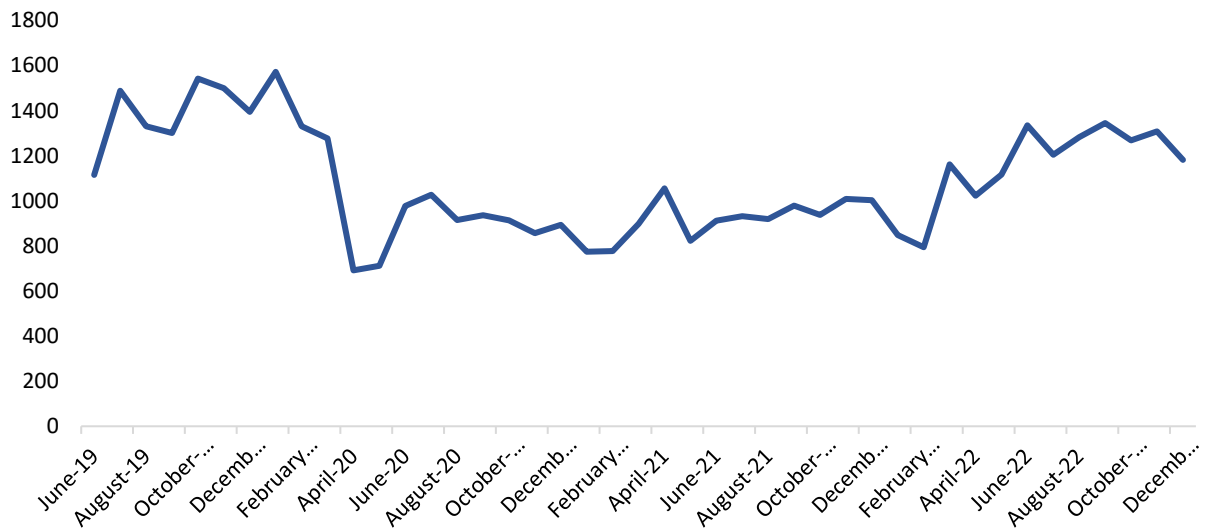
In 2022, Route 3 performed an average of 4.9 passenger trips per hour, ranking it sixth among fixed routes within the RCT service network. Productivity for Route 3 over a four-year period is depicted in Figure 2-22.

Figure 2-22: Route 3 (South Main St./Southside) Productivity, June 2019 - December 2022

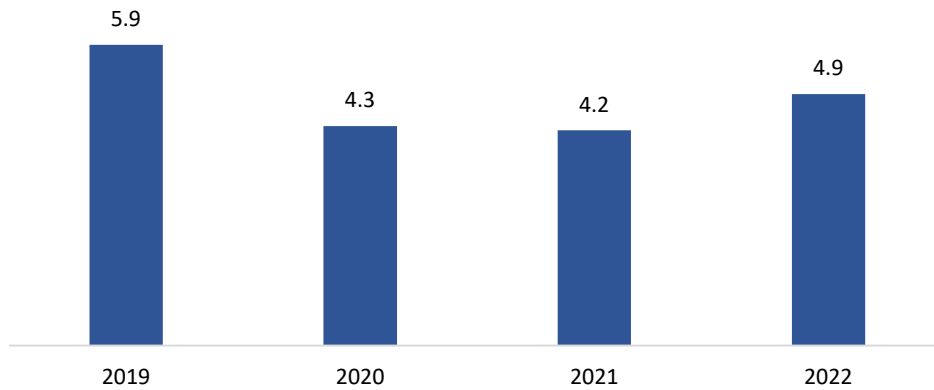Table 2-6 includes utilization by time of day, per segment along Route 3 in November 2022. Route 3 carried the most passengers at 1:30 p.m., followed by 2:30 p.m., during the reporting period. With respect to utilization, Walmart was the most productive location along the route, particularly at 2:30 p.m., followed by the Cook/Woodville inbound segment at 12:30 p.m.

Table 2-6: Route 3 (South Main St./Southside) Ridership by Run, November 2022

	Outbound					Inbound											
	Transit Center	Main St.	Logan	Main St.	Wal-Mart	Straub Rd.	Mid-Bellville	Logan	Main St.	Cook/Wood-ville	Davidson	Cleveland Ave.	Bowers Ave.	First St.	Second St.	Hedges Ave.	Total per Hour
7:30 AM	11	27	0	0	14	2	1	0	0	23	1	5	0	0	0	0	84
8:30 AM	32	13	0	1	2	7	2	0	0	22	10	17	1	0	0	0	107
9:30 AM	22	6	0	3	17	9	1	0	0	12	10	15	0	0	0	1	96
10:30 AM	40	11	0	0	21	6	5	0	0	14	10	13	0	0	0	0	120
11:30 AM	38	7	0	0	20	4	6	0	1	25	5	5	1	0	1	0	113
12:30 PM	48	8	1	0	12	3	3	0	0	26	3	11	1	0	3	3	122
1:30 PM	66	9	1	2	17	4	6	0	10	20	9	17	3	0	6	0	170
2:30 PM	58	8	1	2	46	1	4	0	6	10	4	2	0	1	8	1	152
3:30 PM	78	2	0	0	25	0	0	0	4	15	2	3	0	0	0	1	130
4:30 PM	84	2	0	0	18	0	0	0	4	6	3	1	2	1	0	0	121
5:30 PM	76	0	0	0	13	0	0	0	2	3	0	0	0	0	0	0	94
Total	553	93	3	8	205	36	28	0	27	176	57	89	8	2	18	6	1309

On Time Performance

On-time performance data for the published stops along Route 3 was captured on December 9, 2022 from 12:30 p.m. and 1:30 p.m. Findings are included as an appendix to this document. When asked how close to on-time was the route when they arrived at their final destination, 24 out of 29, or 83 percent, of survey respondents reported the vehicle as on-time. Rider survey results are illustrated in Figure 2-23 below. Opportunities for improvement or adjustment in timepoints for specific stops and the type of vehicle used on route were identified.

Figure 2-23: Route 3 (South Main St./Southside) Rider Survey Results, On-time Performance
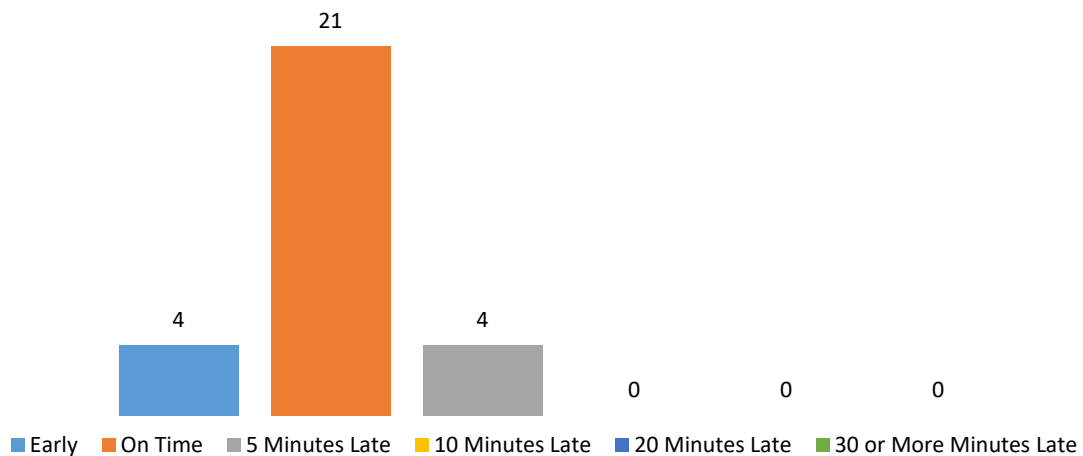

Rider Profile

RCT's rider base consists largely of individuals 65 years of age or older or who have disabilities. As with Route 1 and Route 2, majority of the passengers on Route 3 identify with this age group, at 61 percent. Figure 2-24 provides a breakdown of riders by classification.

Figure 2-24: Route 3 (South Main St./Southside) Rider Types, 2022
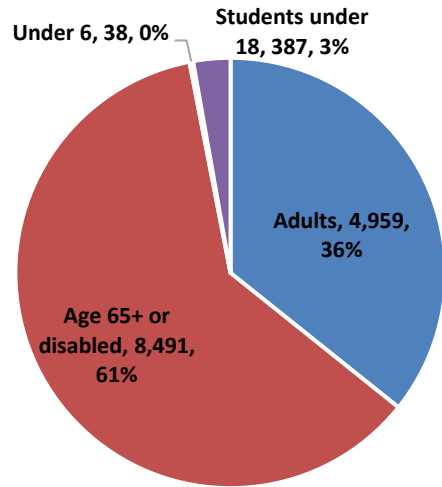
Participants in the onboard survey were asked the primary purpose for their trip. Reponses for Route 3 totaled 33 (Figure 2-25). Thirty-nine percent, or 13 passengers reported their trip purpose as shopping followed by 30 percent, or ten recorded as "Other." However, majority of the responses captured under "Other" were covered under previous selections (i.e., work, medical visit, etc.). Additional write-in responses included, court, gym, and errands.

Figure 2-25: Route 3 (South Main St./Southside) Survey Reponses: Trip Purpose
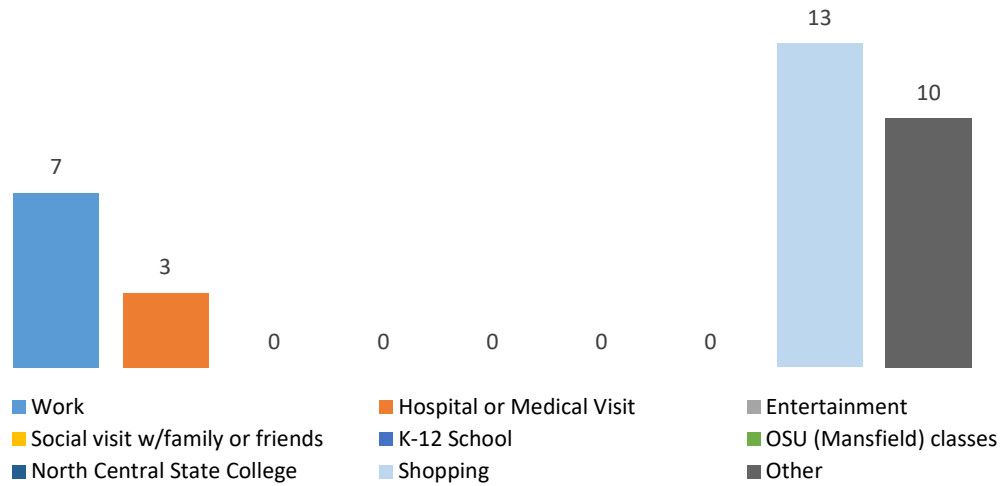
ROUTE 5: SPRINGMILL STREET/BOWMAN

Route 5 services Downtown Mansfield, north of the Transit Center, Springmill Street, and segments of Longview, Bryden, and Trimble. (The route formerly served Bowman Street, but was changed in 2019 so that it no longer serves Bowman.) Route 5 provides access to activity centers and primary destination

points, including residential areas, ~~and~~ grocery and retail establishments, and medical services. The route map is depicted in Figure 2-26.

Figure 2-26: Route 5 (Springmill St./Bowman) Map
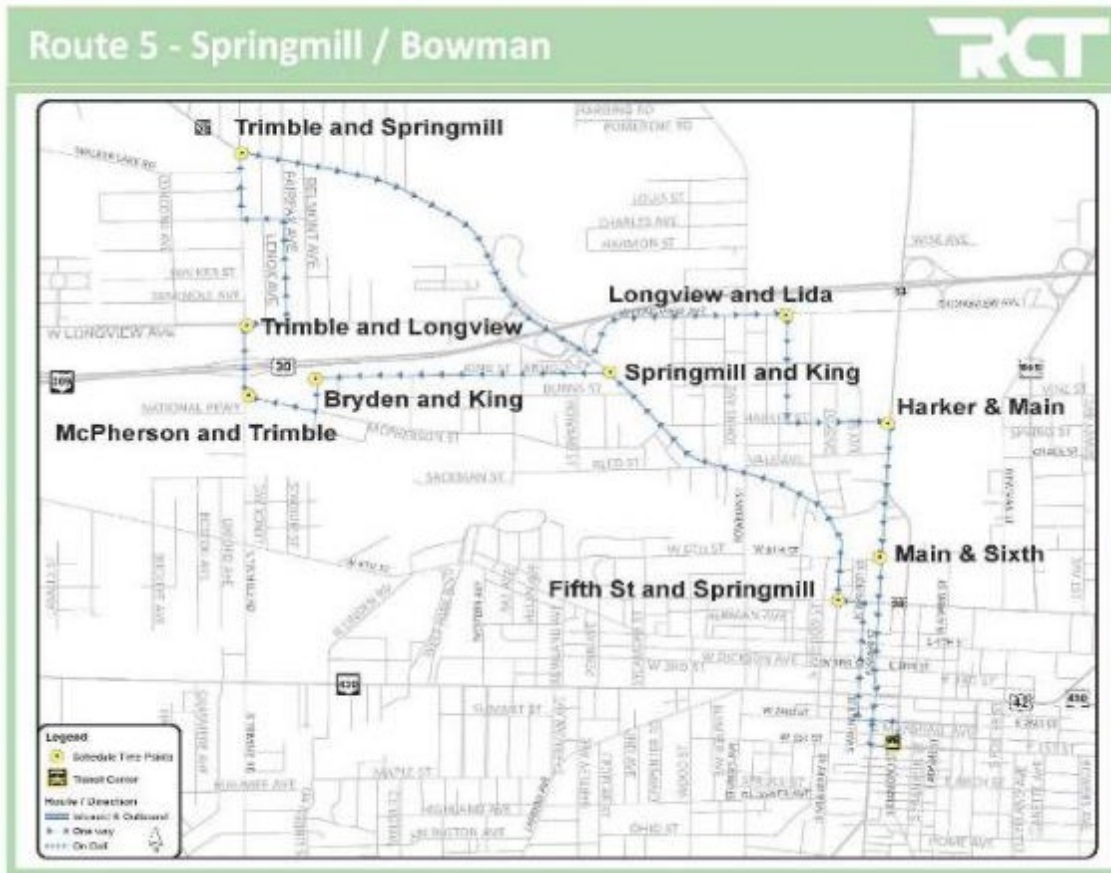
Schedule information for Route 5 is presented below.

Span of Service	Frequency	Daily Trips (Inbound/Outbound)
7:30 a.m. to 6:00 p.m.	30 min	42

Bus Stops

Table 2-7 includes the published stops for Route 5.

Table 2-7: Route 5 (Springmill St./Bowman) Bus Stop Locations

Bus Stop Location	Timepoint
Departing Transit Center	:30
Fifth and Springmill St.	:33
Springmill and King	:36
Bryden and King	:39
McPherson and Trimble	:40
Trimble and Longview	:42
Trimble and Springmill	:44
Longview and Lida	:48
Harker and Main	:50
Main and Sixth St.	:53
Arriving at Transit Center	:55

Ridership and Productivity

As illustrated in Figure 2-27, Route 5 has the fifth highest ridership in the fixed route network.

Figure 2-27: Fixed Route Ridership Comparison, 2022
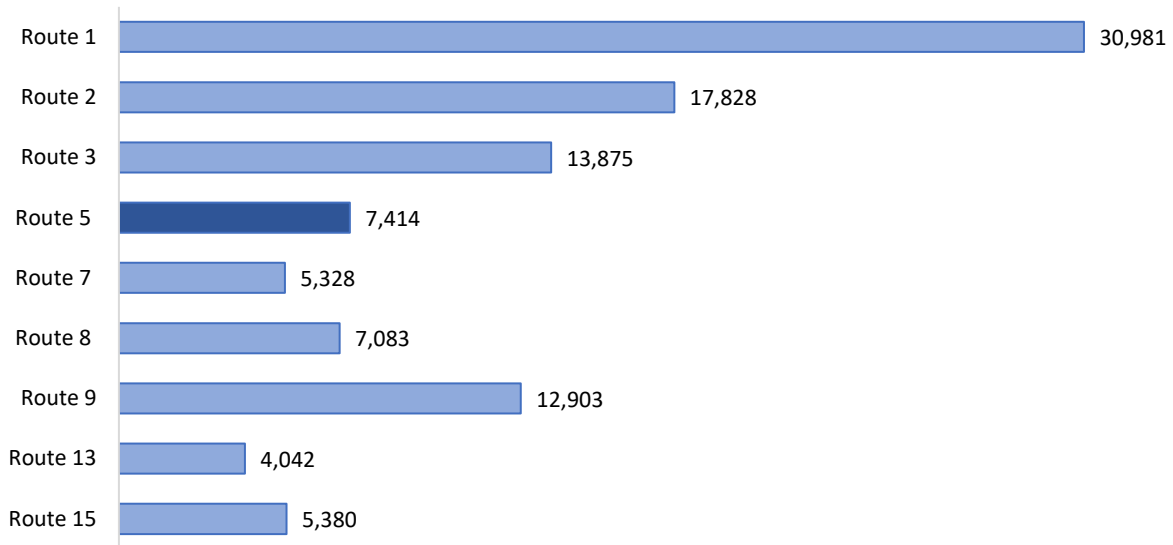
Figure 2-28 illustrates passenger trips per revenue hour for each route for 2022. In 2022, Route 5 performed an average of 5.3 passenger trips per hour, ranking it the fourth most productive route in the RCT service network.

Figure 2-28: Productivity per Route, 2022

11.0	6.4	4.9	5.3	3.8	5.1	4.6	2.6	10.5
Route 1	Route 2	Route 3	Route 5	Route 7	Route 8	Route 9	Route 13	Route 15
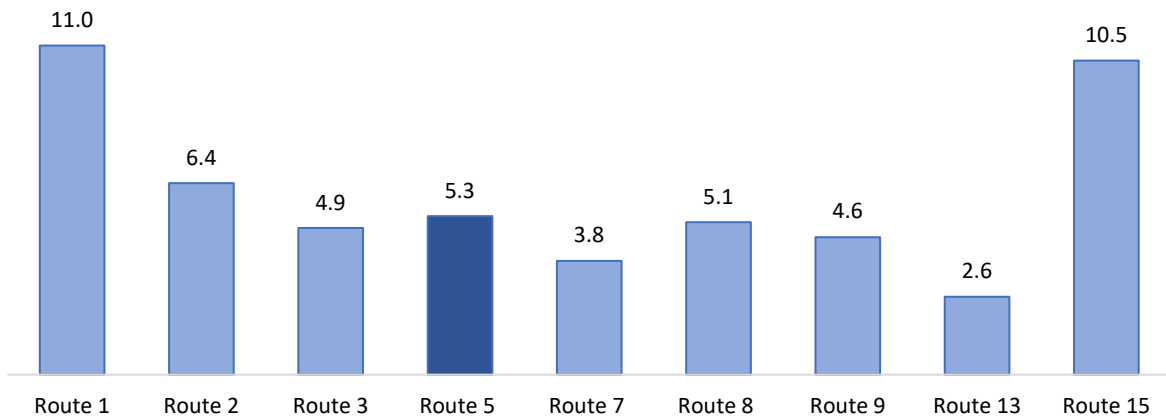
Route 5 averaged 7,252 annual passenger trips from 2020 through 2022. Monthly ridership for the referenced period is depicted in Figure 2-29. Although ridership has not returned to pre-pandemic levels, a 23 percent increase in passenger trips from 2021 to 2022 was reported.

Figure 2-29: Route 5 (Springmill St./Bowman) Ridership Trend, June 2019 - December 2022
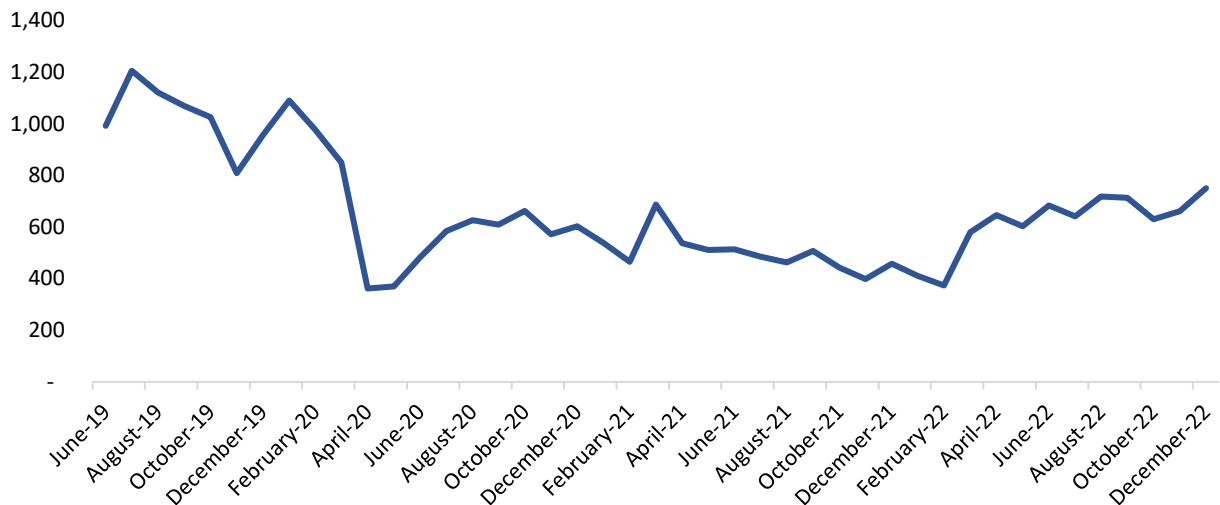
Productivity for Route 5 over a four-year period is depicted in Figure 2-30.

Figure 2-30: Route 5 (Springmill/Bowman) Productivity, June 2019 - December 2022
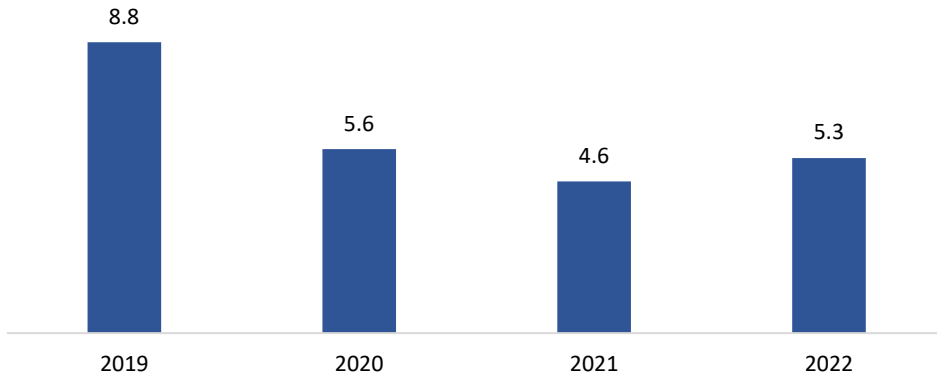
Ridership by run, or route segment, is captured by RCT. Table 2-8 includes utilization by time of day, per segment along Route 5 in November 2022. Route 5 carried the most passengers at 8:30 a.m., followed by 1:30 p.m. during the reporting period. Trimble was the most productive portion of the route in terms of utilization, particularly at 3:30 p.m., followed by the King St. segment at 2:30 p.m.

Table 2-8: Route 5 (Springmill St./Bowman) Ridership by Run, November 2022

	Outbound								Inbound						Total per Hour
	Transit Center	Second St.	Walnut	Fifth St.	Springmill	King St.	Bryden	Trimble	RNI Longview	Springmill	Longview	Lida	Harker	Main St.	Total per Hour
7:30 AM	19	1	0	0	0	3	1	5	0	0	1	5	18	2	55
8:30 AM	55	1	0	0	3	10	4	3	0	0	1	2	1	6	86
9:30 AM	29	3	7	0	6	6	3	3	0	0	0	0	0	6	63
10:30 AM	28	1	6	3	0	6	0	4	0	0	0	0	0	3	51
11:30 AM	27	1	0	0	0	3	0	4	0	0	2	5	0	4	46
12:30 PM	30	3	1	0	4	1	1	3	0	1	3	2	0	3	52
1:30 PM	26	1	2	0	11	4	0	15	1	2	1	4	0	4	71
2:30 PM	39	1	1	1	3	12	0	5	0	3	0	0	0	3	68
3:30 PM	27	2	0	1	1	1	0	20	0	3	0	3	2	0	60
4:30 PM	30	2	1	0	1	3	0	1	0	1	2	3	0	3	47
5:30 PM	28	2	0	0	0	1	0	1	0	0	0	0	0	0	32
Total	338	18	18	5	29	50	9	64	1	10	10	24	21	34	631

On Time Performance

On-time performance data for the published stops along Route 5 was captured on December 9, 2022 from 7:30 a.m. to 9:30 a.m. Findings are included as an appendix to this document. When asked how close to on-time was the route when they arrived at their final destination, 16 out of 22, or 72 percent of survey respondents reported the vehicle as on-time. Rider survey results are illustrated in Figure 2-31 below. The data collected as part of the public input process did not provide additional insight about schedule adherence for Route 5.
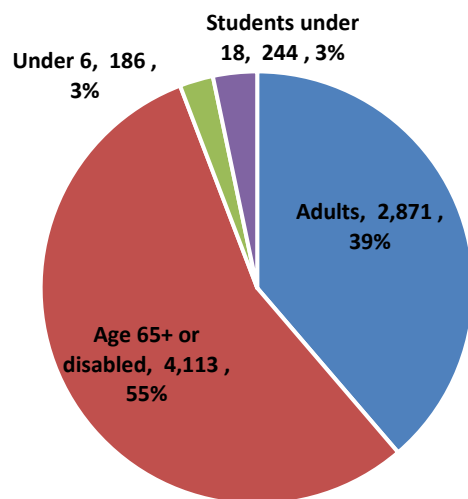
Figure 2-31: Route 5 (Springmill St./Bowman) Rider Survey Results, On-time Performance
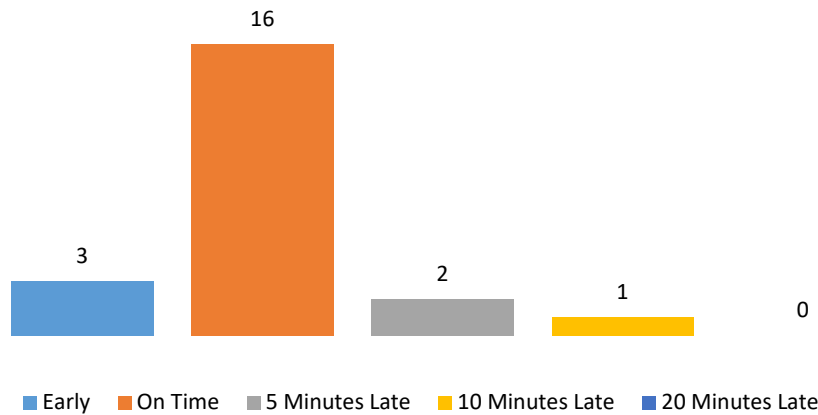
Rider Profile

The majority of the passengers on Route 5 are 65 or older or disabled, at 55 percent. Figure 2-32 offers a breakdown of riders by classification.

Figure 2-32: Route 5 (Springmill St./Bowman) Rider Types, 2022

Riders were asked the primary purpose for their trip. Reponses for Route 5 totaled 24 (Figure 2-33). Fifty percent, or 12 passengers reported their trip purpose as "Other" followed by shopping at 25 percent. However, majority of the responses captured under "Other" were covered under previous selections (i.e., work, medical visit, etc.).

Figure 2-33: Route 5 (Springmill St./Bowman) Survey Reponses: Trip Purpose

Legend:
- Work
- Hospital or Medical Visit
- Entertainment
- Social visit w/family or friends
- K-12 School
- OSU (Mansfield) classes
- North Central State College
- Shopping
- Other
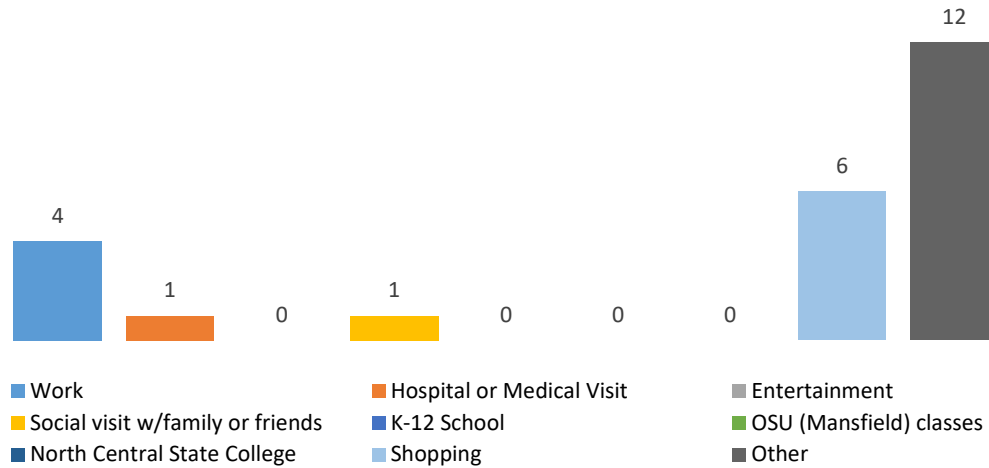
ROUTE 7: WAYNE/EAST MANSFIELD

Route 7 provides service between the Transit Center and the UH Samaritan Medical Center, connecting riders to major activity centers and primary destination points along the Ashland corridor including Kroger, UH Samaritan Medical Center, the Peoples Community Center, and Job and Family Services. The route map is depicted in Figure 2-34.

Figure 2-34: Route 7 (Wayne/East Mansfield) Map
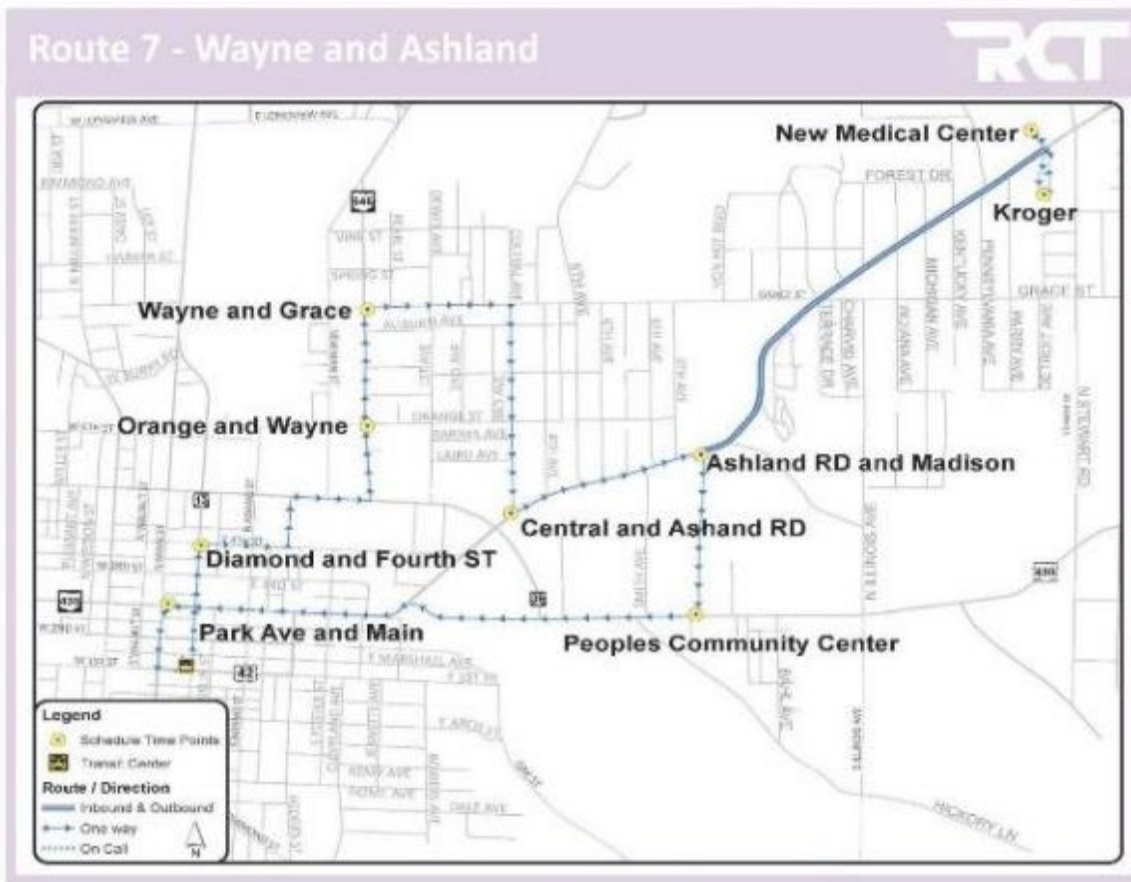
Schedule information for Route 7 is presented below.

Span of Service	Frequency	Daily Trips (Inbound/Outbound)
7:30 a.m. to 6:00 p.m.	30 min	42

Bus Stops

Table 2-9 includes the published stops for Route 7.

Table 2-9: Route 7 (Wayne/East Mansfield) Bus Stop Locations

Bus Stop Location	Timepoint
Departing Transit Center	:30
Diamond and Fourth	:32
Orange and Wayne	:35
Wayne and Grace	:36
Central and Ashland Rd.	:38
Kroger	:42
Samaritan Medical	:44

Bus Stop Location	Timepoint
Ashland Rd. and Madison	:47
People Community Center	:50
Job and Family Services	:52
Park Ave. and Main	:53
Arriving at Transit Center	:55

Ridership and Productivity

Route 7 has the third lowest ridership in the fixed route network (Figure 2-35).

Figure 2-35: Fixed Route Ridership Comparison, 2022
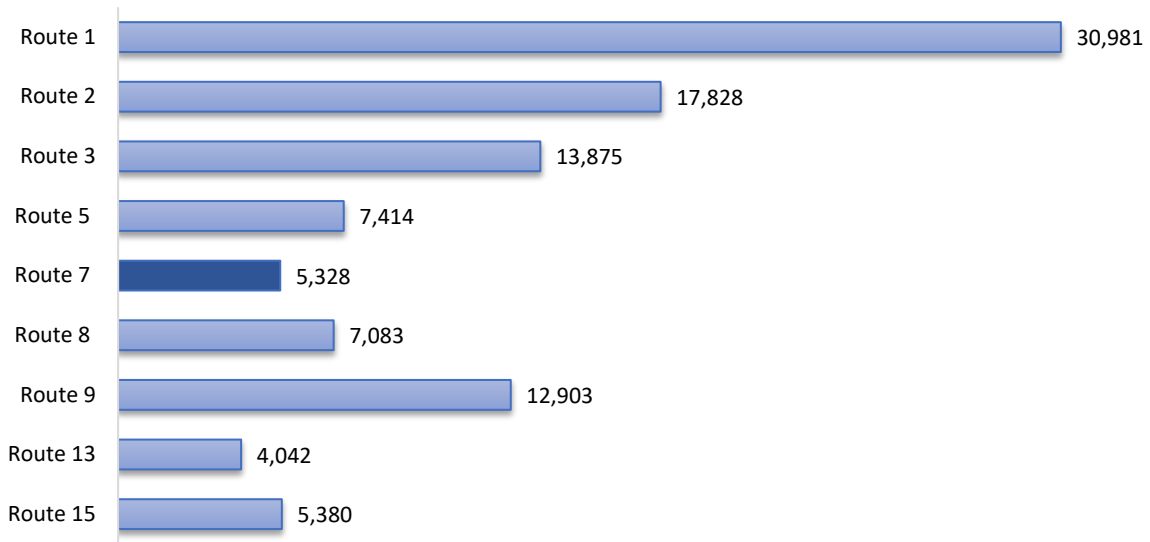
Productivity for all routes for 2022 is depicted in Figure 2-36. In 2022, Route 7 performed an average of 3.8 passenger trips per hour.

Figure 2-36: Productivity per Route, 2022

Route 7 averaged 5,139 annual passenger trips from 2020 through 2022. Monthly ridership for the referenced period is depicted in Figure 2-37. Although ridership has not returned to pre-pandemic levels, a seventeen percent increase in passenger trips from 2021 to 2022 was reported.

Figure 2-37: Route 7 (Wayne/East Mansfield) Ridership Trend, June 2019 - December 2022
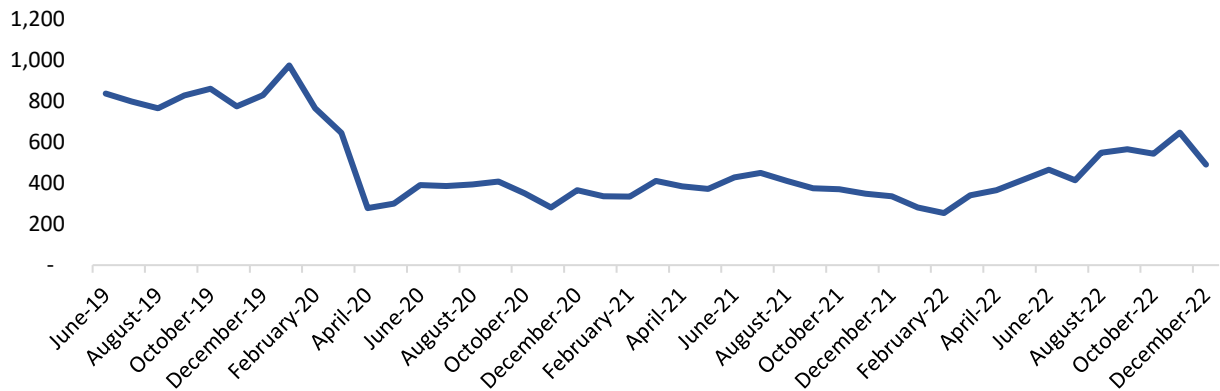
Productivity in 2022 was lower than reported in figures for 2019 and 2020. However, a slight increase from 2021 was recorded. Productivity for Route 7 over a four-year period is depicted in Figure 2-38.
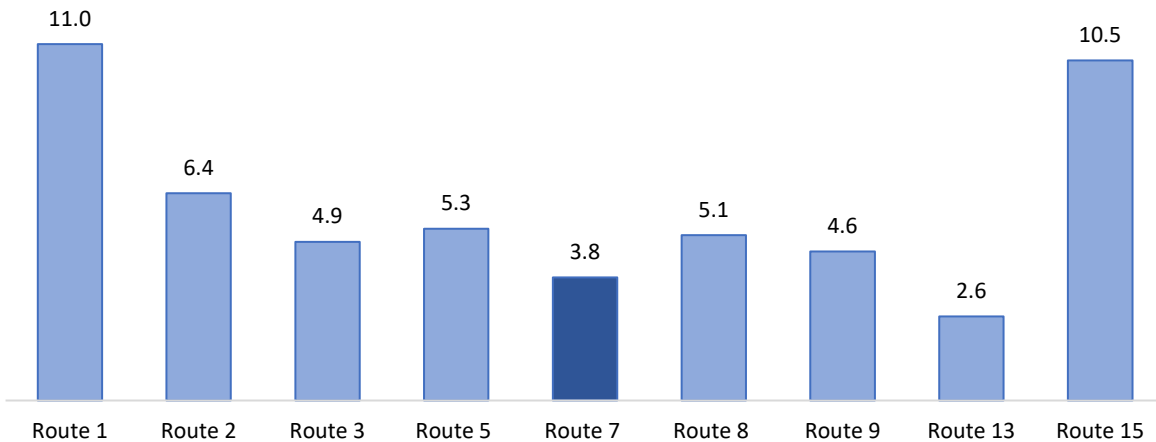
Figure 2-38: Route 7 (Wayne/East Mansfield) Productivity, June 2019 - December 2022
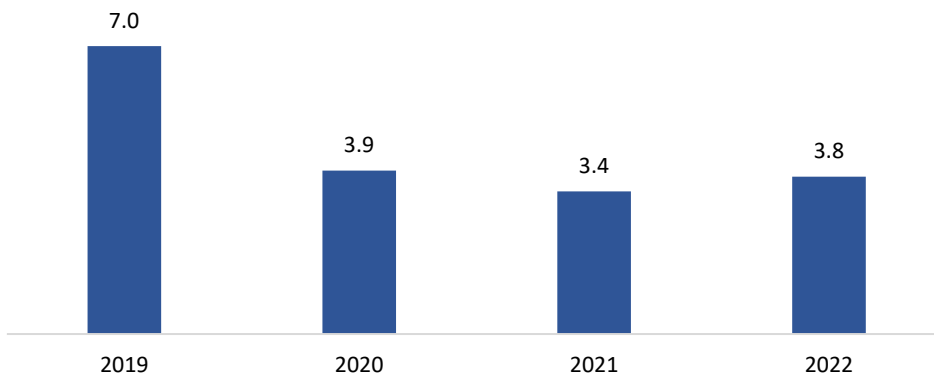
Ridership by run, or route segment, is captured by RCT. Table 2-10 includes utilization by time of day, per published bus stop along Route 7 in November 2022. Route 7 carried the most passengers at 12:30 p.m., followed by 3:30 p.m. then 2:30 p.m. during the reporting period. Kroger was the most productive stop location in terms of utilization, particularly at 4:30 p.m., followed by the Wayne St. segment at 12:30 p.m.

Table 2-10: Route 7 (Springmill St./Bowman) Ridership by Run, November 2022

	Outbound								Inbound				
	Transit Center	Fourth St.	Wayne St.	Grace St.	Central Ave.	Ashland Rd.	Kroger	Samaritan Medical	Ashland Rd.	Madison Ave.	Park Ave East	Main St.	Total per Hour
7:30 AM	7	0	4	0	0	0	0	0	3	0	1	0	15
8:30 AM	31	0	4	0	4	8	4	0	2	0	0	0	53
9:30 AM	35	0	9	2	1	3	7	0	6	0	4	0	67
10:30 AM	26	0	3	6	5	6	5	1	2	0	4	0	58
11:30 AM	22	0	5	2	5	10	12	0	4	3	2	0	65
12:30 PM	43	1	13	4	1	6	10	0	2	4	7	0	91
1:30 PM	37	0	9	0	1	4	5	0	0	7	3	0	66
2:30 PM	27	15	9	0	3	5	6	1	4	3	8	0	81
3:30 PM	37	4	4	4	5	4	12	0	2	9	2	0	83
4:30 PM	19	0	0	0	0	4	13	0	5	1	1	0	43
5:30 PM	11	1	0	0	0	1	2	0	6	0	0	0	21
Total	295	21	60	18	25	51	76	2	36	27	32	0	643

On Time Performance

On-time performance data for the published stops along Route 7 was captured on December 8, 2022 at 1:30 p.m. and 2:30 p.m. Findings are included as an appendix to this document. When asked how close to on-time was the route when they arrived at their final destination, 20 out of 26, or 77 percent of survey respondents reported the vehicle as on-time. Rider survey results are illustrated in Figure 2-39 below. Opportunities for minor improvements to address schedule adherence issues were identified through data collection efforts.

Figure 2-39: Route 7 (Wayne/East Mansfield) Rider Survey Results, On-time Performance
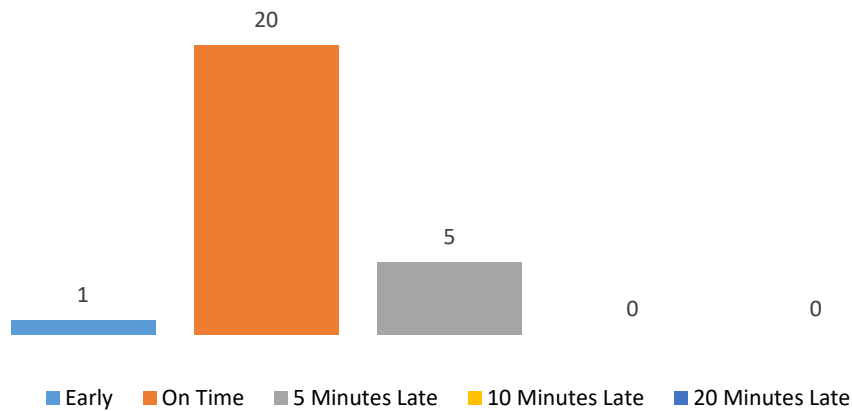
Rider Profile

The majority of the passengers on Route 7 are 65 years of age or older or have disabilities, at 55 percent. Figure 2-40 offers a breakdown of riders by category.

Figure 2-40: Route 7 (Wayne/East Mansfield) Rider Types, 2022
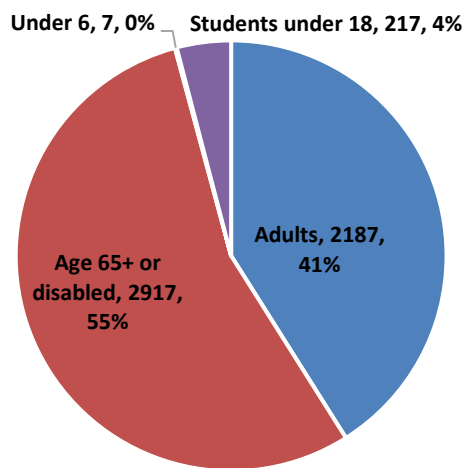
Survey respondents were asked the primary purpose for their trip. Reponses for Route 7 totaled 27 (Figure 2-41). Thirty-seven percent, or ten passengers reported their trip purpose as work followed by "Other" at 30 percent, or eight responses.

Figure 2-41: Route 7 (Wayne/East Mansfield) Survey Reponses: Trip Purpose

■ Work	■ Hospital or Medical Visit	■ Entertainment
■ Social visit w/family or friends	■ K-12 School	■ OSU (Mansfield) classes
■ North Central State College	■ Shopping	■ Other
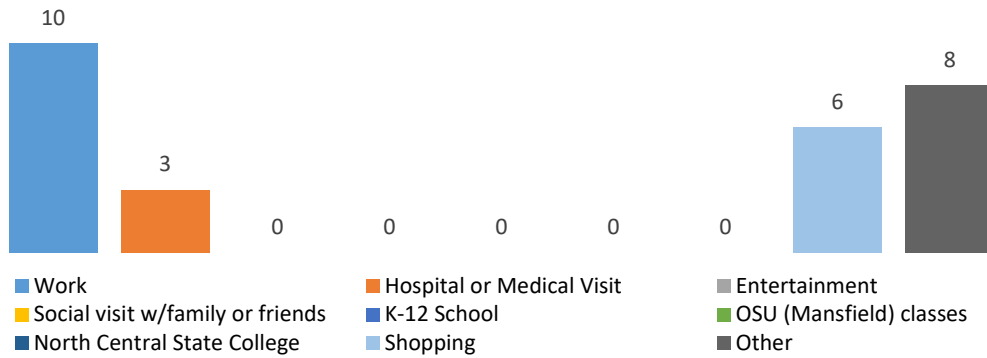
ROUTE 8: GLESSNER/MARION

Route 8 travels between the Transit Center and the Veterans Administration via Cline, Marion, and Glessner, providing access to major activity centers and primary destination points along the corridor including, the Akron Children's Hospital, health and social services, grocery and retail establishments, and residential areas. The route map is depicted in Figure 2-42.

Figure 2-42: Route 8 (Glessner/Marion) Map
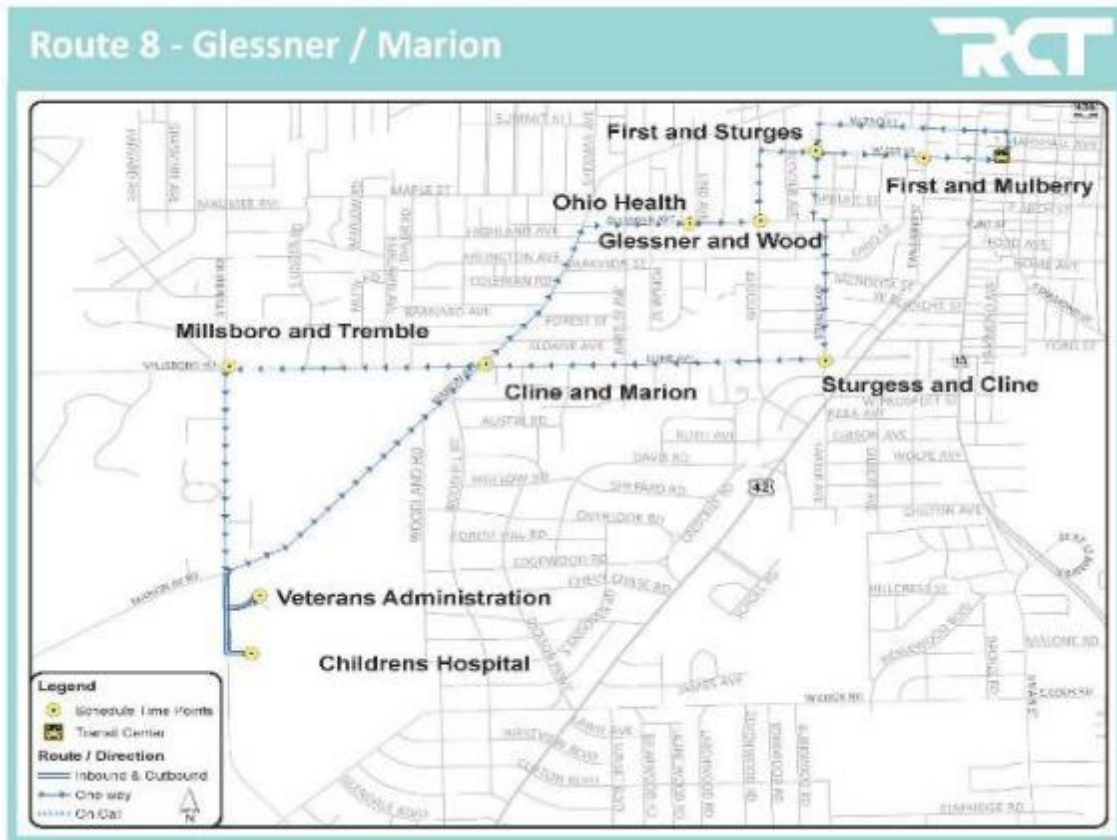
Schedule information for Route 8 is presented below.

Span of Service	Frequency	Daily Trips (Inbound/Outbound)
7:00 a.m. to 5:00 p.m.	30 min	40

Bus Stops

Table 2-11 includes the published stops for Route 8.

Table 2-11: Route 8 (Glessner/Marion) Bus Stop Locations

Bus Stop Location	Timepoint
Departing Transit Center	:00
First and Sturges	:04
Sturges and Cline	:06
Cline and Marion	:09
Millsboro and Tremble	:11
Children's Hospital	:14
Veteran's Administration	:15
Marion and Cline	:17

Bus Stop Location	Timepoint
Ohio Health	:20
Glessner and Wood	:21
Second and Mullberry	:23
Arriving at Transit Center	:25

Ridership and Productivity

Ridership distribution among all routes within the fixed route network, including Route 8, which has moderate ridership, is depicted in Figure 2-43.

Figure 2-43: Fixed Route Ridership Comparison, 2022
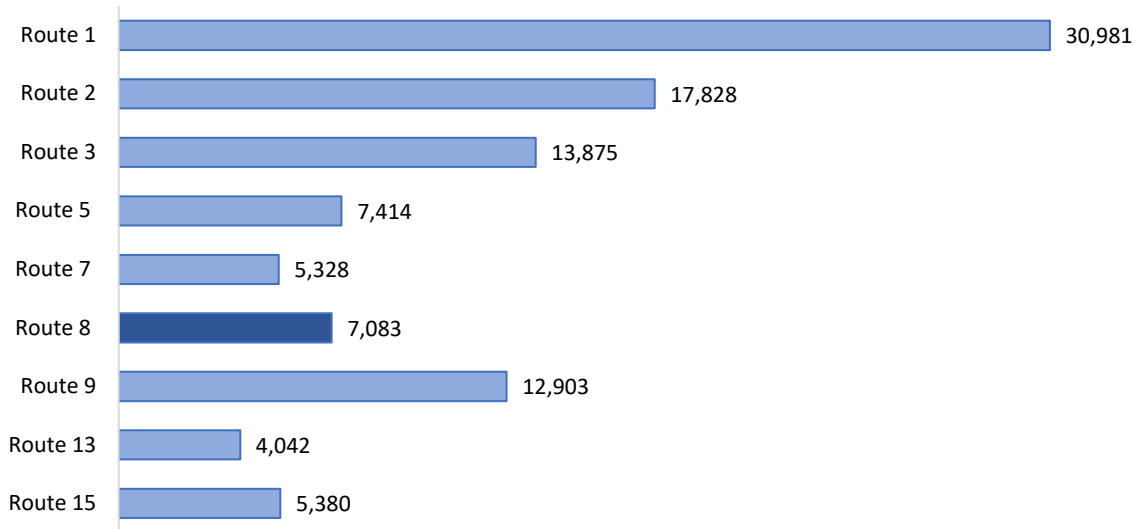
Passenger trips per revenue hour for each fixed bus route for 2022 is depicted in Figure 2-44. In 2022, Route 8 performed an average of 5.1 passenger trips per hour, ranking it the fifth most productive route in the RCT service network.

Figure 2-44: Productivity per Route, 2022
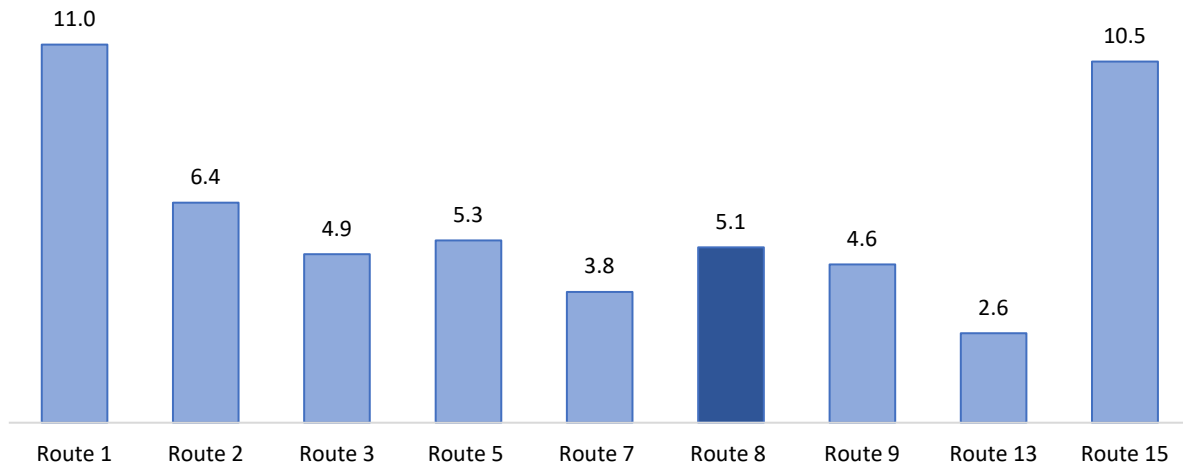
Route 8 averaged 7,129 annual passenger trips from 2020 through 2022. Monthly ridership for the referenced period is depicted in Figure 2-45. Although ridership has not returned to pre-pandemic levels, an eight percent increase in passenger trips from 2021 to 2022 was reported.

Figure 2-45: Route 8 (Glessner/Marion) Ridership Trend, June 2019 - December 2022
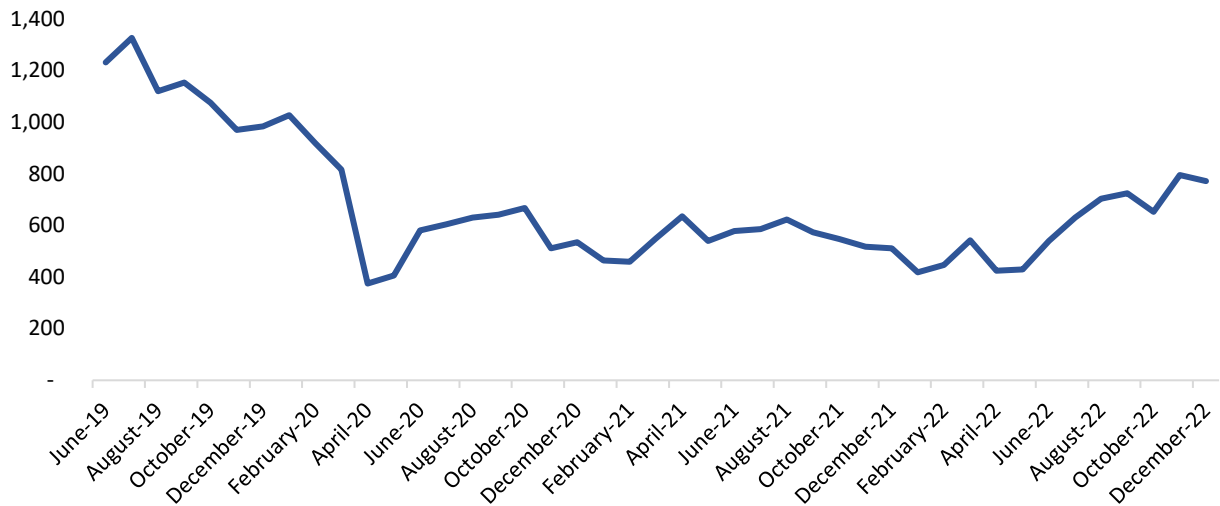
Productivity for Route 8 over a four-year period is illustrated in Figure 2-46. A slight increase in productivity occurred between 2021 and 2022.

Figure 2-46: Route 8 (Glessner/Marion) Productivity, June 2019 - December 2022
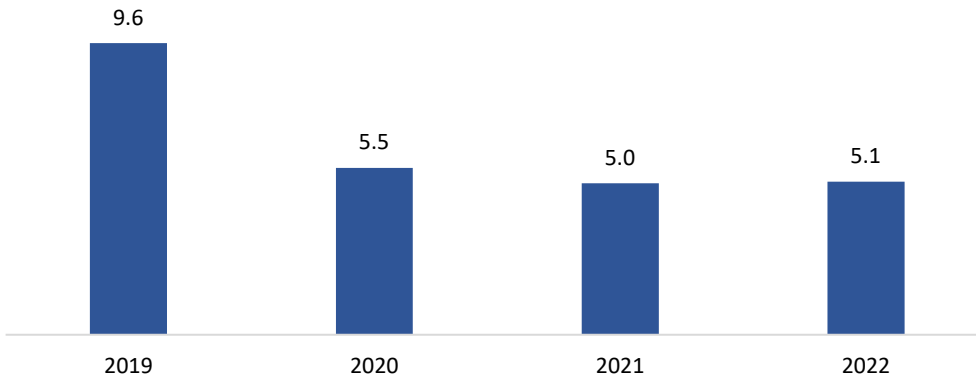
Table 2-12 includes utilization by time of day, per published bus stop along Route 8 in November 2022. Route 8 carried the most passengers at 10:00 a.m., followed by 7:00 a.m. during the reporting period. Cline outbound was the most productive segment of the route, with the highest number of recorded passengers at 8:00 a.m., followed by the Wood inbound segment at 7:00 a.m.

Table 2-12: Route 8 (Glessner/Marion) Ridership by Run, November 2022

	Outbound									Inbound				Total per Hour
	Transit Center	Second St.	Sturges	Cline	Millsboro	Trimble	Balgreen Medical	Akron Children's Hospital	Veteran's Affairs	Marion	Glessner	Wood	First St.	
7:00 AM	0	10	0	1	0	0	0	0	0	1	28	32	15	87
8:00 AM	12	7	12	35	0	0	0	0	0	0	0	14	1	81
9:00 AM	12	1	2	9	0	0	0	0	0	0	1	2	5	32
10:00 AM	37	6	2	18	0	1	1	0	0	2	11	12	7	97
11:00 AM	29	5	3	6	0	0	1	0	0	0	8	2	3	57
12:00 PM	34	4	4	8	0	0	0	2	5	1	5	0	0	63
1:00 PM	32	2	3	9	1	0	0	0	1	1	8	2	4	63
2:00 PM	28	4	3	5	1	0	1	0	1	0	6	7	1	57
3:00 PM	39	0	1	7	0	2	2	0	0	0	0	2	1	54
4:00 PM	69	3	0	1	0	2	0	2	0	0	2	1	0	80
5:00 PM	73	0	0	0	1	0	0	0	0	0	0	0	0	74
Total	365	42	30	99	3	5	5	4	7	5	69	74	37	745

On Time Performance

On-time performance data for the published stops along Route 8 was captured on December 9, 2022 at 7:00 a.m., 8:00 a.m. and 9:00 a.m. Findings are included as an appendix to this document. When asked how close to on-time was the route when they arrived at their final destination, 17 out of 21, or 81 percent of survey respondents reported the vehicle as on-time. Only three respondents, or 14 percent, reported arriving late to their destination. Rider survey results are illustrated in Figure 2-47 below. The data collected as part of the public input process did not identify concerns regarding schedule for Route 8.

Figure 2-47: Route 8 (Glessner/Marion) Rider Survey Results, On-time Performance
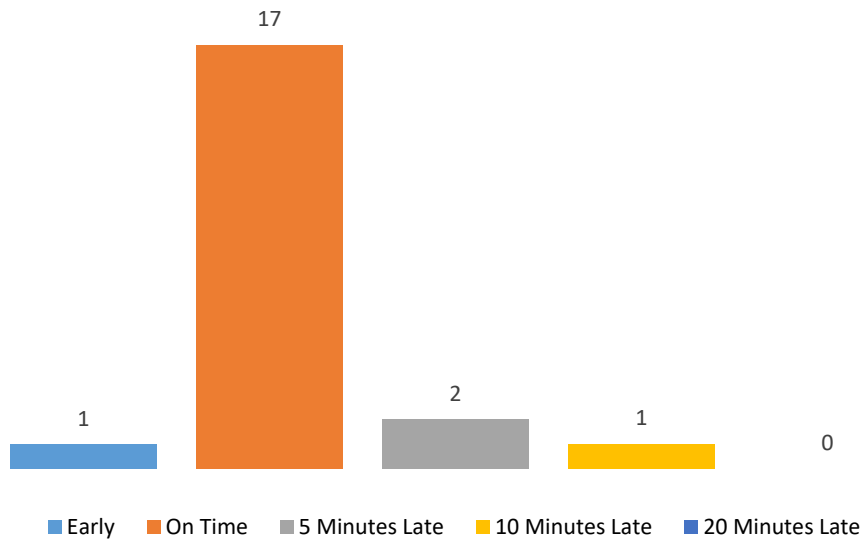
Rider Profile

The majority of the passengers on Route 8 are 65 years or older or disabled, at 57 percent. Figure 2-48 offers a breakdown of riders by category. More youth under the age of 18 ride Route 8 than any other RCT route, except for Routes 9 and 13, which are routinely used by school students.

Figure 2-48: Route 8 (Glessner/Marion) Rider Types, 2022
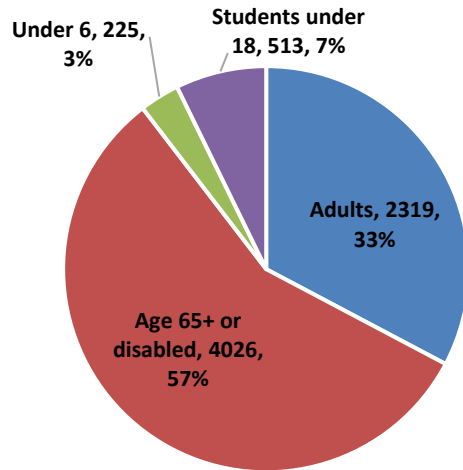
Respondents were asked the primary purpose for their trip. Reponses for Route 8 totaled 22. Thirty-six percent, or eight passengers reported their trip purpose as "Other" followed by shopping at 27 percent. Most "Other" responses included previous answer options (work, medical visit, etc.). Survey responses are depicted in Figure 2-49.

Figure 2-49: Route 8 (Glessner/Marion) Survey Reponses: Trip Purpose
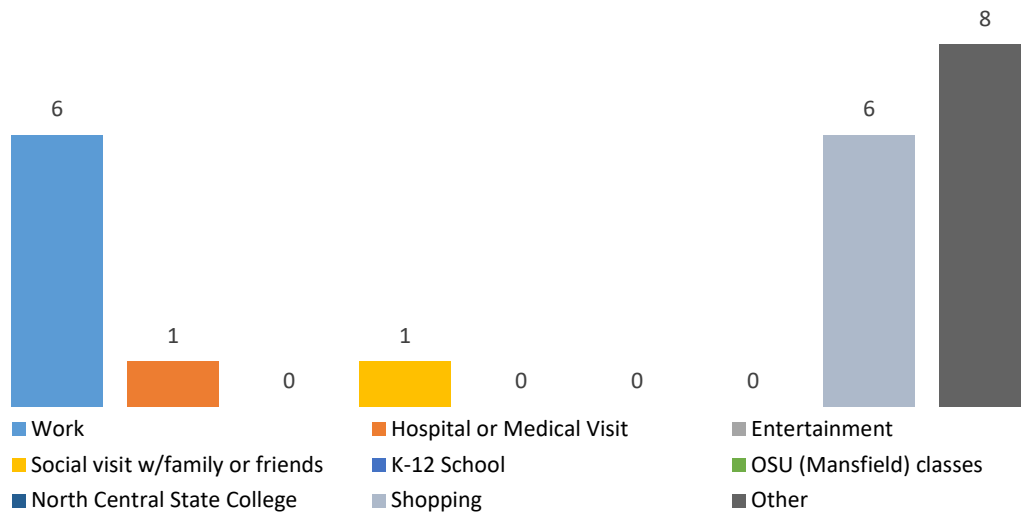
ROUTE 9: WEST FOURTH STREET

Route 9 travels between the Transit Center and OSU/NCSC via Fourth Street, providing access to major educational centers and primary destination points along the route including, Ohio State University (OSU) Mansfield, North Central State College, major employers, residential areas, and retail stores located in Ontario Town Center and Richland Mall. The route map is depicted in Figure 2-50.

Figure 2-50: Route 9 (West Fourth St.) Map
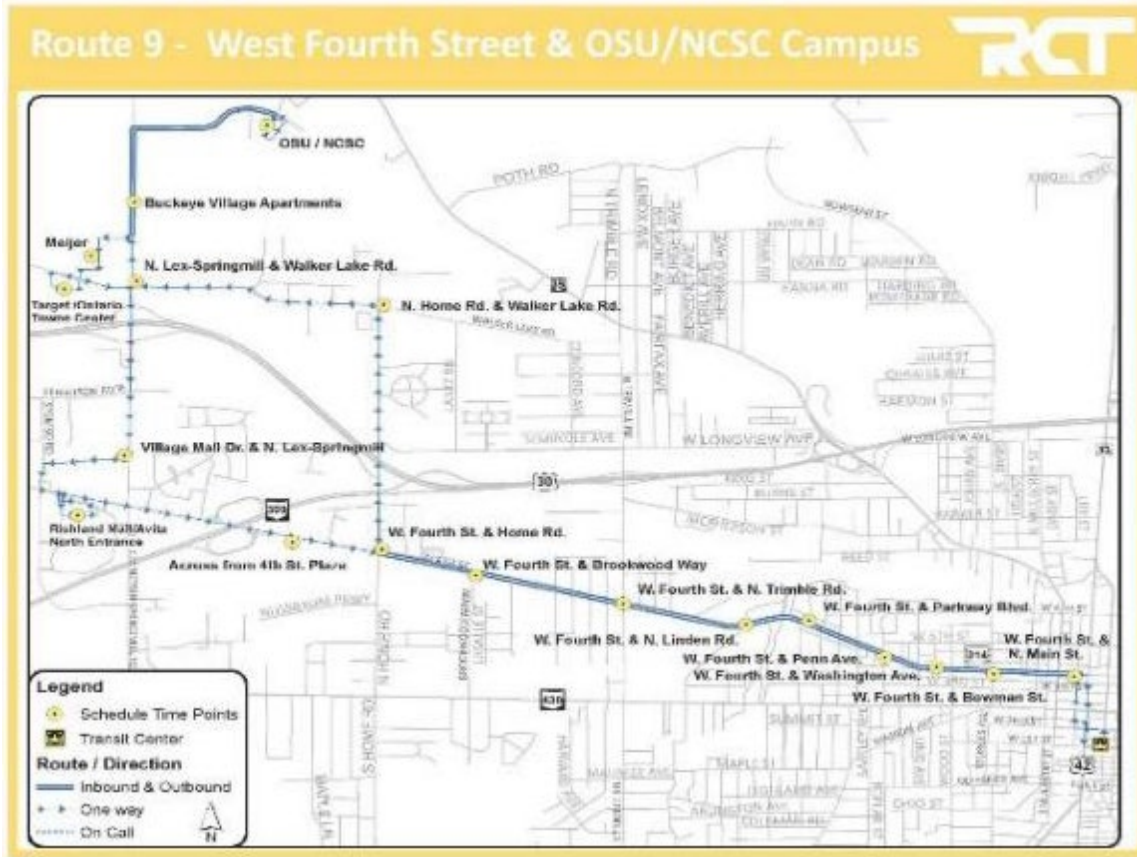
Schedule information for Route 9 is presented below.

Span of Service	Frequency	Daily Trips (Inbound/Outbound)
7:00 a.m. to 6:00 p.m.	60 min	22

Bus Stops

Table 2-13 includes the published stops for Route 9.

Table 2-13: Route 9 (West Fourth St.) Bus Stop Locations

Bus Stop Location	Timepoint
Departing Transit Center	:00
W. 4th St. & Washington Ave.	:06
W. 4th St. & Parkway Blvd.	:08
W. 4th St. & N. Linden Rd.	:09
W. 4th St. and N. Trimble Rd.	:11
W. 4th St. & Home Rd.	:13
N. Home Rd. & Walker Lake Rd.	:15

Bus Stop Location	Timepoint
N. Lex-Springmill Rd. and Walker Lake Rd.	:17
Buckeye Village Apartments	:19
O.S.U./N.C.S.U.	:22
Leave O.S.U/N.C.S.U.	:24
Meijer	:29
Target/Ontario Towne Center	:32
Village Mall Dr. & N. Lex-Springmill Rd.	:36
Richland Mall/Avita North Entrance	:40
Across from 4th St. Plaza	:43
W. 4th St. & N. Brookwood Way	:46
W. 4th St. & N. Trimble Rd.	:47
W. 4th St. & N. Linden Rd.	:49
W. 4th St. & Penn Ave.	:51
W. 4th St. & Bowman St.	:53
W. 4th St. & N. Main St.	:54
Arrive Transit Center	:55

Ridership and Productivity

As illustrated in Figure 2-51, Route 9 has the fourth highest ridership in the fixed route network.

Figure 2-51: Fixed Route Ridership Comparison, 2022
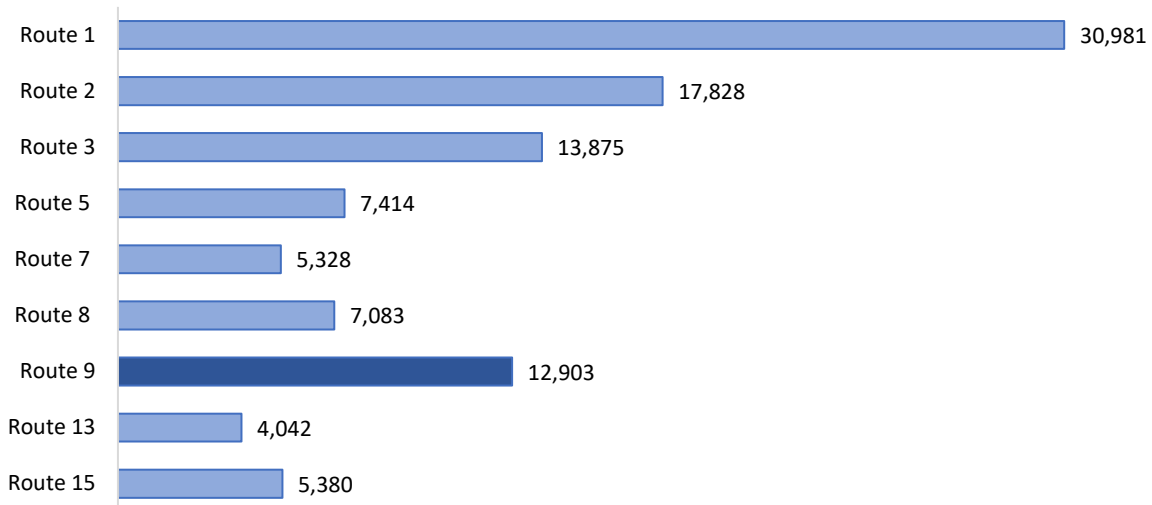
In 2022, Route 9 performed an average of 4.6 passenger trips per hour. Figure 2-52 illustrates passenger trips per revenue hour for each route for 2022.

Figure 2-52: Productivity per Route, 2022
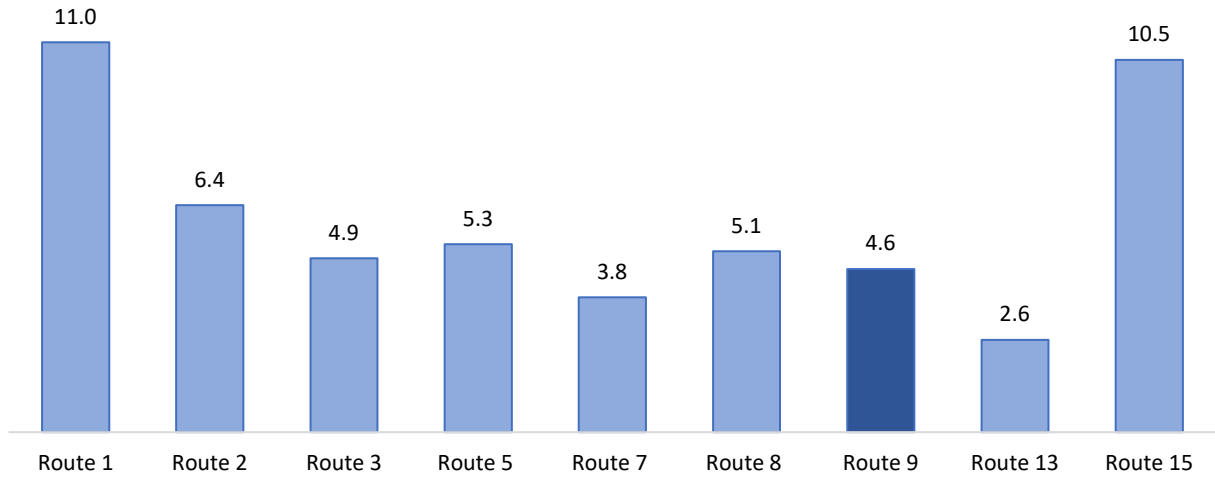
Route 9 averaged 12,860 annual passenger trips from 2020 through 2022. Although ridership has not returned to pre-pandemic levels, there was an 18 percent increase in passenger trips from 2021 to 2022. Productivity for Route 9 over a four-year period is illustrated in Figure 2-53.

Figure 2-53: Route 9 (West Fourth St.) Ridership Trend, June 2019 - December 2022
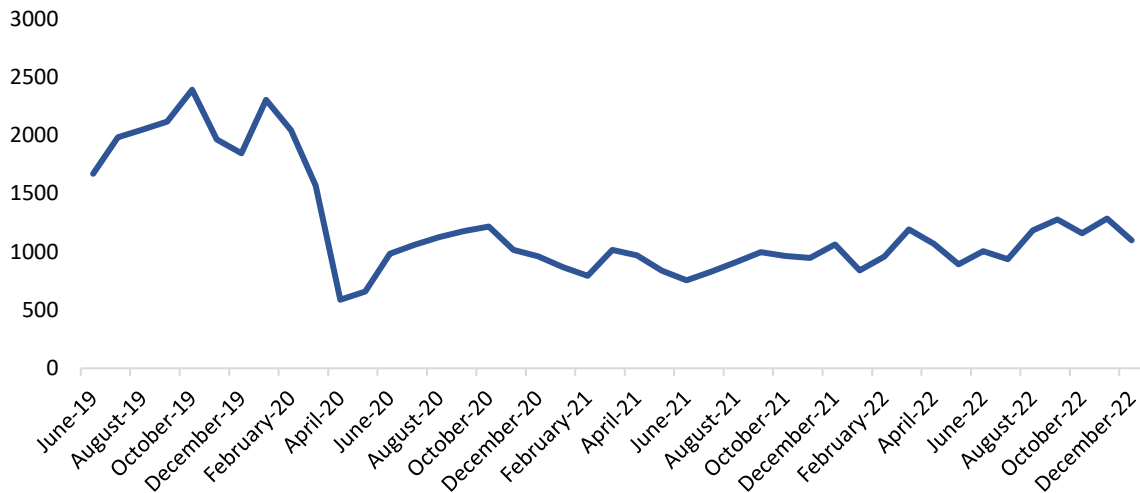
Productivity for Route 9 over a four-year period is depicted in Figure 2-54.

Figure 2-54: Route 9 (West Fourth St.) Productivity, June 2019 - December 2022
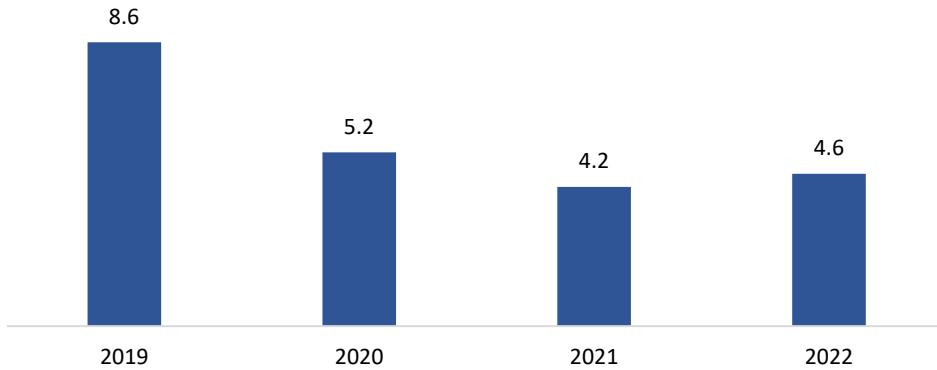
Table 2-14 includes utilization by time of day, per segment along Route 9 in November 2022. Route 9 carried the most passengers at 4:00 p.m., followed by 10:00 a.m. during the reporting period. The Fourth St. segments were the most productive portion of the route.

Table 2-14: Route 9 (West Fourth St.) Ridership by Run, November 2022

	Transit Center	Walnut	Fourth St.	Home Rd.	Walker Lake	Lex-Springmill	Buckeye Village	OSU/NCSC	Meijer	Target	Village Mall Dr	Avita	Wellness Center	Fourth St.	Main St.	Total per Hour
7:00 AM	20	8	33	0	1	0	0	0	0	0	0	0	0	7	0	69
8:00 AM	57	6	11	1	0	0	5	2	2	0	0	0	0	12	0	96
9:00 AM	58	2	15	0	0	0	15	0	1	3	0	2	0	24	2	122
10:00 AM	62	4	22	1	0	0	5	1	5	2	4	1	0	13	0	120
11:00 AM	40	3	33	3	2	8	2	7	3	1	2	8	10	24	1	147
12:00 PM	56	11	5	1	2	1	0	9	6	7	5	7	3	13	5	131
1:00 PM	58	6	12	0	0	6	4	19	7	5	1	8	3	8	1	138
2:00 PM	38	3	19	0	3	11	0	11	10	6	6	14	3	21	0	145
3:00 PM	27	6	5	0	2	9	3	11	6	5	3	31	1	14	1	124
4:00 PM	45	5	5	0	0	10	0	9	20	6	3	10	3	45	0	161
5:00 PM	13	4	5	0	0	0	0	4	1	0	0	1	0	4	0	32
Total	474	58	165	6	10	45	34	73	61	35	24	82	23	185	10	1285

On Time Performance

On-time performance data for the published stops along Route 9 was captured on December 7 and 8, 2022 at 12:00 p.m., 3:00 p.m., 4:00 p.m., and 5:00 p.m. Findings are included as an appendix to this document. When asked how close to on-time was the route when they arrived at their final destination, 24 out of 29, or 83 percent of survey respondents reported the vehicle as on-time. Rider survey results are illustrated in Figure 2-55. The data collected as part of the public input process did not provide insight on schedule adherence at the stop or route level.

Figure 2-55: Route 9 (West Fourth St.) Rider Survey Results, On-time Performance
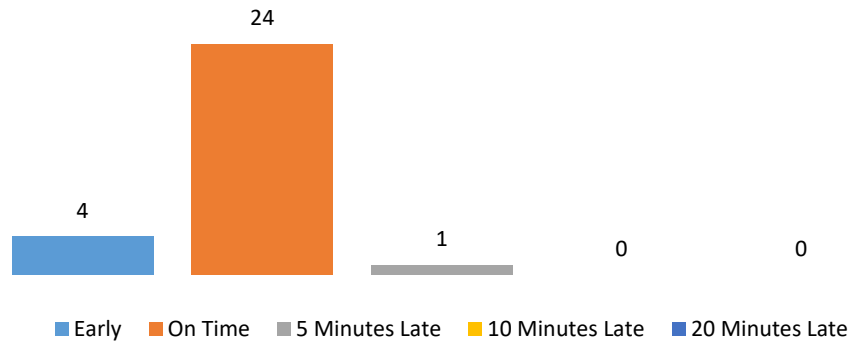
Rider Profile

Route 9's ridership trends younger the most of the rest of the network. The majority of the passengers on Route 9 identify as adults at 47 percent. The route has a higher percentage of passenger under the age of 18, which may represent Cypress High School students. Figure 2-56 offers a breakdown of riders by category.

Figure 2-56: Route 9 (West Fourth St.) Rider Types, 2022
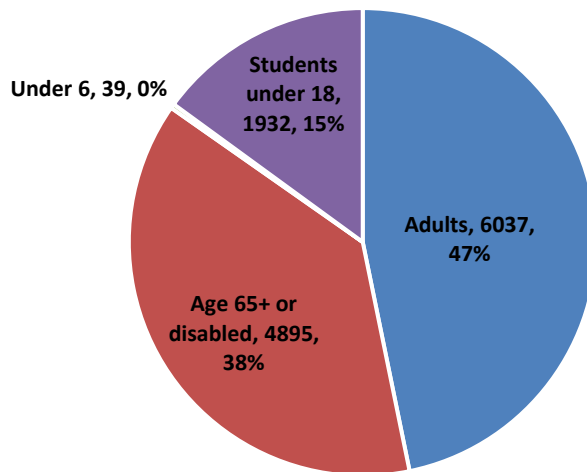
Respondents reported the primary purpose for their trip. Reponses totaled 29. Forty-five percent, or 13 passengers reported their trip purpose as "work" followed by "Other" at 31 percent, as shown in Figure 2-57. In the follow-up for "Other," respondents listed standard purposes like work, medical, and shopping.

Figure 2-57: Route 9 (West Fourth St.) Survey Reponses: Trip Purpose

- ■ Work
- ■ Hospital or Medical Visit
- ■ Entertainment
- ■ Social visit w/family or friends
- ■ K-12 School
- ■ OSU (Mansfield) classes
- ■ North Central State College
- ■ Shopping
- ■ Other
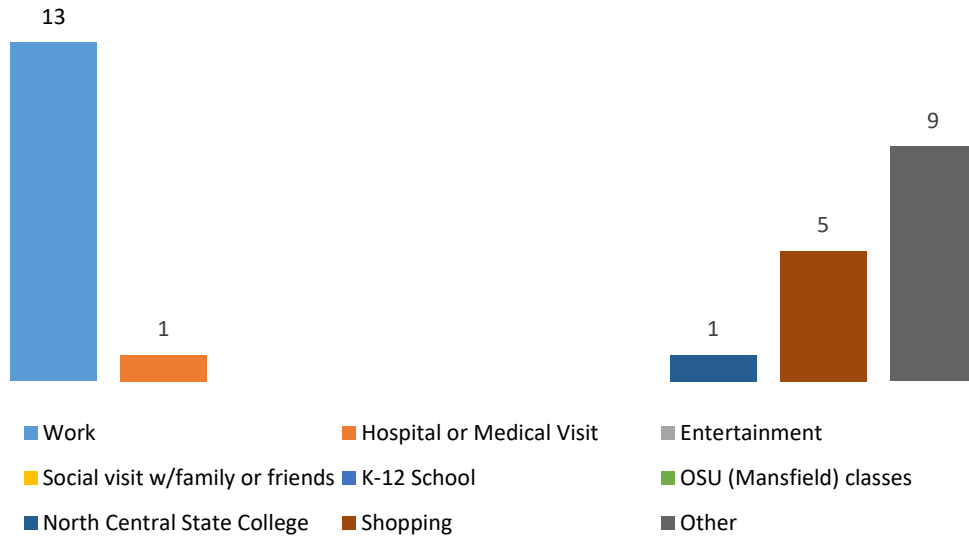
ROUTE 13: NCSC/KEHOE/SHELBY

Route 13 connects Downtown Mansfield to Shelby via Springmill Street. Route 13 provides access to key educational centers including the OSU/NCSC campus as well as primary destination points, including jobs, medical services, as well as shopping and retail facilities. The map for Route 13 is depicted in Figure 2-58.

Figure 2-58: Route 13 (NCSC/Kehoe/Shelby) Map
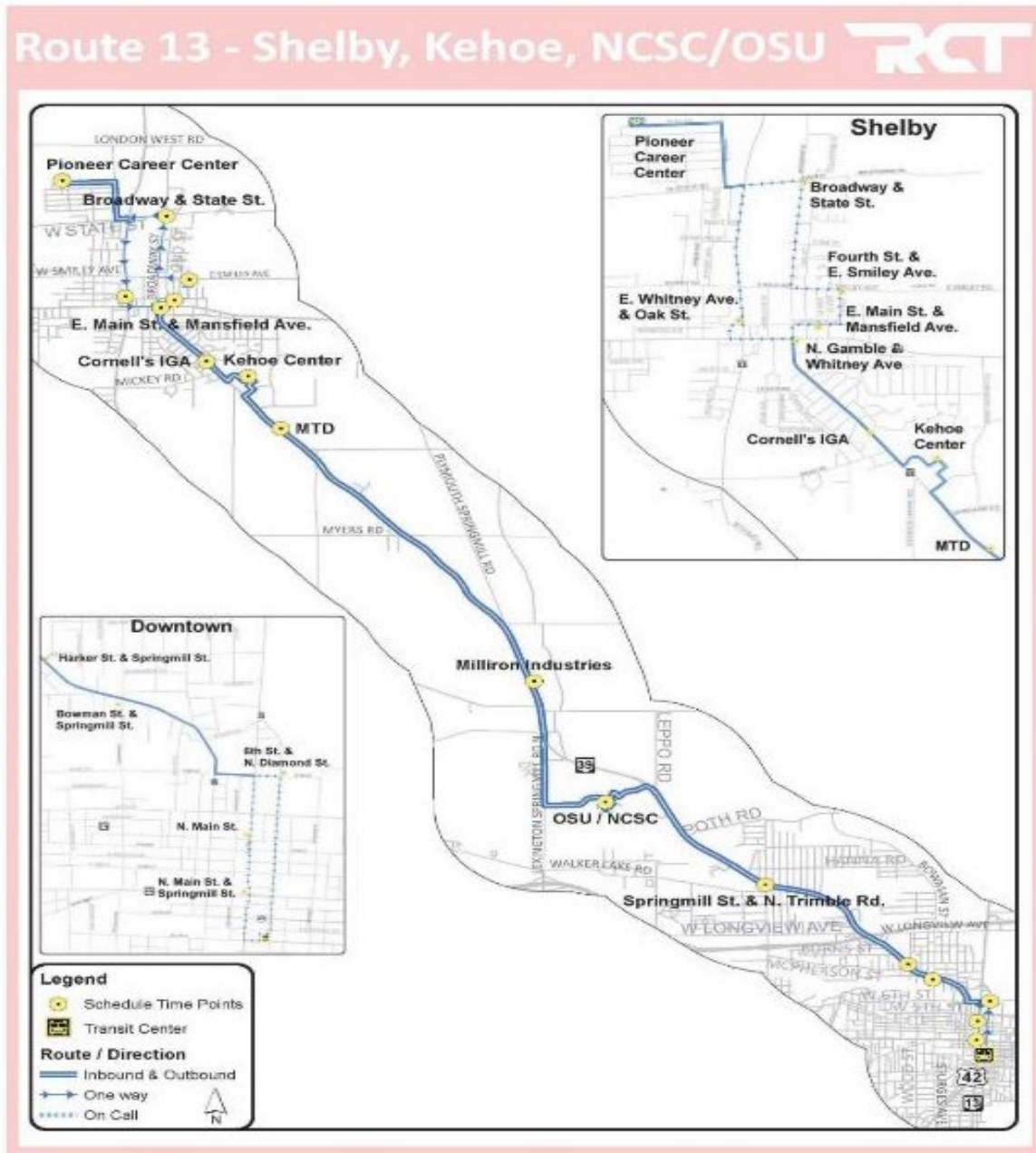
Route 13 operates for limited hours, providing four trips per day. Route deviations are available up to 1 mile from the route for ADA paratransit riders unable to access the fixed route service. Deviations are performed if/as requested. Schedule information for Route 13 is presented below.

Span of Service	Frequency	Daily Trips (Inbound/Outbound)
7:30 a.m., 11:30 a.m., 1:30 p.m., and 4:30 p.m.	2-4 Hours	8

Bus Stops

Table 2-15 includes the published stops for Route 13.

Table 2-15: Route 13 (NCSC/Kehoe/Shelby) Bus Stop Locations

Bus Stop Location	Timepoint
Leave Transit Center	:30
6th St. & N. Diamond St.	:33
Harker St. & Springmill St.	:36
Springmill St. & N. Trimble Rd.	:38
Leave O.S.U./N.C.S.C. Campus	:45
Milliron Industries	:50
MTD	:55
Leave Kehoe Center	:00
Cornell's IGA	:01
E. Main St. & Mansfield Ave.	:03
E. Whitney Ave. & Oak St.	:05
Fourth St. & E. Smiley Ave.	:07
Broadway St. & State St.	:10
Pioneer Career Center (7:30 a.m. and 1:30 p.m. runs only)	:15
Leave Pioneer (7:30 a.m. and 1:30 p.m. runs only)	:18
Leave N. Gamble St. & Whitney Ave.	:23
Cornell's IGA	:26
Leave Kehoe Center	:30
MTD	:32
Leave O.S.U./N.C.S.C. Campus	:40
Springmill St. & N. Trimble Rd.	:45
Bowman St. & Springmill St.	:48
N. Main St. & Park Ave. W.	:53
Arrive Transit Center	:55

Ridership and Productivity

Route 13 carries the lowest ridership of RCT's routes, in part, due to its limited operating schedule. Figure 2-59 offers a comparison of ridership among all fixed routes in 2022.

Figure 2-59: Fixed Route Ridership Comparison, 2022

Route	Ridership
Route 1	30,981
Route 2	17,828
Route 3	13,875
Route 5	7,414
Route 7	5,328
Route 8	7,083
Route 9	12,903
Route 13	4,042
Route 15	5,380
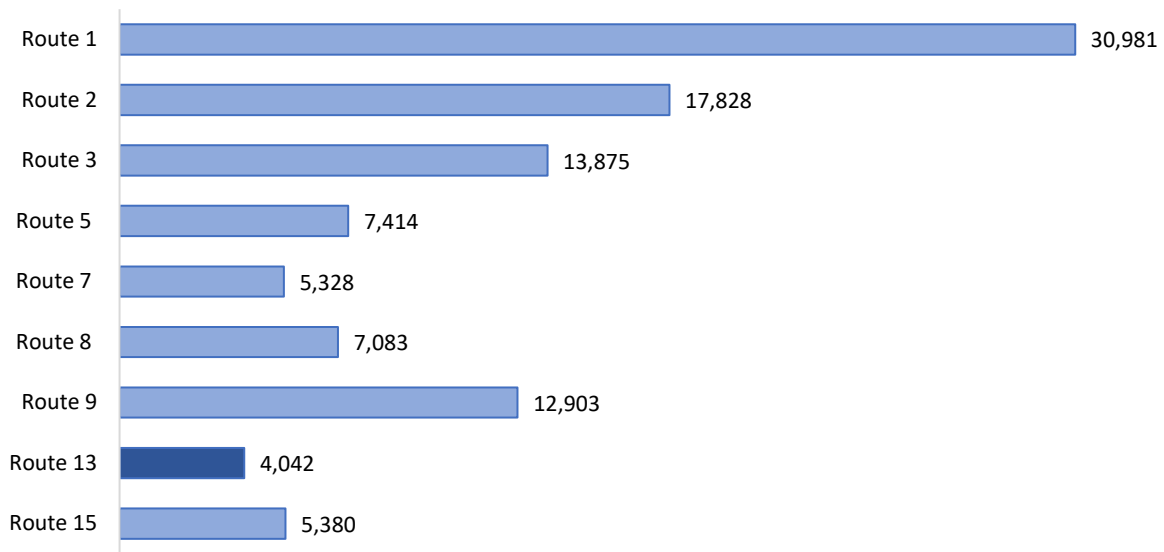
In 2022, Route 13 performed an average of 2.6 passenger trips per hour, ranking it the least productive route in the RCT service network. Figure 2-60 illustrates passenger trips per revenue hour for each route for 2022.

Figure 2-60: Productivity per Route, 2022

Route	Productivity
Route 1	11.0
Route 2	6.4
Route 3	4.9
Route 5	5.3
Route 7	3.8
Route 8	5.1
Route 9	4.6
Route 13	2.6
Route 15	10.5
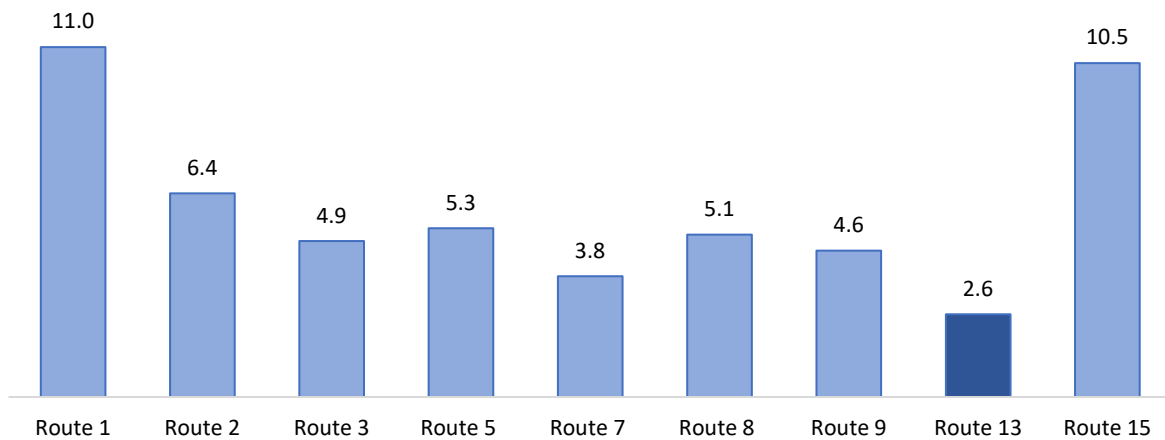
Route 13 averaged 3,306 annual passenger trips from 2020 through 2022. Monthly ridership for the referenced period is depicted in Figure 2-61. Although ridership has not returned to pre-pandemic levels, a 37 percent increase in passenger trips from 2021 to 2022 was reported. Route 13 experiences seasonal fluctuations, likely because students do not ride in the summers.

Figure 2-61: Route 13 (NCSC/Kehoe/Shelby) Ridership Trend, June 2019 - December 2022
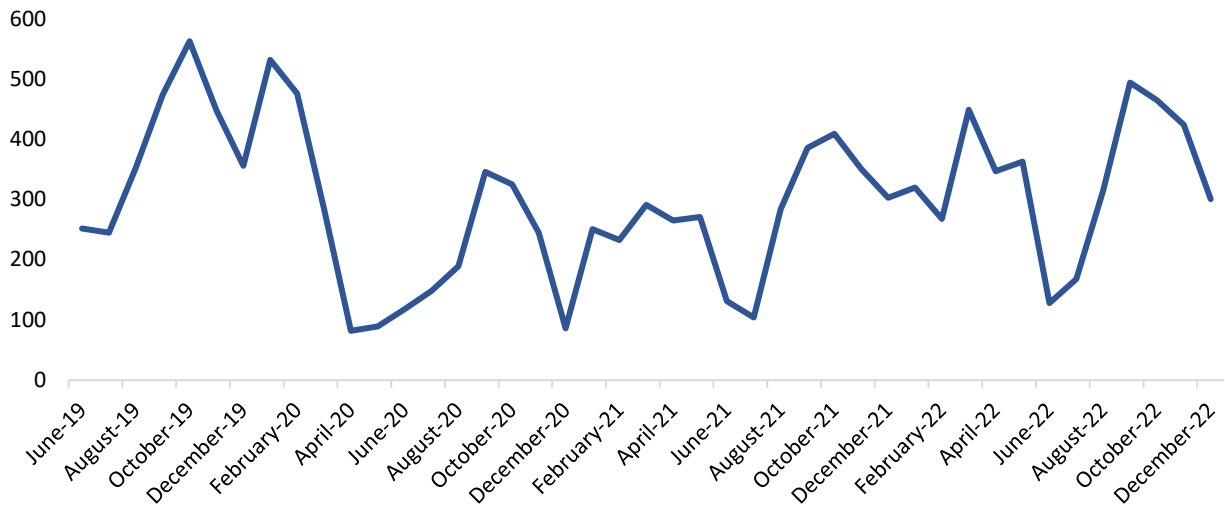
Productivity for Route 13 over a four-year period is depicted in Figure 2-62. Productivity has increased steadily since the initial decrease at the outset of the pandemic.

Figure 2-62: Route 13 (NCSC/Kehoe/Shelby) Productivity, June 2019 - December 2022
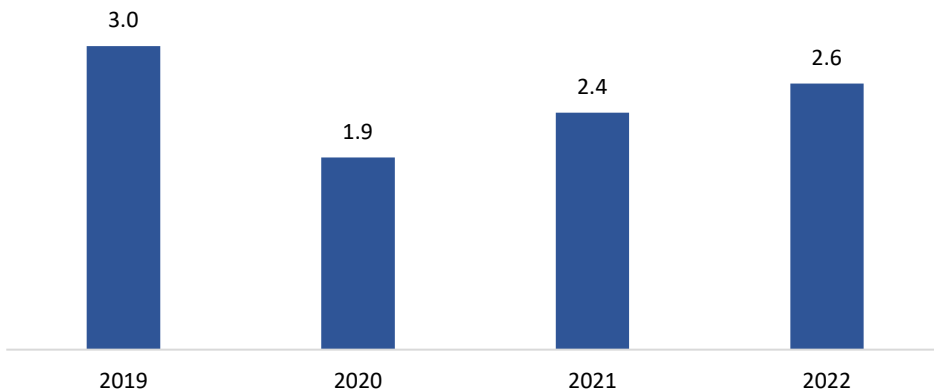
Table 2-16 includes utilization by time of day, per segment along Route 13 in November 2022. Although service schedule is limited, Route 13 carried the most passengers at the 7:30 a.m. run, followed by the 1:30 p.m. run, during the reporting period. In terms of utilization, the Pioneer Center was the most productive stop location along route carrying a total 108 passengers, followed by the City of Shelby which carried 62 total passengers during the reporting period.

Table 2-16: Route 13 (NCSC/Kehoe/Shelby) Ridership by Run, November 2022

	Transit Center	Diamond	Springmill	OSU/NCSC	Springmill	Kehoe	Cornell	Mansfield Ave.	Pioneer	City of Shelby	Cornell	Springmill	Main St.	Total per Hour
7:30 AM	137	0	1	0	0	0	14	0	0	26	0	0	1	179
11:30 AM	20	1	0	0	1	6	2	3	0	20	0	0	2	55
1:30 PM	18	0	3	0	0	0	0	1	108	11	0	2	0	143
4:30 PM	39	0	1	0	1	0	0	0	0	5	0	0	0	46
Total	214	1	5	0	2	6	16	4	108	62	0	2	3	423

On Time Performance

On-time performance data for the published stops along Route 13 was captured on December 7, 2022 at 1:30 p.m. and 4:30 p.m. Findings are included as an appendix to this document. When asked how close to on-time was the route when they arrived at their final destination, six out of ten, or 60 percent of respondents reported the vehicle as on-time. Rider survey results are illustrated in Figure 2-63.

Figure 2-63: Route 13 (South Main St./Southside) Rider Survey Results, On-time Performance

Legend: ■ Early ■ On Time ■ 5 Minutes Late ■ 10 Minutes Late ■ 20 Minutes Late
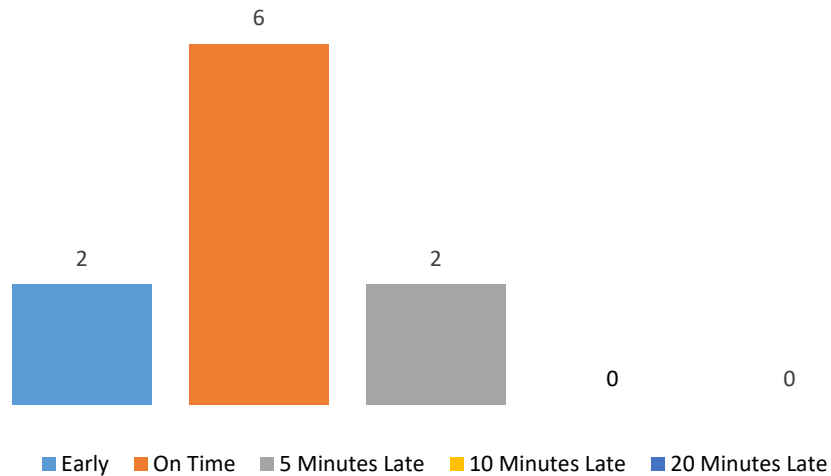
Rider Profile

The majority of Route 13 riders are students under 18 at 58 percent followed by adults at 26 percent. Route 13's largest group of regular riders are Pioneer Career and Technology Center students who ride to the school from Mansfield. The route also serves the NCSC Kehoe Center, but this stop is used infrequently (less than once per day). Figure 2-64 offers a breakdown of riders by category.

Figure 2-64: Route 13 (NCSC/Kehoe/Shelby) Rider Types, 2022
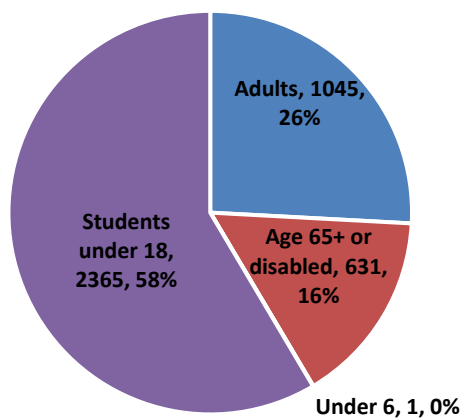
Respondents were asked the primary purpose for their trip. Reponses for Route 13 totaled ten (Figure 2-65). Forty percent reported their trip purpose as "Other" followed by shopping at 25 percent. However, a majority of the responses captured under "Other" were covered under previous selections (i.e., work, medical visit, etc.).

Figure 2-65: Route 13 (NCSC/Kehoe/Shelby) Survey Reponses: Trip Purpose

Legend:
- Work
- Hospital or Medical Visit
- Entertainment
- Social visit w/family or friends
- K-12 School
- OSU (Mansfield) classes
- North Central State College
- Shopping
- Other
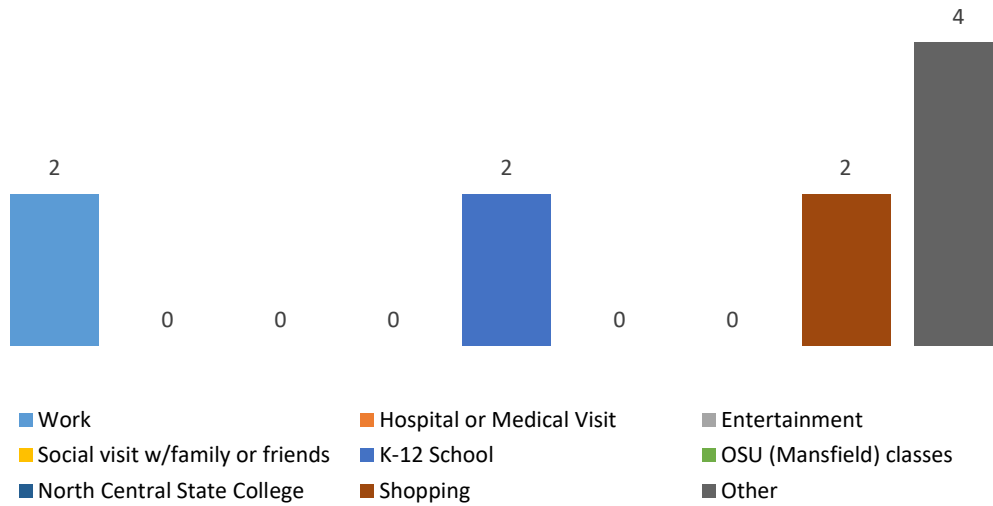
ROUTE 15: AIRPORT INDUSTRIAL PARK

Route 15 serves Lexington Ave. from Downtown Mansfield to the Airport via Main St. and Harrington Memorial Rd. providing access to major activity centers and primary destination points including, the airport and the Mansfield Correctional Institution with service to Baird Parkway available upon request. The route map is illustrated in Figure 2-66.

Figure 2-66: Route 15 (Airport Industrial Park) Map
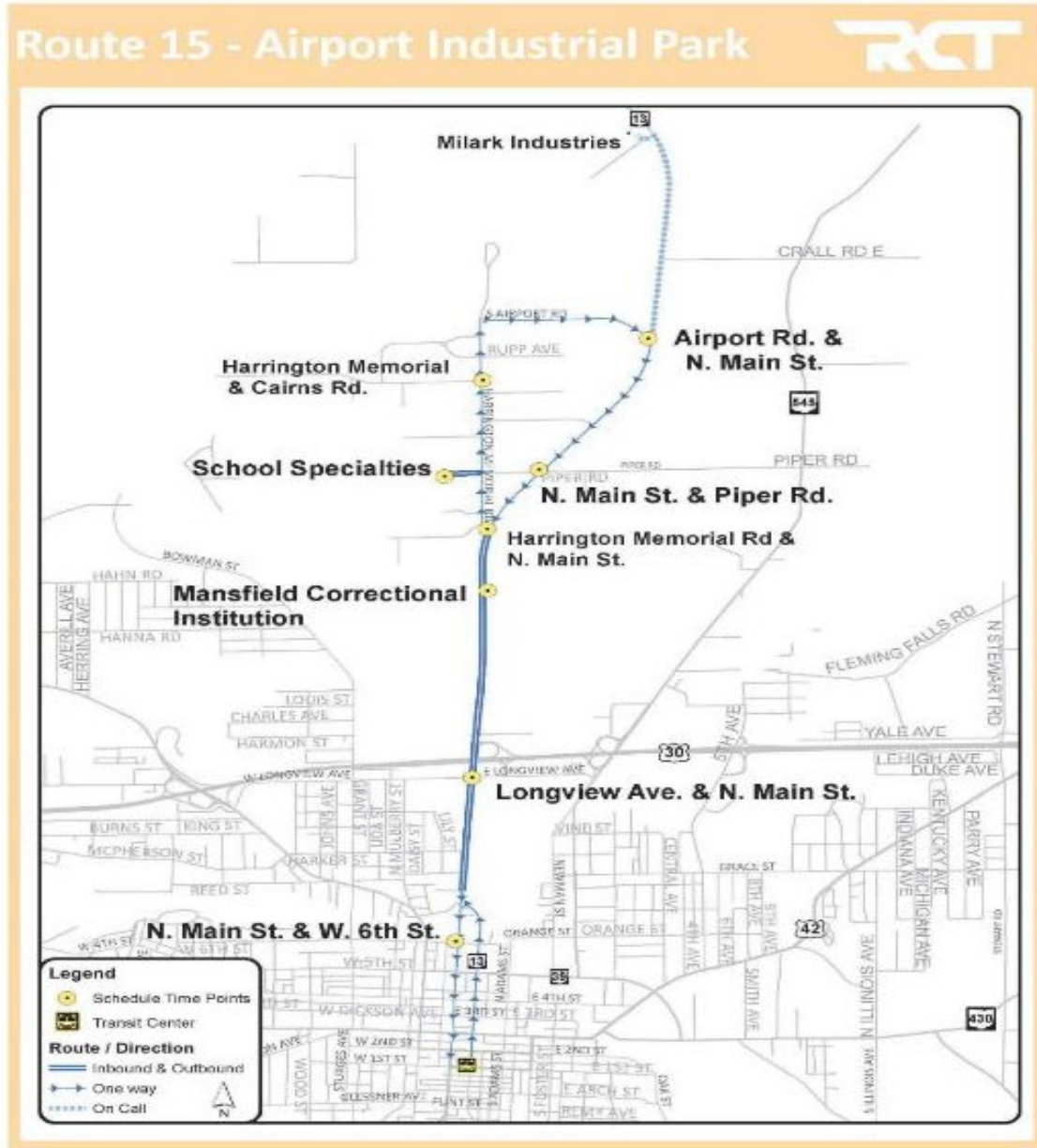
Route 15 operates for limited hours providing four round trips per day on a thirty-minute route frequency. Schedule information for Route 15 is presented below.

Span of Service	Frequency	Daily Trips (Inbound/Outbound)
6:00 a.m., 6:30 am, 3:00 p.m., and 3:30 p.m.	30 min (for 2 hours per day)	8

Bus Stops

Table 2-17 includes the published stops for Route 15.

Table 2-17: Route 15 (Airport Industrial Park) Bus Stop Locations

Bus Stop Location	Timepoints
Departing Transit Center	:03 / :36
Longview Ave. and N. Main St.	:06 / :36
Mansfield Correctional Institution	:07 / :37
Harrington Memorial Rd. & N. Main St.	:09 / :39
Harrington Memorial Rd. & Cairns Rd.	:11 / :41
N. Main St. & Airport Blvd.	:13 / :43
N. Main St. & Piper Rd.	:14 / :44
Harrington Memorial R. and N. Main St.	:15 / :45
N. Main St. & Longview Ave.	:18 / :48
N. Main St. & W. 6th St.	:22 / :52
Arrive Transit Center	:25 / :55

Ridership and Productivity

Route 15 holds the third lowest ridership in the fixed route network as illustrated in Figure 2-67, mostly because it only runs four times per day.

Figure 2-67: Fixed Route Ridership Comparison, 2022

Route	Ridership
Route 1	30,981
Route 2	17,828
Route 3	13,875
Route 5	7,414
Route 7	5,328
Route 8	7,083
Route 9	12,903
Route 13	4,042
Route 15	5,380
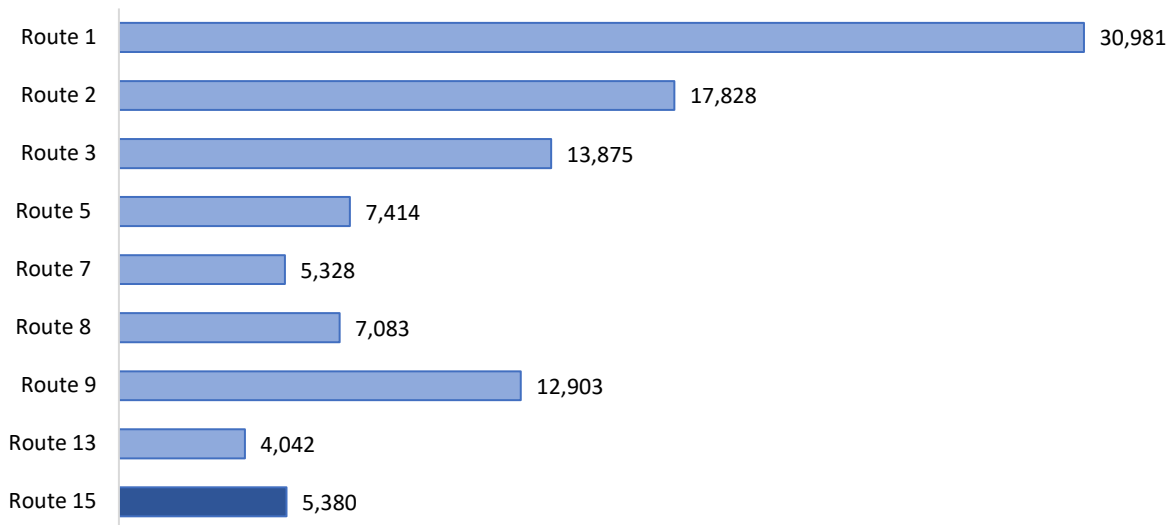
In 2022, Route 15 performed an average of 10.3 passenger trips per hour, ranking it as the second most productive route in the RCT service network. Figure 2-68 illustrates passenger trips per revenue hour for each route for 2022.

Figure 2-68: Productivity per Route, 2022
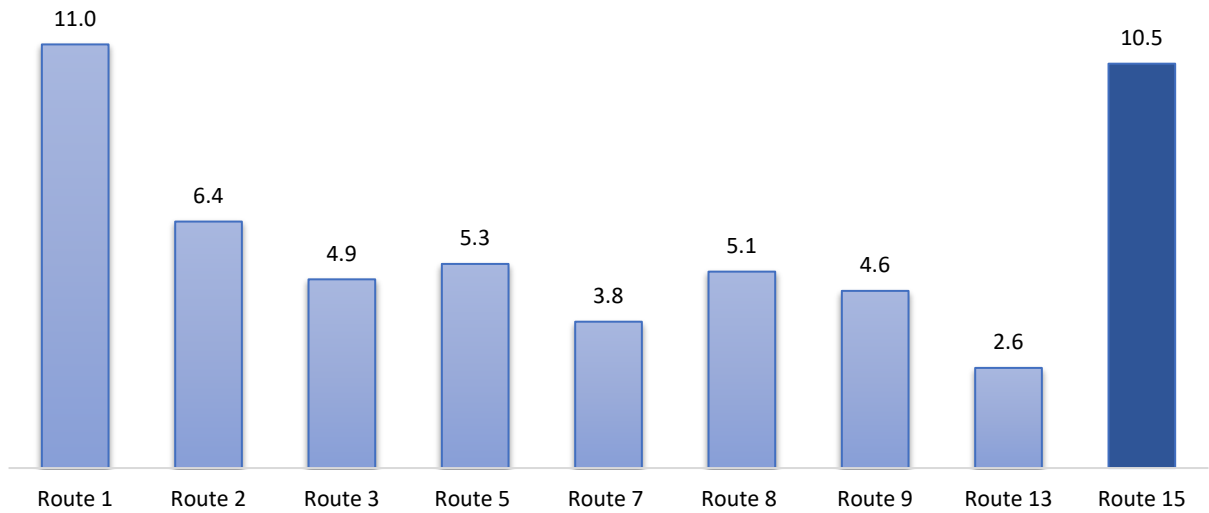
Route 15 averaged 4,279 annual passenger trips from 2020 through 2022. Monthly ridership for the referenced period is depicted in Figure 2-69. Notably, Route 15's ridership currently exceeds pre-pandemic levels. A 24 percent increase in passenger trips from 2021 to 2022 was reported.

Figure 2-69: Route 15 (Airport Industrial Park) Ridership Trend, June 2019 - December 2022
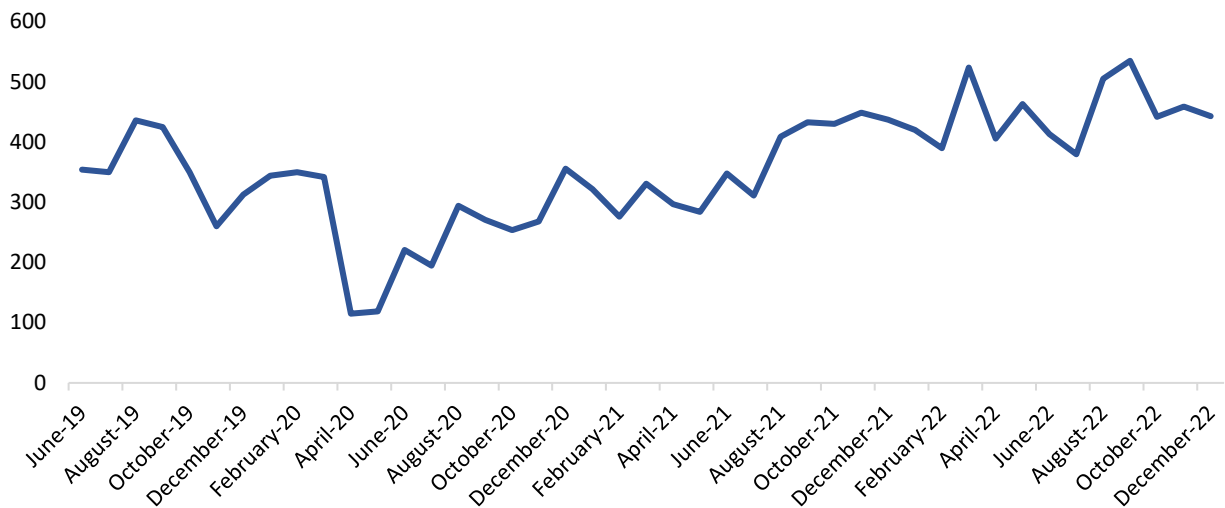
Productivity for Route 5 over a four-year period, which, like ridership, has been on the rise, is depicted in Figure 2-70.

Figure 2-70: Route 15 (Airport Industrial Park) Productivity, June 2019 - December 2022
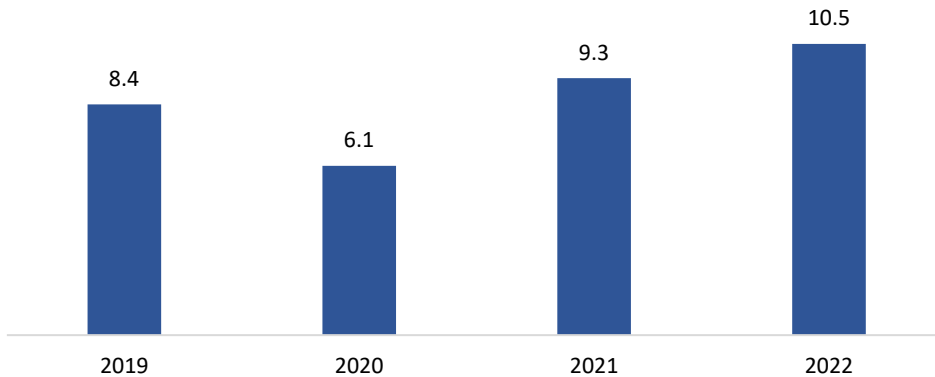
Table 2-18 includes utilization by time of day, per segment along Route 15 in November 2022. Route 15 carried the most passengers during the 3:30 p.m. run. Airport Rd. was most productive portion of the route in terms of utilization, particularly at 3:30 p.m.

Table 2-18: Route 15 (Airport Industrial Park) Ridership by Run, November 2022

	Transit Center	Diamond	Harrington	School Specialty	Paragon	Airport Rd.	Baird Parkway	Main St.	**Total per Hour**
6:00 AM	59	16	0	0	0	0	0	6	81
6:30 AM	131	3	1	0	0	0	0	0	135
3:00 PM	1	0	26	0	33	12	0	0	72
3:30 PM	0	0	0	0	0	124	47	0	171
Total	191	19	27	0	33	136	47	6	459

On Time Performance

On-time performance data for the published stops along Route 15 was captured December 2022. Findings are included as an appendix to this document. When asked how close to on-time was the route when they arrived at their final destinations, 16 out of 22, or 72 percent of survey respondents reported the vehicle as on-time. Rider survey results are illustrated in Figure 2-71 below.

Figure 2-71: Route 15 (Airport Industrial Park) Rider Survey Results, On-time Performance

■ Early ■ On Time ■ 5 Minutes Late ■ 10 Minutes Late ■ 20 Minutes Late
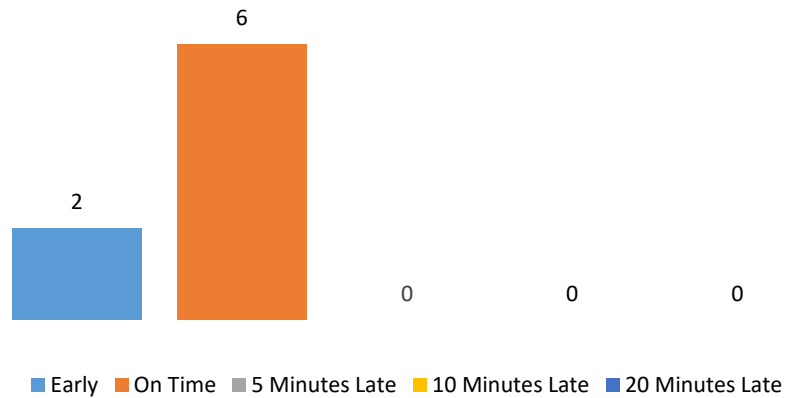
Rider Profile

Route 15 is primarily used by adults under the age of 65, as shown in Figure 2-72.

Figure 2-72: Route 15 (Airport Industrial Park) Rider Types, 2022
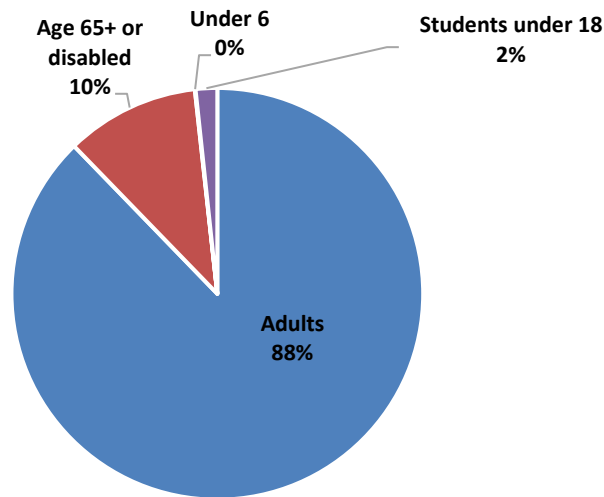
Respondents were asked the primary purpose for their trip. Reponses for Route 15 totaled eight (Figure 2-73). Seventy-five percent, or six passengers reported their trip purpose as work. There were two responses in the "Other" category; however, the follow-up explanatory responses for "Other" included previous answer choices (i.e., work, entertainment, medical, etc.).

Figure 2-73: Route 15 (Airport Industrial Park) Survey Reponses: Trip Purpose

- ■ Work
- ■ Social visit w/family or friends
- ■ North Central State College
- ■ Hospital or Medical Visit
- ■ K-12 School
- ■ Shopping
- ■ Entertainment
- ■ OSU (Mansfield) classes
- ■ Other
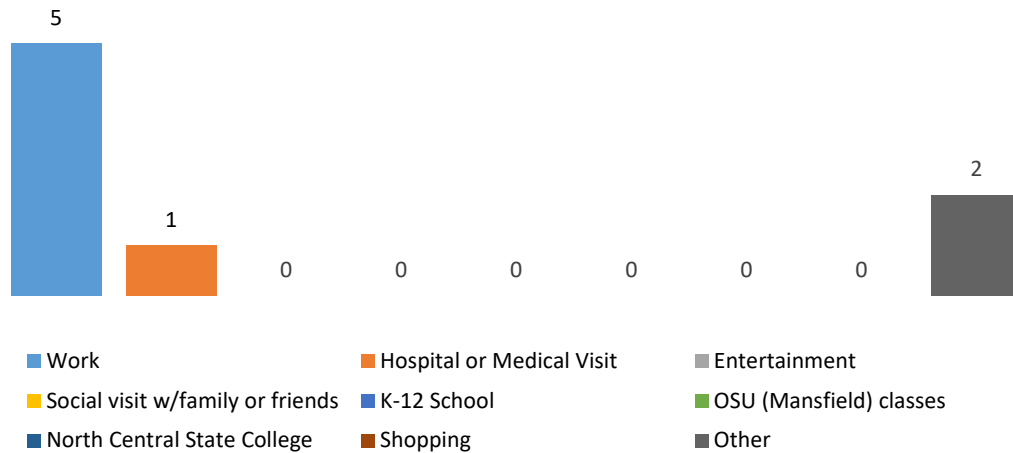
DIAL-A-RIDE SERVICE

RCT provides complementary ADA paratransit (Dial-A-Ride) service to riders within a one-mile radius of all fixed routes. This service area exceeds the ADA requirement to provide paratransit within ¾ of a mile of any fixed route. Paratransit riders must be certified by RCT to access this service. Operating hours for both modes of service, paratransit and fixed route, are the same.

The origins and destinations for 2022 unduplicated Dial-A-Ride trips are shown in Figure 2-74. An interactive version of this map is available on the TDP StoryMap. While nearly all Dial-A-Ride trips occurred within one mile of the fixed routes, per RCT policy, a few trips took place outside of this radius (for example, in Lexington) as part of contracted human service transportation provided through Dial-A-Ride, such as the Area Agency on Aging grocery shuttle program.

Table 2-19 provides the annual revenue hours of Dial-A-Ride service provided and ridership from 2017 to 2022. Productivity, expressed as boardings per revenue hour, ranged from 1.6 to 2.3 over the five-year period. This level is productivity is typical of this mode of service. Slightly lower productivity during the COVID pandemic years is typical nationwide.

Table 2-19: Dial-A-Ride Ridership and Productivity, 2017-2022

	2017	2018	2019	2020	2021	2022
Revenue Hours	7,314	5,977	6,076	3,765	3,915	3,957
Boardings	13,962	13,982	12,313	6,800	6,114	6,593
Productivity	1.9	2.3	2.0	1.8	1.6	1.7

Figure 2-74: Dial-A-Ride Origins and Destinations, 2022
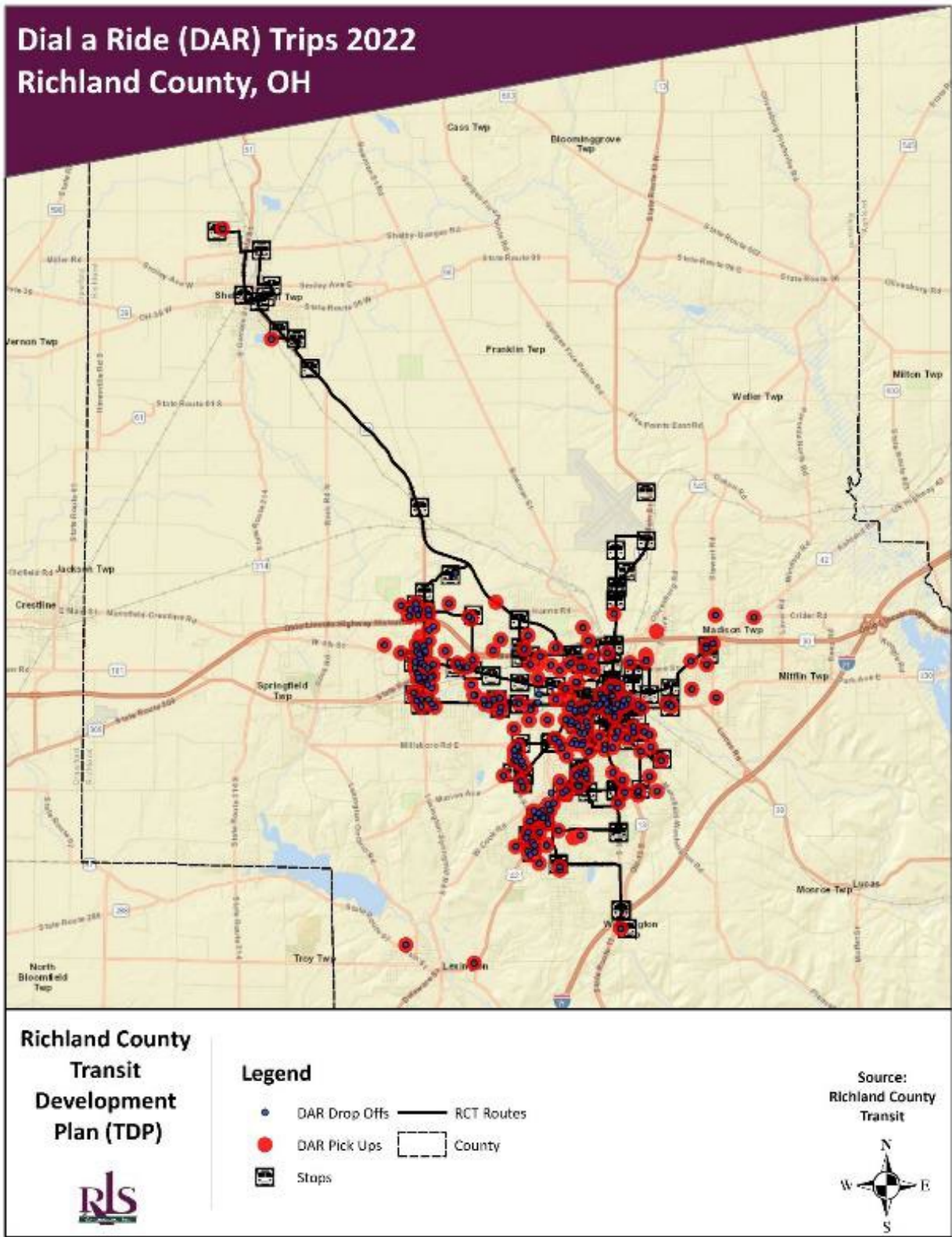
CHAPTER 3 PUBLIC AND RIDER INPUT

A comprehensive public relations campaign to garner feedback on the transportation challenges and specific needs from Richland County residents, RCT customers and staff, community groups, business owners, and visitors was administered under Task 4. The approach and findings from the needs assessment are presented herein.

METHODOLOGY

This needs assessment is based on input from the Richland County community through a community and customer survey effort, pop-up events, public open houses, surveying, and interviews conducted with community leaders and stakeholders, employers, health and human service agencies and non-profit groups, Richland County Regional Planning leadership and staff, and Richland County Transit personnel. These activities resulted in a comprehensive assessment of gaps in service and transportation needs in Richland County, which are documented and summarized in this report.

RIDER SURVEY RESULTS

During a span of four days in December 2022, RLS & Associates conducted an onboard rider survey of Richland County Transit fixed route customers. The rider survey remained active on the project webpage and copies of the instrument were available on fixed bus routes through January 6, 2023. The purpose of this survey was to collect feedback from riders to determine potential areas for improvement and future changes. The riders were also questioned regarding demographics, frequency of bus usage, trip purpose, and travel needs outside of Richland County. During distribution, the survey was available in large print and Spanish. The survey yielded a total of 144 responses. Figure 3-1 provides a breakdown of responses collected by route. Respondents were asked, "Including this bus, which RCT routes will you use to complete your one-way trip? Check all that apply." Respondents could select multiple routes.

Figure 3-1: Responses by Route

Route	Count
Route 1 Park Ave West	56
Route 2 Lexington/West Cook	54
Route 3 South Main Street/Southside	34
Route 5 Springmill Street/Bowman	25
Route 7 Wayne/East Mansfield	27
Route 8 Glessner/Marion	23
Route 9 West Fourth Street	29
Route 13 NCSC/Kehoe/Shelby	10
Route 15 Airport Industrial Park	8
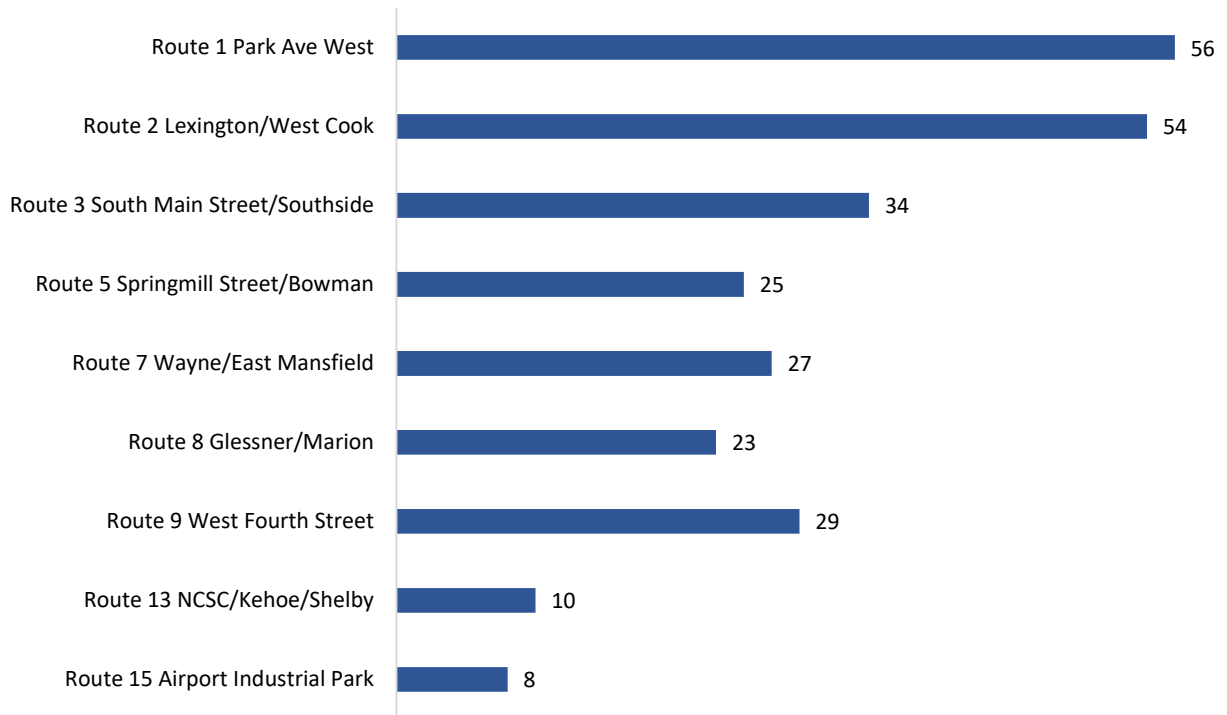
Riders were asked where they boarded the vehicle for the trip during which they completed the survey, and where they would be exiting the vehicle (alighting). The results are listed in Table 3-1. Additionally, sampling of stop level passenger counts for all routes (from a sampling by the RLS team, rather than the onboard survey) can be found on the TDP StoryMap click on "Passenger Count Data" at the top of the page.

Table 3-1: Boarding/Alighting Locations

Boarding Location	Count	Boarding Location	Count
Kroger	15	Diamond & First Street	1
Transit Center	12	Fourth Street Ohio Health Wellness Center	1
Park Avenue West	9	Glessner Ave	1
Walmart	5	Grocery Shuttle Blymer and Marion	1
4th St	4	Holiday Inn	1
Dollar General West Park Shopping Center	3	Home Ave & Park Ave	1
Metro by T mobile in West Park Shopping Center	3	James Ave	1
Bowman	2	Lida St	1
Cline Ave	2	Longview Ave	1
Cook & Woodville	2	Main & Cook (Family Restaurant)	1
Cook Rd	2	Maumee Ave	1
Helen Ave.	2	N.A.W. Route 3	1
King St	2	Orange & Wayne	1

Boarding Location	Count	Boarding Location	Count
Milark Industries	2	OSU	1
Sunny Slope & South Main	2	Park Ave & Trimble	1
Surge	2	Park Ave & Bowman	1
Turtle Creek Apt	2	Pioneer	1
Wood Street	2	Rich New Hop (RNI)	1
490 Parry Ave Mansfield	1	Shelby	1
500 S. Main St between Reba and Gibson	1	South Main & Grannet St	1
Airport	1	South Main & Cook Road	1
Aldi	1	South Main Bus Stop	1
Avita Health Systems	1	Sovereign Christ Church	1
Central Ave	1	Springmill & King St	1
Clensher & Wood St	1	Straub Rd	1
Cleveland Ave & Home Ave Transit Station	1	Taco Bell, Lexington Avenue	1
Cook & Main	1	Trimble Rd in front of Mansfield Transmission	1
Davidson & Grandridge	1	Wayne St Bus Stop	1
Main Street	1		

Riders were asked how many children accompanied them on their trip. This question yielded 136 total responses. The majority of the respondents confirmed they were not accompanied by a child with only ten respondents, or seven percent, reported being accompanied by a child. Responses are depicted in Figure 3-2.

Figure 3-2: Accompaniment by Children
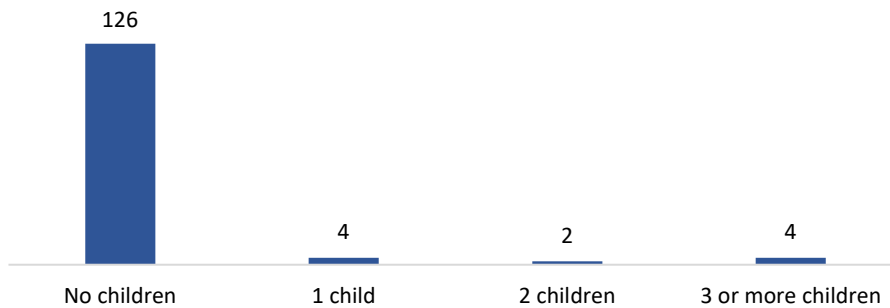
Respondents were asked how they paid for their trip as the time of survey. The question yielded a total of 125 responses. Figure 3-3 shows that over half of the respondents paid for their ride using cash. Comments under "Other" include Richland New Hope and free.

Figure 3-3: Fare Payment
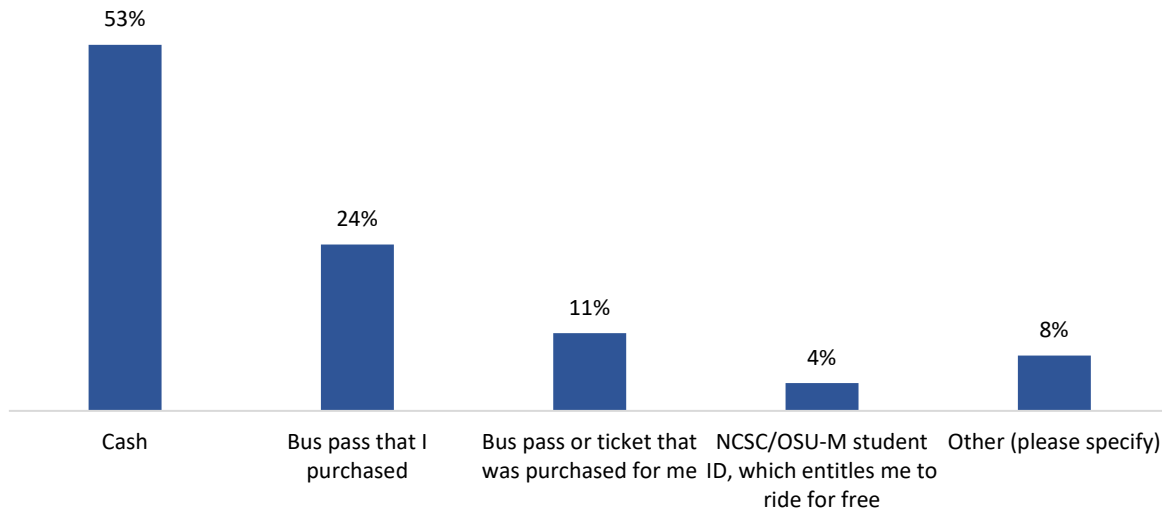
Seventy-three percent of riders confirmed they use a smartphone. Riders were also asked if they would use a mobile app to pay the fare, if available. The question yielded a total of 121 responses with over half responding "yes". Responses are depicted in Figure 3-4.

Figure 3-4: Whether Riders Would Pay Fares Using a Mobile App
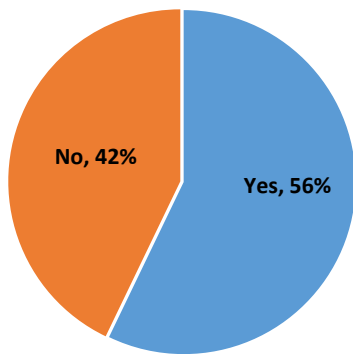
Rider Satisfaction

Riders were asked to rate their satisfaction with and experience utilizing RCT through 12 different areas by ranking each as 1 through 5 (1= Strongly Disagree and 5= Strongly Agree). Figure 3-5 shows the satisfaction rating questions used in the survey.

Figure 3-5: Rider Satisfaction Questions

Based upon your experience riding RCT, how strongly do you agree with the following statements?	Strongly agree				Strongly disagree
11. Service is reliable	5	4	3	2	1
12. Buses get me to where I need to go	5	4	3	2	1
13. Buses get me to where I need to go on time	5	4	3	2	1
14. Schedules meet my travel needs	5	4	3	2	1
15. Buses are clean and safe	5	4	3	2	1
16. Staff is professional and courteous	5	4	3	2	1
17. Website and real time tracking information are easy to understand	5	4	3	2	1
18. Service area is adequate	5	4	3	2	1
19. Drivers are well trained	5	4	3	2	1
20. Calls are answered promptly	5	4	3	2	1
21. Fares are affordable	5	4	3	2	1

22. Please rate RCT service where 5 = Excellent and 1 = Poor: _____

Figure 3-6 provides the weighted average responses to the above questions. A total of 100 respondents rated the overall RCT service (Question 22). Ninety-three respondents reported service as "excellent" or "very good." RCT received a weighted score of 4.5 out of 5 for overall satisfaction.

Figure 3-6: Rider Satisfaction

Category	Value
Fares are affordable	4.66
Calls are answered promptly	4.50
Drivers are well trained	4.66
Service area is adequate	4.41
Website and real time tracking information are easy to understand	4.29
Staff is professional and courteous	4.64
Buses are clean and safe	4.63
Schedules meet my travel needs	4.32
Buses get me to where I need to go on time	4.57
Buses get me to where I need to go	4.72
Service is reliable	4.65

RCT Usage

Riders were asked a variety of questions about how they use RCT. Questions included the days and times they ride most often, the time it takes for them to get from home to a bus stop, travel time, and how many bus transfers used on their current trip.

Figure 3-7 shows the responses about the days respondents ride. This question yielded a total of 122 responses. Eighty-seven percent ride most often on Monday, followed by Friday at 85 percent.

Figure 3-7: Days Riding RCT
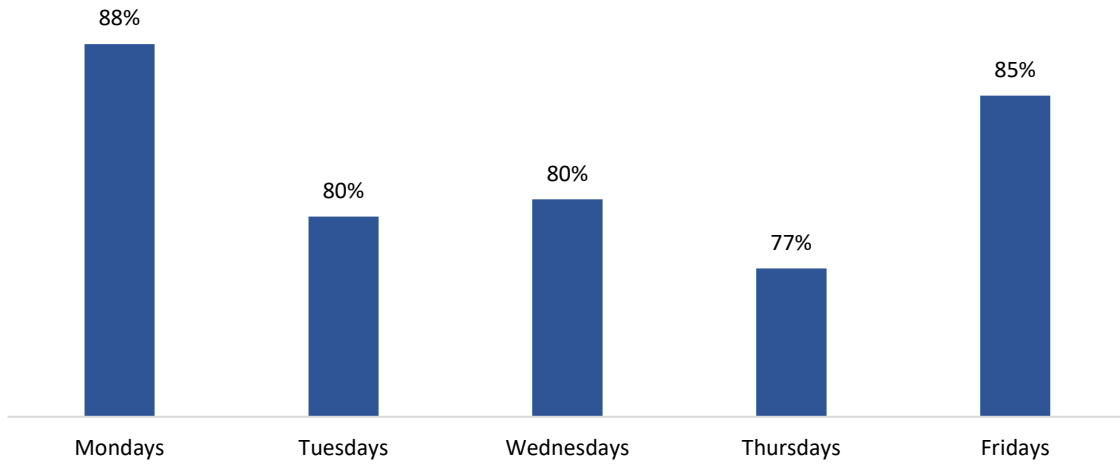
Figure 3-8 illustrates the times in which respondents ride the most. This question yielded a total of 124 responses. An even distribution of responses was realized over RCT's hours of operation.

Figure 3-8: Times of Day Riding RCT
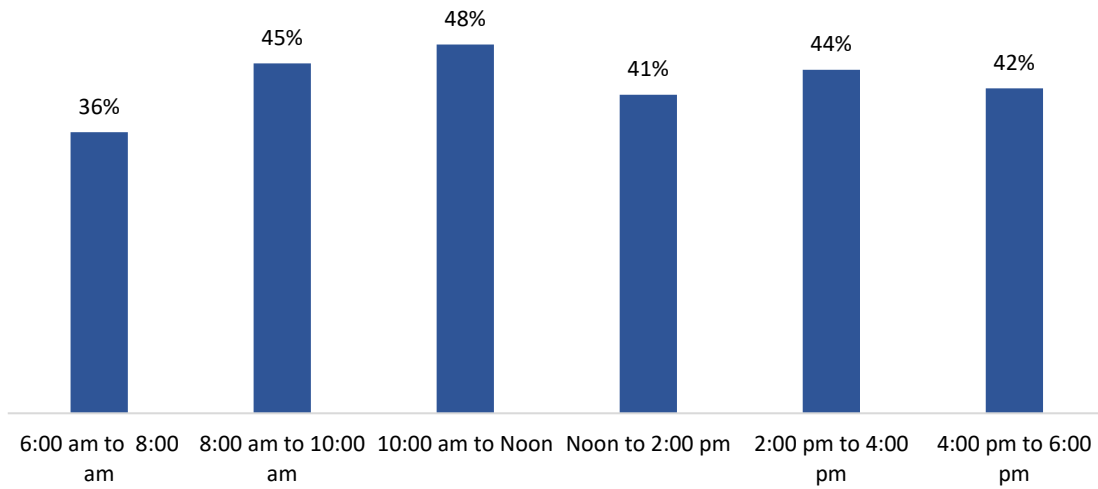
Figure 3-9 illustrates the amount of time that respondents reported it takes to reach their destination on RCT (including time spent riding on the bus and getting to the final destination from the bus stop). A total of 131 responses were received.

Figure 3-9: Reported Travel Time, All Routes
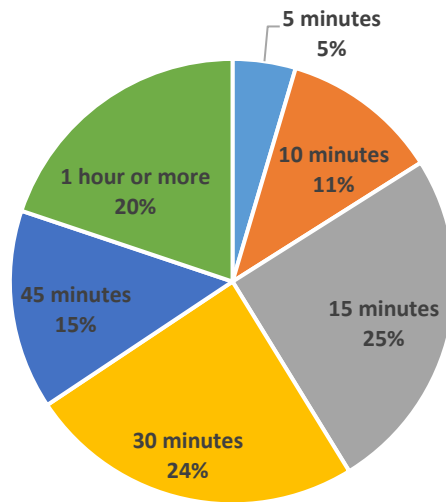
Figure 3-10 provides the customers' reported travel times by route.

Figure 3-10: Average Travel Time by Route
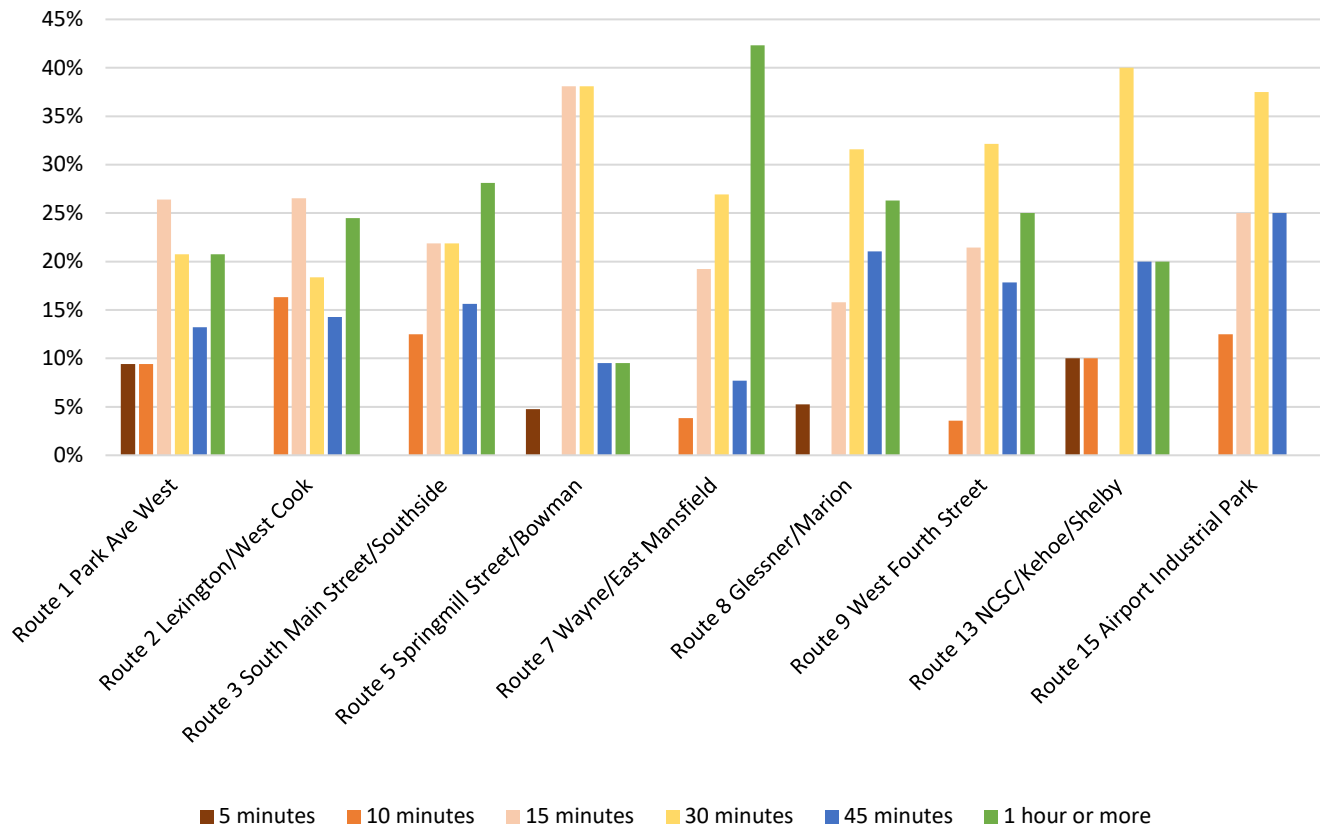
Respondents indicated the distance they traveled between their residences and the locations where they boarded the bus. The results, provided by 131 respondents, are shown in Figure 3-11. The results are provided by route in Figure 3-12.

Figure 3-11: Distance Traveled to Bus Boarding Location
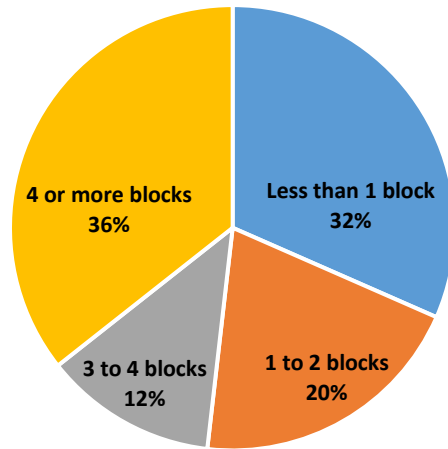
Figure 3-12: Distance Traveled to Bus Boarding Location by Route
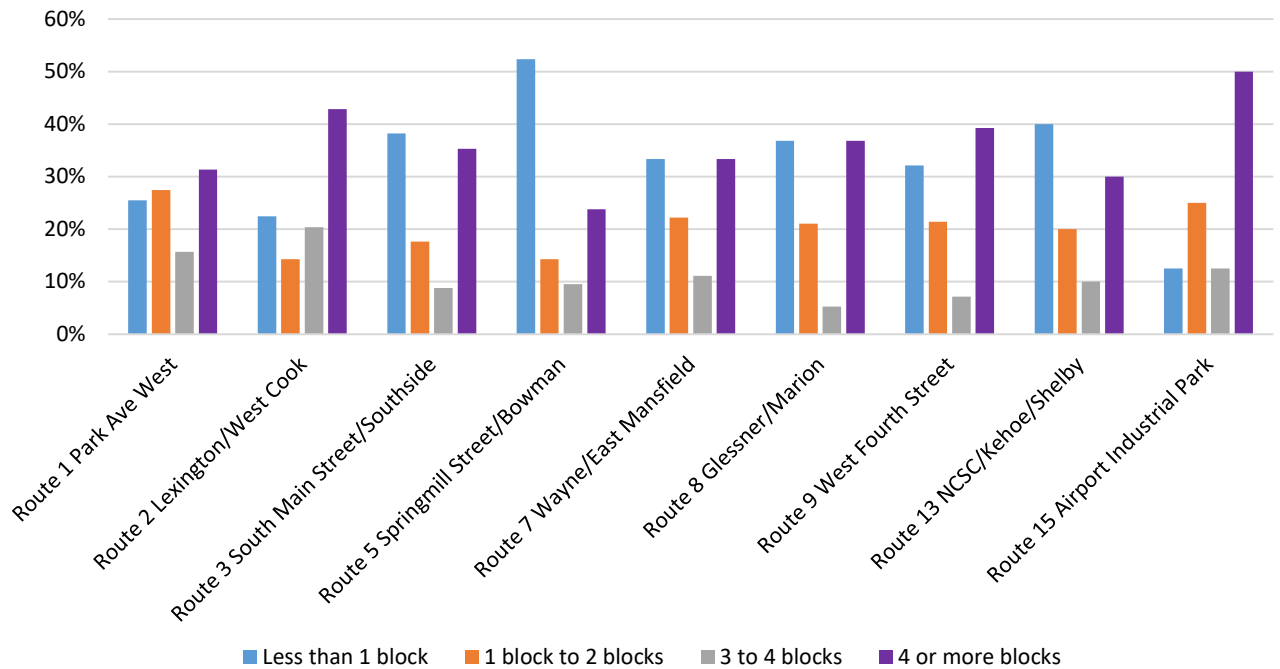
Respondents indicated how long they had been riding RCT. The results, shown in Figure 3-13, demonstrate a wide variety in how long the riders have used the system.

Figure 3-13: Years Riding RCT
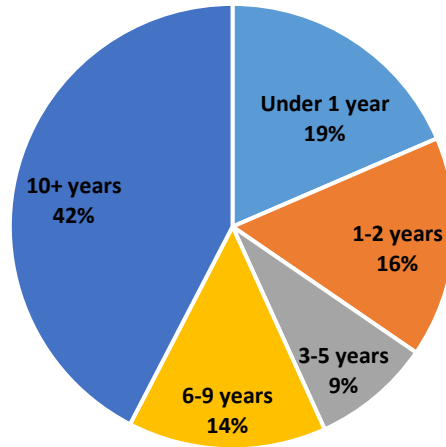
Figure 3-14 provides the responses by route.

Figure 3-13: Years Riding RCT by Route
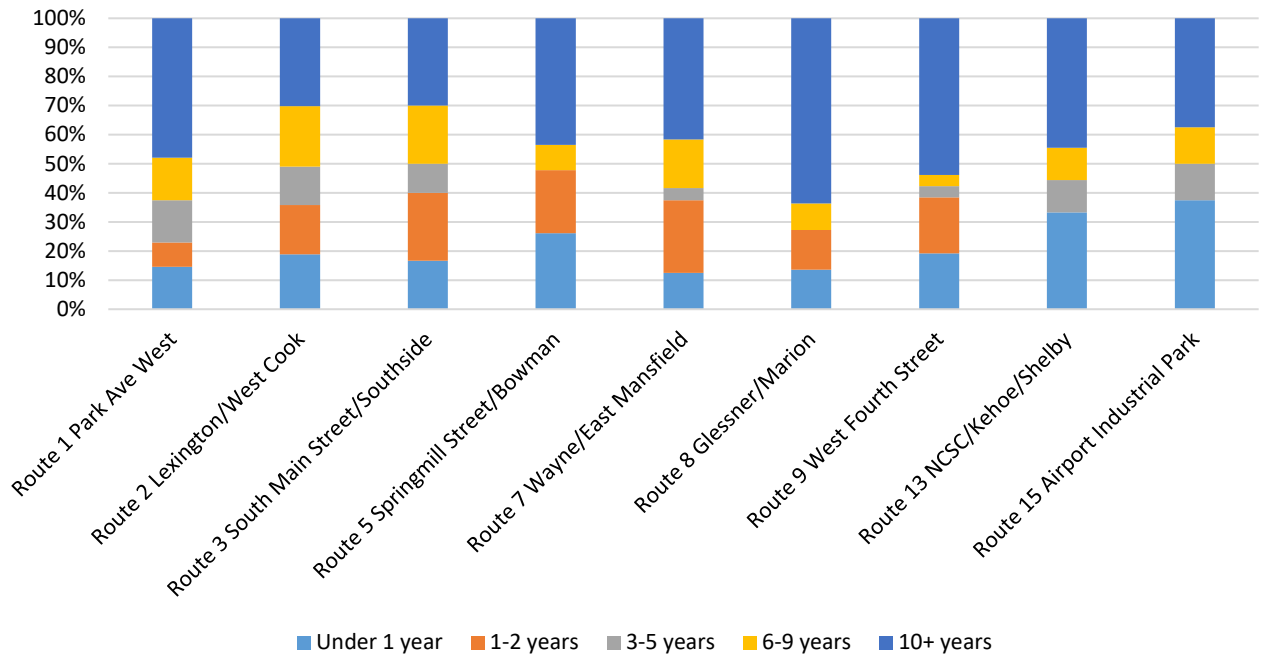
Respondents shared how often they ride RCT. The results for all routes are shown in Figure 3-15. As shown in Figure 3-16, the majority of riders (regardless of route) use RCT one to four days a week. However, many ride on daily basis.

Figure 3-14: Frequency of Riding RCT
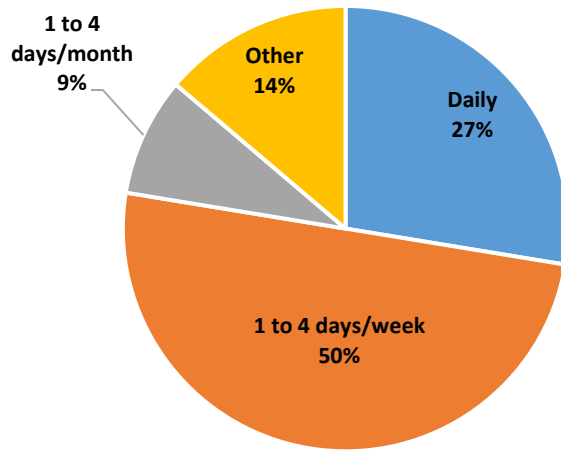
Figure 3-15: Frequency of Riding RCT by Route
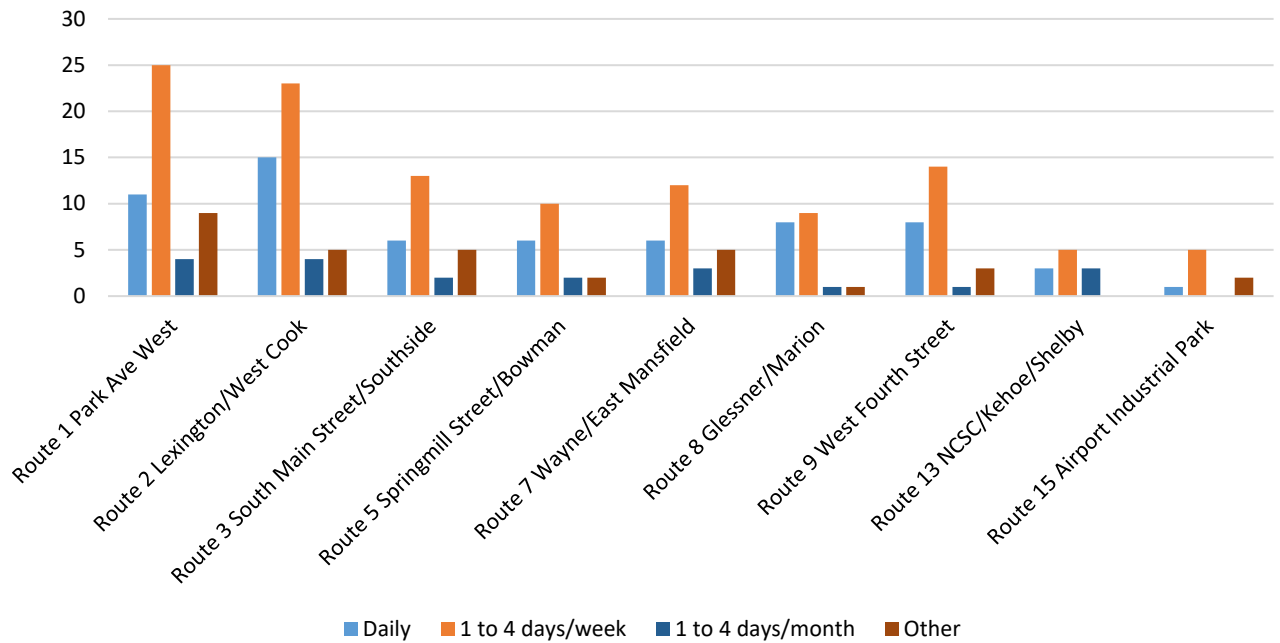
Service Priorities

Respondents indicated whether they would use RCT if it ran for longer hours on weekdays, or on weekends. One hundred twenty respondents said that they would use the service during longer hours on weekdays, with more preferring 5:00 p.m. to 7:00 p.m. over other times, as shown in Figure 3-17. Results by route are provided in Figure 3-18.

Figure 3-16: Whether Riders Would Use RCT during Extended Hours by Route
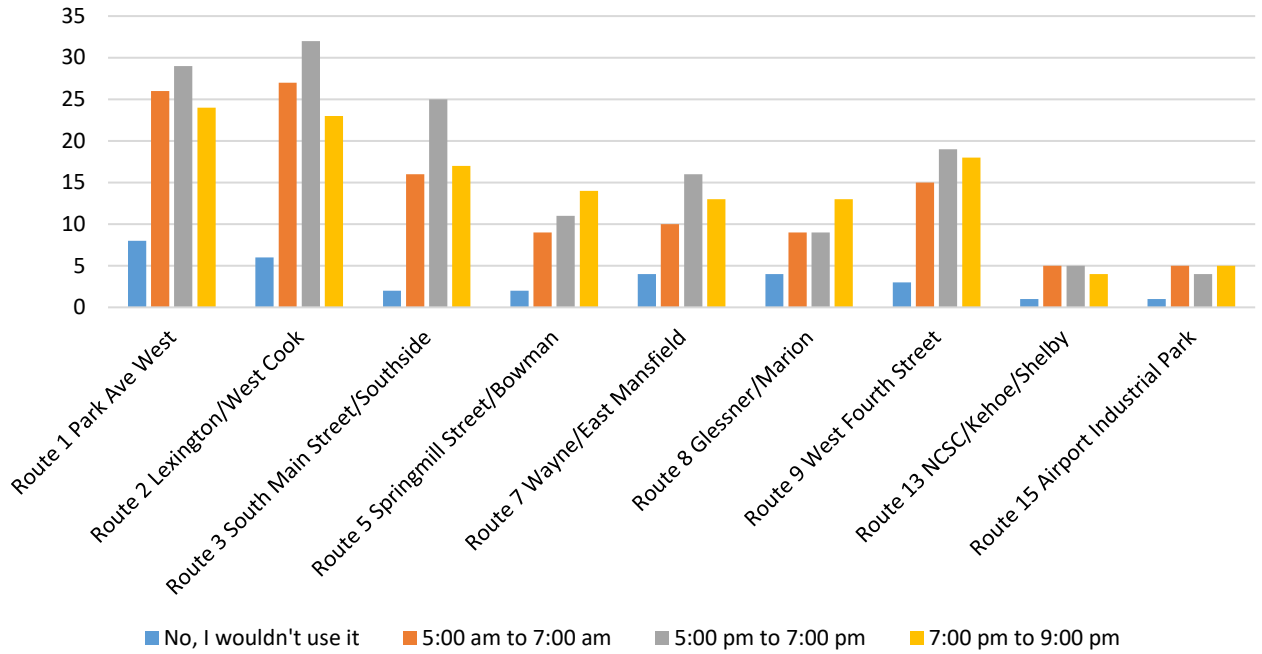
One-hundred twenty-four respondents said they would use RCT on Saturdays. Preferences for potential Saturday hours trended slightly toward the 9:00 a.m. to 3:00 p.m. range, as shown in Figure 3-19. Results by route are provided in Figure 3-20.

Figure 3-17: Whether/When Riders Would Use RCT on Saturdays
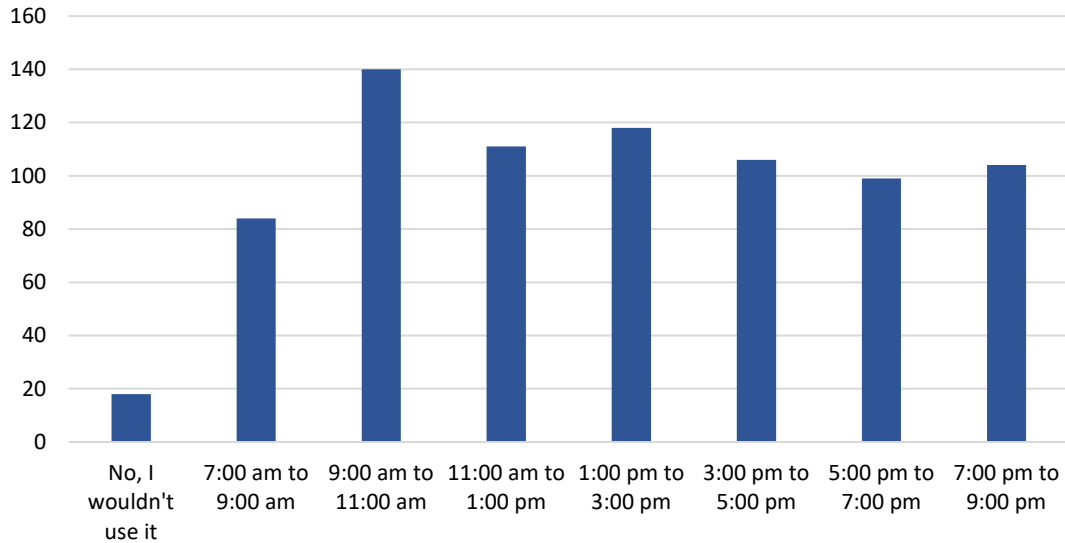
Figure 3-18: Whether/When Riders Would Use RCT on Saturdays by Route

Legend:
- No, I wouldn't use it
- 7:00 am to 9:00 am
- 9:00 am to 11:00 am
- 11:00 am to 1:00 pm
- 1:00 pm to 3:00 pm
- 3:00 pm to 5:00 pm
- 5:00 pm to 7:00 pm
- 7:00 pm to 9:00 pm
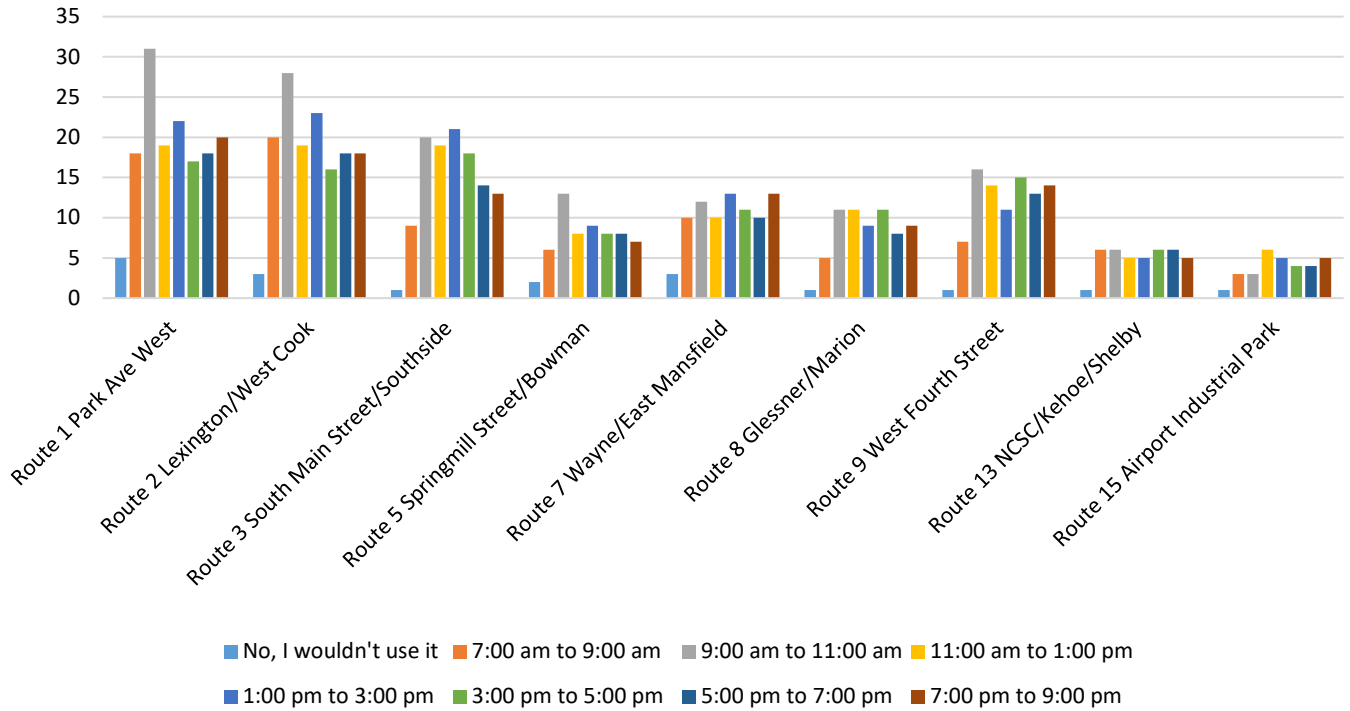
Ninety-five respondents said they would use RCT on Sundays. Preferences for potential Sunday hours trended toward the 9:00 a.m. to 11:00 a.m. range, as shown in Figure 3-21. Figure 3-22 categorizes the responses by route.

Figure 3-19: Whether/When Riders Would Use RCT on Sundays
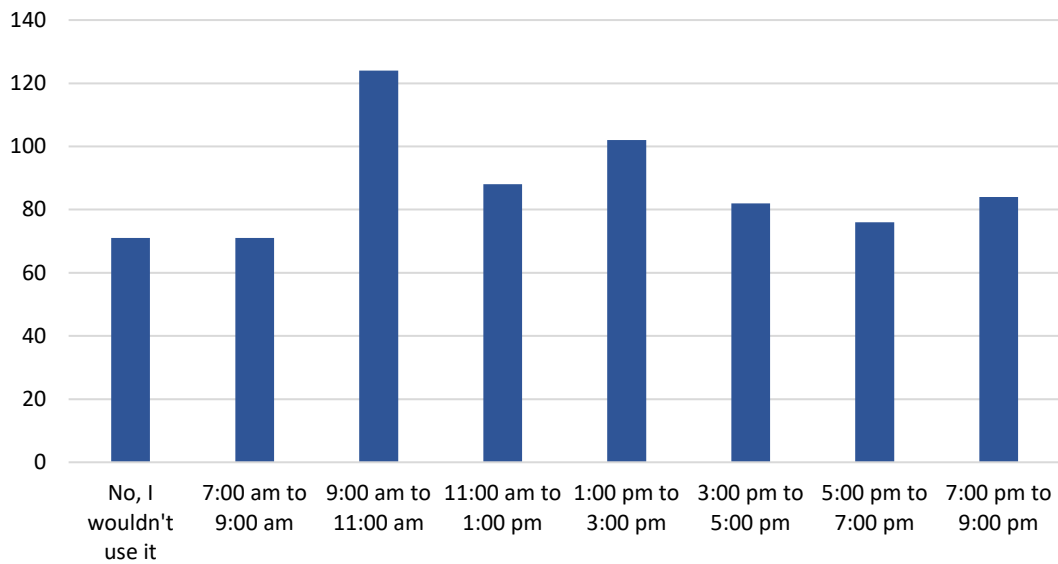
Figure 3-20: Whether/When Riders Would Use RCT on Sundays by Route
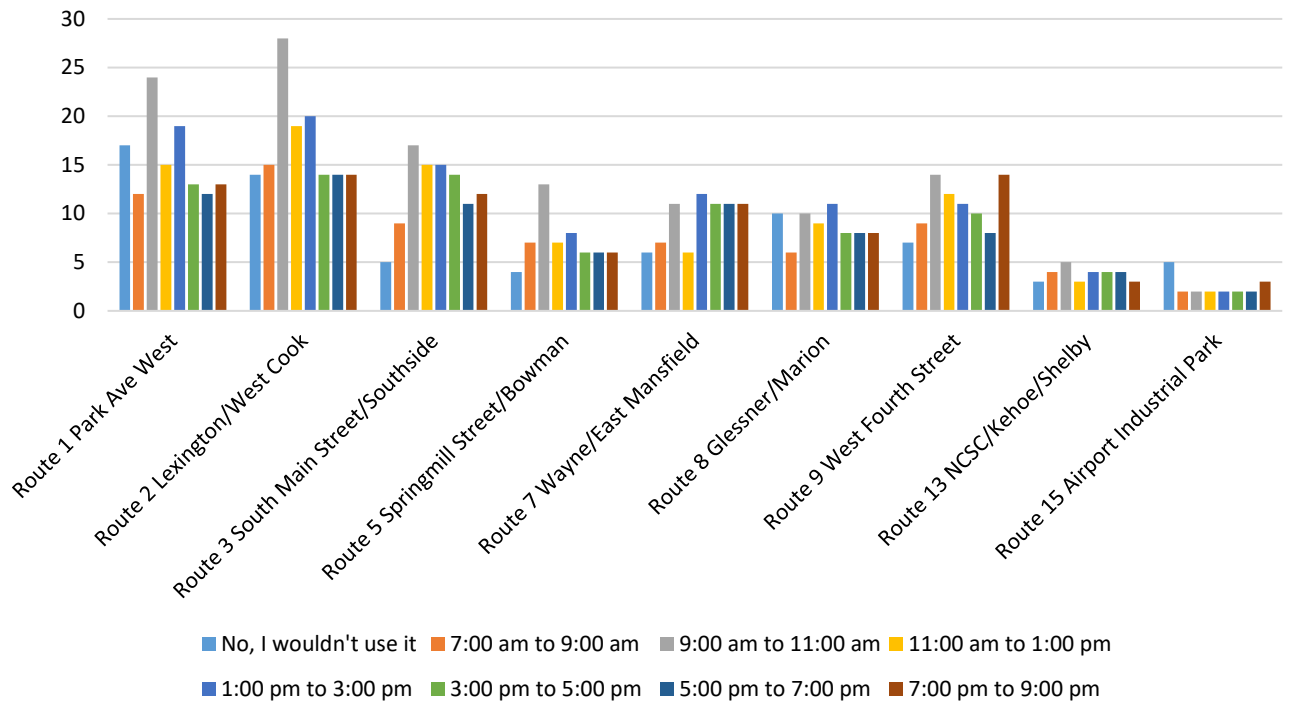
Respondents were asked to select their preference from pairs of potential service enhancements including: more frequent service versus longer hours, longer weekday service hours or weekend service, improvements to existing services or service to new areas, and designated bus stop locations or flag stops. Figure 3-23 shows that respondents prioritized longer service hours versus more frequent service (119 total responses).

Figure 3-21: Rider Preference: Longer Service Hours or More Frequent Bus Service?
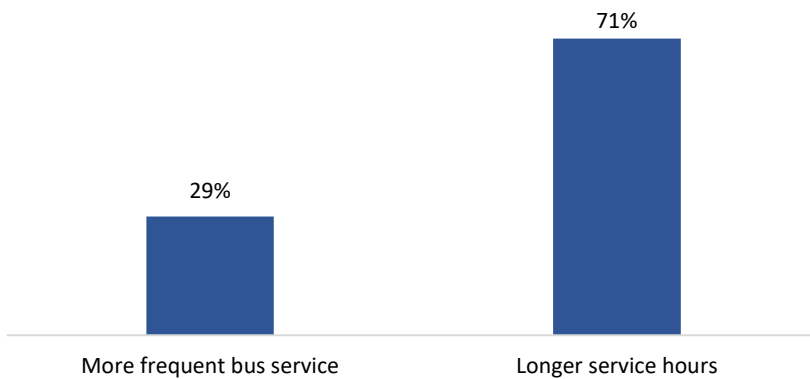
Figure 3-24 shows that, of the 120 riders who answered the question, a majority said that they would like to see RCT expand its service on the weekends versus offer later evening service on weekdays.

Figure 3-22: Rider Preference: Longer Weekday Service Hours or Weekend Service?
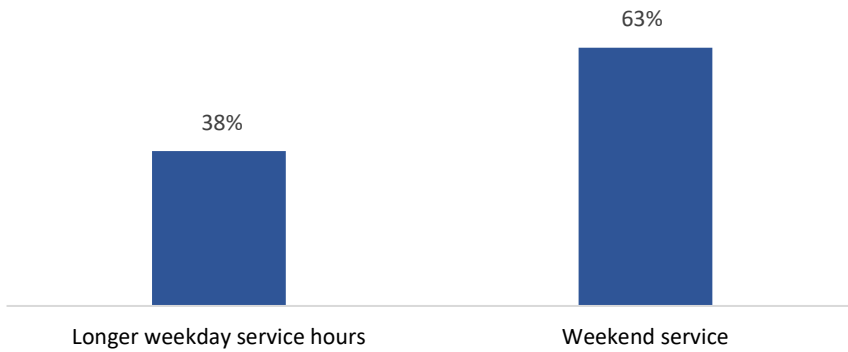
Figure 3-25 shows that current RCT riders prioritize improvements to existing RCT services as opposed to serving new areas (108 total responses). This prioritization is unsurprising, given that people who need transportation to unserved areas are less likely to use RCT, and therefore would not have completed this survey.

Figure 3-23: Rider Preference: Improvements to Existing Service or Service to New Areas?
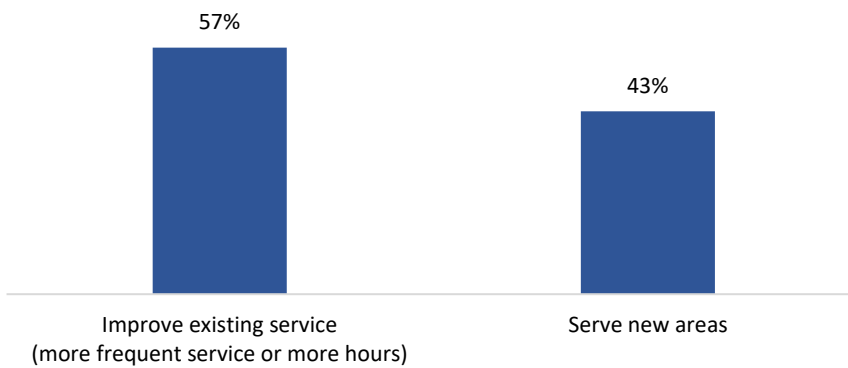
Lastly, Figure 3-26 demonstrates that the majority of current RCT customers prefer to retain the flag-stop system rather than move to a requirement that bus stops must be used (116 total responses).

Figure 3-24: Rider Preference: Use Designated Bus Stops or Keep Flag-Down System?

```
70%
                                                      ┌──────┐
                                                      │      │
                                                      │      │
                                                      │      │
                                                      │      │
    30%                                               │      │
  ┌──────┐                                            │      │
  │      │                                            │      │
  │      │                                            │      │
  │      │                                            │      │
  Designated bus stop locations    Ability to flag down/board your bus
                                    anywhere along the route
```
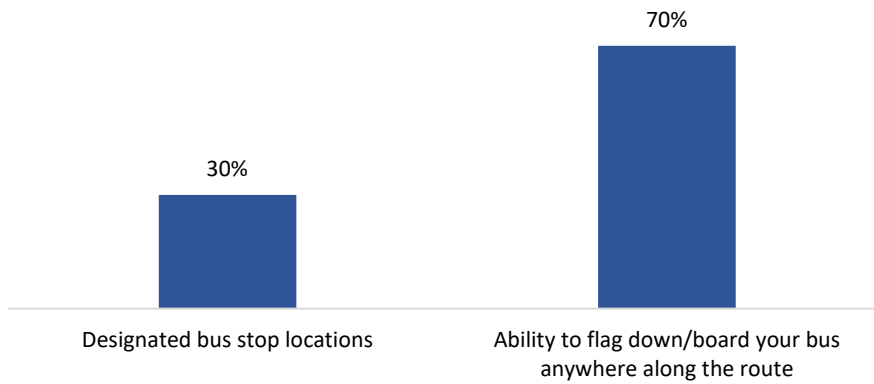
Getting Information about RCT

Respondents said how they prefer to get information about RCT. As shown in Figure 3-27, of the 120 current riders who answered, 46 percent said they preferred to use printed materials. Forty percent said they preferred to ask the drivers.

Figure 3-25: How Riders Prefer to Receive RCT Information

```
46%
┌──┐                           40%
│  │        37%               ┌──┐
│  │       ┌──┐               │  │    32%
│  │       │  │               │  │   ┌──┐
│  │  17%  │  │               │  │   │  │         11%
│  │ ┌──┐  │  │          8%   │  │   │  │        ┌──┐    5%
│  │ │  │  │  │         ┌──┐  │  │   │  │        │  │   ┌──┐
Printed  RCT Facebook  RCT website  Ask other  Ask drivers  Call RCT   RCT        Other (please
materials   page                    passengers                         passenger   specify)
                                                                        app (Ride
                                                                        Systems)
```
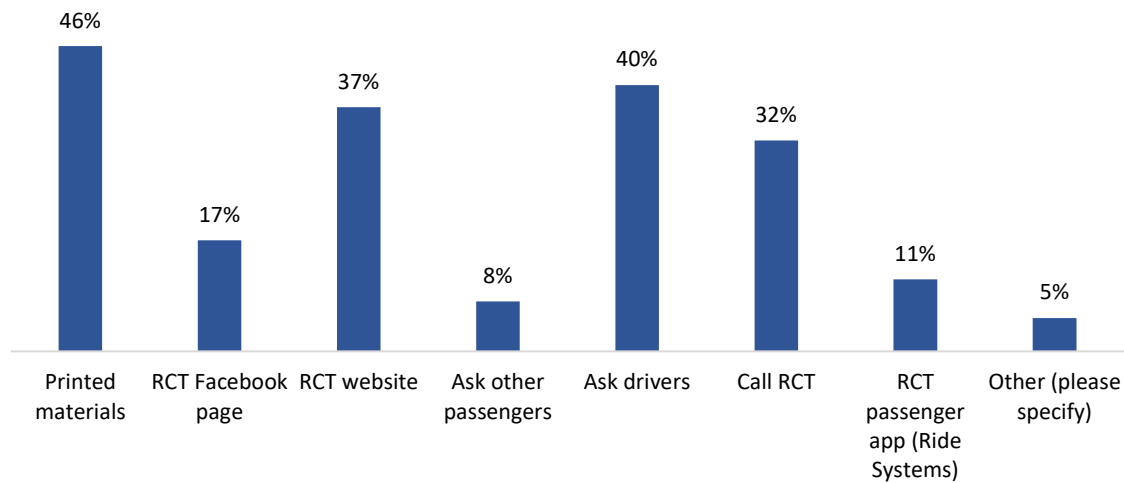
Rider Survey Respondent Demographics

The survey respondents answered a series of questions with demographic information, including employment status, disability status, age, race, vehicle ownership, and other information. The full results to these questions are provided in the appendix to this technical memorandum. Select responses are provided in this section.

The survey generated responses from a variety of age groups of riders. Figure 3-28 provides a breakdown of the age groups represented in the survey. The majority of results came from adults between the ages of 25 and 64. Senior citizens were represented by 22 percent of the respondents.

Figure 3-26: Age Ranges of Rider Survey Respondents
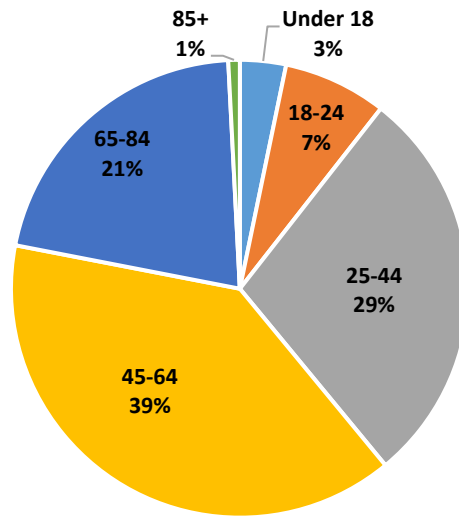
Respondents reported whether they were employed, were retired, or fit into other categories. Over one third of respondents worked outside the home. Just over one quarter reported that they were retired. The survey did not ask whether the respondents were disabled, but eight percent of respondents to this question selected "Other" and wrote in that they were disabled.

Figure 3-27: Description that Best Applies to Rider Survey Respondents
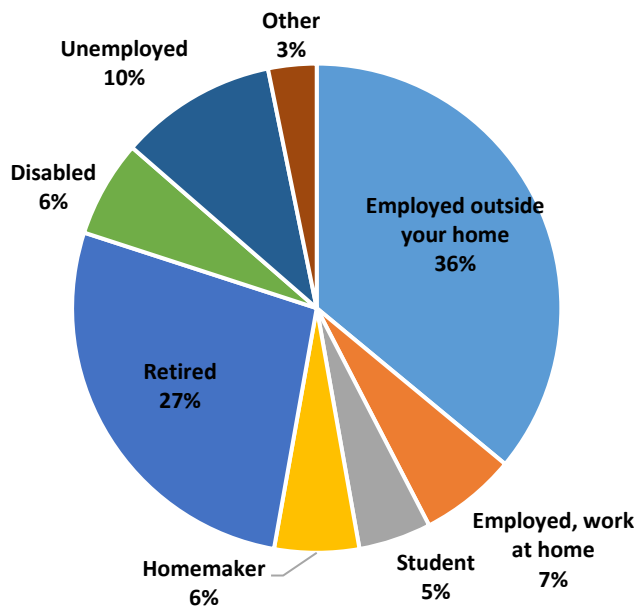
The racial identities of the respondents are provided in Figure 3-30. About one third of respondents were African American or Black, and over half were White.

Figure 3-28: Racial Identity of Rider Survey Respondents
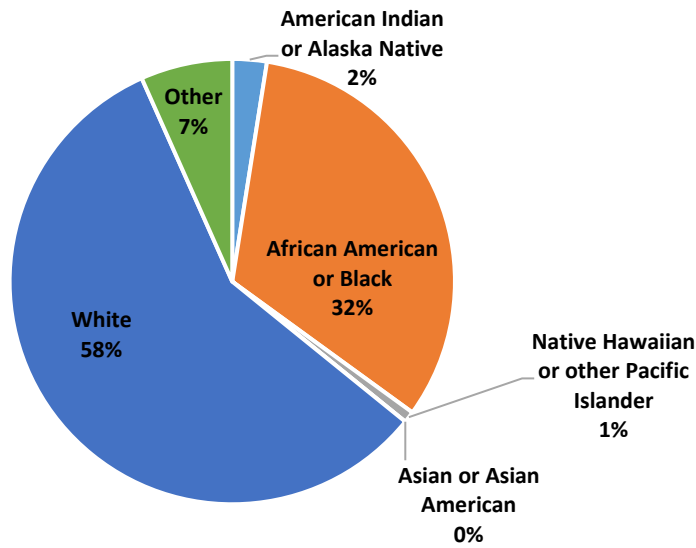
A question asking for total annual household income was answered by 112 riders. The responses are shown in Figure 3-31. The breakdown of household sizes of the respondents is provided in Figure 3-32. The data appears to show that many RCT riders live at or near the 2023 U.S. poverty line (e.g., $14,580 for an individual, $19,720 for a household of two, $24,860 for three, and $30,000 for four).

Figure 3-29: Household Incomes of Rider Survey Respondents
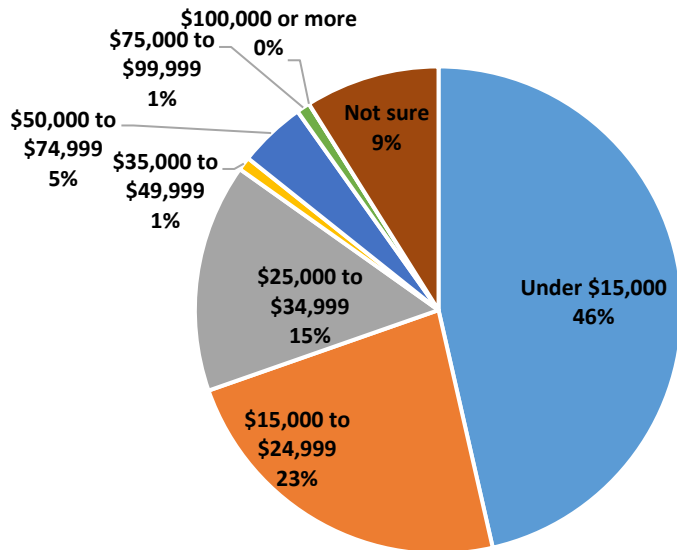
Figure 3-30: Household Sizes of Rider Survey Respondents
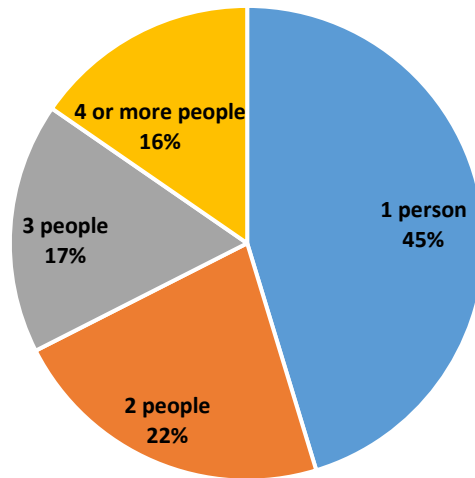
COMMUNITY SURVEY RESULTS

A general countywide community survey was administered as part of the public engagement effort. The survey instrument included questions tailored to local college students attending Ohio State University (OSU) Mansfield and North Central State College (NCSC). A total of 308 responses were received. Sixty-nine percent of respondents did not identify as a student. Of the 31 percent who were recorded as students, 67 percent identified as OSU students and 31 percent identified as NCSC students.

The community survey was distributed through a variety of avenues including via emails from community stakeholders to their networks, at community events, through announcements in newsletter and newspaper publications, and Facebook. The community survey instrument is included in the appendix of this document.

Travel Patterns

A total of 307 respondents reported their municipality of residence. A breakdown of the responses by geographic location are depicted in Figure 3-33. Responses were collected from all municipalities within Richland County and surrounding communities, with the most received from the City of Mansfield at 53 percent.

Figure 3-31: Community Survey Responses by Place of Residence
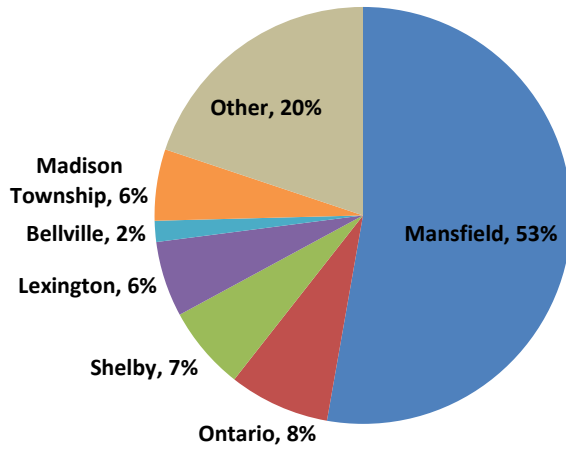
As shown above, 20 percent of respondents resided in other municipalities. These locations included small communities within Richland County, and places in other counties. Their places of residence are shown Figure 3-34.

Figure 3-32: "Other" Responses – Place of Residence

Place	Count
Ashland	8
Bellevue	1
Between Butler & Loudinville	1
Between Ontario and Shelby	1
Bucyrus	1
Canton	2
Cleveland	4
Columbus	2
Crestline	2
Franklin Township	1
Galion	7
Greenwich	2
Howard	1
Lodi	1
Lucas	4
Macedonia	1
Marion	1
Medina	1
Mentor	1
Mifflin Township	1
Monroe Twp	1
Norwalk	1
Orwell	1
Plymouth	1
Rural Richland County	1
Seven Hills	1
Springfield	1
Springfield Township	3
Warren	1
Washington Township	1
Willard	3
Wooster	2

Respondents indicated where they most often traveled (up to two municipalities). The majority of the respondents' travel destinations were located in Mansfield, as shown in Figure 3-35. Results are provided for residents of Bellville, Lexington, Madison Township, Mansfield, Ontario, and Shelby, representing a total of 247 respondents.

Figure 3-33: Municipalities that Respondents Most Often Travel To, by the Respondents' Place of Residence
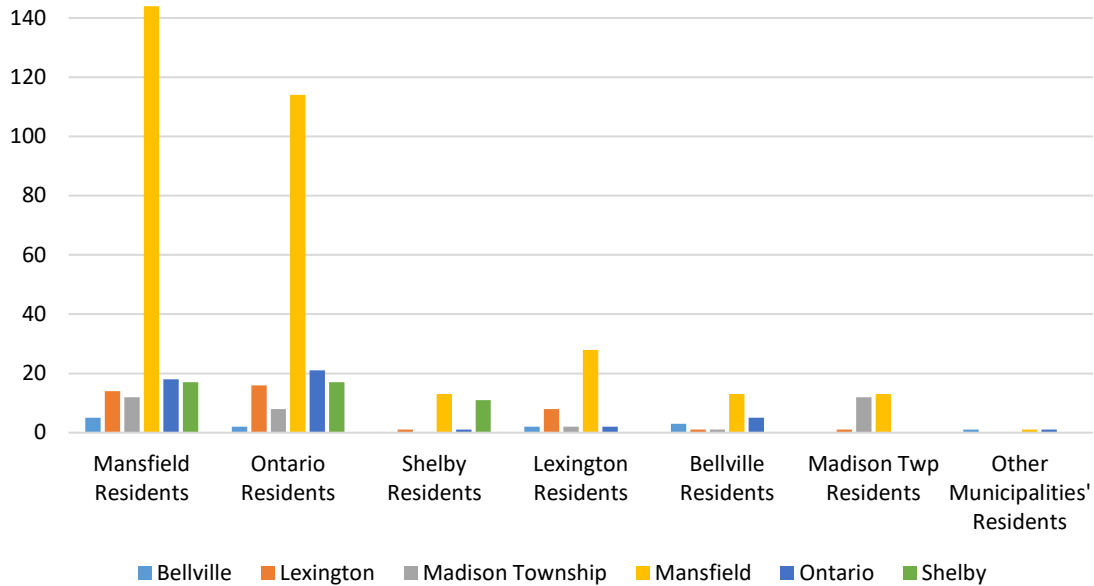
Respondents were also asked to indicate the place where they most often needed to travel for work, medical care, shopping, or other reasons. The results, representing 286 respondents, are shown in Figure 3-36.

Figure 3-34: Where Respondents Most Often Need to Travel
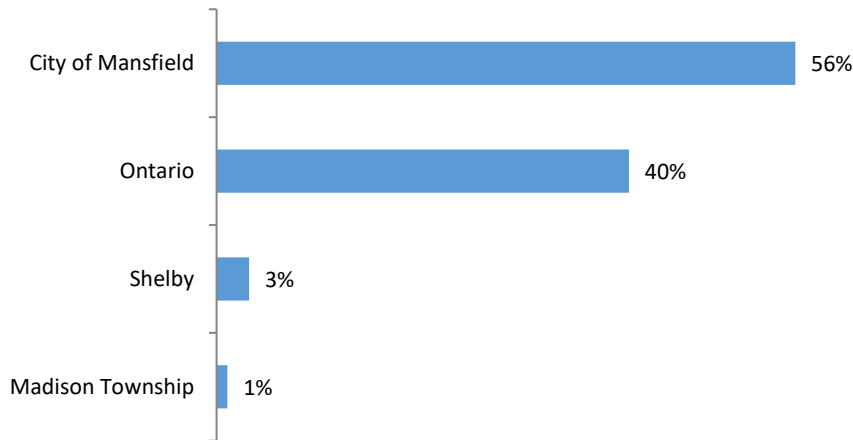
Respondents' primary purposes for travel are shown in Figure 3-37. Respondents to this question (285) were asked to select only one answer.

Figure 3-35: Primary Purposes for Respondents' Travel

Category	Percentage
Work	35%
Shopping	22%
OSU (Mansfield) Classes	12%
Hospital or Medical Visit	10%
Other (please specify)	8%
Visit family and friends	6%
North Central State College	2%
Entertainment	2%
K-12 School	1%
Other school or college	1%
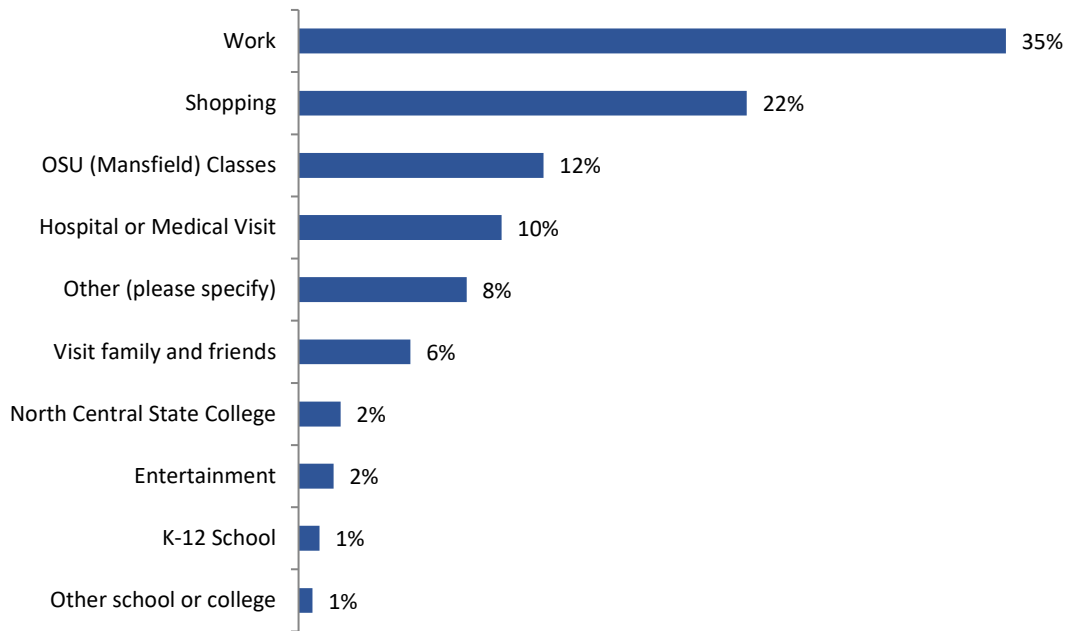
Respondents indicated the two days they travel the most (Figure 3-38) and the times of the day they most often travel (Figure 3-39). Both questions were answered by 244 respondents. Travel needs were shown to peak on Mondays and Tuesdays, with more need during morning and afternoon/evening times (showing a mid-day lull in demand).

Figure 3-36: Most Frequent Travel Days

Day	Percentage
Monday	46%
Tuesday	49%
Wednesday	33%
Thursday	42%
Friday	37%
Saturday	28%
Sunday	16%
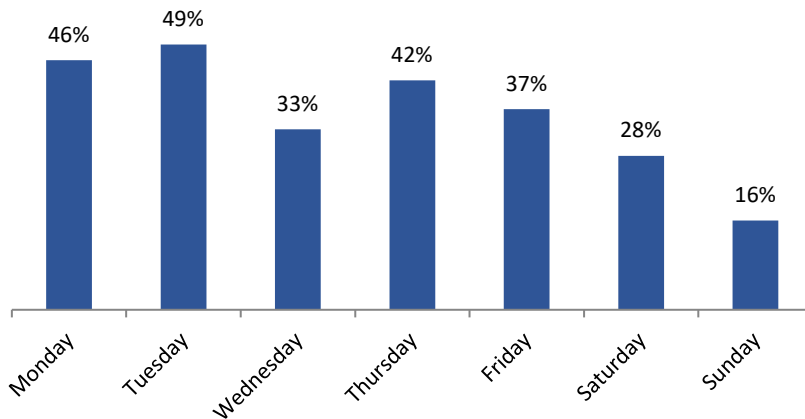
Figure 3-37: Most Frequent Travel Times
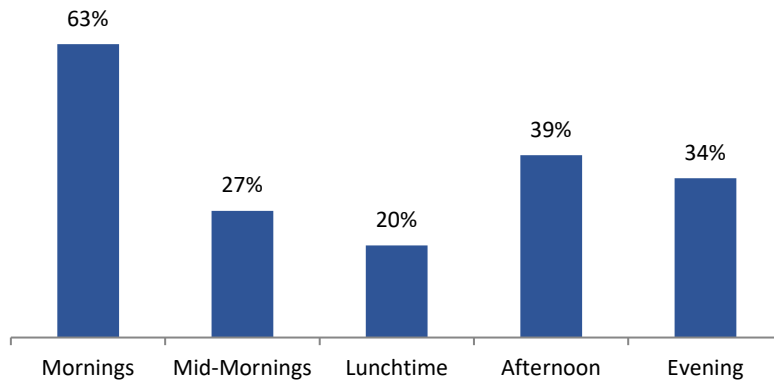
Out of 277 respondents, 19 percent said that the destinations they need (for work, medical, shopping, or other reasons) are usually in another county. Out-of-county destinations included Ashland, Columbus/Franklin County, and a variety of other less-frequently-mentioned destinations.

Respondents were asked about their primary mode of transportation when in Richland County. Responses are presented in Figure 3-40. Eighty-one percent of those who responded (181) drive themselves. Four percent reported they use RCT services as their primary mode of travel. Private ride hailing services including, Uber and Lyft, received zero responses.

Figure 3-38: Modes of Transportation Used

Respondents' Use of Public Transit

Participants were asked if they currently or have ever used RCT services. The question yielded 238 responses. Seventy-two percent of survey participants were not RCT riders. Seven percent identified as a current rider. Reponses illustrated in Figure 3-41.

Figure 3-39: Rider Status

Yes, current rider, 7%

Yes, I have used RCT in the past, 21%

No, 72%
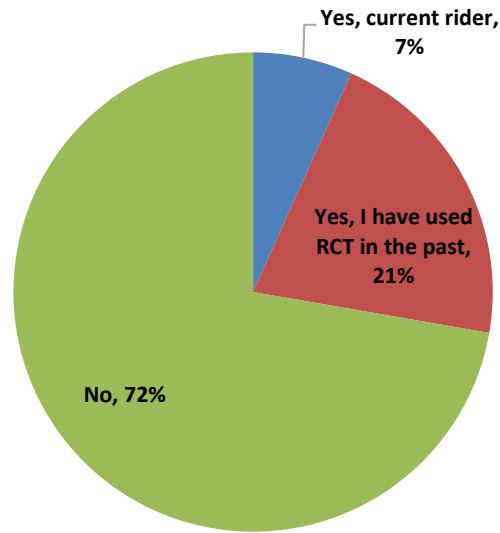
Respondents who identified as non-riders were asked to share the reasons they do not use RCT. Thirty-eight percent of respondents indicated they do not think about using public transit, followed by the convenience of a personal vehicle at thirty-four percent. The responses, which totaled 258, are depicted in Figure 3-42.

Figure 3-40: Reasons for Non-use of RCT

I have a vehicle and do not think about using public transit	38%
I have a vehicle and it is more convenient than using public transit	34%
I am outside the RCT service area	9%
I am not familiar with their services and schedule	9%
Other	7%
My destinations are outside of the service area	5%
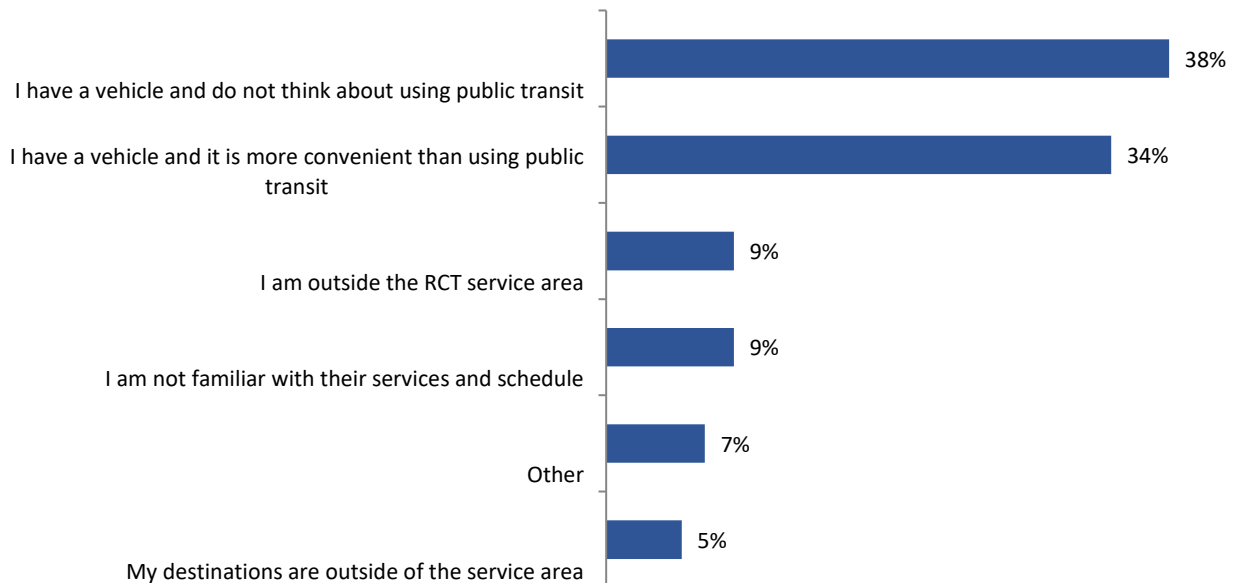
Respondents were asked to rate their awareness of RCT programs and services. The question yielded 282 responses, with 58 percent reporting some level of familiarity (Figure 3-43).

Figure 3-41: Community Awareness of Public Transportation Services and Programs

12%	41%	46%

■ Very familiar ■ Unfamiliar ■ Somewhat familiar
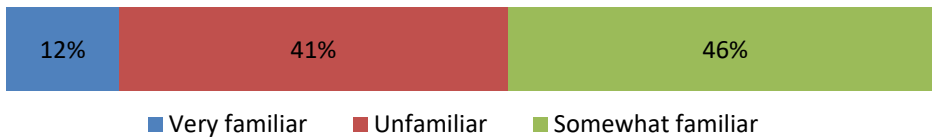
Household Spending on Transportation

According to U.S. Bureau of Labor Statistics, transportation was the second-largest monthly expenditure (16.4%) next to housing (33.8%) in 2021. Americans spent twelve percent more on transportation in 2021 than they did in 2020 with the average monthly transportation costs totaling $900 per month. Respondents were asked if they spend more or less than the national average. Forty-one percent of respondents spend less than the national average. Reponses are illustrated in Figure 3-44.

Figure 3-42: Transportation Expenditures per Household

My household spends less than the U.S. household average of $900/month	41%
Unsure of the total spent on transportation for my household	31%
My household spends more than the U.S. household average of $900/month	28%
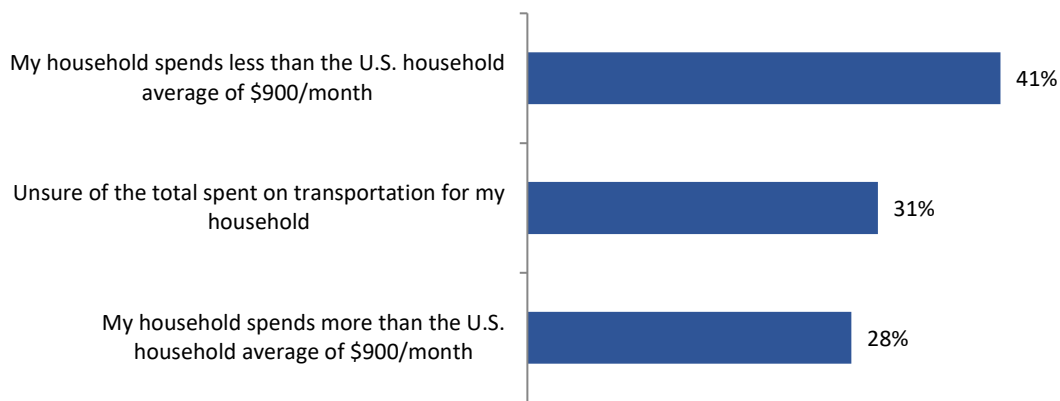
The respondents answered a follow-up question about what expenses they considered in their answer about their transportation spending levels. The results are shown in Figure 3-45.

Figure 3-43: What Expenses Were Included in Monthly Transportation Spending Estimate

Category	Percentage
Fuel for the car	85%
Automobile insurance	78%
Car payment/value	63%
Parking	16%
RCT bus passes/fare	9%
Other	8%
Taxi/Uber/Lyft fares for local trips	5%
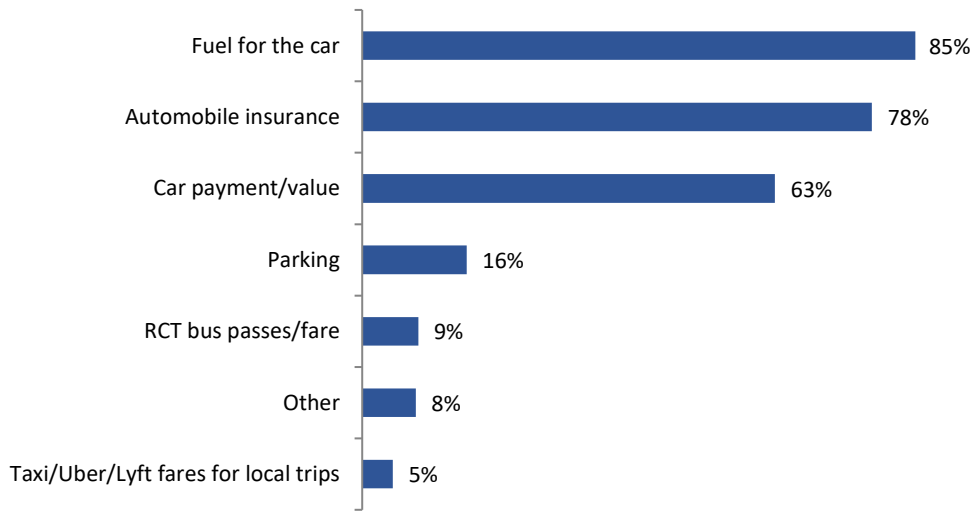
Respondents were asked if they would utilize public transportation if it would save them money in their personal/household budget. Forty-three percent of 258 respondents indicated they currently or would use RCT services as a cost savings measure, as shown in Figure 3-46.

Figure 3-44: Would Using RCT Save You Money?

Yes, I am already a rider and I would save more money if I could use RCT for more purposes., 9, 4%

No, 137, 53%

Yes, 112, 43%
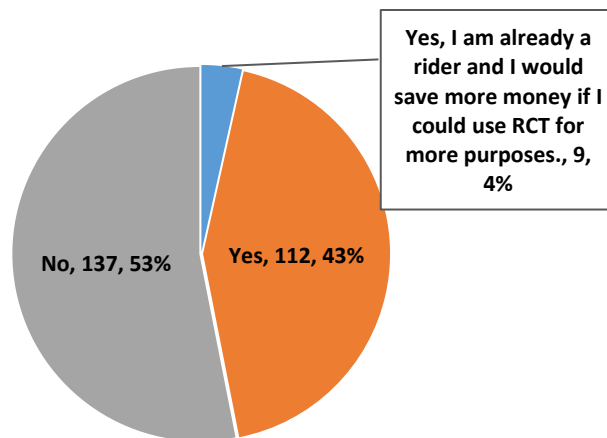
Government Funding

Richland County residents were asked if they would support their local government spending money in the annual budget for *continued* support of public transit services operated by RCT. A total of 206 responses were provided with 94 percent in support, responding "yes", with six percent responding "no". Richland County residents were asked if they would support their local government spending money in the annual budget for *increased* support of public transit services operated by RCT. The question yielded 174 responses with 82 percent responding "yes" and eighteen percent responding "no".

Participants were asked if additional funding was not available to the local government for support for public transportation services, would they support a decrease in spending in one area of the budget to help fund services operated by RCT. The question yielded a total of 189 responses with 53 percent responding "yes" and 47 percent responding "no".

Employment/Student Status

Respondents described their employment and student status. Out of 306 responses, 132, or 43 percent were employed outside of the home. The second most common status was retired at thirty-two percent. Reponses are shown in Figure 3-47.

Figure 3-45: Status of Community Survey Respondents
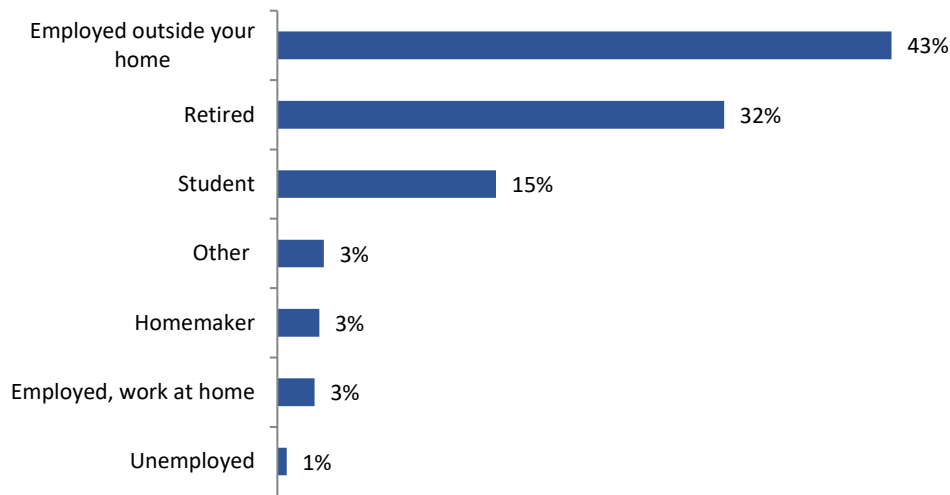
College students responded to three targeted questions. Thirty-one percent, or 92, respondents stated that they were local college students. (The percentage of respondents who reported their status as "student" in Figure 3-47 is smaller, at 15 percent, because many students who took the survey were also employed outside of the home, and that question asked respondents to select only one answer.) As shown in Figure 3-48, two thirds of student respondents reported that they attended OSU-Mansfield, and one-third were students at NCSC. The two "Other" responses were for the Madison Adult Career Center. There were zero responses for the NCSC Kehoe Center.

Figure 3-46: Colleges Attended by Students
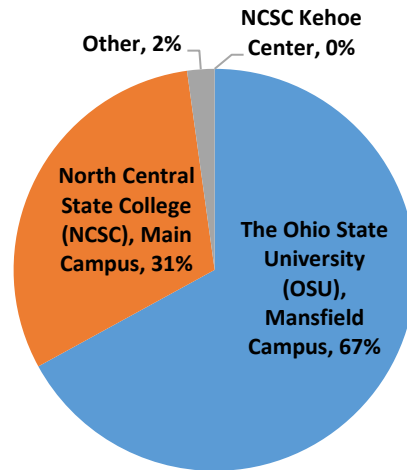
The student respondents reported whether they reside on- or off-campus. More students reside off-campus, more than one mile away from campus, then those who live on-campus or within one mile, as shown in Figure 3-49.

Figure 3-47: Where Students Live

- ■ On campus housing
- ■ Off campus housing within a one-mile radius of campus
- ■ Off campus housing outside a one-mile radius of campus
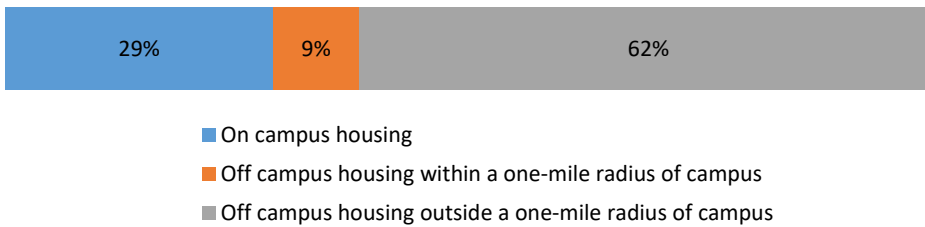
OPEN ENDED COMMENTS

Respondents provided open-ended comments on the rider survey and community survey. Riders were asked to elaborate on their current experience utilizing RCT service and unmet service needs. Community members were asked to provide input on transportation barriers realized on a personal level, with a family member or loved one, or on behalf of the clients, consumers, or community members they serve. Feedback regarding the value of local transportation services and improvements to RCT were included in the open-ended responses provided by residents of Richland County and surrounding communities. Lists of comments for both surveys are provided in the Appendix (see pages A-6 and A-24).

RLS conducted interviews with 22 individuals who represented the following organizations. The interview template is included in the appendix to this technical memorandum. The questions were aimed at gathering information about unmet transit needs in Richland County, areas of potential growth, and the strengths and weaknesses of RCT.

- Avita
- City of Mansfield
- City of Ontario
- City of Shelby
- Village of Lexington
- FirstCall 211
- Goodwill Industries serving Summit, Portage, Medina, Ashland and Richland Counties
- Richland Area Chamber & Economic Development
- Richland County Job and Family Services
- Richland County Regional Planning Commission
- North End Community Improvement Collaborative
- Ohio District 5 Area Agency on Aging (AAA)
- OhioHealth
- OSU Mansfield
- Richland County Commission
- Richland County Mental Health and Recovery Services
- RNI (Richland Newhope Industries)
- Third Street Health

The comments provided by the interviewees was analyzed and sorted into themes under the headings that follow. The themes include general categories of transit needs, input on specific spatial and temporal needs, vision for RCT, measures of success, and feedback on RCT's current operation.

General Input about Transit Needs

Workforce

Stakeholders overwhelmingly expressed that workforce transportation, especially to second and third shift employment, is a major transportation need. The workforce is changing and requires people to be re-trained, and RCT should be part of accomplishing this, ideally ensuring that North Central State College has strong service, because they offer opportunities for job training. Many stakeholders feel that the top priority for RCT is to meet more workforce mobility needs.

New hires in entry level jobs often can take RCT one way to their job, but need to find another form of transportation for the other leg of the trip. Even first-shift employment can be difficult to access through riding RCT, depending on the exact shift hours. When someone is new to an entry-level job, free bus service is a wonderful benefit, until they start getting a paycheck and can fund their own transportation.

There is a lot of job and population growth in locations outside of the Mansfield urban core, but RCT best serves the urban core, so there is somewhat of a mismatch between demand and service. Incoming companies tend to want a lot of acreage, which is more plentiful in outlying areas. This is reflected, for example, in the growth at the I-71 Bellville exit.

Medical

Access to and from medical facilities is a need, particularly at Third Street Health locations. Some riders have difficulty walking up hills from routes near Third Street Health, so closer stops could help. Hospital discharges are a problem. The Avita and OhioHealth representatives both voiced this concern. Sometimes patients are released, and have no ride home. An on-call shared-ride service is needed for discharges from the hospitals.

The county is home to locations for Avita, OhioHealth, Third Street Health, Akron Children's, University Hospital, and Cleveland Clinic. There are OhioHealth facilities in Lexington and Shelby, in addition to Mansfield. Avita has a Bellville location.

FirstCall 211 has received calls for medical trips that cross county lines, and has had to tell people that no options are available. The county Mobility Manager reports that medical offices call her frequently to help coordinate rides for patients. There is a big gap of unserved people who don't qualify for assistance from Medicaid or the Area Agency on Aging (AAA).

When they schedule appointments, medical offices need to be informed about how RCT and other local transportation programs, like JFS, operate so they understand how a patient's transportation needs may or may not be met. Urgent transportation is a need but is rarely available. JFS requires a 14-day advance reservation, and RCT Dial-A-Ride requires a reservation to be called in the day before.

Education and Training

Students at North Central State College (NCSC) and OSU-Mansfield need more transportation options than are currently available. A few stakeholders said that they would like to see the students have more access to downtown Mansfield. Sometimes OSU/NCSC students need to go to Shelby, but the route to Shelby only operates four times per day.

Students sometimes arrive at college with a perception that buses are unsafe. It's important to counteract this perception with the right outreach and marketing. Students mostly get their information online, and the media they use changes (nowadays, Snapchat and TikTok are big).

OSU needs access to special transportation for student travel. Private charter buses from places like Columbus or Cleveland are cost-prohibitive. OSU-Columbus charges $800 per day to bring up one of their buses.

Student enrollment at both colleges has fallen by half in recent years. There is a nationwide trend of declining enrollment at residential colleges. OSU's enrollment is about 800; NSCS has about 2,000 enrolled.

Connections between public schools and employers would allow for more high school students to work part-time or do internships. More than one stakeholder emphasized the importance of serving all local schools.

Grocery Shopping

People need access to fresh food, and grocery stores are not available in some highly populated areas, such as the north end of Mansfield. Some stakeholders have a perception that RCT is mostly used for shopping. Shopping centers are well-served (although some places with residents who need to get to stores are not be well-served).

Usability

More than one stakeholder recognized that using RCT can involve highly time-consuming rides involving transferring downtown and/or riding routes for a very long time. Some transfers require waiting for 30 minutes at the transfer center. This can be tiresome and overwhelming for customers. It can be very difficult to make the system work for parents with young children, who need to be able to use the route network to (for example) drop kids off a school, then go to work, then pick the kids up after work, then travel home. The frequency, span of hours, and locations of routes make these types of trips difficult.

Older Adults

Multiple stakeholders referenced the need for specialized services for older adults. A more personalized service for this population would be helpful. For example, one of the senior centers in Columbus offers a dedicated driver who is assigned to specific older adult clients for demand response service, and gives them their rides. This builds comfort and trust between the customer and the driver. Senior centers and other locations of senior activities should be served by RCT bus routes.

Flexibility

Many stakeholders felt that RCT needs to be more flexible and nimbler, in order to meet community needs, including short-term needs. The system should be able to respond to spikes in demand due to recreation and economic development.

Input about Spatial and Temporal Needs (Locations and Hours of Service)

Transfers and Frequency

Some stakeholders were familiar enough with the RCT route network to know that people often need to ride downtown to transfer, making for long rides that would be shorter with more direct routing. Offering some transfer opportunities outside of downtown would be helpful. Routing and schedules can be confusing. A small number of stakeholders noted that bus routes should be more frequent to enable easier transfers, or for getting on and off routes to do things like run errands or pick up or drop off children.

Mansfield

New housing is being constructed in areas neighboring downtown and north of downtown, which will be mostly for people with low incomes. There is need in the north end of the city. In that area, people need

to get out of the neighborhood to be able to go grocery shopping. People living in the north end typically work non-traditional shifts.

The downtown area already has several buildings that house people with low incomes, including a high rise where older adults and people with disabilities live. These individuals need access to medical destinations, stores in Ontario, the mall, laundromats and other destinations. Wards 4 and 5 in the north end area have a lot of residents that rely on RCT. People living near the correctional institutions need transportation.

The Westinghouse facility is being demolished, and new housing may go in there; the whole area is being transformed. The Glessner-OhioHealth area is being improved. The south side of town is getting new public housing.

Some stakeholders commented that while Mansfield gets the majority of RCT service, and while the most need is in Mansfield, the higher-growing areas are outside of Mansfield, especially in the Lexington/Bellville area. Potentially, the service should change to accommodate some of this growth.

One stakeholder suggested a car-sharing program for downtown Mansfield, or some other form of shared-use transportation. They also thought that a downtown circulator would be a nice addition, running every 15 minutes or so, so that people could just go out and catch it without reviewing a schedule.

Multiple stakeholders mentioned the apartments on Koogle Road, east of Mansfield off I-71. This is low-income housing in a more remote area, and residents struggle with transportation for employment and other trip purposes.

Airport Area/Far North Mansfield

There is significant development potential at the far north end of Mansfield and around the airport. There are many jobs near the airport, with many more planned. There will be new hangars, an aviation school, and a new restaurant. The area is going to have more technology jobs, representing a transition from aviation to information technology. The airport industrial park already has 8,000 jobs, and will grow. The limited RCT route to this area doesn't allow very many people to get to work there.

Madison Township

RCT's service to Madison Township is limited. It has 12,000 residents, so if it was a city, it would be the second largest city in the county. The township is home to several employers and University Hospital. There is a trailer park off 430 in Madison where people likely need transportation. The Madison Adult Education center has said that it's difficult for their students to find transportation to their classes.

Lexington

The #1 unserved location mentioned by stakeholders was Lexington. Service is needed that connects Lexington and Mansfield. The RCT Lexington route does not go all the way to Lexington. People in Lexington need to get to Mansfield for services, like medical care. One stakeholder suggested a park-and-ride, so Lexington residents could drive part of the way, then board a bus to downtown Mansfield, especially during community events. The closest stop is Walmart off South Main Street.

Lexington has factories where Mansfield residents would want to work, particularly Charter NextGen, with more than 700 jobs. Another employer is Stoneridge. Older adults in Lexington can struggle with transportation, especially to medical appointments. Lexington's population is growing along with the rest of the southern portion of the county. It is becoming a bedroom community for Columbus. The community has three or four subsidized apartment complexes. More and more service and retail establishments will be locating there, meaning more jobs with non-traditional shifts. The community has new schools.

Lexington Ave.

The population near Lexington and Cook is a low-income housing base. East Cook Road may have a lot of need, with many apartments going out to the city limits. Cook Road's many apartments were mentioned by more than one stakeholder.

Trimble Road

Trimble Road has a lot of land available for development. This area has experienced significant growth in medical offices and facilities over the last decade. Akron Children's has opened health care locations, including behavioral health, on Trimble Road. Trimble going to Lexington Avenue/Miracle Mile generally has new developments. Trimble Road has some RCT service but it could be expanded. The Springmill/McPherson/Trimble Road area has a concentration of low-income residents.

Ontario

While RCT runs routes through Ontario (Park Avenue and 4th Street), it is difficult to use them to travel within Ontario due to their configurations. Often, the only way between two points in Ontario is to ride all the way to downtown Mansfield to transfer between routes.

Avita is opening more services in the Richland Mall in Ontario. The Avita representative said that it will be important to add a bus stop to the new Richland Mall outpatient facility (will be located at 600 Richland Mall; the hospital, which has a stop, is at 715, and the walk between the two entrances is very long).

Ontario is getting more housing. There is supposed to be a development off Walker Lake Road, running up to the movie theater, that will include retail and condos. Some development is also planned for near OSU/NCSC. Currently, apartments are located on August Drive by Home Depot, on Rosewood Drive, and on Lexington-Springmill. Ontario has older adult residents who need transportation. However, few Ontario residents use RCT.

The Lexington-Springmill corridor in Ontario has many destinations, including the bulk of the county's shopping opportunities, and it is easy for OSU/NCSC students to use RCT to get to the shopping areas.

Charter NextGen is establishing a facility in Ontario that will have a large workforce. This will be in the Ontario Commerce Park which was formerly a GM plant. FedEx Ground, located nearby on Beer Road, has requested RCT service to support their workforce needs.

Shelby

Manufacturing is growing in Shelby, although no new employers are currently slated to open there. MTD in Shelby is a larger employer that only has limited RCT service; with more schedules, more people may

use RCT to work in Shelby. The community also has a large tube factory. Many stakeholders expressed appreciation for the Shelby route, which is partially funded by the City of Shelby, the North Central State College/ Ohio State University Mansfield campus, and Pioneer Career and Technology Center. However, with it running just four times a day, it's hard for people to use it to get to and from work at times that are convenient for shifts. One stakeholder knew of an individual who rode the bus to Shelby for their first day of work, and did not realize there was no bus to ride home, and walked all the way home to Mansfield.

Shelby also has older adult residents who need transportation. Riverview Estates condos, which house many older adults, may expand. The City of Shelby offers a popular one-vehicle taxi service that is subsidized with the same federal grant that funds RCT. Older adults are more likely to use a door-to-door service than a bus route. Shelby has local offices for Ohio Health and Third Street Health, though people need to get to Mansfield or Ontario to see specialists. Third Street Health has many Mennonite clients from rural areas north of Shelby, who may not be willing to use public transit. There is low-income housing on 3rd Street.

Days and Hours of Service

RCT's hours of service are too limited to support access to jobs that are not traditional first-shift. New hires for entry-level jobs often are put on second or third shifts, and these individuals are less likely to have their own reliable transportation. Early mornings are important, too. Virtually all of the stakeholders brought up the limited hours of the service as a difficulty. Primarily, stakeholders indicated interest in extending the hours into the evening, as late as 11:00 p.m. when many shifts end (such as those at fast food restaurants). This would also help people get to mental health care appointments and other social services that take place in the evening.

Several stakeholders also said that people need transportation on weekends. Saturdays were mentioned more frequently than Sundays. One stakeholder suggested a weekend shuttle to connect OSU students to shopping in Ontario.

Connecting to Out-of-County Areas

Richland County needs connections to neighboring communities, like Ashland. Some stakeholders stated that transit connections to Columbus, Akron, and Cleveland would be helpful. The county Mobility Manager frequently receives requests for assistance with rides to medical appointments in Columbus and Cleveland. People living in mid-Ohio rural communities (for example, Bucyrus) need access to destinations in Mansfield. Conversely, places like Ashland have services that are not available in Mansfield. Hospital systems like Avita have facilities in multiple counties. Willard, in Huron County, has multiple factories. The workforce between Richland and surrounding counties is pretty fluid. Mansfield/Ontario is a regional hub for medical care, employment, and shopping.

Rural residents can be more isolated, and need transit just to be able to socialize.

Intel is coming to the Columbus area, and some employees may be attracted to living in rural southern Richland County for its affordability and atmosphere. A transit link to Intel and the surrounding area would be helpful.

There is no transit to get Richland County residents to the airports in Cleveland or Columbus, and taxi rides cost more than $100.

Connecting to Rural Areas

RCT services the Mansfield urban area; rural areas of the county are not served. Federal funds are available through ODOT to serve areas outside of the Census-defined Mansfield urban area. Many stakeholders supported the idea of offering service in the rural areas of the county. This could be offered in the form of a demand response service, potentially county-wide. This form of service would be appropriate for small communities like Butler and Lucas, where there are some residents with low incomes.

Mansfield has good-paying jobs that are attractive to residents of small communities (like Bellville). It has many medical destinations that attract people from throughout Richland County.

One stakeholder noted that new rural services should match the culture of the communities. For example, some communities have a heavy Amish presence, who may use the service differently.

One stakeholder noted that in neighboring counties, it is common to have rural public transportation. The Seneca/Crawford County transit system brings people to Richland County two days per week. A similar service provided by RCT would be helpful.

Many stakeholders were positive about the idea of expanding to rural areas. Some felt that Mansfield's needs are being met, while the outlying communities struggle more with transportation. Some level of countywide service is desired by many. Rural service would need to be carefully presented and marketed.

The area at the intersection of 97 and I-71 is growing. This area will get a large YMCA facility soon, with about 100 jobs, and recreation opportunities. The Bellville area is growing in population. Bellville has a medical facility that is not accessible by RCT.

A downside of offering rural service would be low cost-efficiency, which was noted by several stakeholders. Expansion to smaller communities would be a financial risk for RCT. Rural service could be funded by a Section 5311 federal grant, which would require local match; without new funding, a service expansion would dilute the existing service.

Zip Codes

Third Street Health analyzed needs for transportation in 2022 and found that 44902, 44903 and 44907 were the areas with more people who work later hours and/or in manufacturing jobs.

Vision and Measures of Success

Stakeholders offered a variety of ideas for a renewed vision for RCT. Their thoughts included the following:

- Flexibility and financial sustainability are key parts of the vision. RCT needs to be able to change to match community needs.
- Broadening usage beyond the existing community of customers.
- Perhaps fewer fixed routes, and routes that have better frequency.

- A service that would not require excessively long, inconvenient rides (such as those involving going all the way downtown to transfer, when a more direct route could be offered). A system that is optimized for the time customers have to ride.
- An easy-to-navigate system.
- A service with evening and weekend hours of operation.
- Transit that is available throughout Richland County, or at least a larger service area than today, even if it's on-demand or advance-reservation.
- County-to-county transportation.
- Passenger rail should connect the county's communities with surround small cities and larger cities like Cleveland and Columbus.
- Being a partner in county economic development activities.
- Transportation that is fluid and integrated into people's lives so that they can "get up and go" whenever they need to.
- A thriving system that supports the employment, education, medical and recreational transportation hours and needs of the community.
- A service that is accessible to the people who need it.
- Transportation that helps people get back to work and get their lives back on track.

Measures of Success

Stakeholders also offered their thoughts on how to measure success:

- Several stakeholders said that ridership growth is a measure of success.
- Meeting more community needs and running more hours.
- Being responsive to community input. The system should be flexible and adapt to changing community needs. Multiple stakeholders brought up flexibility as a measure of success. Another said that success would mean that RCT could hone in on community needs and reconstruct the narrative around the system based on the viability of meeting these needs.
- Multiple stakeholders felt that the service would be a success if it was financially sustainable.
- People know what RCT offers and how to use it.
- People could get where they need to go for work.
- It's considered "cool" to ride transit, and the stigma associated with riding the bus goes away.
- Strong community buy-in and support.
- Riders who are thriving because they have strong transportation.
- An engaged, proactive Richland County Transit Board and a leadership structure that can take on the system's challenges.
- The number of partnerships with local employers that address workforce transportation gaps.
- The number of new individuals who become riders.
- A good reputation in the community.
- Fewer complaints voiced by human service agency clients about difficulties with transportation.

Feedback on RCT

Stakeholders answered questions about RCT's strengths, the challenges it faces, and offered suggestions about technology, outreach, and new partnerships.

Benefits and Value

As a small system, RCT can be flexible in its ability to meet community needs. The leadership has a "listening ear."

Some stakeholders felt that the Mansfield area is fortunate to have a system that offers as much transportation as it does, because the community is not a large city.

RCT has strong customer service. Everything seems to run on-time. The service is consistent, affordable, and reliable. The buses are clean. The managers and staff are professional, friendly, and committed to their customers. The stakeholders had only positive things to say about the drivers and other staff.

Several stakeholders, including multiple elected officials, noted that they hear few if any complaints about RCT.

Challenges

There is a perception that RCT is underutilized. There is a sense that community members are unable to rely on the system to meet their needs.

RCT's route network is designed so that it's usually necessary to transfer in downtown Mansfield, making for rides that are much longer than they would be if direct routes were available. Routes aren't within walking distance of much of the population.

More awareness of Dial-A-Ride is necessary. Some feel this service is underutilized. Multiple stakeholders said that not enough people know about it, or know who would be eligible to ride it, even temporarily (such as due to having a broken leg and being unable to drive or walk). Some struggle with the $4 one-way fare, and need an agency to sponsor their rides.

People need quick-response transportation, with the ability to "get up and go." "On-demand" has become an expectation in our culture in the last decade or so. An on-demand option would be helpful, if it was more affordable than Uber/Lyft. This type of service would offer the advantage of being locally known and trusted. This could help more people get to medical appointments. Perhaps an on-demand model would be better for the community than routes, but the costs would have to be controlled.

The community has trouble understanding how RCT works (several stakeholders said this). Awareness is not where it needs to be. There is little marketing. On a scale of 1 to 5, most stakeholders rated community awareness of RCT's services as a 3. Marketing is needed especially for the Shelby route, which suffers from a more serious lack of awareness because there is only one route, and it is only four times per day.

RCT does not have enough management capacity to engage the community, develop partnerships, and pursue potential funding opportunities. The RCRPC Transportation Development Manager position is tasked with responsibilities that can't be accomplished in 40 hours per week. Raising adequate local match for the federal grants is a huge challenge. The system struggles with this every year.

RCT routes use a flag stop system, meaning that anyone can flag the bus down to board at any location on the route. There are also bus stop signs, so it can be confusing, especially for people who are new to the system.

RCT needs community stakeholders to champion the service. Improving the transit system will require individual community leaders to step up and advocate for the system.

Technology

Some stakeholders felt that RCT needs better customer-facing transportation, such as an app that makes it easy to understand how to get from Point A to Point B. Urban residents and younger people now expect to have access to apps that make it easy to figure out how to use transit. People want real-time information. Several stakeholders said that they have used transit apps in other cities, and it made it must easier to ride the bus for someone who is unfamiliar with how to ride. One stakeholder had used the Moovit app in another city and found it very user-friendly. RCT's current bus tracking app does not work well. Technology advancements would also improve internal RCT operations, such as reporting.

Bus Stops

Some stakeholders mentioned that more bus stops need shelters. Some of the stops, like those on Park Avenue, are very close to the busy roadway, which is unsafe for the waiting riders. Sometimes riders have to walk across five lanes of busy traffic to get to bus stops that are across from their apartment complexes.

Sometimes, routes are only accessible to neighborhood residents via half-mile walks down busy roads without sidewalks, or sidewalks in poor condition. This is a deterrent to riding the bus. The area is hilly, which is hard on older adults and people with disabilities.

Bus Service for Community Events and Tourism

The community needs bus service for well-attended events. Multiple stakeholders mentioned Inkarceration, a music and tattoo festival on the Ohio Reformatory grounds. There is a huge parking and logistics challenge with putting on that event, and charter bus companies are both far away and expensive. The county and the surrounding areas have ski slopes, state parks, and the Mid-Ohio racetrack. The Bellville Fair was mentioned as a large event. Downtown Mansfield hosts a large car show and a New Year's Eve celebration.

Final Fridays in downtown Mansfield attract people to restaurants and bars, who would likely appreciate a transit option so they can avoid parking difficulties and driving under the influence of alcohol. A downtown circulator or trolley route might get strong usage.

Some stakeholders feel strongly that the bus service should support the community and recreational activities that are happening. A possibility is to have a tourism route at certain times of the year, that would allow people to go to places on the Wine and Ale Trail or the Reformatory.

Outreach and Partnerships

Some people have a negative perception of transit, and efforts are necessary to change this perception. Some people have complained about seeing "big empty buses" on the streets, even though RCT provides about 200,000 rides per year.

A potential outreach campaign would be based on the positive things that happen on the bus. There is community among the riders. The bus operators bring a lot of positivity to the riders' lives. A campaign to focus on the drivers, or on customers' stories of "how I was able to go back to work," would be effective. Another campaign might center on "What Would I Use RCT?" that would reduce the stigma some have about bus service. In general, marketing should focus on "faces of RCT."

Kent State may be a good source of free marketing support through students. Local media outlets like WMFD, I Heart and Mid-State Multimedia have good options, and local billboard companies will sometimes cut a break to public service agencies. RCT has done a good job of working with Richland Source to get community feedback.

RCT's travel training is valuable, and not enough people know about it. Outreach should focus on connecting individuals to available services. Travel training is requested by someone about once a month. One stakeholder recommended having an open travel training course once a month for human service agencies and others. Travel training should incorporate any new or changed services. Businesses should be educated about how employees can use transit. Kids should know how to use transit. Local elected officials have gone out to ride the buses with residents, and feel this was a great learning opportunity (they indicated that they were impressed with the bus service).

It is important to provide materials like bus schedules to people who don't use smartphones. It was noted that bigger cities still make schedule information available at bus stops through signs or brochures. In-person marketing at places like hospitals (through setting up a table) would be beneficial.

Suggestions for Potential Community Partnerships

Some stakeholders emphasized the need for RCT to collaborate with other local organizations. RCT could co-brand some services with different community entities; one stakeholder suggested branding a bus with a local nonprofit serving older adults, and using the bus to serve this population. RNI has a fleet of vehicles to serve clients with developmental disabilities; potentially, this service could be better coordinated with RCT to achieve some economies of scale.

AAA offers transportation to older adults, but they struggle with finding wheelchair-accessible services. Multiple stakeholders mentioned the AAA as a potential RCT partner. RCT already provides a AAA-sponsored grocery shuttle but it is reportedly underutilized.

Richland County JFS operates the Ohio Means Jobs Center to support the local workforce. There is opportunity to collaborate to meet participants' transportation needs. Also, JFS regularly issues a Request for Proposals for Medicaid non-emergency transportation.

Partnerships with the colleges are a possibility, leading to meeting more student transportation needs.

Partnering with the Chamber of Commerce, Richland County Development Group, or Regional Manufacturing Coalition would be helpful for workforce needs. RCT should partner with large employers and large medical networks like OhioHealth. RCT should listen to each employer's unique needs.

Avita and OhioHealth both subsidize transportation for patients using other transportation providers. There is potential for partnerships with these and other healthcare organizations for transportation.

One stakeholder asked whether RCT could partner with schools to provide school transportation. Potentially, the Mansfield school district(s) and RCT could share resources, within the confines of FTA-eligible services

Partnering with the police department and domestic violence shelter on providing "rides to safety" was also suggested.

The Richland County Reentry Coalition is interested in funding rides for people who were incarcerated. NECIC funds ongoing transportation for several individuals through contracts with private providers. JFS, RNI, and the mobility manager fund rides provided by several private providers.

RCT STAFF INPUT

RLS received input from RCT managers, office staff, operators and mechanics. Each staff member completed an interview, and participated in one-on-one or small group discussions with RLS. The interview template is included in the appendix to this technical memorandum. RLS consultants also conducted informal interviews with some operators during ride-alongs and observations at the Transit Center.

General Manager and Assistant General Manager

The General Manager and Assistant General Manager have worked at RCT for 10 and 5 years, respectively.

Unmet Needs

The busiest trip generators are Walmart stores, Kroger stores, Avita Health – Ontario Hospital (at Richland Mall), locations along 4th Street, and the VA Clinic on Marion and Trimble. Regarding unmet needs, they shared the following:

- Madison High School (with the following considerations)
    - One of the 2019 service reductions was that area because most people have cars, even the high school students. One reason they were going out there was for the Adult Education Center, but it did not attract much ridership.
    - Route 7 (Wayne/E. Mansfield) continues to serve University Hospital on Ashland Road in Madison, even though ridership is low.
- Evenings and Weekends seem to be the biggest unmet need. Prior to 2012, they did Saturday service but ridership was low.
    - They hear about people wanting to ride at the time of 2nd shift end/3rd shift start. This could be as late as 10:00 p.m. or 11:00 p.m.

- o   It is hard to say there is more need on Saturday or Sunday. A lot of it could be for work.
- The airport needs more service. Route 15 is not hitting all of the factories' shift start/end times.
- People need rides to factories on Lexington Ave. (Stone Ridge, Next Gen, etc.) Next Gen and FedEx are new big employers that are not on the bus routes.
- Calls come in for medical trips to locations in Ontario. Route 9 (W. Fourth St.) serves some of these locations.
    - o   Service should go to the Old Village in Ontario, which is farther in than Route 9 goes.
- A mid-morning trip on the Shelby route would be beneficial.

Potential Improvements

The managers responded to a matrix question about potential improvements to service. The question involved rating different potential improvements on their level of helpfulness/priority

- Add earlier morning service
    - o   Did not feel this would be very helpful. Ridership would be low, so it would difficult to justify the costs.
- Add evening service
    - o   Somewhat helpful. One manager said it would just be a select few who would ride. Most current customers ride mid-day.
- Add Saturdays
    - o   Somewhat helpful. Ridership on the promotional Saturdays in December has been lower than expected.
- Add Sundays
    - o   Somewhat helpful. Many places are not open on Sundays. It would be less than Saturdays.
- Extend routes to new locations
    - o   Both thought this would be a helpful improvement, including Lexington, possibly Bellville, and parts of Ontario that are not served now.
- Increase frequency on routes
    - o   Would be helpful on some routes, such as Route 13 (Shelby) or routes serving factories. It may or may not be cost-effective.
- Create more places in the route network where people can transfer (aside from downtown)
    - o   Would be helpful. Ontario was mentioned by one of the managers.
- Add Dial-A-Ride service for senior citizens
    - o   May be helpful. They already provide the AAA grocery shuttle. They've received a request from a nursing home recently. It could be helpful for more shopping and social activities.
- Add Dial-A-Ride service for the general public
    - o   This would not be helpful. It could take capacity away from people with disabilities who need this service.
- Add Dial-A-Ride service for rural areas of Richland County
    - o   Would be helpful as long as the zones were set so that they did not have to cover the whole county. And, it should not take ridership away from the fixed routes.
- Expand Dial-A-Ride to neighboring communities out of county

o   Could be somewhat helpful. It would get people into the community to see what is offered. Or, it may be better to go to the county line and coordinate transfers with other counties' providers.

Other Comments

The managers think the flag stop system works well. They do receive complaints from new customers who do not understand how to wave down the bus.

They would like to see more technology available to customers. It would require a lot of time to educate the customers and operators. Many customers have not adopted smartphones and will want to stay with paper passes and cash. The technology would have to make using RCT easier than it is now. Some customers have expressed interest in using credit cards. Technology could streamline data tracking and reporting. RCT is asked to do field trips for the schools, and large events like Inkcarceration, but are unable to fulfill these requests due to FTA charter regulations.

Ridership is higher at the beginning and end of the month.

The managers use a "dispatch sheet" (a paper form) to track runs, vehicles, and operator assignments for each day. Dial-A-Ride schedules are managed in Ecolane. The Assistant General Manager or Dispatcher sets up the following day in Ecolane each evening. Because ridership has still not recovered to pre-pandemic levels, trips need to be manually distributed to routes so each operator has enough to do. This process takes 15 to 20 minutes, and used to be faster when they could let Ecolane automate this function. Now, the Ecolane algorithm tends to put all of the trips on one operator. There are three main Dial-A-Ride operators. RCT does not use an online trip request portal or automated ride reminders. No-shows are not a big problem there. Dial-A-Ride customers have a 30-minute pickup window.

Office Staff: Dispatcher, Office Manager and Receptionist

RCT has an Office Manager, a receptionist, and a dispatcher. All three positions are filled by newer staff members (hired within the past 1-2 years). The Office Manager works from 5:30 a.m. to 1:30 p.m. and the receptionist's shift is from 12:00 p.m. to 7:00 p.m., and handle most of the phone traffic.

Incoming phone calls are answered by the receptionist or Office Manager, with back-up provided by the dispatcher and managers. Calls typically come in from customers asking where the bus is, requesting deviations on fixed routes, or making Dial-A-Ride reservations. The voice mail is monitored for calls that could not be answered immediately. When trip requests are received on the phone, the receptionist records the trips on a paper form, then enters the trip in Ecolane. The workload for the office staff is heaviest from the 26th through the 1st of the month, when customers purchase monthly passes. Pass sales are tracked on a paper sheet.

The Office Manager manually enters customer data recorded by operators on paper sheets as they perform the routes. The data for each day is entered onto an Excel spreadsheet (one tab per day, with a separate workbook for each month). The Office Manager also handles daily Dial-A-Ride reports. The Dispatcher performs some data entry and communicates with the operators throughout the day. She also sets up the next day's Dial-A-Ride and fixed route operator/vehicle schedules.

Unmet Needs

The three office staff members indicated the following unmet needs:

- Service in the Lexington area, especially to factories.
  - A limited route similar to Route 15 (Airport Industrial Park) may be effective.
- Service past the Kroger store in the Madison Township area, past where Route 7 (Wayne/E. Mansfield) operates.
  - This includes the Koogle Road area.
- Service in the evenings, later than 5:00 p.m.
- More Ontario locations.
- Additional runs on Route 15, including another run after the 6:30 a.m. run and one earlier than the 3:00 p.m. run.
- Some earlier morning service is needed. If the routes ran early enough, they could feed the early morning Route 15 (Airport Industrial Park) schedules to workplaces. Route 8 (Glessner/Marion) and Route 9 (W. Fourth Street) get requests for this. Most of the requests for early morning services is for appointments. The Route 8 requests are work-related.
- Later evening service is needed for those who work later at night.

Potential Improvements

The managers responded to a matrix question about potential improvements to service. The question involved rating different potential improvements on their level of helpfulness/priority

- Add earlier morning service
  - Input was mixed; either very helpful or maybe helpful, since there is more interest in later evening service. Early morning demand may be better met with Dial-A-Ride.
- Add evening service
  - One office staff member though this would be very helpful. Most of the requests for this are work-related.
- Add Saturdays
  - Either somewhat, or not very helpful.
- Add Sundays
  - Not very helpful. There haven't been many Sunday requests.
- Extend routes to new locations
  - Very or somewhat helpful.
- Increase frequency on routes
  - Either somewhat, or not very helpful. Routes 2 (Lexington/Cook) or 9 (W. Fourth St.) are good candidates this.
- Create more places in the route network where people can transfer (aside from downtown)
  - Very or somewhat helpful.
- Add Dial-A-Ride service for senior citizens
  - Input was mixed, some feel this would be very helpful, others do not.
- Add Dial-A-Ride service for the general public

- o Would not be very helpful. One staff member thought it might be good for children.
- Add Dial-A-Ride service for rural areas of Richland County
  - o May be helpful. Many requests come in from the Madison Township area.
- Expand DAR to neighboring communities out of county
  - o May be helpful. A small number of calls have come from outside of the county.

Other Comments

Customers call and complain when they try to flag down the bus from the other side of the road and it does not stop. Customers need education about being on the right side of the street when flagging. And, complaints have come in from people standing at a bus stop but the bus drove by (because they didn't wave). This is not an issue at Walmart or Kroger, the buses always stop there. Many people do not understand the flag stop system.

The fixed route customers would like to have technology options. There have been requests for this. Some would use cards or smartphones. Staff would find it helpful too. Older customers would still want a non-tech option. Dial-A-Ride customers would be less likely to use a technology option.

Bus Operators and Mechanics

The bus operators and mechanics completed the matrix question about potential improvements to service, provided other written feedback, and participated in brief interviews with RLS. Their feedback is summarized in the following matrix and written comments.

Potential Improvement	Rate how helpful the improvement would be to the community (write an "X" in the space)			
	Not very helpful	Somewhat helpful	Very helpful	Extremely helpful/top priority
Add earlier morning service	9	5	0	1
Add evening service	9	5	1	0
Add Saturdays	9	5	1	1
Add Sundays	13	1	0	1
Extend routes to new locations	5	4	2	5
Increase frequency on routes	5	6	3	1
Create more places in the route network where people can transfer (aside from downtown)	5	3	5	2
Add Dial-A-Ride service for **senior citizens**	4	6	3	1
Add Dial-A-Ride service for **the general public**	8	2	3	1
Add Dial-A-Ride service for rural areas of Richland County	6	1	4	3

	Rate how helpful the improvement would be to the community (write an "X" in the space)			
Potential Improvement	Not very helpful	Somewhat helpful	Very helpful	Extremely helpful/top priority
Expand Dial-A-Ride service to neighboring communities outside of Richland County	7	1	2	4

In the above matrix, it is evident that the bus operators favor improvements that would expand the geographical coverage of RCT's services. They indicated the most support for extending routes to new locations, creating more transfer points, and adding Dial-A-Ride service to rural or out-of-county areas. Some operators felt that even though people talk about evenings and Saturdays, it would not be used very much (especially Saturdays).

Unmet Needs and Customer Requests

The operators indicated what they felt were the top unmet transportation needs in Richland County, and relayed common requests from customers. The top unmet need was to hire more operators at RCT. Many of the operators listed this as the #1 need. Other needs included:

Service Needs

- More schedules on Route 13 (Shelby), including at 9:30 a.m. and 11:00 a.m.
- A 6:30 a.m. run on Route 1 (Park Ave.)
- Service in rural/small communities including Plymouth (on the Huron County border)
- Connections to neighboring counties, including Ashland
- Coverage in more neighborhoods
- More stops in Ontario, including Dollar Tree (mentioned by 2 operators) and Burger King, where they don't stop currently because of the rule that says all stops in the associated shopping areas must occur at certain stops.
- Service to hospital in Shelby
- More schedules on Route 15 (Airport Industrial Park)
- More service north of the railroad tracks/Longview. Service is very thin on the north end.
- Service to Madison Township/beyond the Kroger on Ashland Road, including Laver Road for the hotel there
- Service further down Lexington Road and to Lexington
    - It is only a few lights after the end of Route 2, and you arrive at an industrial park.
- Service to Bellville
- Operate for longer hours/on weekends
- Stop at the Mall on Route 1 (Park Avenue) again
- Add places to transfer outside of the Transit Center
- Don't make customers wait 30 minutes at the Transit Center to transfer (noted as an issue with Routes 8 and 9, which arrive at the top of the hour; the other routes arrive at 30 minutes past the hour)

- Create dedicated routes for Ontario, Shelby and Lexington
  - An Ontario route was proposed by a previous director, but never implemented. The idea of an Ontario route was supported by several operators. People could transfer to it from Routes 1 or 4.
- The 2019 route changes included eliminating service to Madison Township, which should be restored.
- Routes would be more effective if they ran in both directions and ran more frequently.
- Serve the Little Kentucky area; when it was served before the 2019 cuts, there was strong ridership on Bowman and Hanna. (This is north of Route 5 (Springmill/Bowman).)
- The *Grace* Street area near Newman, Orange, and Wayne Streets needs more service (it is served by Route 7 (Wayne/E. Mansfield) but not along Grace).
- Add same-day service to Dial-A-Ride.
- Try Saturday service on Dial-A-Ride, but not fixed route.

Other Needs

- Add technology for fare payment
- Answer the phone more often rather than it going to voice mail
- Ability to buy bus passes at the Transit Center
- Automatic doors as the Transit Center
- Add security at the Transit Center
- More shelters

Feedback Specific to Routes

The operators gave suggestions about improving the routes. One operator submitted a written list of suggested turn-by-turn changes, which is included in the appendix to this technical memorandum. Other operators endorsed these changes, which were framed as short-term fixes while longer-term changes were being planned.

Route 1 (Park Ave.)

Route 1 is used earlier in the day by people going from Mansfield to Ontario for work. Later in the day, it is mostly used by people going shopping or running errands.

This is not on the published schedule, but Route 1 starts around 7:00 a.m. on the way in to the Transit Center. The operator has to leave the garage at 6:30 a.m. for this, so it would make sense to start the route officially at 6:30 a.m. at the Transit Center.

The West Park shopping center is a stop on Route 1. It is mostly vacant and will be torn down soon. People living in the apartments behind it (Park Avenue West Apartments) use Route 1. Potentially, on the inbound portion, the bus should stop at the apartments instead of West Park. (It is a 0.25 mile walk on Alpine Drive from the apartments to Park Ave.)

The mall used to be on this route, and customers still ask about it. Consider adding it back.

Route 2 (Lexington)

One hour is too much time for this route. It could be brought back to 30 minutes like it was before 2019. Some operators think part of Route 2 could go onto Route 3 (see the list provided by an operator). One operator proposed having a single operator run both Route 2 and Route 7 (Wayne/E. Mansfield). It's confusing the bus head sign said "Lexington" and it doesn't actually go to Lexington. This route has some customers from Turtle Creek apartments who may need to use Dial-A-Ride because of physical mobility issues.

Route 3 (S. Main St./Southside)

Since the 2019 changes/consolidations, Route 3 is very long. One regular rides it "all the way around" just to go a short distance to Hedges Street location. There is some duplication/double-backing on this route that is inefficient. No one boards on Dale; an operator recommended turning down Home instead, then onto Bowers. The route has too many tight turns, with few customers boarding in these locations.

Ridership on Straub/Middle Bellville is very thin. On Logan Road, people tend to have vehicles and don't need the bus, though there are a few Dial-A-Ride customers. Some operators think this entire route needs to be overhauled or eliminated. It has a very tight schedule.

A lot of fast food places and hotels on Hanley are skipped on Route 3. Running the route "backwards" would allow more people to go from southeast Mansfield to the south side Walmart on this route.

Route 5 (Springmill St./Bowman)

Route 5's schedule is tight. It doesn't go back into the neighborhoods where a lot of low-income people need service. Before the 2019 cuts, for example, places off Marion Ave/Maple Ave apartments) were served and people rode frequently; now they have to walk all the way to Glessner or Park.

Route 7 (Wayne/E. Mansfield)

Making University Hospital a deviation would help with Route 7's timing. The Kroger stop has safety issues with all of the car and foot traffic; a bus stop sign at the other end of the area may be safer. On Perry it is hard for a wheelchair customer to use the route in the snow.

Route 8 (Glessner/Marion)

An operator said this route is extremely tight. Otherwise, no operator feedback was received on Route 8.

Route 9 (W. Fourth St.)

The current Route 9 operator said that the route works well and he would not change it. The previous Route 9 operator had some feedback. She said that stops are unnecessary on Home and Walker Lake. The bus should stay in the curbside lane for safety. People only board at Target once a month or so; this could be a deviation. Turn on to Lexington/Springmill instead of going to Target. She also said that entering Avita from the right side is important. During the Richland County Fair in June, turning the bus around is very difficult; use a parking lot at a church on the corner of Home and Walker Lake.

Route 13 (Shelby)

Customers struggle to make the limited frequently work for their appointments and shopping. Adding the hospital in Shelby as a deviation would be helpful. The route is mostly used by Pioneer students. It seems like just the same small group of individuals rides. More might ride from the neighborhoods.

Route 15 (Airport Industrial Park)

Some of the factories on this route are located far down the side roads, and people have to walk pretty far. There is more ridership at the factories that use temp agencies, and few riders to higher-paying factories. Many people ride to Milark on Airport Rd. Another common destination is School Specialty.

Dial-A-Ride Feedback

- Some operators like Ecolane, others want to go back to clipboards.
- Ecolane's "fast trips" feature can have some hiccups.
- The office needs to watch Ecolane throughout the day because it will start automatically putting too many trips on one operator. At times, it doesn't track mileage properly and the GPS doesn't seem accurate.
- Ecolane makes it hard for times when there are a group of pick-ups at the same time at one location, like dialysis. Some operators would like to be able to work together to allocate trips between themselves, rather than rely on Ecolane.
- The 30-minute pickup window is confusing to some customers.
- Adding Dial-A-Ride to rural areas was supported by some operators. People need it who live outside the one-mile radius. Some of the terrain would be difficult. RNI goes to rural areas. Huron County has buses.
- Some operators feel that Dial-A-Ride is the service that could expanded, rather than adding more fixed route service.

Technology

In their written feedback, operators were asked to address whether they felt that customers would use technology including touchless fare payment options. The operators were very encouraging of adopting this technology. They felt that customers would use it. Some operators said they'd also support a cashless payment system, as long as people could buy passes as the Transit Center at all times. Taking fare enforcement out of the operators' hands would eliminate some conflicts with customers. Visually observing how much cash people put in the box doesn't give the operator documentation of what the person actually paid.

They pointed out that fare technology could eliminate transfer tickets, which are cumbersome. They said that it would also be a good replacement for the clipboards that are used to count boardings. Writing everything down on the clipboards is time-consuming.

Flag/Wave-Down System

Some operators said that they'd prefer to adopt a bus stop system in place of the flag/wave-down system. (More bus stops would need to be added.) One operator said he was instructed not to stop at bus stops when the people don't wave, but he doesn't think this is fair to customers who don't know to

wave. Other operators felt that the flag system is good for customers. One operator suggesting adding time into some routes to make the flag system work better. Operators emphasized that people have to be ready, on the right side of the street, and not run across the road in front of the bus or wave from the opposite side. It seemed as though the longer-time operators (10+ years) preferred the flag system, and newer operators disliked it. It's confusing that customers can't flag down the bus in shopping areas, and have to go the bus stop. Discontinuing the flag system would have to be done carefully, because existing customers would have a hard time with that.

Other Comments

One operator explained how the operators frequently become involved in outside safety situations. For example, they have assisted unattended small children, and witnessed hit-and-runs that they helped the police resolve. This operator designed an "Eyes and Ears" logo that he would like RCT to use in marketing efforts.

Other comments included:

- Create more shifts that don't involve splits; create a 4-day-per week full-time schedule
- Some routes are too tight, including Routes 3 (S. Main St./Southside) and 1 (Park Ave.).
- Move the 6-month raise for new operators up to 60 days when union membership begins.
- Increase starting wages; potential operators can make more money at other employers.
- Being terminated for five call-offs is too restrictive.
- Someone working 30 hours/week and frequent overtime should be eligible for benefits.
- Many operators complimented the current management.
- Communication within RCT is a challenge. For example, some routes have two operators in one day, and second operator needs to be informed of earlier events on the route like detours. Substitute operators don't always get critical information about their routes.
- Offer CDL training as a way to recruit people.
- Get children/teenagers to ride the bus so they are more likely to use it as adults.
- Provide CPR/First Aid training to operators.
- It's best to keep the same operators on the same routes, so they know the customers.
- Adding Saturdays and evenings would stretch the staff, and they already have done a lot of stretching due to being short-staffed and dealing with issues arising from the pandemic.

EMPLOYER TRANSIT NEEDS

RLS conducted a ten-question online survey of Richland County employers regarding employee transportation needs and use of RCT. The survey instrument is included in the appendix to this technical memorandum. The survey was circulated to the county's employers through the Richland Area Chamber & Economic Development and the Regional Manufacturing Coalition. The survey was completed by representatives of 44 employers. Additionally, since the initiation of the TDP, the Transportation Development Manager has facilitated meetings with three employers and one staffing agency to discuss how RCT can support their recruitment and retention efforts. A summary of the survey results and these meetings follows.

Survey Responses

The 44 survey responses included input from employers throughout Richland County of a wide range of sizes, as shown in Table 3-2. Eleven employers in the survey reported that they employ over 100 people.

Table 3-2: Employer Locations and Employee Counts

Location	Number of Employers	Employees per Employer
Bellville	3	12 to 36
Lexington	1	971
Mansfield	33	2 to 400
Ontario	3	20 to 74
Perrysville (Ashland County)	1	300
Shelby	3	20 to 100

Shift Times

The respondents provided shift start and end times for their employees, and the range of employee counts per shift (options included 1-10, 11-20, 21-30, 31-40, 41-50, 51-75, 76-100, 101-150, 151-200, 201-250, 251-300, or 301-350). Shift times are provided separately in this section for Mansfield (separately for employers with 150+ and under 150 employees), Ontario, Lexington, and Shelby, and Bellville. The charts depict the low ends of the employee ranges for the shifts (e.g., 11-20 was counted as 11), to avoid inflating the data.

It is assumed that the majority of the shifts occur Monday through Friday. Some respondents indicated that their shifts run differently on different days of the week. The survey was not set up to collect shift times that varied from day to day. Follow-up communications will be pursued by the project team to clarify shift days if necessary for planning purposes.

Mansfield Employers (150+ Employees)

Seven Mansfield employers with 150 or more employees responded to the survey, representing 27 shifts and a total of 1,970 employees. The shift start and end times are provided in Figure 3-50 and Figure 3-51. The numbers reflect spikes in shift starts at 7:00 a.m. and shift ends at 5:00 p.m. Hundreds of employees represented in the sample work in shifts that start or end outside of RCT's hours, beginning work in the very early mornings or late evenings, and ending work between 9:00 p.m. and 6:00 a.m.

Figure 3-48: Start Times, Mansfield Employers (150+)

Time	Value
5:00 AM	134
6:00 AM	130
7:00 AM	378
8:00 AM	51
10:00 AM	1
1:00 PM	51
2:00 PM	52
3:00 PM	113
4:00 PM	21
5:00 PM	31
8:00 PM	21
9:00 PM	52
10:00 PM	62
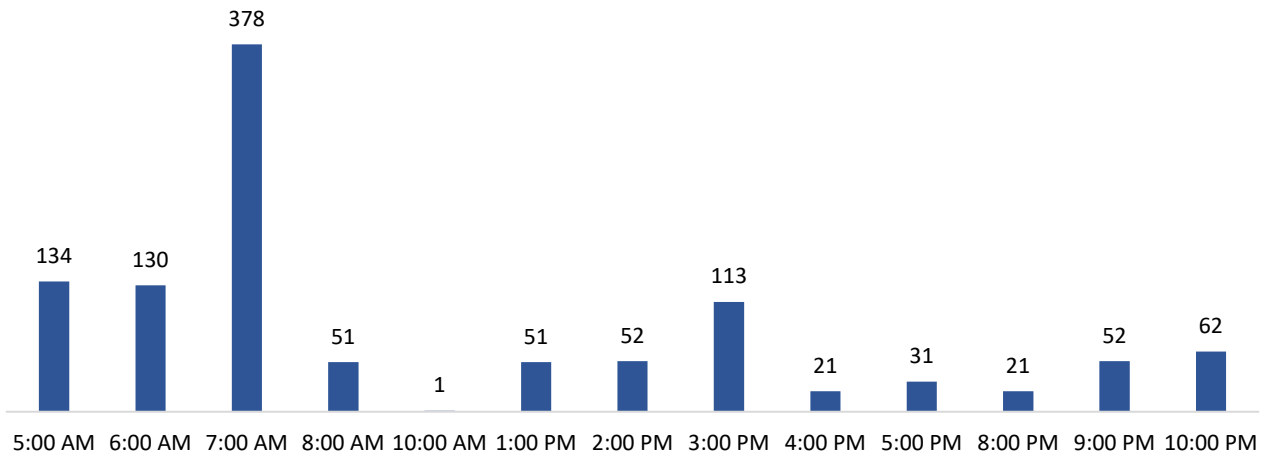
Figure 3-49: End Times, Mansfield Employers (150+)

Time	Value
12:00 AM	11
1:00 AM	82
2:30 AM	76
3:00 AM	31
5:00 AM	62
6:00 AM	41
7:00 AM	42
1:00 PM	51
2:00 PM	52
2:30 PM	2
3:00 PM	152
3:30 PM	1
4:00 PM	76
5:00 PM	273
6:30 PM	1
7:00 PM	21
9:00 PM	51
10:00 PM	72
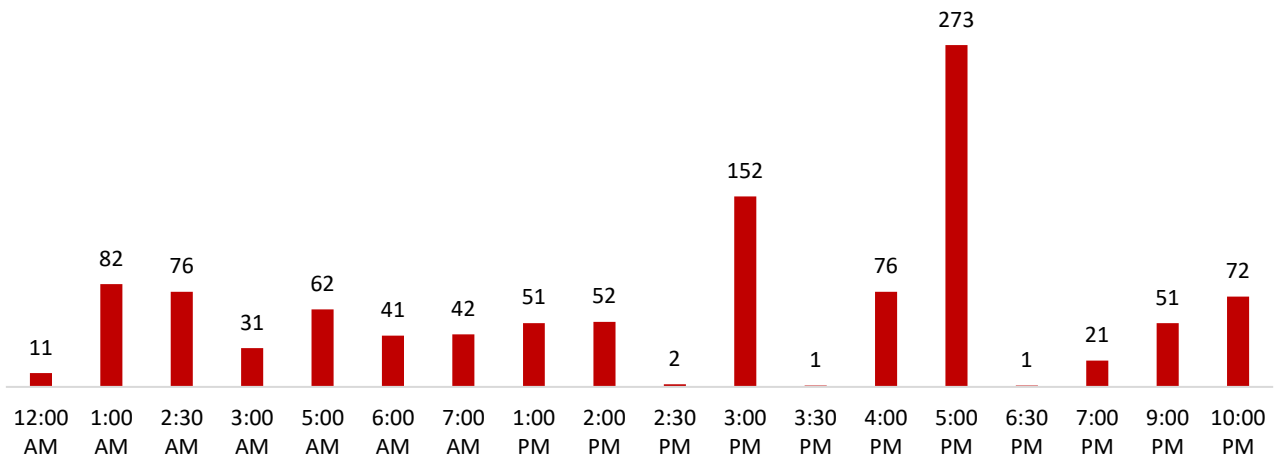
Mansfield Employers (Under 150 Employees)

Twenty-six Mansfield employers with fewer than 150 employees each responded to the survey, representing 62 shifts and a total of 923 employees. Many employees begin work in the morning hours, but a notable amount begin in the afternoon at between 1:00 p.m. and 4:00 p.m. The majority of end times are between 2:00 and 6:00 p.m., but many occur at 9:00 p.m. or later. The shift start and end times are provided in Figure 3-52 and Figure 3-53.

Figure 3-50: Start Times, Mansfield Employers (Under 150)
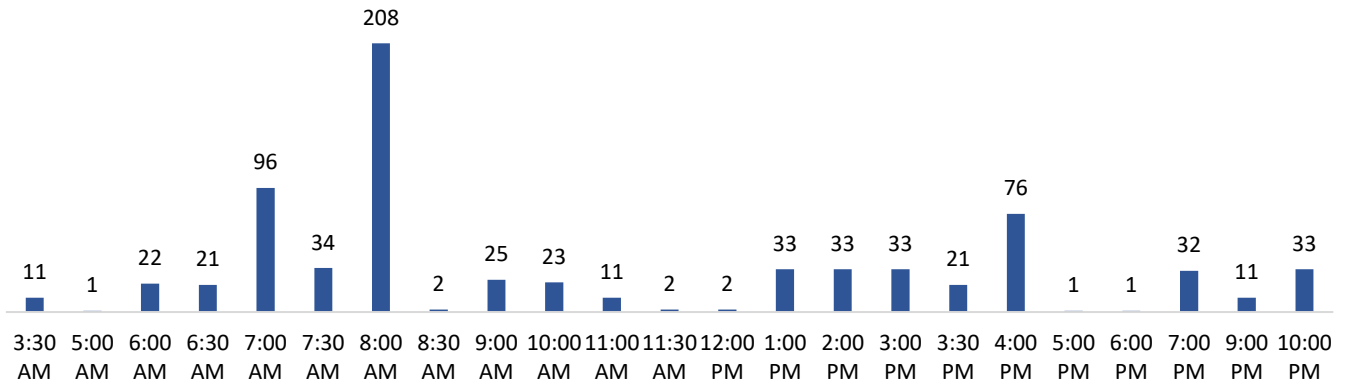
Figure 3-51: End Times, Mansfield Employers (Under 150)
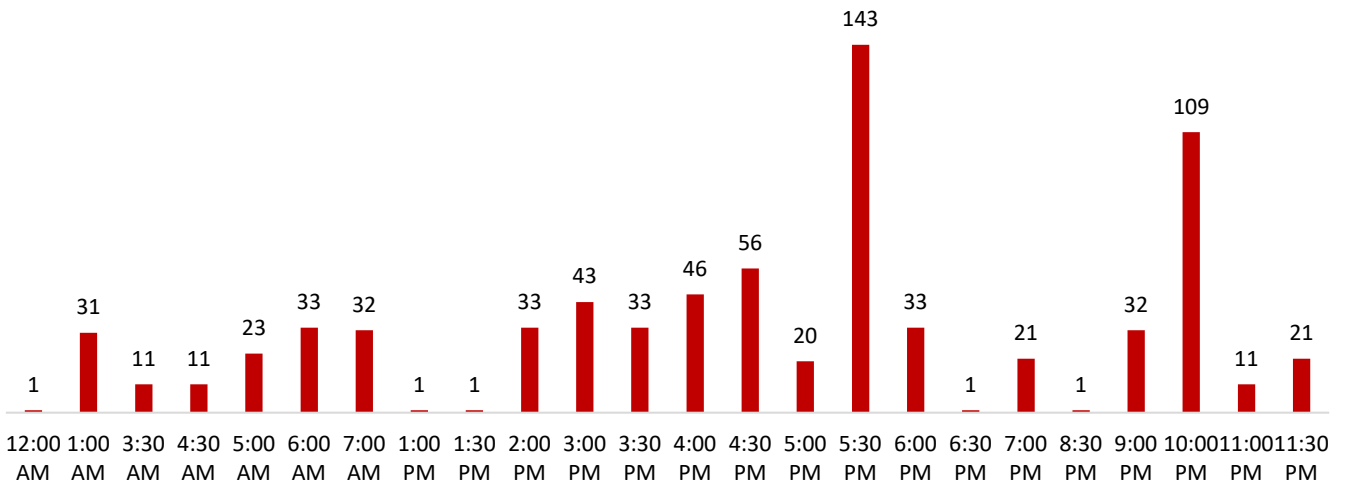
Ontario Employers

Three Ontario employers completed the survey. These employers had a combined total of 119 employees, and had a total of nine shifts. The shift start and end times are provided in Figure 3-54 and Figure 3-55.

Figure 3-52: Start Times, Ontario Employers
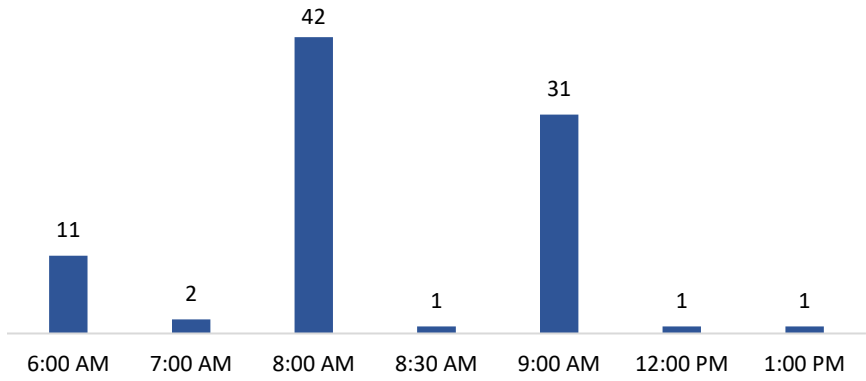
Figure 3-53: Ontario Employers, End Times
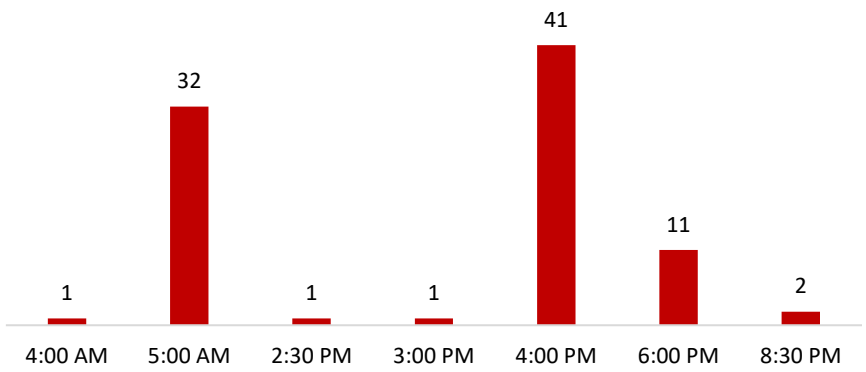
Lexington Employer (Charter Next Generation)

One response was received from Lexington, representing the city's largest employer, Charter Next Generation, which employs 971 individuals over 2 shifts. Day shift runs from 7:00 a.m. to 7:00 p.m., and night shift runs from 7:00 p.m. to 7:00 a.m. Each of these shifts employs over 300 people. This company also has a Mansfield location, whose numbers are included in the Mansfield (under 150) section.

Shelby Employers

Three Shelby employers responded to the survey, representing 216 employees working over five shifts. The shift start and end times are provided in Figure 3-56 and Figure 3-57.

Figure 3-54: Shelby Employers, Start Times
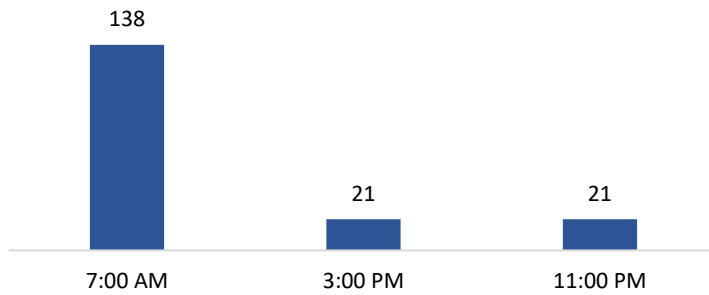
Figure 3-55: Shelby Employers, End Times
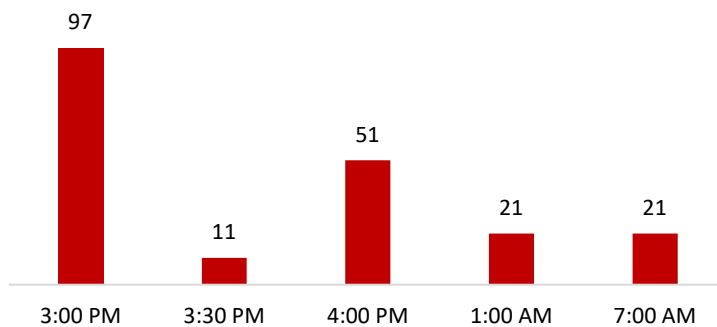
Bellville Employers

Three Bellville employers responded, representing 71 employees. The largest of these employers did not provide shift times. One employer, with 12 workers, indicated one shift time of 7:30 a.m. to 5:00 p.m. The Village of Bellville, with 23 employees, reported three shifts, with employees working 7:00 a.m. to 3:00 p.m., 3:00 p.m. to 11:00 p.m., or 11:00 p.m. to 7:00 a.m.

Other Survey Feedback

Respondents indicated whether any of their employees use RCT to get to work (Figure 3-58). Employers were also asked if expanded public transportation would help them attract more employees (Figure 3-59).

Figure 3-56: Do Any of Your Employees Currently Use RCT to Get to Work?
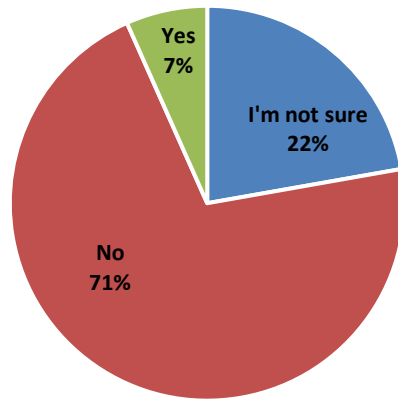
Figure 3-57: Would Expanded Public Transportation Help You Attract More Employees?
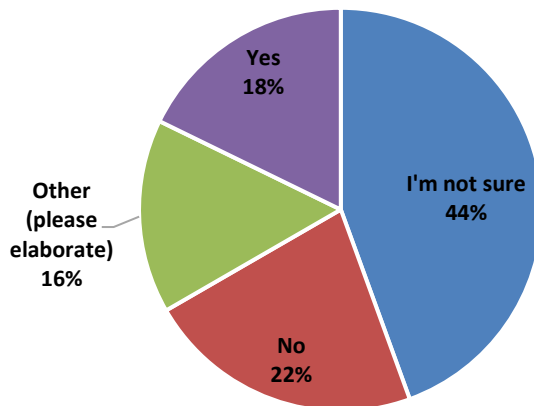
The "Other" responses included:

- At the various job fairs, a number of entry level workers in the Mansfield area do not consider us seriously because they do not have reliable transportation. Also, more and more people in our area are unable to afford to live in Bellville, so they are not able to walk to work.
- Expanded public transportation would help us attract more adult students into our workforce training programs.
- For us it would not have a large impact. Our employees are mainly administrative and the rest are 1099 and public transportation would not help them in their jobs.
- I would expect it to help but cannot say for certain.
- The TEMP workforce requires public transportation.

- We are currently on the bus route and are only open weekdays during regular office hours.
- We are just outside Shelby city limits on the North side.

Open Ended Responses

Respondents of the business community provided open-ended feedback about existing or potential future transportation options for their employees. These responses included:

- A bus drives right by our company but there isn't a stop close by. If an employee could request a special stop, that might help.
- A lot of our newer employees don't seem to have reliable transportation or don't manage money well enough to have transportation.
- A stronger RCT presence in Southern Richland County – in the particular case of Elzy Milling & Trade – would have less appeal/effect regarding employee transportation and more on potential shoppers. Most notably, RCT growth would/could factor into expansion decisions.
- Everyone here seems to have reliable transportation.
- I know that none of them use public transportation now. Our rule for hiring is that they must have a valid driver's license and their own way of getting to and from work. We have had too many issues otherwise.
- Individuals with Developmental Disabilities rely heavily on public transportation. If there were more door-to-door options available, they would have greater opportunities for employment and recreational activities in and around Richland County.
- Madison Adult Career Center is not on the current routes. More of our students would use the service it was available to our location and during the evenings.
- More pick-up locations and also different hours – many second shift employees have a hard time getting to work. Would be nice have different options for them.
- Not necessarily employees, but several of our downtown clients visiting Mechanics Bank downtown do use the public transport system.
- Public transportation is critical for the TEMP workforce. Regular employees do not have an issue.
- Reliable transportation near our site could open employment opportunities for people that do not have personal transportation.
- The private transportation sector seems to be growing faster than the public sector. The private sector is not always affordable and payment assistance isn't available like it is for public transportation.
- We do not have transportation problems but are aware of problems in the Mansfield area.
- We have multiple locations outside of these two that would benefit from expanded routes including Nanogate North America and Breitinger, as well benefit from expanded routes as those that currently utilize the bus are only able to utilize it for one leg of their trip due to schedule times.
- When I was a child in the 50s and 60s, buses ran through town and one could ride to Mansfield and/or Mt. Vernon on a bus, not requiring a car and driver's license.
- While it would be helpful towards ESG efforts, not sure that public transit would be utilized by our employees.

RCT/RCRPC One-on-One Interviews with Employers

From time to time, employers reach out to RCT to express interest in obtaining public transit to their locations, so that employees have reliable transportation to work. RCT conducted four such meetings in late 2022. These occurred with FedEx, Major Metals, Spherion Staffing, and Startek. The situations and concerns raised at these meetings provide an illustration of the transportation challenges of the local workforce, and demonstrate the ways that RCT can respond to these challenges, including the constraints faced by the system in its ability to improve workforce mobility.

FedEx Meetings (11/17/2022 and 12/15/2022)

FedEx operates a facility at 515 Urwin Parkway, Ontario, approximately one or two miles from the outermost stops on Route 1 (Park Ave.) or Route 9 (W. Fourth St.). They employ about 340 people, including 200 package handlers, the facility's most entry-level position. In December 2022, the FedEx representative reported the following shift times, operating seven days per week:

- 1:30 a.m. to 9:00 a.m. (After first of year, will probably start at 3:30 a.m. and end at 8:00 a.m. or 9:00 a.m.)
- Mid-day: 2:30 p.m. to 5:00 p.m.
- Evening: 5:30 p.m. to 9:00 p.m.

These shifts experience some variability due to demand. The majority of the workers are part-time. The facility hires about 15 to 20 people each week, with one-third to one-half of the hires reporting some difficulty with reliable transportation. The majority of new hires reside on the west side of Mansfield, including the Concord Square area and Trimble Road. Some are local college students.

RCT staff said they would consider making FedEx a deviation on one of the routes, although it would not be able to serve the 1:30 a.m. arrival time, or the evening shift. It was noted that there is a large factory nearby (Charter Next Generation) with a morning shift.

Major Metals Meeting (11/16/2022)

Major Metals is located at 844 Kochheiser Road West in Belville, near the S.R. 97 exit on I-71. Major Metals currently employs 138 workers, many of whom live in Mansfield. Some employees come from Lexington and Butler, and a few come from Shelby, Mt. Gilead, and Mt. Vernon. A few of their workers live at the Days Inn around the corner and walk to work. Some employees don't have a driver's license. At least two or three candidates per month are unable to meet the work requirements due to lack of transportation. The company hires through a local nonprofit staffing agency. Its shift times are:

- First shift: 6:00 a.m. to 4:30 p.m.
- Second shift: 4:15 p.m. to 2:45 a.m.

At the meeting, it was suggested that RCT work with other Bellville employers to determine their interest in RCT service for employees, so that Major Metals would not be "going it alone" in supporting expanded transit options.

Spherion Staffing Meeting (12/14/2022)

Spherion Staffing serves several local employers with hiring. Staff spend significant time helping new rides understand the RCT bus schedule. Some overarching challenges include:

- Spherion is heavily hiring for second shifts. Start times vary. RCT does not operate when second shift ends.
- RCT routes from the neighborhoods don't start until after 7:00 a.m., which prevents some people from getting to the Transit Center to pick up the early routes over to the airport industrial park.
- No weekend service, especially Saturdays.

The Spherion representative identified the following specific target areas that could benefit from transit service.

Mansfield Airport Industrial Park

Spherion is especially interested in service to additional areas at the Mansfield Airport Industrial Park (served by Route 15), including School Specialty. School Specialty has seasonal demand starting April/May and over the summer. They hire many college students. First shift starts at 6:00 a.m. until finished, and second shift starts at 3:00 p.m., although schedules are subject to change, especially during overtime. The closest access is a long walk from the RCT bus stop at Harrington and Cairns.

Many other employers at the industrial park begin at 6:00 a.m., and the bus route does not arrive that early. At least one employer, Newman Tech, now starts at 5:00 a.m.

East Mansfield/Wayne Street

Another area that Spherion has trouble getting workers to is Breitinger Company on Oakenwalt, which is off Wayne Street in Mansfield. Their shifts are currently 5:45 a.m. to 2:15 p.m. and 2:15 p.m. to 11:00 p.m.

Longview

Another area of interest is Longview Avenue on Mansfield's north side, which has a lot of employers, but little RCT coverage. Nanogate, at 150 E. Longview, is one employer that needs transit coverage. Others include Jay Industries and Broshco on W. Longview, across from the fairgrounds. Their first shift starts at 5:00 a.m. or 6:00 a.m., and they hire frequently for second shift.

Richland County owns a building just to the east, at 1495 W. Longview. The county building has several agencies, including the Board of Elections. RCT already offers route deviations to the BOE during election season.

Lexington

This village of Lexington does not currently have any RCT service. Spherion staffs for several employers there including:

- Stone Ridge (current shift times: 6:00 a.m. to 2:00 p.m., 2:00 p.m. to 10:00 p.m., and 10:00 p.m. to 6:00 a.m.)
- Charter Next Gen (7:00 a.m. to 7:00 p.m.)

- Adecca (First shift only)

Following the meeting, Spherion sent ZIP code data showing where their employees live. This information is included in the appendix to this technical memorandum. The RCT team will make efforts in 2023 to meet with Spherion employers on potential collaborations to address workforce transportation.

Startek Meeting (12/2/2022)

Startek is located at 850 W 4th Street in Mansfield. It currently employs roughly 100 customer service employees, many of whom are from Mansfield and Ontario, plus some from Galion, Shelby and other communities. Startek is looking to grow employment over the next year, possibly up to 200 workers. They are actively recruiting now. The company operates 24/7, and they have no set shifts. Supervisors set schedules depending on need.

Transportation is an issue, especially for new workers. Some workers start out having rides, but then they lose their ride and their job as well. Those who are able to keep their job often invest in a nicer, more reliable car.

Startek is on Route 9 (W. Fourth Street), which runs both east and west past Startek. The meeting provided an opportunity for RCT to educate Startek about the existing bus schedule. Startek is willing to support the TDP process going forward, including assessing demand for evening and weekend hours on RCT.

CHAPTER 4 MAJOR TRIP GENERATORS

RLS gathered information about employment, healthcare, and housing trip generators in Richland County. Trip generators are frequent destinations for Richland County's resident population and workforce. The information provided in this section includes the locations of major employment centers, health care providers, and information about the local housing market. This information will inform the TDP's recommendations, indicating priority locations for service changes like new or adjusted routes, new deviations, or enhanced Dial-A-Ride service.

EMPLOYERS

The Richland County Regional Planning Commission provided data on the density of employment in the county's Traffic Analysis Zones (TAZs). The map provided in Figure 4-1 depicts this TAZ-level data and the locations of jobs at the Census block level. The job locations were obtained from the U.S. Census Longitudinal Employer-Household Dynamics (LEHD) program. This data indicates that RCT reaches many, but not all, of the most job-dense areas of the county. Unserved TAZs with high numbers of jobs are located in/around Lexington, Ontario, southwest Mansfield and west Shelby.

Additional job location data was provided to RLS by Richland County Chamber & Economic Development, which can be viewed here (click on "Add Employers in Richland County").

Figure 4-1: Employment Locations
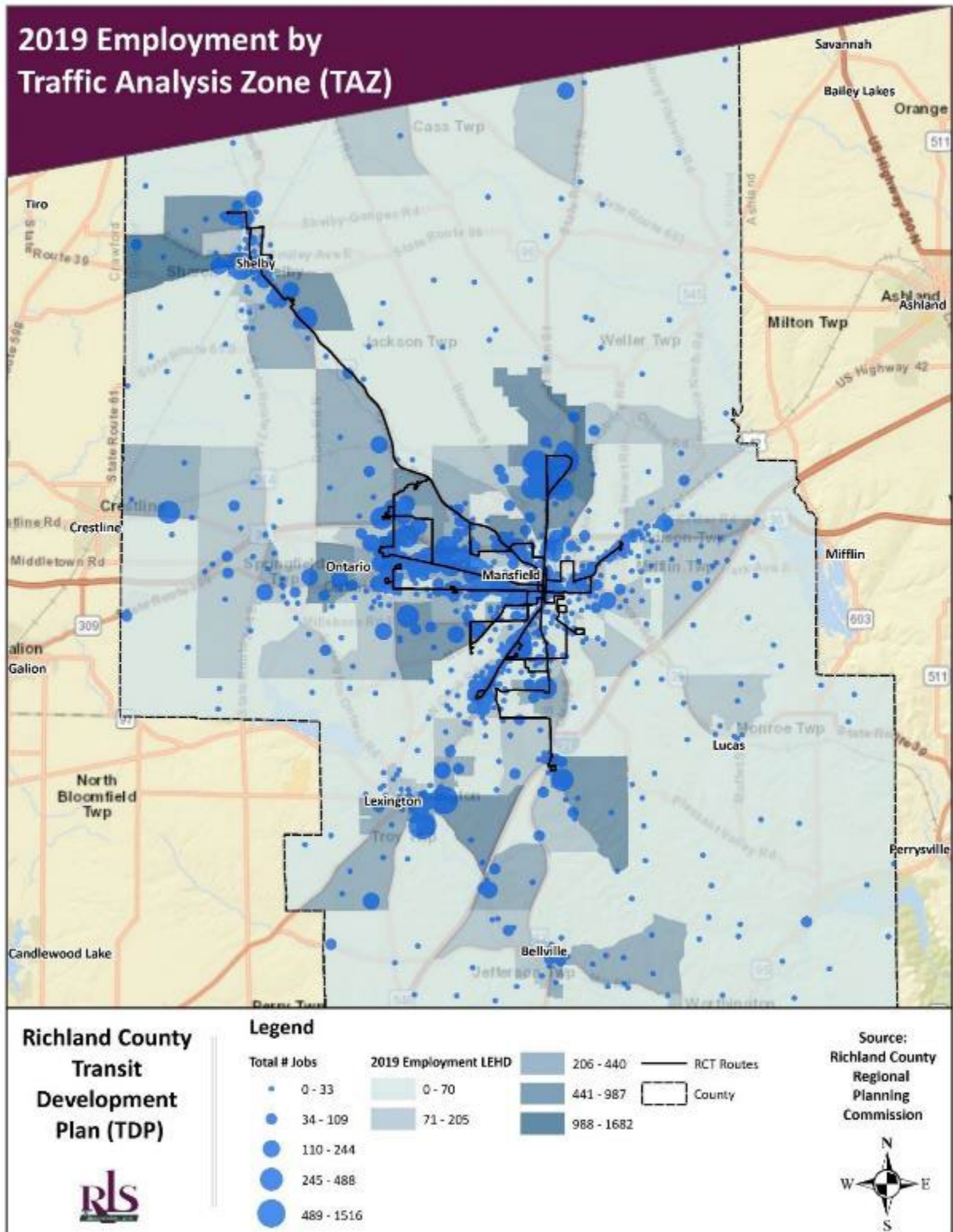
Healthcare destinations were obtained through the Ohio Medicaid provider directory, Richland County Job and Family Services non-emergency medical transportation data, and internet searches. The healthcare destinations shown in Figure 4-2 include many types of providers, including hospitals, clinics, pharmacies, dentists, and mental health and addiction treatment locations. The majority of these locations are concentrated in the county's major corridors, such as Lexington/Springmill Road, Park Avenue, and Lexington Avenue. These corridors are served by RCT routes. Figure 4-3 provides the data shown over a larger area, demonstrating the number of out-of-county healthcare destinations where Richland County residents receive care. These include destinations that are one hour or more away from the county, including Columbus and Cleveland.

Figure 4-2: Healthcare Destinations
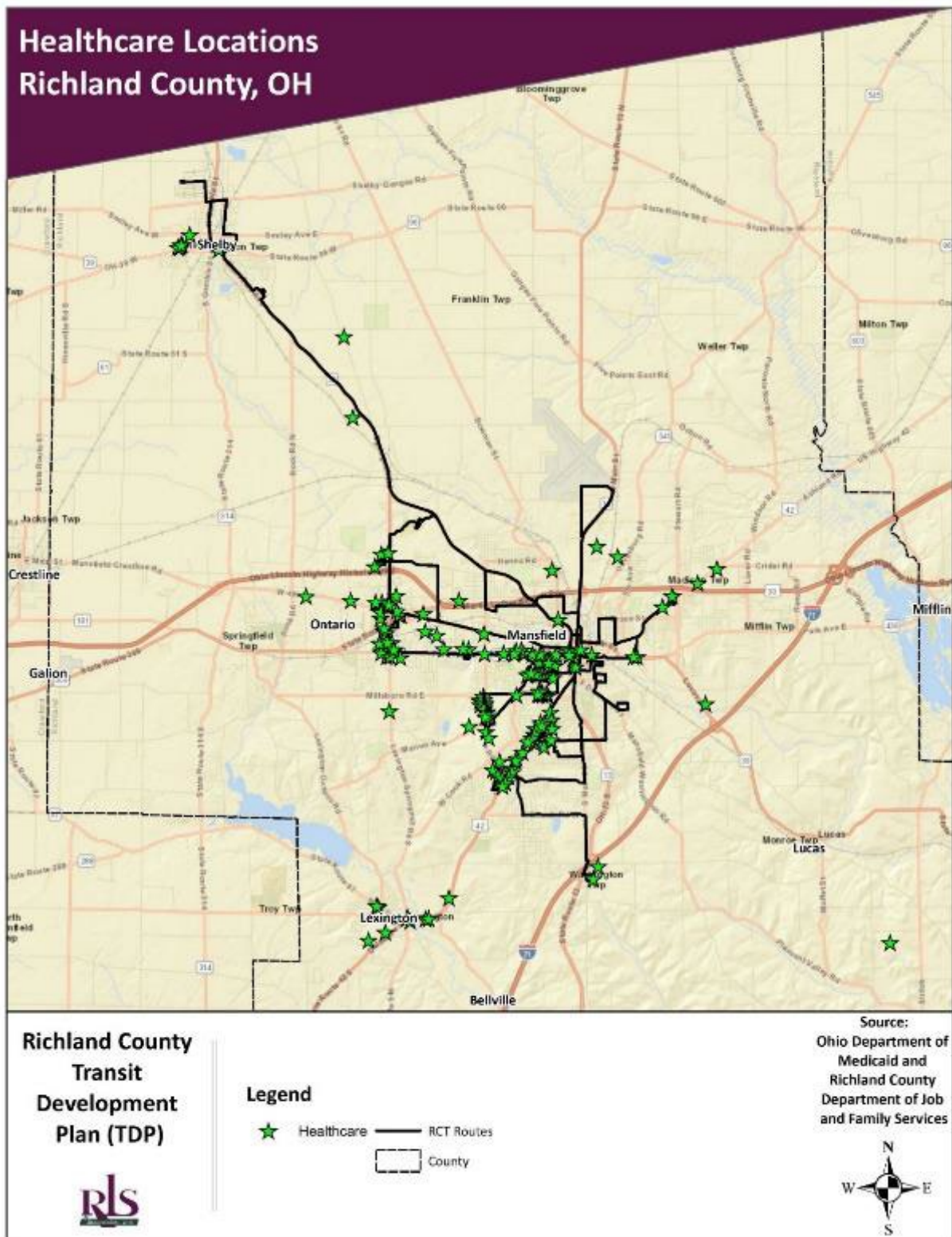
Figure 4-3: Healthcare Destinations, including Out-of-County Locations
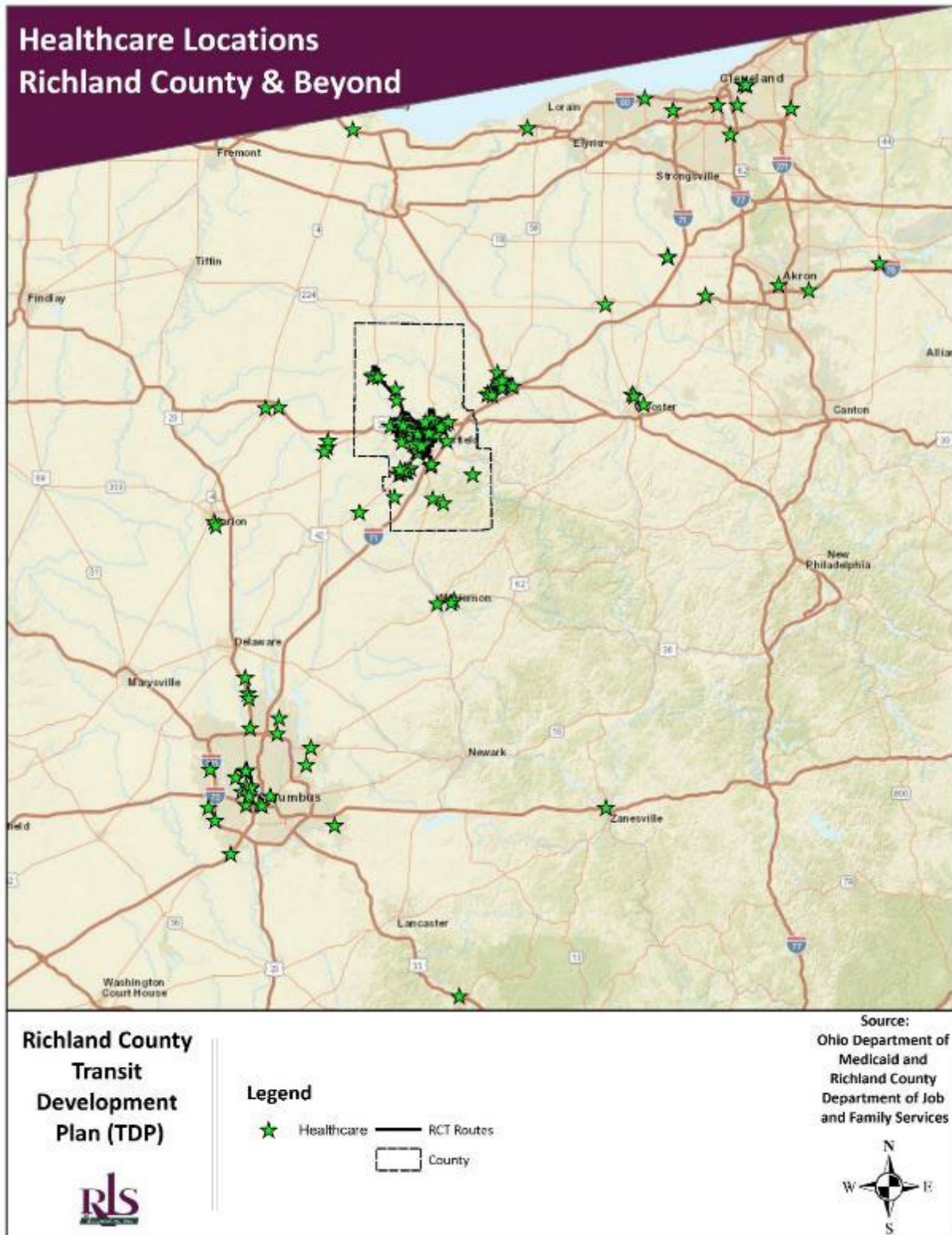
A common predictor of transit demand is the proportion of residences with occupants who have low incomes. Census data describing low-income households was provided in Technical Memorandum #1, including a county map. The highest percentages of households in poverty are concentrated in and around the City of Mansfield.

The Richland County Housing Needs Assessment and Action Plan was conducted by Community Science in 2022. This extensive analysis of the housing market in the county included an inventory of locations of existing affordable housing. Community Science collected data on subsidized housing locations in the county. These locations are shown in the screenshot of a map created by Community Science, in Figure 4-4. The colored dots represent different housing subsidy programs and volume of housing units. RCT routes are also displayed. An online version of this map, which allows closer viewing of the proximity of the locations to the routes, is available here.

Figure 4-4: Richland County Housing Needs Assessment Map of Subsidized Housing Locations
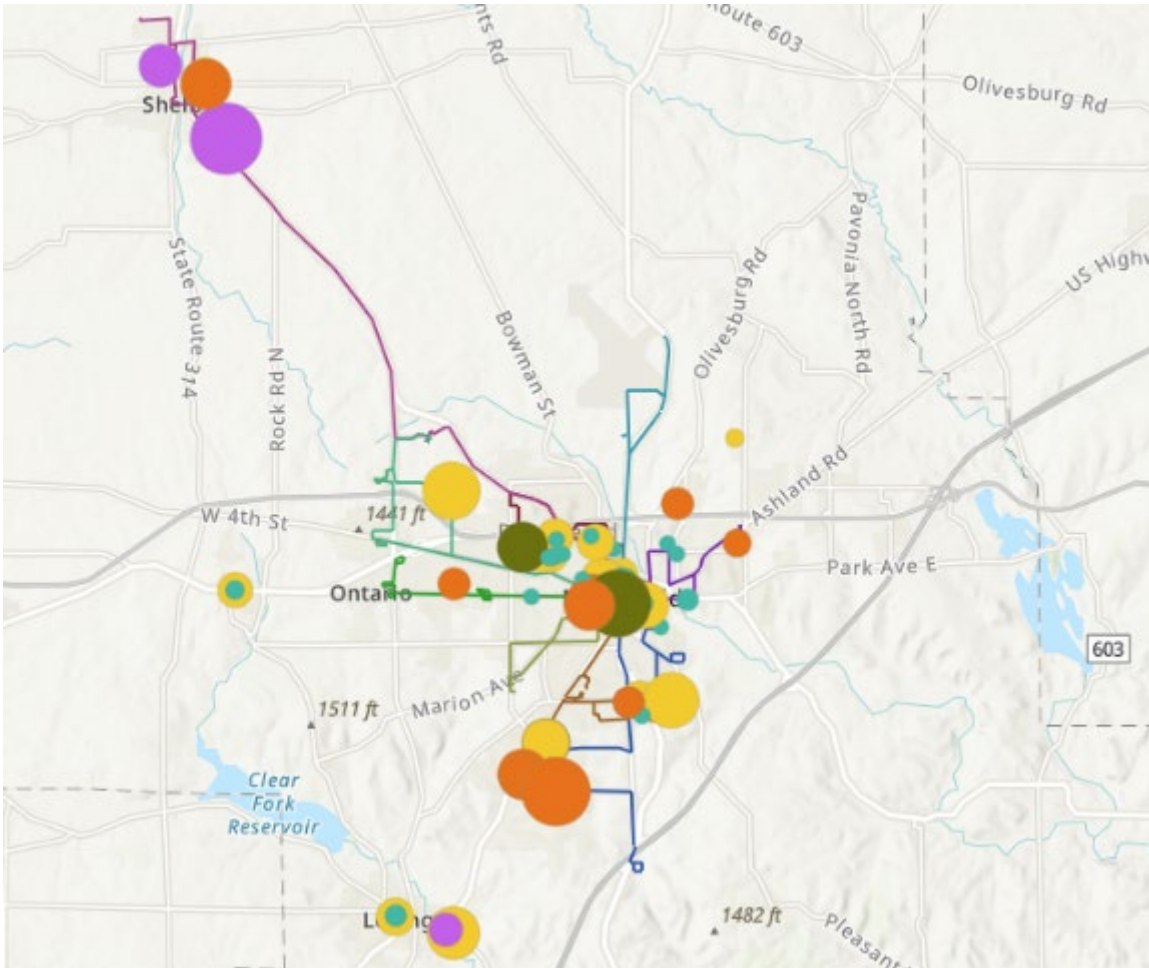
Source: Community Science, Inc., based on data collected from Federal and municipal sources (map location: https://arcg.is/jXDqW)

Additionally, several community stakeholders voiced the importance of transit access at local hotels and apartments that charge weekly rates. These types of residences serve households with urgent housing needs, including low-wage workers who are unable to secure traditional rental housing due to credit issues, lack of access to funds for a deposit and first month's rent, or other concerns. A map of known weekly rate hotels and apartments is provided in Figure 4-5. Locations unserved by RCT are shown in east Mansfield, Lexington, and Bellville.

Lastly, Dayspring Assisted Living Center, Richland County's levy-funded assisted living residence for the elderly and others unable to live independently, is unserved by RCT. Dayspring is located on State Road 545, north of Mansfield and outside of RCT's Dial A Ride service area.

Figure 4-5: Weekly Rate Residences

Weekly Rate Motels
Richland County, OH

Richland County Transit Development Plan (TDP)

Legend
- Weekly Rate Motels
- RCT Routes
- County

Source: Richland County Regional Planning Commission
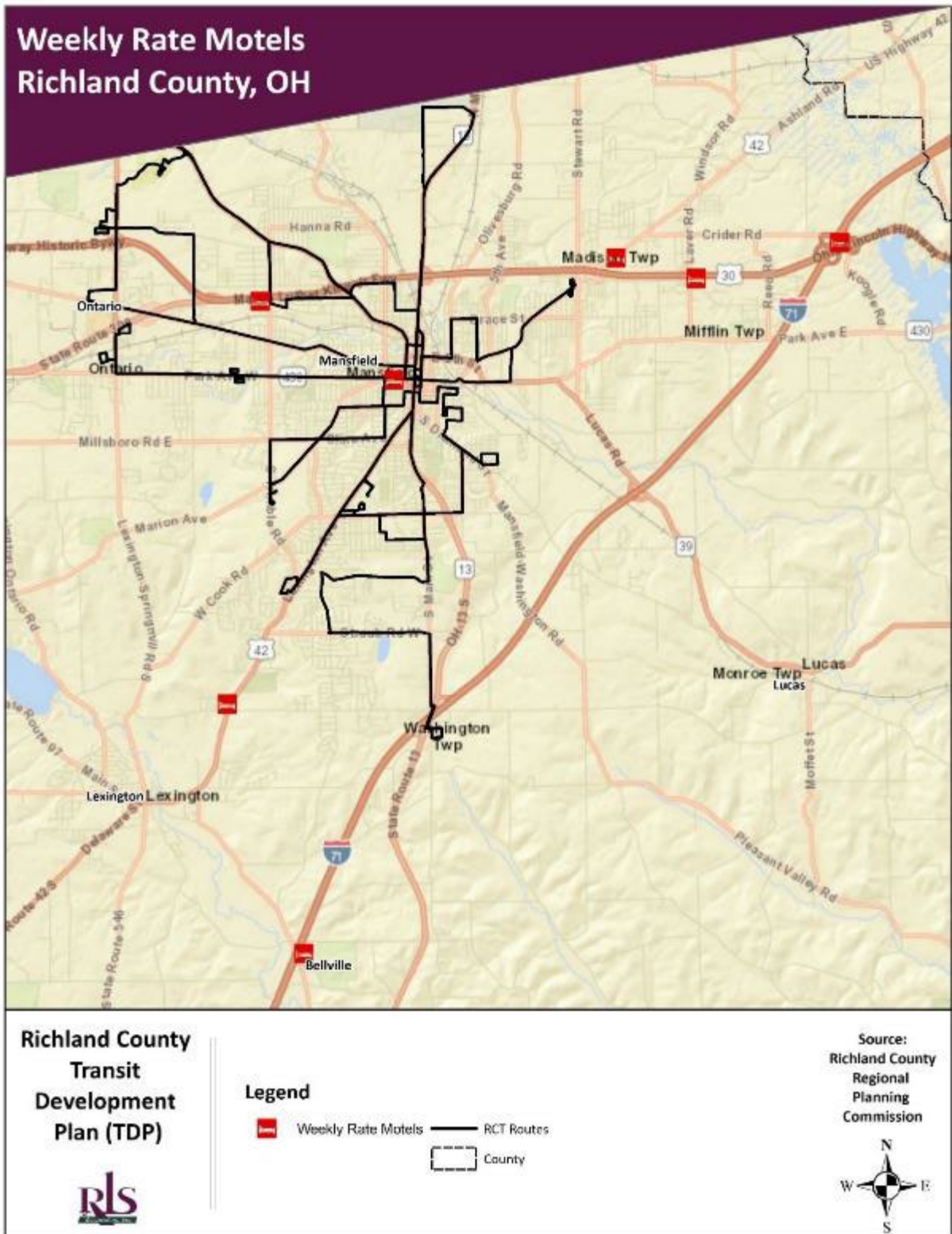
Richland County Housing Needs Assessment and Action Plan

Draft documentation of the Richland County Housing Needs Assessment and Action Plan was made available by the Plan's sponsor, Richland County Regional Planning Commission, in December 2022. The Plan identifies existing housing market conditions in Richland County and outlines challenges and solutions related to housing. This type of information can inform the transit planning process by identifying general transportation concerns and needs, and indicating locations of existing and future demand.

The Plan will support efforts to move forward with three types of housing for the community: affordable (targeting households with incomes below 80 percent of the Area Median Income, or AMI), attainable (targeting households at 80 to 120 percent of the AMI) and market-rate housing (120+ percent of the AMI). County stakeholders desire to have accessible housing for vulnerable residents, including people with low incomes, seniors and people with disabilities. Transportation and housing challenges directly link to overall quality of life, particularly related to residents' access to transportation to work and necessary destinations or other everyday activities.

Lower-cost housing is more available in Mansfield and Shelby than the rest of the county. Homes are the most expensive in Lexington and Ontario, which have virtually no attainable housing. The bulk of the county's subsidized housing units (67 percent) are located in Mansfield, with 1,215 units. Shelby has 318 subsidized units, while the other communities (Bellville, Lexington, Ontario and the county's urban townships) have a total of 278.

In regards to public transit, the Plan cites RCT's limited hours of operation, limited service outside of Mansfield, and inability for workers to use RCT to commute to 3rd shifts or get home from 2nd shifts.

The Plan identifies opportunities for the development of market-rate, attainable and affordable housing options. These opportunities are outlined for the short term and in a ten-year planning horizon. The Plan's analysis of housing has similar themes identified when discussing access to public transportation. Access to adequate funding and technical knowledge to fulfill needs linked to both housing and transportation are a challenge.

The Plan states the following short-term needs:

- Development of housing in lower-cost areas such as Mansfield and Shelby (not Ontario, Lexington, or parts of Bellville);
- Addressing the large stock of older housing in these lower-cost areas;
- Development of market-rate housing for adults aged 55 years and older;
- Maximization of potential rental housing between Lexington and Bellville with easy access to I-71, or between Lexington and Ontario to leverage access to amenities; and,
- Promoting urban lifestyle options for housing near the downtown areas of Mansfield and Shelby.

The Plan projects that by 2032, the number of owner-occupied households will increase by 2,500, with 3,364 additional rental households – including senior citizens and young adults (aged 25 to 34), and that the county will lose 1,694 existing housing units. The gap of approximately 7,000 units can be filled through a combination of increasing new home development (particularly family-sized affordable

rentals), preventing units from becoming dilapidated, and making vacant units (of which there are about 2,500) habitable.

The Plan's Strategy and Action Plan includes a description of recommended efforts to encourage housing development, including expanding affordable and transitional housing, which would be most like to house individuals who need public transit. Potential strategies include encouraging "missing-middle" attainable housing, building capacity for affordable housing development, expanding housing for the homeless and other vulnerable populations, and protecting mobile homes. Richland County has about 2,000 mobile homes; this is greater than the number of housing vouchers and subsidized housing units in the county. The Plan provides a sample strategy to prevent the displacement of residents of the county's mobile home communities.

CHAPTER 5 NEXT STEPS

RLS' scope of services was structured into a total of eight tasks to complete the TDP:

- Task 1 | Project Initiation
- Task 2 | Convene Steering Committee
- Task 3 | Conduct Market Analysis and Review of Existing Conditions
- Task 4 | Implement Public Relations Campaign
- Task 5 | Develop Recommendations
- Task 6 | Develop Technology and Service Capital and Operating Plans
- Task 7 | Draft Planning Study and Implementation Plan
- Task 8 | Deliver Final Report

The completion of this technical memorandum marks the closure of Task 4. Tasks 5 and 6 will be initiated next, as RLS works with RCT and RCRPC to analyze alternatives and identify recommendations for the transit system's operations, capital investments, organizational structure, revenue, and technology.

APPENDIX

This appendix includes supporting documents and information that is supplemental to this technical memorandum.

RICHLAND COUNTY TRANSIT

RCT

"City Bus Service at Its Best"

Community Survey - Richland County 10-year Transportation Development Plan

Richland County Transit (RCT) is the public transportation provider for Richland County providing fixed-route bus service to the City of Mansfield, and portions of Ontario, Shelby, and Madison Township. RCT operates fixed-bus service, a Dial-a-Ride service for individuals with disabilities, a Senior Shopper service, and travel training services to customers and the Richland County community.

RCT is conducting a ten-year transit development plan to assess the un-met transportation needs of the community; evaluate RCT services, programs and technology; and identify enhancements to existing services and/or develop new solutions to meet the needs of the community over a ten-year horizon. Your input is valuable and will help shape the public transportation in the community.

If you need assistance or the survey in a different format, please contact Bethany Renner, RLS & Associates at 937-299-5007 or brenner@rlsandassoc.com

1. Which municipalities do you most often travel to? (Select two)
   a. Mansfield
   b. Ontario
   c. Shelby
   d. Lexington
   e. Belville
   f. Madison Twp
   g. Other (please specify) _____

2. Where do you live?
   a. Mansfield
   b. Ontario
   c. Shelby
   d. Lexington
   e. Belville
   f. Madison Twp
   g. Other (please specify) _____

3. Which of the following descriptions best applies to you?
   a. Employed outside your home
   b. Employed, work at home
   c. Student
   d. Homemaker
   e. Retired
   f. Disabled
   g. Unemployed
   h. Other _____

4. Are you a local college student?
   a. Yes
   b. No

If you answered no to Question #3 then skip to Question #10

5. Where do you attend school?
   a. North Central State College (NCSC) main campus
   b. NCSC Kehoe Center
   c. Ohio State University (OSU), Mansfield campus
   d. Other _____
6. What is your primary mode of transportation?
   a. Personal vehicle
   b. Friend
   c. Family Member
   d. Walk
   e. Bike
   f. Uber/Lyft
   g. RCT bus
7. Where do you live?
   a. On campus housing
   b. Off campus housing <u>within</u> a one-mile radius of campus
   c. Off campus housing <u>outside</u> or a one-mile radius of campus
8. Have you ever used or do you currently use RCT services?
   a. Yes, current rider
   b. Yes, have used in the past
   c. No
9. What days do you travel the most? (Select two)
   a. Monday
   b. Tuesday
   c. Wednesday
   d. Thursday
   e. Friday
   f. Saturday
   g. Sunday
10. What times do you travel the most?
    a. Mornings
    b. Mid-morning
    c. Lunchtime
    d. Afternoon
    e. Evening
11. What is the primary purpose for your travels? (Please select one)
    a. Work
    b. K-12 School
    c. OSU (Mansfield) Classes
    d. North Central State College
    e. Other school or college
    f. Hospital or Medical Visit
    g. Shopping
    h. Entertainment
    i. Visit family and friends
    j. Other _____

12. Where do you most often need to travel to for work, medical care, shopping, or other reasons?

The destinations I travel to are usually in the City of Mansfield, Ontario, Shelby or Madison Twp.

13. The destinations I need are usually in another Richland County location:
    i. Please note where: _____

14. The destinations I need are usually in another county:
    i. Please note where: _____

15. What, if any, transportation challenges have you experienced that made it difficult to get where you need to go?

    _____

16. Have you helped family or friends with transportation challenges? If so, please explain:

    _____

17. Do you help clients or members with their transportation challenges? If so, please explain:

    _____

18. Which of the following scenarios best applies to you?
    a. I represent a local employer with employees that use RCT
    b. I represent a business or medical office with customers that use RCT
    c. I represent a local business that is within Richland County but outside the City of Mansfield
    d. I represent a local business that is located outside of Richland County
    e. I represent a local government within Richland County but outside the City of Mansfield
    f. I represent a local government outside of Richland County
    g. I represent an organization serving people who need to use RCT and may have no, or few, transportation options
    h. I am a RCT employee
    i. I am a RCT rider
    j. Other (please specify) _____
    k. None of the above

19. Rate your awareness of RCT programs and services.
    a. Unfamiliar
    b. Somewhat familiar
    c. Very familiar

20. I am a Richland County Resident.
    a. Yes
    b. No

21. (Richland County Residents Only) Would you support your local government spending money in the annual budget for *continued* support for public transit services operated by RCT.
    a. Yes
    b. No
    c. I am not a Richland County Resident

22. (Richland County Residents Only) Would you support your local government spending money in the annual budget for *increased* support for public transit services operated by RCT.
    a. Yes
    b. No

23. If no additional funding is available to your local government, would you support your community by *decreasing* spending in one area of its budget in order to help fund transit services operated by RCT?

a. Yes

If yes, please provide a specific example or suggestion if identified.

_____

_____

b. No

24. According to U.S. Bureau of Labor Statistics, transportation was the second-largest monthly expenditure (16.4%) next to housing (33.8%) in 2021. Americans spent 11.6% more on transportation in 2021 than they did in 2020 with the average monthly transportation costs totaling over $900 per month. Does your household spend more or less than the U.S. average?
    a. My household spends more than the U.S. household average of $900/month
    b. My household spends less than the U.S. household average of $900/month
    c. Unsure as to the total spent on transportation for my household

25. What kinds of transportation expenses did you include in your estimate above? (Please select all that apply.)
    a. RCT bus passes/fare
    b. Car payment/value
    c. Automobile insurance
    d. Fuel for the car
    e. Taxi/Uber/Lyft fares for local trips
    f. Parking
    g. Other (Please specify): _____

26. Would using RCT save you money in your transportation budget if you could use it for transportation to work, school, afterschool, or appointments?
    a. Yes
    b. No
    c. Yes, I am already a rider and I would save more money if I could use RCT for more purposes.

27. What are the reasons you do not/have not used RCT services? (Please select one)
    a. I have a vehicle and do not think about using public transit
    b. I have a vehicle and it is more convenient than using public transit
    c. I am not familiar with their services and schedule
    d. I am outside the RCT service area
    e. My destinations are outside of the service area
    f. Other _____

28. What do you value most about RCT?

29. How could RCT be more effective?

30. Do you know of any major businesses or employers that would benefit from RCT service? If so, please list:

_____

Demographic Information

31. What is your age?
    a. Under 18
    b. 18-24
    c. 25-44
    d. 45-64
    e. 65-84

f. 85+
32. What is your race?
    a. American Indian or Alaska Native
    b. Asian
    c. Black or African American
    d. Native Hawaiian or Other Pacific Islander
    e. White
33. What is your ethnicity?
    a. Hispanic or Latino
    b. Not Hispanic or Latino
34. Please identify which of the following most accurately describes how well you speak English.
    (Please select one)
    a. Very well
    b. Well
    c. Somewhat
    d. Not at all
35. How many people reside in your household?
    a. 1
    b. 2
    c. 3
    d. 4
    e. 5+
36. How many vehicles are in your household?
    a. 1
    b. 2
    c. 3
    d. 4
    e. 5+
37. How many people in your household have a driver's license?
    a. 1
    b. 2
    c. 3
    d. 4
    e. 5+
38. What is your household's annual income?
    a. Under $15,000
    b. $15,000 to $24,999
    c. $25,000 to $34,999
    d. $35,000 to $49,999
    e. $50,000 to $74,999
    f. $75,000 to $99,999
    g. $100,000 or more
    h. not sure

Thank you for taking our survey. Your input is valuable in driving the future of public transportation in Richland County!

(Q15) What, if any, transportation challenges have you experienced that made it difficult to get where you need to go?

- I do not but my clients speak of having no gas money, no reliable car, and no bus.
- Time and distance
- The RCT stops running too early
- Right now I don't have any issues. I have my own car and am perfectly capable of driving myself where I need to and want to go.
- Needing to drive my partner to work because he is unable to drive.
- No transportation on the weekends
- I don't find downtown Mansfield very bikeable.
- No challenges at this time
- I have not experienced transportation challenges.
- Timing, I can wait 20 mins for the bus or I can walk in a similar or shorter timeframe
- My car was having issues starting, two bad tires I had to replace and the breaks were grinding.
- Bus rode past me, bus driver skipped by my stopped
- I walk and I take the bus
- I live by myself, so if my car breaks down that could present an issue. Weather could be an issue too.
- The amount of people or times I need it.
- weather
- Did not have correct change for fare
- weather, construction
- Sometimes I have car issues and it's difficult to get around
- Bad weather
- Gas prices
- broken down car
- Distance between work and home
- The city residents need reliable transportation from Shelby to surrounding cities/counties
- Vehicle breakdowns, employed spouse sharing a vehicle on rare instances when a car is in the shop.
- Car down run
- Car troubles, Bus off schedule
- Limited bus routes and times before I got my personal vehicle
- Car troubles
- I am a nondriver who *barely* lives over the county line into Morrow. (I can almost see the county line from my house.)
  Most of my life takes place in Ontario or Mansfield.
- The buses are being pulled into the station too far away from the sidewalk so I have to be very careful since I use crutches.
- Too many stoplights in Mansfield. Just sitting at a red light with no other traffic. We also need a bridge over the railroad tracks on 13.
- Hours
- Bus does not have a stop close to my neighborhood.
- Having to walk up Lexington Ave to get to the bus

- If you live in a rural area and your vehicle needs maintenance, you have to rely on others for everything unless you have a spare vehicle.
  There are no alternatives for people who don't live in the city. If people want to park near a station and finish a commute via public transportation,
  they can't do so if they can't park at the bus station.
- You can't get to public transit from my house (I'm rural) or from my town (if I go there first). In the 1940s, there was a bus that ran on Rt. 13 from
  Mount Vernon to Mansfield, and many people walked to 13 and took the bus to get to either, and also midpoints such as stops in Bellville.
  I wish we could get back to the 1940s now in the 2020s.
- RCT is really good transportation
- Traffic.
- I need transportation on the weekends and evenings
- Construction
- Currently I drive my own car so no challenges
- Only occasional car repairs
- Sharing one car in our family with 3 people working.
- Hours not early or late enough
- Outside of the bus schedule
- Need transportation to Dr's appointments. I use a cane or walker and need assist from door to vehicle
- Snow, Can't get a day off. Need to provide transport for elderly parent to Dr Appointments but have to work
- There is no fixed bus route in my area.

(Q16) Have you helped family or friends with transportation challenges? If so, please explain.

- Yes, Provided rides and gas money
- Yes, grocery shopping due to illness, or mobility walking/standing issues
- Yes, because they couldn't get to their home because the bus stopped running
- I haven't as they are like me and can get themselves places or they have family still at home to take them.
- My partner because he has a medical condition that makes it unsafe for him to drive
- Yes: fixing their cars, buying them bus tickets, letting them borrow a bike.
- Yes, with transportation to work.
- Yes, when my sister first moved back here I picked her up from work almost every night.
- Friends as far as teaching them how to ride it
- transport of my children
- I've helped students with transportation issues. Many students don't have cars or can't afford gas/cars
- Yes, I have picked them up when they have had car trouble
- Yes, took a friend back and forth to work
- Yes, it gives rides
- Occasionally given a ride when someone needed it.
- Yes. To and from store
- Given rides when they were unable to have access to personal vehicle and couldn't use another means.

- Letting family members borrow car
- Yes. Bought them cars.
- Carpooling
- I think I covered it above. If you live in a rural location, you don't have a lot of alternatives.
- No. They have not asked.
- Transporting family to doctor appointments
- Yes, those who don't drive anymore
- Only for occasional car repairs
- Yes, picked them up for work.
- Yes, a friend needs a ride to bank or convenience store.
- Elderly parent that does not drive but needs to go to multiple Dr appointments and weekly hair appt.

(Q17) Do you help clients or members with their transportation challenges? If so, please explain.

- Church members but not clients.
- Yes, I do
- Yes, because they couldn't get to their home because the bus stopped running
- No. Opportunities for the need have never come up for me.
- I drive to clients that I home health aid and to my second job as a victims advocate as a victims advocate at the shelter is a big concern is finding transportation because we can't drive them when single staffed.
- Yes: fixing their cars, buying them bus tickets, giving kids bikes in the summer.
- Yes, our candidates depend on the public transportation to get back and forth to work.
- I work for NECIC Staffing and I have taken candidates to their orientations because the bus does not go where they need to go during that time. I also have taken candidates shopping for work clothes.
- I've picked up a mother and infant walking in heavy rain
- I sometimes make recommendations to my OSU students.
- Transporting clients to doctor appointments, employment interviews, shopping, banking
- Yes, when asked
- When I was helping client transition to the community, their choices on where to live were limited due to transportations services from those areas, such as Bellville and Lexington.
- Yes, pick up for church or to take to the store
- Yes, Shelby City Health Department has developed a Community Health Improvement Plan which includes promoting transportation schedules, access to care, and maximizing transport options for residents. We have a quarterly Healthy Shelby Coalition meeting (next one in April/May 2023) where we discuss items like transportation/access to care. We would like to extend an invitation for a representative from RCT to attend. If I could get contact information, I would be happy to send out an invite. Thanks.
- I've picked up a mother and infant walking in heavy rain
- I sometimes make recommendations to my OSU students.
- Transporting clients to doctor appointments, employment interviews, shopping, banking
- Yes, when asked
- When I was helping client transition to the community, their choices on where to live were limited due to transportations services from those areas, such as Bellville and Lexington.
- Yes, pick up for church or to take to the store

(Q23) If no additional funding is available to your local government, would you support your community by decreasing spending in one area of its budget in order to help fund transit services operated by RCT?

- Transportation for individuals that are unable to drive or have their own vehicle is very important for their well-being.
- Depends on what's being cut
- Unsure, perhaps building new schools. We have many that have been closed instead of fixed
- Unsure, but more transportation is needed
- I really don't know where we need to decrease anything but if there is something that isn't working for the community in its entirety than it needs to go.
- If excess money elsewhere
- Police budget
- Decrease spending fire and police
- I would but I don't know what other areas of the budget should be decreased
- Maybe, I would have to be presented with would would be cut in order to fund RCT
- To be honest, probably the police budget
- It is important for people to get to where they need to go
- Defund the police
- Since you didn't give me space above, I only support increasing if the need is there and we are meeting it to increase ridership and employee access to work, and resident need for RCT for other needs (medical, shopping, accessing amenities).
- Hard to answer. What other areas can you list so I can make an informed opinion of better routed funds. The bus costs enough. Figure out how to better budget the funds from riders not increase taxes. Think about most people who need these bus rides. Their budget to ride especially on a fixed income is too much. Where can costs be cut??
- the employees that do not have transportation need this in order to be able to better themselves.
- Without a line-item budget in hand it's hard to say. My impulse is to say reduce LEO budgets.
- I would be happy to find better transport but if you're going to need to take it from somewhere else obviously, we'd have to rank the priority of each service to determine which has the greater necessity at the moment.
- Not sure is hard on this question????
- It depends on the area!
- Courtroom upgrades
- The Mayor's salary 😵
- I'm unsure. I'm not as familiar with all local spending as I was in our last community but I'd love to learn more.
- I don't know what the budget is, so I can't make realistic suggestions.
- Salaries of commissioners, City Mayor, Safety Services director and other managers.
- Depts that are not meeting metrics.
- I am not sure though what else should/could be sacrificed.
- I don't know the budget but I'm sure there are areas to trim.
- I would need to see what would need to be decreased with the least amount of impact to the area it serves

- If it provides the transportation for elderly
- Only if it is to provide transportation for elderly to appts

(Q28) What do you value most about RCT?

- Accessibility for residents
- I have needed to use their services in the past
- Availability for individuals w/o transportation
- Not having to drive and relax
- Availability for people that need the service
- They help people get places
- Availability
- There are always places to set
- Economical transport for many people especially students in college
- The service it offers those who need it
- It's affordable
- Help for community
- Don't use it
  - Helping others get to work and doctor appointments
  - Equitable transportation for all
  - Helping those who have transportation needs
  - People who do not have their own transportation can get places they need to.
  - I am sure it it has value if you do not have a vehicle
  - It is of little value to me personally
  - Saving money on transportation and allowing people who do not drive a means of transportation
  - It's free for the college students
  - I like it when it gets people to work.
  - Cost savings
  - Giving residents access to transportation
  - That others needing access have it available. A strong public transit system is attractive for economic development.
  - Always running despite weather
  - Always running
  - The support it provides people who need it
  - Convenience
  - RCT is not expensive to ride
  - When car is not working, that's when the bus is needed
  - Transportation for those who can drive or don't have car
  - Friendliness
  - It is available to get to important or everyday destinations
  - That it is there for those that need it
  - Convenience
  - The helpfulness to people who lack transportation

- Accessibility
- I value that the RCT take employees to work and picks them up, people can use the RCT for shopping, and that is actually helps people who do not have a car that can get back and forth to work or the store. When you don't have a car the smallest things are a big deal. Like running to a grocery store because you forgot cheese or something little, you can't do that if you don't have a car or someone who can help you.
- that people with no transportation have this option to get where they need to go
- It helps many of our associates get to work.
- It is a way for the lower income to go where they need to go
- That is allows people w/o private transportation a way to get to school/work/store
- Ease of transport
- It's good for people who need it
- It's on time (mostly)
- People who need it get services
- Helping the community with transportation
- Good for community
- Transport
- I think public transport is important
- Helps people without access to vehicles
- It can help a lot of people travel
- I appreciate that they serve those that need it
- I like that the students can ride for free
- That it provides transportation for residents that don't have a car
- On-time
- Transportation for seniors and the disabled
- It helps the community, gets people where they need to be
- Available for everyone
- Help people w/o transportation go shopping, Dr. appts
- Na
- They provide transportation
- Gives ppl a ride
- The drivers are wonderful, helpful and courteous. Thank you for all your help. We appreciate and are grateful for everything you do.
- That is it available for those that need transportation
- Helps people who do not have a car
- It comes right past my house
- Helps people get to appointments, disabled, need assistance, medical
- Helps other people that need assistance
- For riders that don't have transportation, I am happy they have it
- Inexpensive way for people without private vehicles to get around
- convenience
- lower cost option for transportation; always look at the advertising on the bus when it drives by

- Being there when needed
- Free fare for students
- I don't use it, but I like that it helps others
- Giving those in need a ride is awesome
- Helps anyone
- Someone else is driving and not putting miles on my vehicle
- How convenient it is
- Helps those who struggle with expenses as well as finding rides
- It's available to those who need it
- It helps people
- It is available if you need it
- N/A
- Giving transport to those who need it
- It helps those who do not have their own means of transportation
- n/a
- I don't have an opinion on it yet.
- The service it provides to the community
- Simply that it exists
- That it is available , even though limited
- Dial ride.
- Access for non-drivers to safe and reliable transportation.
- That it helps individuals get to work and be functioning members of society
- Allowing residents of the county to travel conveniently for their lives; the lessened environmental impact of mass transit.
- The ability for those without transportation to get to where they need to go.
- Temp on buses. Informed drivers.
- Accessibility for those in the community who are unable to afford or drive a personal vehicle
- That it allows some of the population to access the city that wouldn't be able to otherwise.
- Affordability
- the caring staff and the ability too independently get where i need to go
- My students and folks with less transportation options have a way to move around.
- That it exists and serves my workplace.
- Providing access to resources throughout our community and having accessible transport.
- Close to my apartment building, low fare and the buses go to the store that I go to every hour.
- Having the option available if I can't provide transportation
- Call for pick up
- I do not value RCT. Shut it down and spend the money on fixing our crummy roads.
- less cars on the roads
- The assistance it provides to those in the community that truly rely on the transportation services provided.
- providing affordable transportation for people in the community.
- The opportunity to use it when needed
- Being available for those who need it now.

- For my families I work with it is a lifeline to get their children to school and them to work.
- People who may not have another means of traveling and access services better.
- Helps people get around, esp. those w/o personal transportation.
- Transportation for everyone.
- Financial assistance programs available for local residents
- Increasing accessibility (via bus stops), ease of use with explaining the lines to customers, special offers on bus fare.
- It is really good transportation
- It's ability to serve a targeted population, with high quality vehicles and drivers and their cleanliness and timeliness.
- You are always trying to improve. The drivers are very friendly. The busses are clean.
- The freedom it brings to my life.
- Accessibility for riders
- It provides a way for people to work and live.
- That it is there for people who need it.
- Transporting people in our community to their jobs, shopping, etc.
- That it is transportation if someone absolutely does not have any other mode.
- The help it provides for those in total need to get the help they need!
- Getting those that choose to use RCT or do not have other resources where they want to go.
- I value the service to individuals who could otherwise not get to work, school, grocery stores, or medical appointments.
- Being able to access transportation when it isn't otherwise available.
- It helps a few people without other options to get around.
- The service is available if I have to use it.
- service to community
- Nothing
- What little transportation it does provide for citizens along set routes
- Reliable transportation
- Mass transit possibilities.

(Q29) How could RCT be more effective?

- Offer more services in the Shelby area to Mansfield/Ontario
- Times, distance
- If they ran on Saturday
- Go outside city limits
- Free
- More routes, later hours
- Offer larger routes maybe. I am not familiar enough really to answer this.
- Add more routes and work with the city to up keep sidewalk maintenance
- Run on the weekends
- It could get more kids to school and more people to work. It could perhaps handle bikes better.
- Have later hours for night shift workers

- Consider promoting RCT as an alternative for those owning vehicles.
- More advertising to fast food businesses on Lexington Springmill Road
- Make people more aware of the services offered
- Providing more information on routes to students
- Good with what is available
- Extend areas of transportation
- Make the schedule easier to find on the website
- More stops in Madison
- Going to more job sites, like factories, restaurants, or even gas stations.
- Not sure, but I don't know a lot about what are where all the bus routes go
- If it didn't take an hour to make another rotation
- More running buses
- Being more reliable
- More information on them
- Use smaller vans/car Instead of the buses. I don't recall a time seeing a bus full.
- Availability
- Later hours of service
- Evening and weekend routes
- More stops
- Making routes most convenient for those that use it
- Could it be more effective if the buses were smaller. When I see the buses they are empty, only 1 or 2 people. Seems to me they are wasting fuel.
- first time user information
- More advertisement and education about the service
- Expanding the service area
- Helping those in need
- Shopping at more locations
- Have more bus stops
- Less wait time
- More information shared
- Serve more locations
- Perhaps more publicity about its services
- More routes outside of Mansfield/Ontario
- Smaller, more customized routes. More on-demand service. Meet the needs of riders as they exist. Fixed route service has its place but very difficult to fit work schedules, appointments, ect. into a fixed route service with limited capacity.
- Work with local employers to better understand their services so we can explain and help our employees with their Transportation needs.
- Servicing the routes more often.
- Lower price
- Better hours, better information about the maps and times of routes
- More routes covering more area. Extended hours.
- expand range
- Expand its service area, have more evening hours.

- More flexible payment options, especially a digital or credit card option. And an app that would allow you to track the bus and estimate arrival time etc.
- The drivers need to get closer to the sidewalk at the station since they have senior citizens and disabled people who don't want to fall down.
- Regularly service more areas of the county with added bus stop locations in farther areas of the county
- Evening and night runs
- Shut it down and spend the money on fixing our crummy roads.
- expanded hours and routes
- It is very hard for me to be optimistic and supportive of RCT. I had a negative encounter with them involving an RCT bus on Park Ave. In a nut shell, I was stopped at the light on Park Ave and Glenwood Blvd. I was in the "passing lane" and the bus was in the curb lane. The bracket to his mirror struck my passenger side mirror. I followed him to the bus garage and exchange information with a supervisor inside. I then filed a police report. Nothing came of it and it cost me a $250 deductible to have it replaced. I was just sitting at the light and it cost me $250 because RCT is part of a public entity. Therefore, I will not support RCT on any future financial request.
- Better public awareness
- Lower cost
- Maybe smaller buses and expanded hours.
- Educate the public on how to take a bus and where the bus goes. You could do this by offering shuttle services for popular events and before leaving a parking lot, somebody could welcome passengers and briefly explain how typical services operate. Organize a shop hop or progressive dinner where passengers could use the bus. Businesses could pay to be a stopping point and of course passengers pay for tickets. Do scenic bus tours in the county or drive around and look at Christmas lights.
- Have more routes at more times. Have a better marketing campaign to assure people of the program's convenience and safety.
- Serve a broader Richland County route.
- Longer run times. A frequent request for service is transportation for ppl that work second and third shift.
- It is really easy to ride RCT transportation
- Service on the nights and weekends
- Weekend hours
- Early/later schedules. Weekend schedules. More routes. Ability to purchase pass at transit center.
- Annual re-evaluation of routes
- Better PR, a lot of people in Richland County assume it is only needed by people in Mansfield. There is a lack of understanding and empathy. We see how that retail and service industries are suffering from lack of workers ... Use this to leverage RCT helping the county.
- Expand time frames to capture more riders and possibly add more locations.
- Just keep doing what they are doing so appreciated!
- Service 7 days per week
- By finding a way to connect to other communities outside of Mansfield and Ontario
- Go more places, like to Lexington.

- A quantum increase in service 4X the buses pickups every 15 minutes starting at 5 am running until 11 pm. While a major undertaking it's the only way I see to increase ridership.
- Doing trips to Possum Run area.
- increased stop locations
- Provide transportation for elderly - door to car assistance for those with canes and walkers
- Provide transportation services to Dr's appointments for those using canes and walkers who need assist from door to vehicle.
- Get even more routes, esp out to the prison for Inkcarceration Festival
- Evening and weekend services. Greater frequency. More fixed routes.

(Q30) Do you know of any major businesses or employers that would benefit from RCT services? Please list.
- OSU - M & NCSC for students
- Aldi, Old Navy, Goodwill in Ontario Ohio, Trimble Road Doctor's offices, Avita Hospital, Ontario Police Department, GFS, etc...
- All staffing services should encourage RCT use as well as all public servants and school age children that need to get home from afterschool activities.
- Newhope, churches, schools
- All local hospitals
- Likey many of the factories in town. I know there are challenges with the timing of shifts etc. but a smaller more nimble fleet might be the ticket.
- Schools for parent nights
- Alot of manufacturers either too far from your stops or outside of the hours you run.
- OSU Mansfield, Madison Comprehensive, Mansfield Sr.
- Private schools like ours! We are desperate for transportation many days on field trips or for some of our families to get their children to and from school!
- Avita, Ohio Health, CNG, MTD Shelby, The Tubing in Shelby both colleges.
- Charter Next Gen
- OhioHealth

COMMUNITY SURVEY – RESPONSES TO DEMOGRAPHIC QUESTIONS

Respondents indicated their relationship to RCT, or a stakeholder organization such as local government or an employer. This question was answered by 260 respondents.

Respondent Information
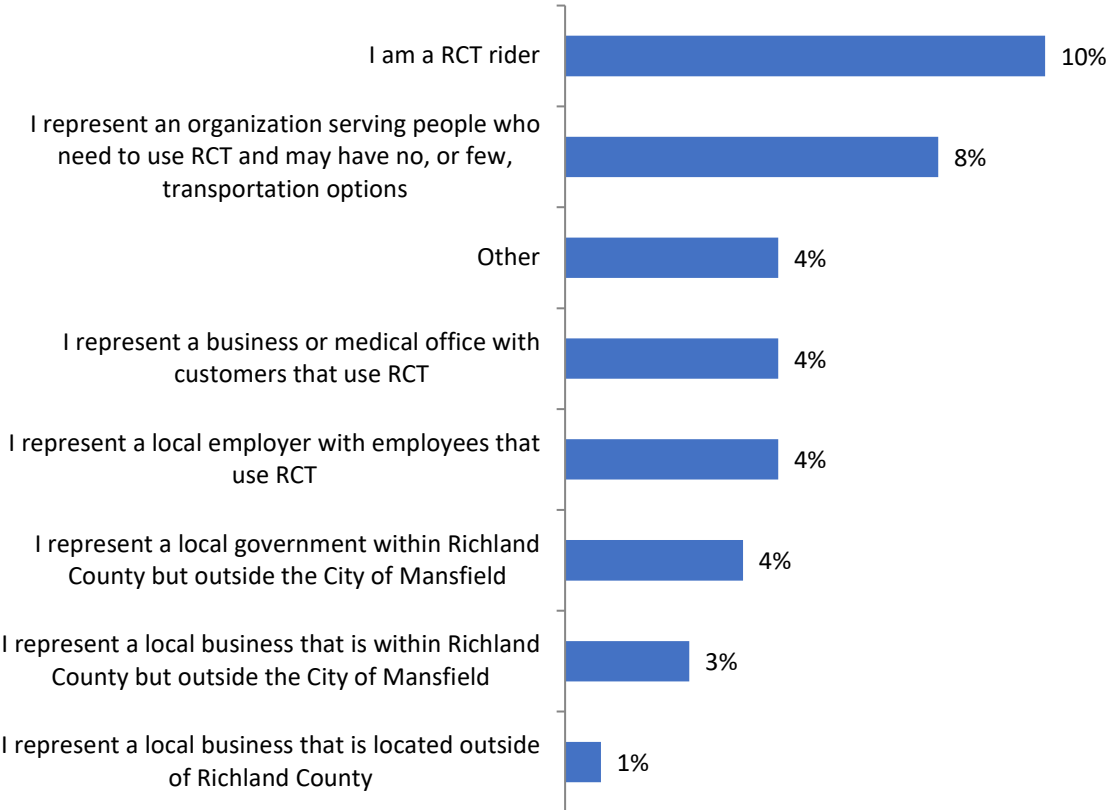
Respondents were asked to indicate the age group they belonged to. Of the 271 responses, 76 respondents indicated they were between the ages of 18-24, while 72 indicated they were between the ages of 65-84. Sixty respondents indicated they were between the ages of 45-64, while 55 indicated they were between the ages of 25-44. Only two respondents indicated they were under the age of 18, while six indicated they were 85 or older.

Age Groups

Under 18: 2
18-24: 76
25-44: 55
45-64: 60
65-84: 72
85+: 6
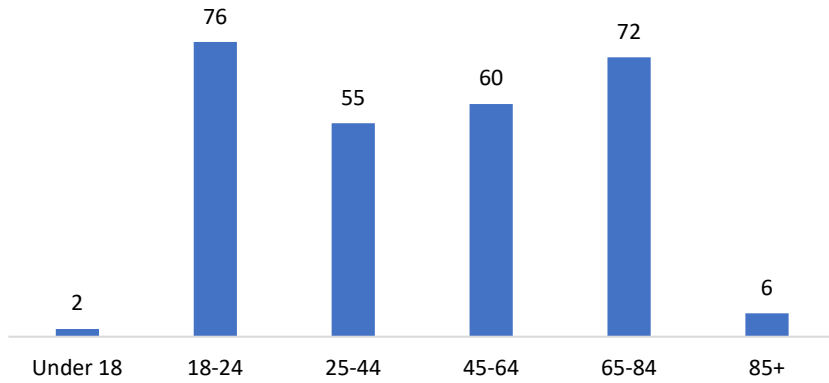
Respondents were asked to indicate their race. Of the 269 responses, 187 indicated they were white and 67 indicated African American. One respondent indicated American Indian or Alaska Native and five respondents indicated Asian or Asian American. Nine respondents indicated other, which included multiracial or two or more races.

Race

American Indian or Alaska Native: 1
Asian or Asian American: 5
Black or African American: 67
Native Hawaiian or other Pacific Islander: 0
White: 187
Other (please specify): 9
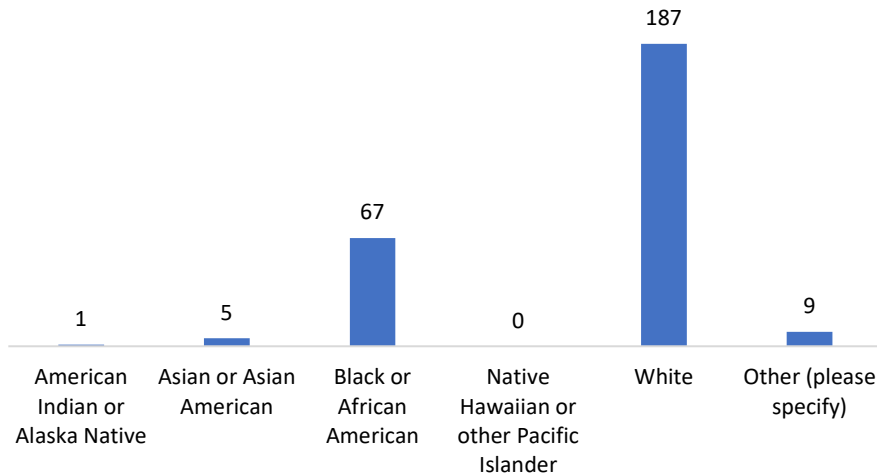
Respondents were asked to indicate their ethnicity. Of the 235 respondents, 230 indicated there were not Hispanic or Latino, while five indicated they were Hispanic or Latino.

Ethnicity
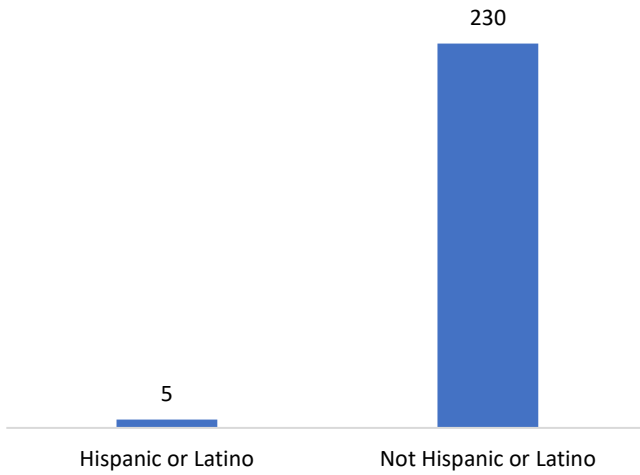
Respondents were asked to indicate which language they speak most often at home. Of the 270 respondents, 268 indicated that they speak English. The other two respondents indicated other, which responses included a mix of English and Mandarin and a mix of English and Spanish.

Language Spoken At Home
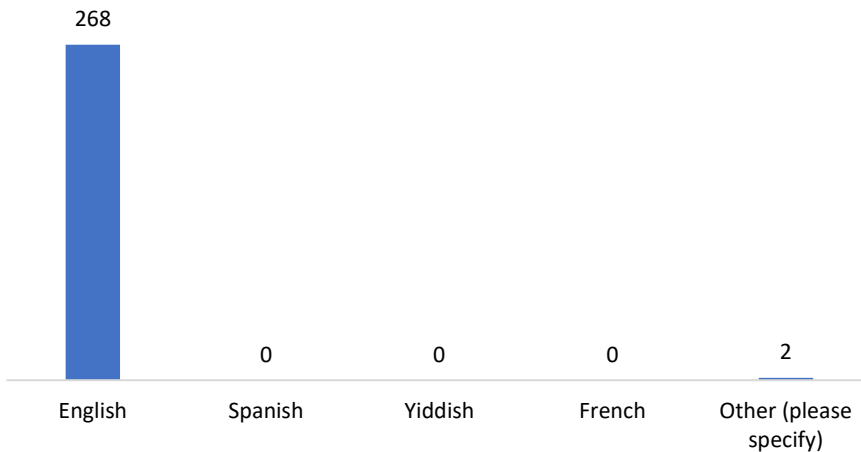
Respondents were asked to indicate how many people reside in their household. Of the 268 respondents, 70 indicated that two or more people reside in their household, while 67 indicated that only one person resides in their household. Fifty respondents indicated that five or more people reside in their household, 44 indicated that three or more people reside in their household and 37 indicated four people live in their household.
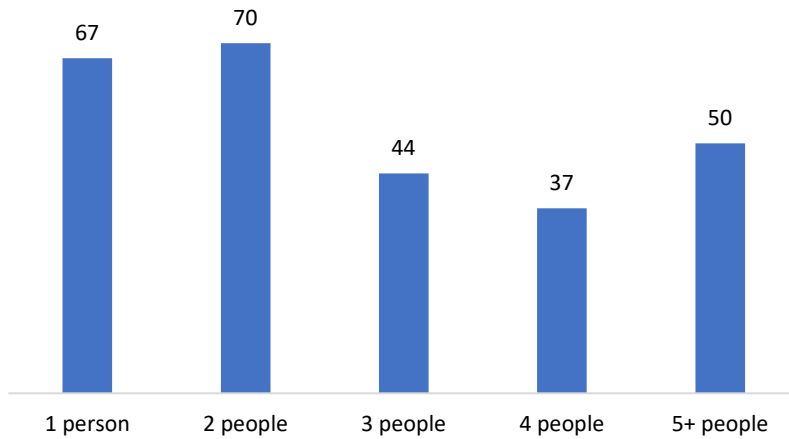
Household Size

Respondents were asked to indicate how many vehicles were in their household. Of the 256 respondents, 90 indicated that they had two or more vehicles, while 75 indicated they had one vehicle in their household. Forty-nine of respondents indicated they have three vehicles, 28 indicated they have four vehicles and 14 indicated they have five or more vehicles in their household.

Number of Vehicles in Household
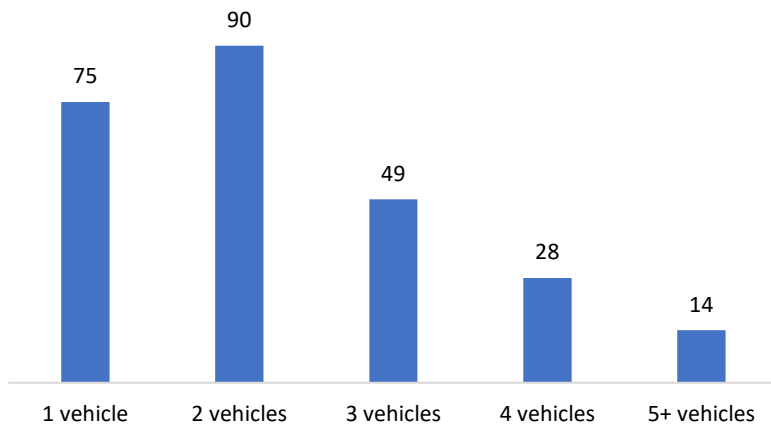
Respondents were asked how many people in their household have a valid driver's license. Of the 257 respondents, 100 indicated that two people in their household had a valid driver's license. Seventy-six of respondents indicated that one person had a valid driver's license, 42 respondents indicated that three people had a valid driver's license and 29 respondents indicated that four people had a valid driver's license. Ten respondents indicated that five or more people in their household had a valid driver's license.

Number of Household Members With a Valid Driver's License

Category	Value
1 person	76
2 people	100
3 people	42
4 people	29
5+ people	10
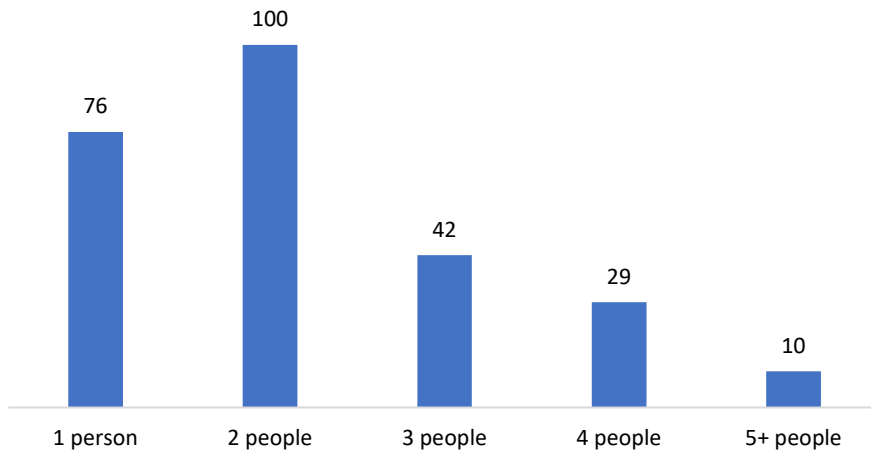
Respondents were asked to indicate the level of their annual household income. Of the 253 respondents, 51 indicated they were not sure as to their household income level. 40 indicated that their household income was between $50,000-74,999. Thirty-seven respondents indicated their household income was $100,000 or more. The rest of the responses were spread out amongst the other household income levels.

Annual Household Income

Category	Value
Under $15,000	22
Between $15,000 and $24,999	27
Between $25,000 and $34,999	20
Between $35,000 and $49,999	26
Between $50,000 and $74,999	40
Between $75,000 and $99,999	30
$100,000 or more	37
Not sure	51

Richland County 10-year Transportation Development Plan

RICHLAND COUNTY TRANSIT — RCT
"City Bus Service at Its Best"
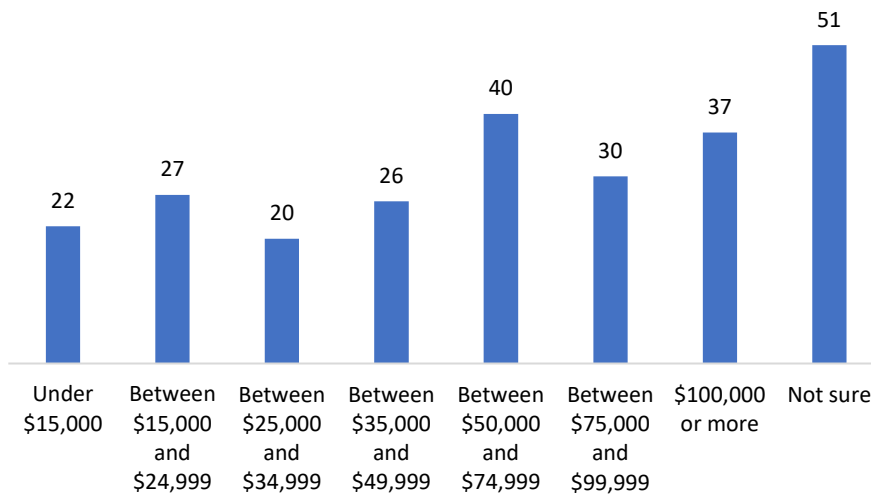
Onboard Passenger Survey

In order to better serve you, RCT is conducting a ten-year transit development plan in which current services are evaluated and enhancements to existing services, programs, and technology solutions identified. RCT is conducting this customer survey to evaluate its overall service and determine any areas that can be improved.

1. Where did you board the vehicle today (bus stop, intersection, or nearest landmark)?

   _____
   _____

2. Where will you exit the vehicle today (bus stop, intersection, or nearest landmark)?

   _____
   _____

3. How long have you been riding RCT? _____

4. Typically, how often do you ride RCT? _____

5. How many children accompanied you today? _____

6. Including this bus, which RCT routes will you use to complete your one-way trip? *[Check all that apply]*

   ☐ 1   ☐ 2   ☐ 3   ☐ 5   ☐ 6
   ☐ 7   ☐ 8   ☐ 9   ☐ 13 ☐ 15

7. What is the main purpose of your trip? (Please select one)

   ○ Work   ○ Hospital or medical visit
   ○ Entertainment   ○ Social, visit with family or friends
   ○ K-12 School   ○ OSU (Mansfield) classes
   ○ North Central State College   ○ Shopping

   ○ Other_____

8. Would you use the service if it was available early morning or later at night? If so, what times would you use the most? *[Check all that apply]*

   ☐ No, I wouldn't use it   ☐ 5:00 AM to 7:00 AM
   ☐ 5:00 PM to 7:00 PM   ☐ 7:00 PM to 9:00 PM

   ☐ Other_____

9. Would you use the service if it was available on Saturdays? If so, what times would you use most? *[Check all that apply]*

   ☐ No, I wouldn't use it   ☐ 7:00 AM to 9:00 AM
   ☐ 9:00 AM to 11:00 AM   ☐ 11:00 AM to 1:00 PM
   ☐ 1:00 PM to 3:00 PM   ☐ 3:00 PM to 5:00 PM
   ☐ 5:00 PM to 7:00 PM   ☐ 7:00 PM to 9:00 PM

   ☐ Other_____

10. Would you use the service if it was available on Sundays? If so, what times would you use most? *[Check all that apply]*

    ☐ No, I wouldn't use it   ☐ 7:00 AM to 9:00 AM
    ☐ 9:00 AM to 11:00 AM   ☐ 11:00 AM to 1:00 PM
    ☐ 1:00 PM to 3:00 PM   ☐ 3:00 PM to 5:00 PM
    ☐ 5:00 PM to 7:00 PM   ☐ 7:00 PM to 9:00 PM

    ☐ Other_____

Based upon your experience riding RCT, how strongly do you agree with the following statements?	Strongly agree				Strongly disagree
11. Service is reliable	5	4	3	2	1
12. Buses get me to where I need to go	5	4	3	2	1
13. Buses get me to where I need to go on time	5	4	3	2	1
14. Schedules meet my travel needs	5	4	3	2	1
15. Buses are clean and safe	5	4	3	2	1
16. Staff is professional and courteous	5	4	3	2	1
17. Website and real time tracking information are easy to understand	5	4	3	2	1
18. Service area is adequate	5	4	3	2	1
19. Drivers are well trained	5	4	3	2	1
20. Calls are answered promptly	5	4	3	2	1
21. Fares are affordable	5	4	3	2	1

22. Please rate RCT service where 5 = Excellent and 1 = Poor: _____

23. Where would you like to get to that RCT does not go?

    _____
    _____

Please mark one to indicate your preference:

24. More frequent bus service   *or*   longer service hours

25. Longer weekday service hours   *or*   weekend service

26. Improve existing service (more frequent service or more hours)   *or*   serve new areas

27. Designated bus stop locations   *or*   ability to flag your bus anywhere along the route

28. About how long will/did your trip to your destination take, including riding on the vehicle and getting from the vehicle to your final destination?

    ○ 5 minutes   ○ 10 minutes
    ○ 15 minutes   ○ 30 minutes
    ○ 45 minutes   ○ 1 hour or more

29. About how long will/did your trip to your trip starting destination take, including riding on the vehicle and getting from the vehicle to your final destination?

    ○ 5 minutes   ○ 10 minutes
    ○ 15 minutes   ○ 30 minutes
    ○ 45 minutes   ○ 1 hour or more

30. About how far do you travel from your home/place of residence to the nearest RCT stop or location to board the vehicle?

    ○ Less than 1 block   ○ 1 block to 2 blocks
    ○ 3 blocks to 4 blocks   ○ 4 or more blocks

Please complete the survey on the other side of this page

31. How close to on time was the RCT vehicle when it arrived at your final destination?

   O Early   O On time
   O 5 minutes late   O 10 minutes late
   O 20 minutes late   O 30 or more minutes late

32. What days do you normally ride? *[Check all that apply]*

   ☐ Mondays   ☐ Tuesdays
   ☐ Wednesdays   ☐ Thursdays
   ☐ Fridays

33. What times of day do you normally ride? *[Check all that apply]*

   ☐ 6 AM to 8 AM   ☐ 8 AM to 10 AM
   ☐ 10 AM to noon   ☐ Noon to 2 PM
   ☐ 2 PM to 4 PM   ☐ 4 PM to 6 PM

34. How do you prefer to get information about RCT? *[Check all that apply]*

   ☐ Printed materials   ☐ RCT Facebook page
   ☐ RCT website   ☐ Ask other passengers
   ☐ Ask drivers   ☐ Call RCT
   ☐ RCT passenger app (Ride Systems)

   ☐ Other:_____

35. Do you use a smartphone?

   O No   O Yes

36. Would you use a mobile app to pay your fare if it were available?

   O No   O Yes

37. How did you pay for your trip today?

   O Bus pass that I purchased   O Cash
   O Bus pass or ticket purchased for me
   O NCSC/OSU-M student ID entitles me to ride for free

   O Other_____

38. Which of the following descriptions best applies to you? (Please select one).

   O Employed outside your home   O Student
   O Employed, work at home   O Homemaker
   O Retired   O Unemployed

   O Other_____

39. If you answered "Student" to Question 38, what is your status?

   O Part-time   O Full time

40. If you answered "Student" to Question 38, which school do you attend?

   _____

41. Do you use mobility assistance aids?

   O No   O Yes

42. If you answered yes to Question 41, please mark assistance aid(s) used: *[Check all that apply]*

   ☐ Walker or cane   ☐ Electric wheelchair/scooter
   ☐ Crutches/arm crutches   ☐ Manual Wheelchair

43. What is your age?

   O Under 18   O 18-24   O 25-44
   O 45-64   O 65-84   O 85+

44. What is your race?

   O American Indian/Alaska Native   O Asian
   O African American/Black
   O Native Hawaiian or Other Pacific Islander   O White

   O Other:_____

45. What is your ethnicity?

   O Hispanic/Latino   O Not Hispanic/Latino

46. How well you speak English?

   O Very well   O Well
   O Somewhat   O Not at all

47. How many people reside in your household? _____

48. How many vehicles are in your household? _____

49. How many people in your household have a driver's license? _____

50. What is your total annual household income?

   O Under $15,000   O $15,000 to $24,999
   O $25,000 to $34,999   O $35,000 to $49,999
   O $50,000 to $74,999   O $75,000 to $99,999
   O $100,000 or more   O Not sure

51. What other comments would you like to share about RCT?

   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____

Thank you for taking our survey. Your input is valuable in driving the future of public transportation in Richland County!

RIDER SURVEY – OPEN-ENDED RESPONSES

Responses to Question 51 - *What other comments would you like to share about RCT?*

- Need driver defense courses
- Customer Service (Not all disabilities are physically visible)
- Need to designate bus stops for safety reasons
- Need better transfer, no need to go all the way to bus terminal on a no.1 paw to get a no4, no need to go all the way down town; transfer buses at the Richland County Mall
- Have drivers division pick on all routes every 3 or 4 months pick according to seniority bases
- An alternative payment from cash or timed passes would be preferred
- An app with real time bus info. A fare app, Saturday service and maybe Sunday limited. I would pay 0.25-0.50 cents more for weekend service
- Arnald is one of the best drivers you have
- Broader service area even a shifting area depending on need. Madison specifically, Ability to pay electronically, wifi on buses, outside bike racks for all buses
- Could you lower your senior status to 62 like everywhere else in town?
- On board surveys Friday Dec 9 2022"
- Darnell is awesome, I never rod a bus previous to moving to the area, he helped a lot!
- Darrell is a good and respectful driver
- Onboard Rider Survey Friday December 9, 2022, routes 1/2"
- Drivers are nice, all of them
- Fix the self level ramps, the self level works fine on raised curbs; but at stops with no curbs the degree of the slope is too much and very unsafe
- Mechanics always check it with a curb and says its fine but never listen about stops with no curbs. This needs to be fixed, it is definitely non-compliant with ADA standard
- I am so impressed with the professionalism & courtesy of the drivers They are all exceptional employees
- I like RCT the way it is
- I love dial a ride gets me to where I need to go and back home perfectly
- I love riding RCT because I can meet new people.
- I really like how getting a bus is currently so easy. I would like Saturday service to attend local events + be closer with the community
- I think RCT is great. I love everything you do. Hard to improve on what is good already.
- I use public transportation often as I don't have a car. It would be helpful if the bus could run longer and on the weekends because I won't have to pay cabs which can be costly. Going to other cities in Richland County would be so great too and to get on anywhere. Thanks so much.
- I would love to be able to purchase my bus pass at the transit center. Online would also be great.
- If Park Ave bus crossed route 30 in Ontario it would save me 1 hour a day, I could work 5 days a week again, can't walk 1/2 mile up hill everyday
- "I'm glad for the bus, it helps me get to work and to Walmart and where I need to go. It helps me save on gas also with the prices of gas going up. Would be nice on Saturday
- It would be great to have longer hours daily and services on the weekends

- It would help if the bus ran on the weekends
- It's bubby LOL
- Keep up the good work
- Live on Social Security, get bus pass from vocational rehab
- Make sure bus is ADA compliant, where do we file complaints? Need a complaint department, change-maker @ Transit center would be helpful, Bus Shelters too
- Need Sat and Sun service
- Need to get a bus pass
- Possibility of having somewhat a train service and a bus service and the reason I'm saying this is because I go to New Jersey from time to time and they have Cateo the New Jersey transit serves I use that while I'm in New Jersey
- RCT has excellent service and all the drivers are friendly and very helpfully as and the general manager and assistant
- RCT is a blessing to a lot of people, with no family in the area RCT is who I depend on
- RCT is a great service. I do miss the uniforms that the drivers used to wear. Do not care for the shorts in the summer. Otherwise, it's great and really the dress code is alright.
- RCT should expand service. Bus routes should be longer throughout the days. We should have a weekend service and we need more buses. Tell Richland to Give ya'll money so that we can get things situated. Lindsay Clark
- Shelter on Cook Rd by Alison Manor
- Onboard Rider Survey Monday, Dec 5th 2022 Route 3
- Should run a little longer like until 10 pm Sat and Sun until 6pm
- Some bus stops need benches for those waiting for bus and or shelters at meijer and Ohio Health stop across from rehab center for those with disabilities or health issues
- Thanks for the ride to school!
- The drivers are very friendly!
- The Shelby Route Bus Drivers are very respectful and caring. I just like to Thank all of them with transportation. Sherry, Daniel, Tanya and Rhonda and any others that helped, I appreciate you all.
- They do a good job all them drivers
- They go where you need to go on time
- Unsure of what bus route they were on or what day
- We're trying to get a bus closer to where we live
- Would like Bus to be open on Saturday and Sundays and Holidays, 7:45-8:45 AM, Sat 7:45 am to 6 pm and Sunday 7:30 am to 6:45 pm
- Would like to see the RCT on weekends and some holidays
- Wouldn't change a thing
- You need more routes in general, but maybe come to stops more frequently.

RIDER SURVEY – RESPONSES TO DEMOGRAPHIC QUESTIONS

There were a total of 125 responses to the question as to whether participants worked, were students, retired, etc. Forty-five participants indicated they were employed outside the home, while 34 participants indicated they were retired. The rest of the responses were spread out over the remaining categories. Four participants indicated "other", including two who selected both employed outside the home and being a student.

Employment Status
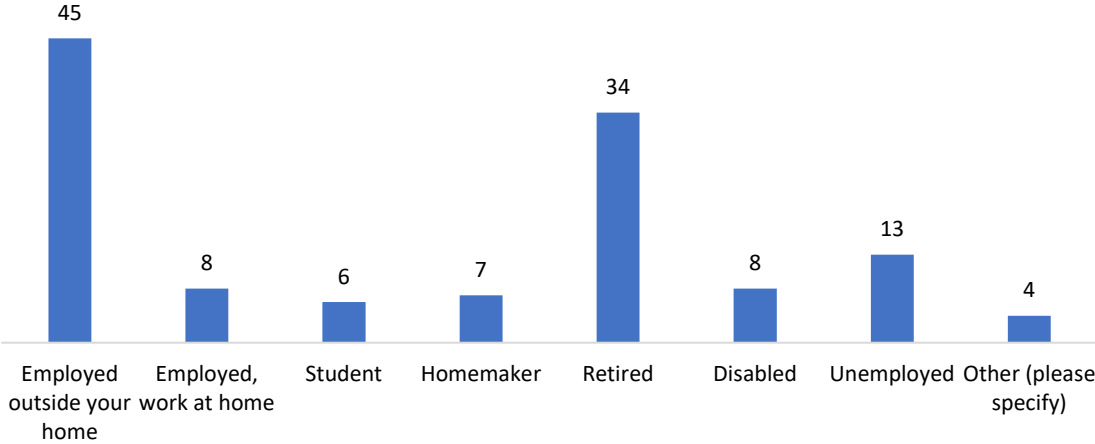
Respondents were then asked if they were a student, did they attend part-time or full-time. The six participants who responded indicated they were full-time students. Four of six respondents indicated they attend Pioneer CTC, while the other two respondents indicated they attend Charis Bible College and adult education GED.

Number of Students
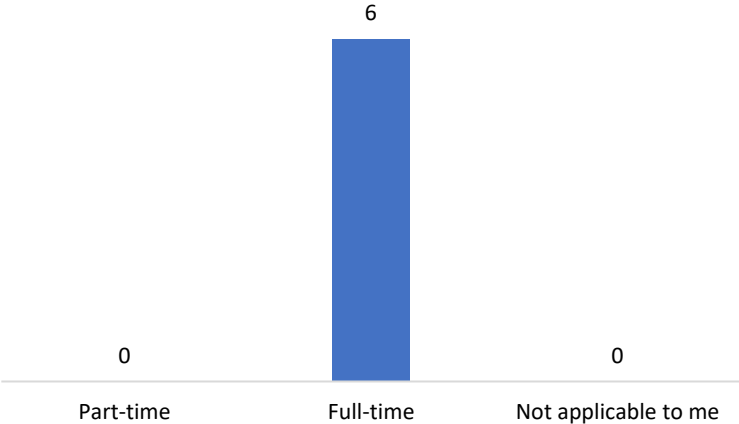
Respondents were asked as to whether they used any mobility assistance aids. Of 120 respondents, only 19 answered that they do use a mobility assistance aid. The respondents also indicated what mobility assistance aids were utilized.

Number of Respondents Who Use Mobility Assistance Aids
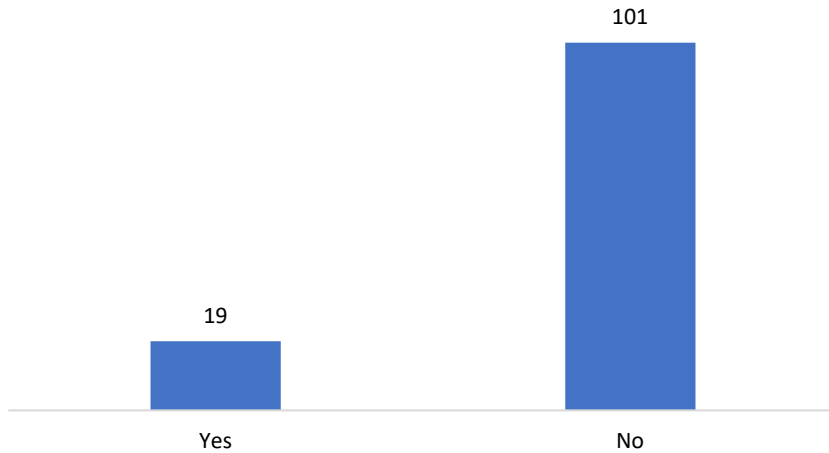
Types of Mobility Assistance Aids
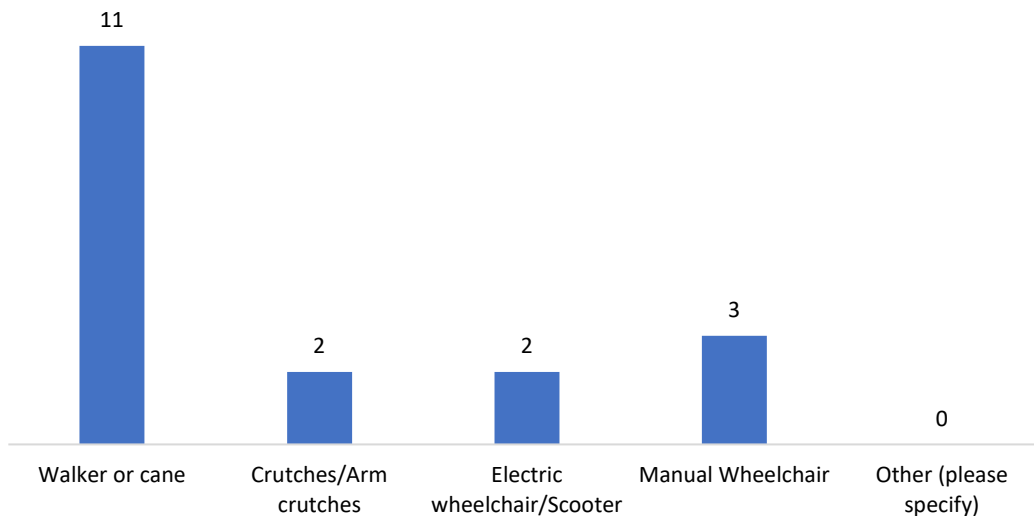
Respondents were asked to indicate the age group they belonged to. Of 123 responses, 48 respondents indicated they were between the ages of 45-64, 35 indicated they were between the ages of 25-44 and 26 indicated they were between the ages of 65-84. There were only four respondents under the age of 18, nine between 18-24 and one 85 or older.

Age Groups of Ridership

Under 18: 4
18-24: 9
25-44: 35
45-64: 48
65-84: 26
85+: 1
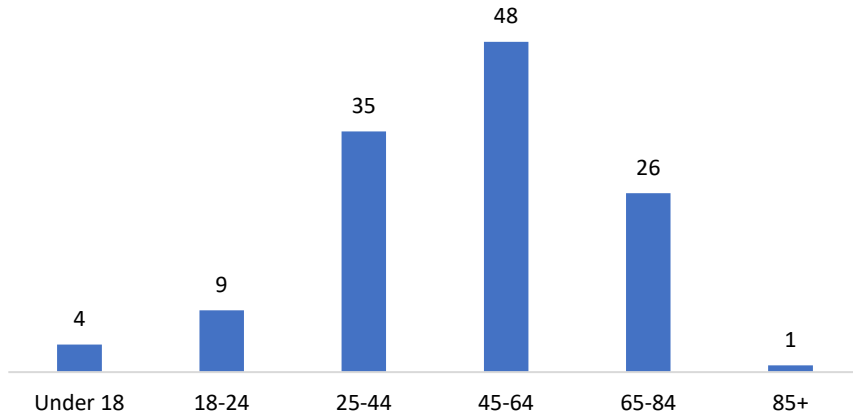
Respondents were asked to indicate their race. Of 120 responses, 69 indicated they were white and 39 indicated African American. Three respondents indicated American Indian or Alaska Native, while one respondent indicated Native Hawaiian or other Pacific Islander. Eight respondents indicated other, which included multiracial or two or more races.

Race of Ridership

American Indian or Alaska Native: 3
African American or Black: 39
Native Hawaiian or other Pacific Islander: 1
Asian or Asian American: 0
White: 69
Other (please specify): 8
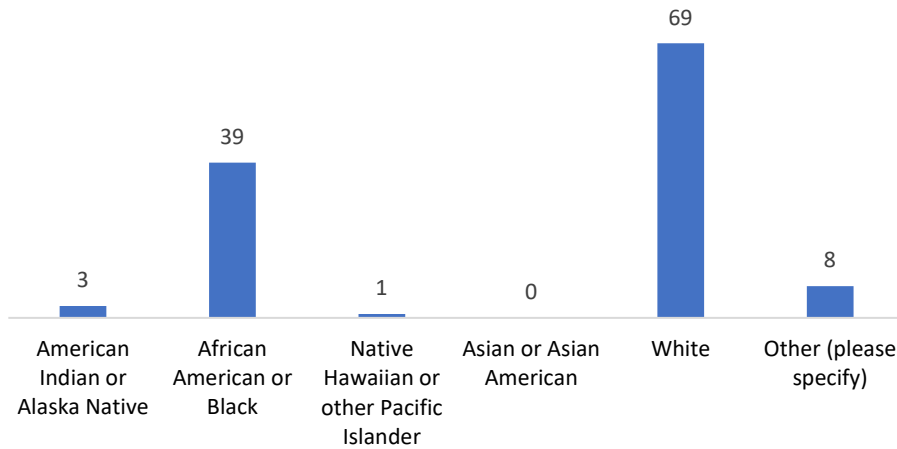
Respondents were asked to indicate their ethnicity. Of 93 respondents, 88 indicated there were not Hispanic or Latino, while five indicated they were Hispanic or Latino.

Ethnicity of Ridership

	88
	█
5	█
▄	█
Hispanic or Latino	Not Hispanic or Latino
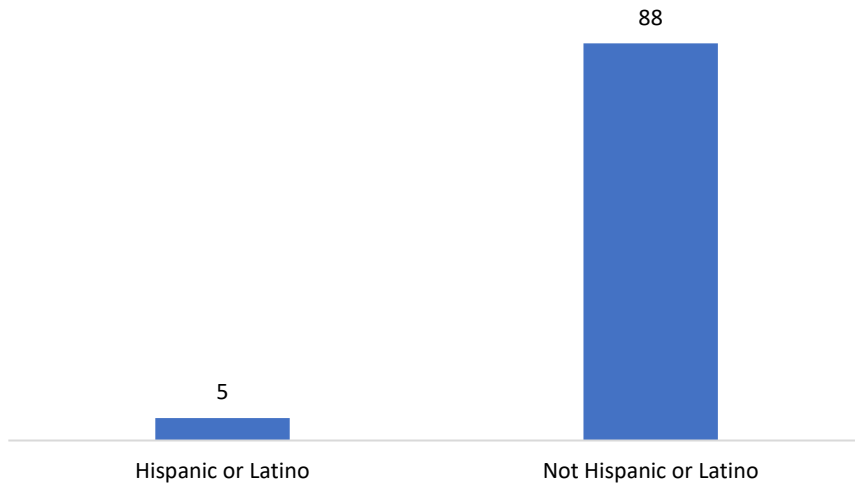
Respondents were asked to indicate how well they speak English. Of 120 respondents, 98 indicated that they speak English very well, while 22 indicated they speak English well. Zero respondents indicated that they only speak English somewhat or not at all.

How Well Respondents Speak English

98			
█			
█	22		
█	█	0	0
Very well	Well	Somewhat	Not at all
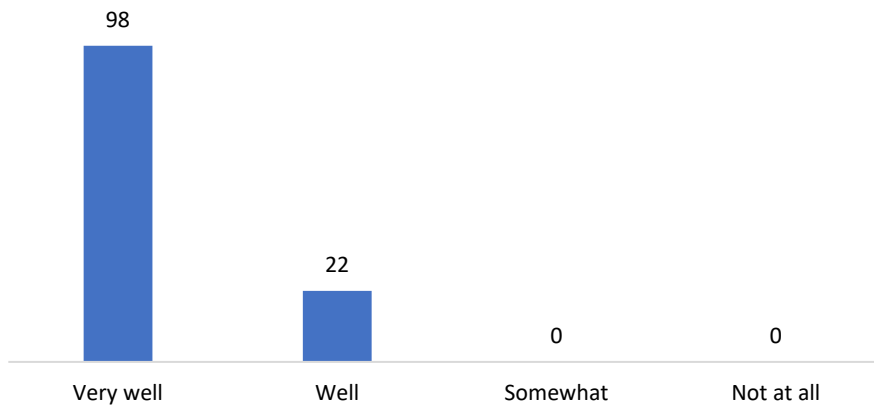
Respondents were asked to indicate how many people reside in their household. Of 117 respondents, 53 indicated that only one person resided in their household. Twenty-six respondents indicated that two or more people reside in their household, while 20 respondents indicated three people reside in their household. Eighteen respondents indicated that four or more people reside in their household.
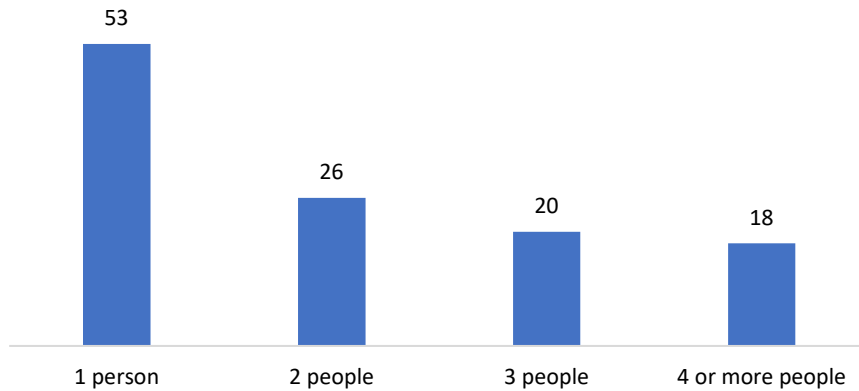
Household Size

Respondents were asked to indicate how many vehicles were in their household. Of 120 respondents, 86 indicated that they did not have a vehicle in their household. Twenty-eight indicated there was one vehicle in the household, while three indicated there were two vehicles in their household. Three respondents indicated that they had three or more vehicles in their household.

Number of Vehicles in Household
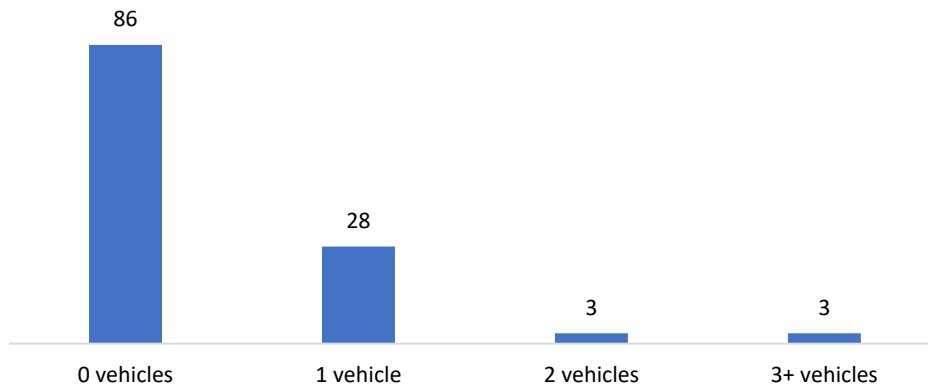
Respondents were asked how many people in their household have a valid driver's license. Of 122 respondents, 57 indicated that no one in their household had a valid driver's license, while 48 indicated that one person had a valid driver's license in their household. Twelve respondents indicated that two people in their household had a valid driver's license, while three respondents indicated that three or more people in their household had a valid driver's license.

Number of Household Members With a Valid Driver's License

Category	Count
0 people	57
1 person	48
2 people	12
3 or more people	3
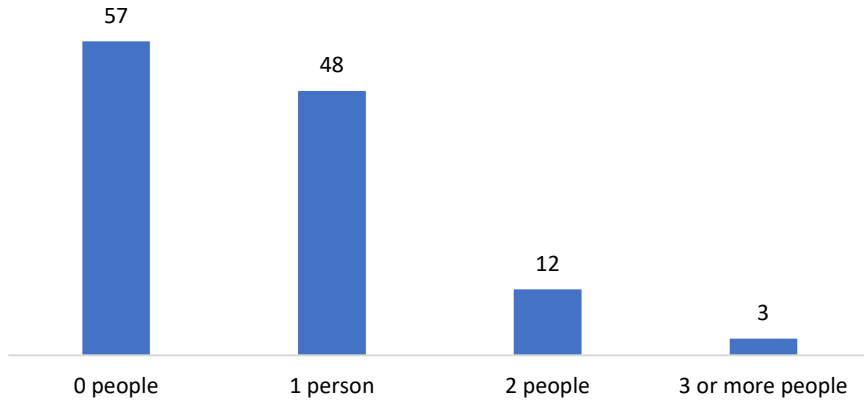
Respondents were asked to indicate the level of their annual household income. Of 112 respondents, 78 (or over 69%) indicated that their household income was $24,999 or under. Seventeen indicated their household income fell between $25,000 to $34,999. Only one respondent indicated their household income was between $35,000-49,999, while five indicated their household income fell between $50,000-74,999. Only one indicated their household income fell between $75,000-$99,999, while no one indicated their household income was $100,000 or higher. Ten respondents indicated they were unsure as to their household income level.

Annual Household Income

Category	Count
Under $15,000	52
$15,000 to $24,999	26
$25,000 to $34,999	17
$35,000 to $49,999	1
$50,000 to $74,999	5
$75,000 to $99,999	1
$100,000 or more	0
Not sure	10
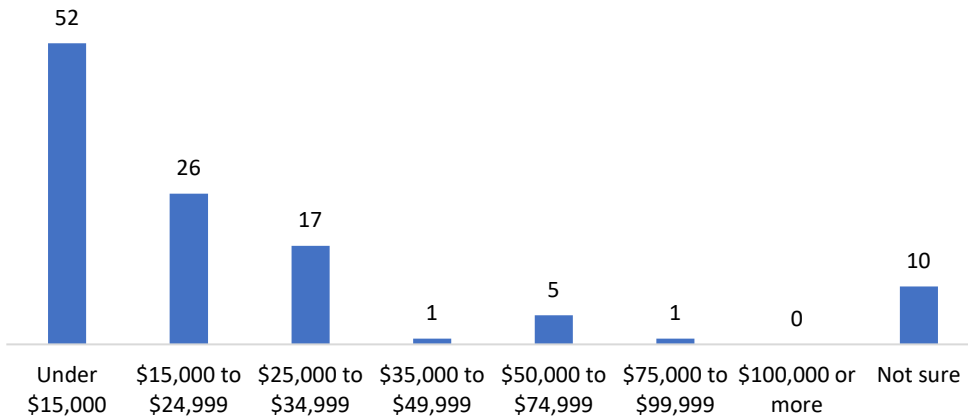
RCT TRANSIT DEVELOPMENT PLAN INTERVIEW QUESTIONS

1. What are the strengths of RCT, from your perspective? What value is added to your community because of RCT?

2. How might you describe the community's perception of RCT – customer service, safety, vehicles, staff, quality of services (reliability), cost of service, etc.

3. How strong is the community's awareness of RCT's programs and services? (1 – very weak, 5 – very strong)

4. What programs and services, or other modes of transportation, would you like to see in your area/community that do not exist today but could be addressed by RCT? [Examples: travel training, transportation for employment, medical, shopping, services for older adults, for people with disabilities, veterans, other…]
   a. What are the priorities (if more than one new type of service is noted)?
   b. In general, what is your overall vision for Richland County Transit?
   c. How would you define success for the agency??

5. (If applicable) What development or changes in land use are projected in your area and what impact will those developments have on economic development?
   a. If new employment opportunities will be created:
      i. Where will people commute to/from?
      ii. What types of jobs will be created?

6. In your opinion, what are the most important unmet transportation needs for individuals in Richland County who currently or would potentially ride transportation? Be as specific as possible (For example, what are the places or days/times that service is needed? For what trip purposes? E.g., employment, medical, shopping, education…)

7. Where do current/likely transit users live, who may not be getting transit service? (Apartment complexes/high density/low-income housing?)

8. In your opinion, what would be the benefit (or consequences) of providing transportation connecting outlying communities (inside and outside of Richland County) to RCTs current service area?

9. Does your organization regularly work with RCT and/or any other transportation providers?
   a. If working with other transportation providers in the area, who are they and what is your relationship with them (i.e., advisory, contractual, administrative, other)

10. Any ideas for partnerships to (1) increase awareness of RCT or (2) help RCT meet more community transportation needs?

RCT STAFF SURVEY

Help us make improvements to RCT! We are collecting feedback for the Ten-Year Transit Development Plan. Your input is important and participation appreciated.

1. What do you see as the top three (3) unmet transportation needs in Richland County?
   1)

   2)

   3)

2. What are the top three (3) locations where your riders need to go, but can't get to using the service?
   1)

   2)

   3)

3. What are the top three (3) suggestions (or complaints) you hear from riders about the service?
   1)

   2)

   3)

4. Rate the following types of potential improvements to RCT service:

Potential Improvement	Rate how helpful the improvement would be to the community (write an "X" in the space)			
	Not very helpful	Somewhat helpful	Very helpful	Extremely helpful/top priority
Add earlier morning service				
Add evening service				
Add Saturdays				
Add Sundays				
Extend routes to new locations				
Increase frequency on routes				

	Rate how helpful the improvement would be to the community (write an "X" in the space)			
Potential Improvement	**Not very helpful**	**Somewhat helpful**	**Very helpful**	**Extremely helpful/top priority**
Create more places in the route network where people can transfer (aside from downtown)				
Increase Dial A Ride service for **senior citizens**				
Increase Dial A Ride service for **the general public**				
Increase Dial A Ride service for **rural areas of Richland County**				
Expand Dial A Ride service to **neighboring communities outside of Richland County**				

5. Would RCT fixed-route and Dial A Ride passengers use technology including a touchless fare payment option?

6. Do you have any other feedback about RCT's routes and Dial A Ride?

Proposed Route Changes

Rt.1

- Start at 6:30am downtown and make a full hour run to start the day
- Replace the West Park shopping center. On the inbound, turn right on Brookwood Way and go down and around to come back out on Alpine Drive. Add a bus stop sign at the entrance to the Park Ave. apartments. Come out, turn right, then turn left at the light into Kroger.

Rt. 2

- Move this route back to a ½ hour run.

Run the route as scheduled on the outbound. Keep the SS office and Executive Drive as "on-call" stops. On the inbound, turn right at the light onto Cook Rd and turn left on Evans and proceed through Turtle Creek apartments. Come back out James Ave., turn right onto Lexington Ave. and proceed inbound as normal.

Rt 3

Run the route backward. Drive east on First Street, turn left onto Bushnell, turn left onto Second Street. Take to Hedges, turn left. Take Hedges to Diamond Street, turn right, go to Adams Street, turn right, turn right on Home Avenue. Turn left on Cleveland Avenue, turn right on Arch Street, turn right on Bowers Avenue, turn right onto Dale Avenue, left on Cleveland Avenue, left onto Diamond. Left onto Topaz Avenue, right on Jade Avenue, right on Davidson Street, right on Grandridge Avenue, right on Diamond Street, left on Woodville Road, left on Greenlee Rd/Brownwood Rd. Turn right on Mansfield Washington Rd., right on E. Cook Rd. Take Cook Rd to Burkwood Rd. turn left, left on Clifton Blvd., right on Charwood Rd., left on Elmridge Rd, right on S. Main Street. Turn right on Logan Rd, left on Middle-Bellville, left on Straub Rd, right on S. Main. Left on Hanley, right on SR 13, left on Possum Run, left into Wal-Mart. Leave Wal-Mart, right onto 13, left on Hanley, right on Main Street. Take S. Main Street all the way down to First Street into TC.

Rt. 5

Instead of driving down to Bryden, turn left on Allison, then turn right on McPherson. Right on Trimble, Right on Springmill, resume route as is.

Rt. 7

Left onto Diamond Street, Right onto 6th Street, Right onto Adams Street, Left onto 4th Street. Resume route until getting to Ashland Rd and Grace Street. Turn right onto Grace Street, left on Parry Ave., right on Ashland Rd., right into Kroger. Left out of Kroger, resume inbound as normal. Place Samaritan Health Center "on-call."

Rt. 8

Take Second St to Sturgis Avenue, turn right. At the five-way light, take a sharp left onto Marion Ave. Turn left onto Wood stay straight on Wood St all the way to Cline Avenue. Turn right onto a Cline Avenue take across Marion Ave (turns into Millsboro) all the way to Trimble Rd. At Marion Ave, turn left (Balgreen Medical, Akron Children's Hospital, and Veteran's Administration will be on-call stops). Take Marion Ave to Glessner Avenue, turn right. Take Glessner Ave down to Sturgis Ave, turn left, turn right on First Street, straight back to Transit Center.

Rt. 9

On outbound, turn right onto Mulberry St, left on W. 4th St., proceed on route as usual. On inbound, turn right onto Mulberry, left onto Second Street, back to TC.

- **Put Rt 2 and Rt 7 together and move Rt. 7 to top of the hour departure.**

RLS & Associates is collecting information on employment transportation needs for a study of existing and future public transportation options in Richland County. To assist us with identifying the unmet transportation needs of your workforce (existing and potential employees), please answer the following questions. Thank you! Contact Christy Campoll, RLS & Associates, at (937) 299-5007 or ccampoll@rlsandassoc.com with any questions.

1. Your contact information

Name	
Company	
Title	
Address	
City/Town	
State/Province	
ZIP/Postal Code	
Email Address	
Phone Number	

2. What is the <u>primary</u> location of your company and how many positions are located there?

Street address	
City/Town	
Number of employees	

3. Please provide your shift times. For each shift, provide the time that employees are due to arrive, the end time of the shift, and the number of employees you normally have working on that shift.

	Start Time	End Time	Employee Count
Shift 1			
Shift 2			
Shift 3			
Shift 4			
Shift 5			
Shift 6			
Shift 7			
Shift 8			

Please provide any additional information you would like to share about any of the above shifts.

4. Does your company have a second location in Richland County?

○ Yes ○ No

○ Other (please specify)

Employer Transportation Questionnaire - Richland County

5. What is the address of the second location and how many positions are located there?

Street address

City/Town

Number of employees

6. Please provide the shift times for the second location. For each shift, provide the time that employees are due to arrive, the end time of the shift, and the number of employees you normally have working on that shift.

	Start Time	End Time	Employee Count
Shift 1			
Shift 2			
Shift 3			
Shift 4			
Shift 5			
Shift 6			
Shift 7			
Shift 8			

Please provide any additional information you would like to share about any of the above shifts.

Employer Transportation Questionnaire - Richland County

7. What percentage of your employees have difficulty with having reliable transportation to get to work?

0   100

8. Do any of your employees currently use Richland County Transit (RCT) to get to work?

○ Yes

○ No

○ I'm not sure

9. Would expanded public transportation help you attract more employees?

○ Yes   ○ I'm not sure

○ No

○ Other (please elaborate)

[text box]

10. Please share any comments you have about existing or potential future transportation options for your employees.

[text box]

ZIP CODES OF SPHERION STAFFING EMPLOYEES BY EMPLOYER

Breitinger Company - 773735		
44827	1	
44833	2	
44837	1	
44875	3	
44901	1	
44902	7	
44903	4	
44904	1	
44905	3	
44906	3	
44907	2	
Broshco Fabricated Prod - 20005037		
44805	5	
44813	1	
44820	2	
44827	6	
44833	8	
44837	2	
44872	1	
44875	7	
44878	1	
44902	15	
44903	43	
44904	5	
44905	6	
44906	30	
44907	11	
Carton Service CSI, LLC - 65959		
44822	1	
44833	3	
44865	1	
44875	20	
44878	1	

44902	3	
44903	7	
44904	1	
44905	4	
44906	2	
44907	1	
Marco Photo Service-417498		
44827	1	
44833	1	
44843	1	
44902	2	
44903	5	
44904	1	
44905	1	
44906	6	
44907	2	
MTD - Shelby - 20003235		
43050	1	
43302	1	
44805	3	
44813	1	
44820	1	
44827	8	
44833	10	
44837	2	
44843	1	
44854	1	
44857	2	
44864	1	
44865	6	
44872	1	
44875	52	
44887	2	
44890	5	
44902	5	
44903	32	
44904	6	

44905	10	
44906	20	
44907	18	
Nanogate North America, LLC- 80003824		
44805	2	
44827	3	
44833	2	
44837	1	
44842	1	
44849	1	
44851	1	
44865	1	
44875	4	
44902	16	
44903	27	
44904	4	
44905	4	
44906	13	
44907	10	
Natural Options Aromatherapy-01706437		
44813	1	
44822	1	
44843	1	
44902	1	
44906	1	
Newman Technology Inc - 20005357		
43050	1	
43315	2	
44638	1	
44805	4	
44813	1	
44822	1	
44827	8	
44833	8	
44842	3	
44843	1	
44864	1	

44865	2	
44866	1	
44875	8	
44878	3	
44888	1	
44890	2	
44902	15	
44903	45	
44904	4	
44905	23	
44906	30	
44907	19	
Sarca Manufacturing -20005037		
44805	1	
44813	1	
44820	1	
44827	1	
44833	4	
44842	1	
44875	2	
44880	1	
44902	5	
44903	15	
44904	1	
44905	4	
44906	18	
44907	8	
Stoneridge 20004202		
44813	2	
44822	2	
44833	3	
44843	1	
44875	2	
44902	6	
44903	6	
44904	5	
44905	1	

44906	6	
44907	5	
Warren Rupp Inc - Idex-398424-0		
44833	1	
44875	2	
44903	4	
44905	6	
44906	3	
44907	1	

ROUTE SAMPLING RESULTS

This section of the appendix describes the data collected by RLS during the sampling of passenger boardings and alightings for each route from December 5th through 9th 2022. Following these descriptions are tables describing the on-time performance status documented during the sampling.

Route 1 – Park Avenue West

Route	Passenger	On/Off Stop	Regular Stop
1	55		Transit Center
1	57		Transit Center
1	Adult (58)	Park Ave W & Walnut St	
1	Adult (59)		Park Ave W & Bowman St
1	Adult (60)	Park Ave W & Sycamore St	
1	Adult (61)	Park Ave W & Penn Ave	
1	Adult (62)	Park Ave W & Rowland Ave	
1	Adult (63)	Park Ave W near Western Ave	
1	Adult (66)		Park Ave W & Trimble Rd
1	Adult (69)		Walmart
1	Adult (70)	Park Ave W near N Brookwood Way	
1	Adult (74)	Park Ave W near N Linden Rd	
1	Adult (76)	Park Ave W near Brinkerhoff Ave	
1	Adult (77)	Park Ave W & Rowland Ave	
1	83		Transit Center

There were 15 recorded passengers on Route 1 on this day. Three of the pick-ups/drop-offs occurred along regular stops (one at Park Avenue W & Bowman Street; one at Park Avenue W & Trimble Street; and, one at the Walmart stop). The other nine passenger pick-ups and drop-offs occurred at locations other than the scheduled pick-up and drop-off locations.

Route 2 – Lexington Avenue/W. Cook Road

Route	Passenger	On/Off Stop	Regular Stop
2	Adult (166)		Transit Center
2	Adult (167)		Transit Center
2	Adult (168)	Lexington Ave near W Prospect St	
2	Adult (170)		Lexington Ave & Sterkel Blvd
2	Adult (171)	Lexington Ave between Glendale Blvd and Sunset Blvd	
2	Adult (172)		Save-A-Lot
2	Adult (173)		Save-A-Lot
2	Adult (174)	Lexington Ave between Logan Rd and Lexbrook Trail	
2	Adult (176)	Lexington Ave between Logan Rd and Lexbrook Trail	
2	Adult (180)		Kroger
2	Adult (181)	S Main St near E Cook Rd	
2	Adult (182)		Lexington Ave & Sterkel Blvd
2	Adult (183)		Lexington Ave & Sterkel Blvd
2	Adult (188)		Transit Center
2	Adult (189)		Save-A-Lot
2	Adult (191)		Kroger
2	Adult (192)	Lexington Ave between Glendale Blvd and Sunset Blvd	
2	Adult (193)	Lexington Ave & Clifton Blvd	
2	Adult (194)		Turttle Creek
2	Adult (196)		Lexington Ave & Sterkel Blvd (Inbound)
2	Adult (197)		Transit Center
2	Adult (198)		Transit Center
2	Adult (199)		Transit Center
2	Adult (200)		Transit Center
2	Adult (201)		Transit Center

There were 25 recorded passengers on Route 2 on this day. Nine of the pick-ups/drop-offs occurred along regular stops while the other six passenger pick-ups and drop-offs occurred at locations other than the scheduled pick-up and drop-off locations.

Route 3 – South Main Street/Southside

Route	Passenger	On/Off Stop	Regular Stop
3	Adult (203)		Transit Center
3	Adult (204)	S Main St & Small Ave	
3	Adult (209)		S. Main St & E Cook Rd
3	Adult (210)	Middle Bellville Rd & Betner Dr	
3	Adult (213)		Walmart
3	Adult (214)		S. Main St & E Cook Rd
3	Adult (216)		Cook Rd & Woodville Rd
3	Adult (217)		Davidson St & Grandridge Ave
3	Adult (220)	E Arch St & S Franklin Ave	
3	Adult (226)		Transit Center
3	Adult (229)		S Main St & W Hanley Rd
3	Adult (231)		Walmart
3	Adult (232)	S Main St & Sunnyslope Dr	
3	Adult (234)		Cook Rd & Woodville Rd
3	Adult (235)		Cleveland Ave & Home Ave
3	Adult (236)	Greenlawn Ave	
3	Adult (239)		Cleveland Ave & Home Ave
3	Adult (244)		Transit Center

There were 18 recorded passengers on Route 3 on this day. Thirteen of the pick-ups and drop-offs occurred at the regularly scheduled bus stops, while five of the pick-ups and drop-offs occurring at locations other than the regularly scheduled stops.

Route 5 - Springmill Street/Bowman Street

Route	Passenger	On/Off Stop	Regular Stop
5	Adult (137)	Harker St & Daisy St	
5	Adult (138)		Transit Center
5	Adult (146)		Transit Center
5	Adult (147)	King St near France St	
5	Adult (148)	King St near North West Village Apts	
5	Adult (149)		McPherson St & Trimble Rd
5	K-12 (151)		
5	Adult (152)		N Main St & E 6th St
5	Adult (153)	S Main St	
5	Adult (155)		Transit Center
5	Adult (156)	Springmill St near Gods Open Door Church	
5	Adult (157)	King St near Allison Ave	
5	Adult (159)		Trimble Rd & Springmill St
5	Adult (160)	Lida St & Chester Ave	
5	Adult (162)		Transit Center

There were 15 recorded passengers on Route 5 on this day. Seven of the pick-ups and drop-offs occurred at the regularly scheduled bus stops, while seven of the pick-ups and drop-offs occurring at locations other than the regularly scheduled stops.

Route 7 – Wayne/East Mansfield

Route	Passenger	On/Off Stop	Regular Stop
7	Adult (84)		Transit Center
7	Adult (85)		Wayne St & Orange St
7	Adult (87)	Grace St near Dewey Ave	
7	Adult (88)	Ashland Rd near Dollar Tree	
7	Adult (92)		Kroger
7	Adult (94)		Transit Center
7	Adult (95)		Transit Center
7	Disability (96)		Transit Center
7	Adult (97)	E 4th St near N Willis Ave	
7	Adult (98)	Ashland Rd near Eastgate Village Holdings	
7	Adult (99)		Kroger
7	Adult (100)	Ashland Rd near Grace St	
7	Adult (102)		Transit Center
7	Adult (153)		S. Main St & Park Ave E

There were 14 recorded passengers on Route 7 on this day. Nine of the pick-ups and drop-offs occurred at the regularly scheduled bus stops, while five of the pick-ups and drop-offs occurring at locations other than the regularly scheduled stops.

Route 8 – Glessner/Marion

Route	Passenger	On/Off Stop	Regular Stop
8	Adult (125)		Ohio Health
8	K-12 (129)	Wood St	
8	Adult (130)	Wood St near W First St	
8	Adult (135)		Transit Center
8	K-12 (140)	Cline Ave & Bartley Ave	
8	Adult (141)	Wood St	
8	Adult (143)		W First St & S. Mulberry St

Route 8 had the least number of recorded passengers on this day with eight. Three of the pick-ups and drop-offs occurred at the regularly scheduled bus stops, while four of the pick-ups and drop-offs occurring at locations other than the regularly scheduled stops, three of which included pick-ups and drop-offs at different sections of Wood Street.

Route 9 – West Fourth Street

Route	Passenger	On/Off Stop	Regular Stop
9	Adult (2)		Transit Center
9	Adult (4)		W 4th St & Washington Ave
9	Adult (5)		W 4th St & N Trimble Rd
9	Adult (6)	W 4th St & Concord Ave	
9	Adult (8)		Buckeye Village Apartments
9	Adult (9)	S Main St near Raemelton Farm	
9	Adult (10)		W 4th St & Parkway Blvd
9	Adult (11)	W 4th St & Rowland Ave	
9	Adult (12)		W 4th St & Penn Ave
9	Adult (13)	W 4th St & Atherton Ave	
9	Adult (14)		
9	Adult (15)		Transit Center
9	Adult (103)	N Lexington-Springmill Rd near Aldi	
9	Adult (107)		Transit Center
9	Adult (108)		W 4th St & Washington Ave
9	Adult (109)	W 4th St near KV Market	
9	Adult (110)	Village Mall Dr	
9	Adult (113)		Richland Mall/Avita North Entrance
9	Adult (115)	W 4th St near Central Star Home Health Services	
9	Adult (117)		W 4th St & Parkway Blvd
9	Adult (119)	W 4th St near KV Market	
9	Adult (124)		Transit Center

Route 9 had the most recorded passengers at 22 on this day. More than one-half (13) of the pick-ups and drop-offs occurred at the regularly scheduled bus stops, while nine of the pick-ups and drop-offs occurring at locations other than the regularly scheduled stops.

Route 13 – NCSC/Kehoe/Shelby

Route	Passenger	On/Off Stop	Regular Stop
13	Adult (16)	Springmill St & Woodland Ave	
13	Adult (21)		Pioneer Center
13	Adult (22)	S Main St	
13	Adult (27)		Transit Center
13	Adult (49)		Transit Center
13	Adult (50)		Transit Center
13	Adult (51)	Springmill Rd & Poth Rd	
13	Adult (52)		Kehoe Center
13	Adult (53)		Cornell's IGA

There were nine recorded passengers on Route 13 on this day. A majority of the pick-ups and drop-offs occurred at the regularly scheduled bus stops (six), while three of the pick-ups and drop-offs occurring at locations other than the regularly scheduled stops.

Route 15 – Airport Industrial Park

Route	Passenger	On/Off Stop	Regular Stop
15	Adult (30)		Harrington Memorial Rd & Cairns Rd
15	Adult (31)	N Main St	
15	Adult (32)		W Fourth St & N Main St
15	Adult (33)		Transit Center
15	Adult (38)	S Airport Rd near Milark Industries	
15	Adult (41)		Harker & Main
15	Adult (42)	N Main St	
15	Adult (47)		Transit Center

There were eight recorded passengers on Route 15 on this day. Five of the pick-ups and drop-offs occurred at the regularly scheduled bus stops, while three of the pick-ups and drop-offs occurring at locations other than the regularly scheduled stops, with two of these stops being on N. Main Street.

RCT Ridecheck
ROUTE NAME: 1: Park Avenue West
DATE: 12/8/2022

STREET	SCHED. TIME	11:30am Min +/-	Over 5 Min	To Fast	Buses	% On-Time	Comments
Transit Center	11:30	0	0	0	1	100%	
Park Ave West & Bowman St.	11:33	0	0	0	1	100%	
Park Ave & Trimble Rd	11:38	1	0	0	1	100%	
Kroger	11:40	2	0	0	1	100%	
Westpark Shopping Center	11:42	2	0	0	1	100%	Do not need to go to this location
Park Ave & Lex Springmill Rd	11:50	-2	0	1	1	0%	
Springfield Square Center	11:52	0	0	0	1	100%	
Walmart	12:03	1	0	0	1	100%	8 minute layover
Westpark Shopping Center	12:10	1	0	0	1	100%	Do not need to go to this location. Stops on inbound after Kroger stop
Kroger	12:12	2	0	0	1	100%	
Park Ave & Trimble Rd	12:15						
Park Ave & Marion	12:22	0	0	0	1	100%	
Transit Center	12:25	0	0	0	1	100%	
Comment:							

RCT Ridecheck
ROUTE NAME: 2: Lexington Avenue
DATE: 12/9/2022

STREET	SCHED. TIME	10:30am Min +/-	11:30am Min +/-	Over 5 Min	To Fast	Buses	% On-Time	Comments
Transit Center	30	4	0	0	0	2	100%	
Lexington & Sterkel	35	4	-2	0	1	2	50%	
Save A Lot	37	6	0	1	0	2	50%	
Kroger	42	8	2	1	0	2	50%	
Lexington & Cook	49	9	0	1	0	2	50%	
Cook & Burkwood	51	8	-1	1	1	2	0%	
Main & Cook	55							
Turttle Creek	4	1	-6	0	1	2	50%	
The Center	13	6	6	2	0	2	0%	9 minute and 18 minute layovers
Lexington & Sterkel	15	5	0	1	0	2	50%	
Lexington & Main	24	-2	-1	0	2	2	0%	
Transit Center	25	-2	-1	0	2	2	0%	
Comment: This route needs some timing adjustments. I heard that some layover at Kroger as well.								

RCT Ridecheck
ROUTE NAME: 3: S. Main St./Southside
DATE: 12/9/2022

STREET	SCHED. TIME	12:30pm Min +/-	1:30pm Min +/-	Over 5 Min	To Fast	Buses	% On-Time	Comments
Main & Lexington	32	1	2	0	0	2	100%	
Main & Cook	34	4	7	1	0	2	50%	
Main & Logan	36	4	6	1	0	2	50%	
Mid-Bellville & Straub	41	4	6	1	0	2	50%	
Main & Hanley Rd	48	4	4	0	0	2	100%	
Walmart	50	3	4	0	0	2	100%	
Hanley & Main	52	8	6	2	0	2	0%	Verify these timepoints. Info on schedule seems incorrect
Straub & Mid-Bellville	55	8	7	2	0	2	0%	Verify these timepoints. Info on schedule seems incorrect
Logan & Main	4	4	2	0	0	2	100%	
Main & Cook	6	4	2	0	0	2	100%	
Cook & Woodville	7	5	3	1	0	2	50%	
Davidson & Grandridge	9	7	6	2	0	2	0%	
Diamond & Cleveland	11	8	6	2	0	2	0%	
Bowers & Dale	13	7		1	0	1	0%	
Cleveland & Foster	15	7	6	2	0	2	0%	
First & Bushnell	19	6	6	2	0	2	0%	
Second & Hedges	21	5	5	2	0	2	0%	
Arch & Diamond	24	6	4	1	0	2	50%	
Transit Center	25	6	4	1	0	2	50%	

Comment: This route covers a lot of territory. Has higher ridership than those that use the Gilligs and it uses a smaller vehicle. Not much time built into on/offs

RCT Ridecheck
ROUTE NAME: 5: Springmill/Bowman
DATE: 12/9/2022

STREET	SCHED. TIME	7:30am Min +/-	8:30am Min +/-	9:30am Min +/-	Over 5 Min	To Fast	Buses	% On-Time	Comments
Transit Center	30	0	0	0	0	0	3	100%	
Fifth St & Springmill	33	2	0	0	0	0	3	100%	
Springmill & King	36	2	1	2	0	0	3	100%	
Bryden & King	39	1	1	1	0	0	3	100%	
McPherson & Tremble	40	1	2	1	0	0	3	100%	
Trimble & Longview	42	0			0	0	1	100%	
Trimble & Springmill	44	0	0	0	0	0	3	100%	
Longview & Lida	48	1	1	1	0	0	3	100%	
Harker & Main	50	2	1	1	0	0	3	100%	
Main & Sixth St.	53	1	1	0	0	0	3	100%	
Transit Center	55	2	1	1	0	0	3	100%	

Comment:

RCT Ridecheck
ROUTE NAME: 7: Wayne & Ashland
DATE: 12/8/2022

STREET	SCHED. TIME	1:30pm Min +/-	2:30pm Min +/-	Over 5 Min	To Fast	Buses	% On-Time	Comments
Transit Center	30	0	2	0	0	2	100%	Wheelchair boarding
Diamond & Fourth St	32	0	2	0	0	2	100%	
Orange & Wayne	35	0	4	0	0	2	100%	
Wayne & Grace	36	0	4	0	0	2	100%	
Central & Ashland Rd	38	2	4	0	0	2	100%	
Kroger	42	7	8	2	0	2	0%	Wheelchair on and off
New Medical Center	44	7	8	2	0	2	0%	
Ashland Rd & Madison	47	7		1	0	1	0%	
Peoples Community Center	50	5	7	2	0	2	0%	
Park Ave & Main	53	6	8	2	0	2	0%	
Transit Center	55	6	8	2	0	2	0%	

Comment:

RCT Ridecheck
ROUTE NAME: 8: Glessner/Marion
DATE: 12/9/2022

STREET	SCHED. TIME	7:00am Min +/-	8:00am Min +/-	9:00am Min +/-	Over 5 Min	To Fast	Buses	% On-Time	Comments
Transit Center	0	0	1	2	0	0	3	100%	
First & Sturges	4	-2	-1	0	0	2	3	33%	
Sturges & Cline	6				0	0	0	#DIV/0!	Detour due to water main break
Cline & Marion	9				0	0	0	#DIV/0!	Detour due to water main break
Millsboro & Tremble	11	-1	-1	-1	0	3	3	0%	
Childrens Hospital	14	-3	0	1	0	1	3	67%	
Veterans Administration	15	0	1	1	0	0	3	100%	
Marion & Cline	17			2	0	0	1	100%	
Ohio Health	20	0	1	1	0	0	3	100%	
Glessner & Wood	21	0	1	1	0	0	3	100%	
Second & Mullberry	23	0	1	1	0	0	3	100%	
Transit Center	25	0	2	0	0	0	3	100%	

Comment:

RCT Ridecheck
ROUTE NAME: 9: West 4th St & OSU/NCSC
DATE: 12/7/2022 & 12/8/2022

STREET	SCHED. TIME	12:00pm Min +/-	3:00pm Min +/-	4:00pm Min +/-	5:00pm Min +/-	Over 5 Min	To Fast	Buses	% On-Time	Comments
Transit Center	0	2	8	5	4	2	0	4	50%	
W 4th St & Washington Ave	6	2	5	4	3	1	0	4	75%	
W 4th St & Parkway Blvd	8	1		4		0	0	2	100%	
W 4th St & Linden Rd	9	2			3	0	0	2	100%	
W 4th St & Trimble	11		5	3	2	1	0	3	67%	
W 4th St & Home Rd	13	1	6	3	2	1	0	4	75%	
Home Rd & Walker Lake Rd	15	1	9	5	2	2	0	4	50%	
Lex-Springmill Rd & Walker Lake Rd	17	2	9	5	3	2	0	4	50%	
Buckeye Village Apartments	19	1	9	5	3	2	0	4	50%	
OSU/NCSC	22	1				0	0	1	100%	
Leave OSU/NCSC	24	0	6	2	0	1	0	4	75%	
Meijer	29	1	7		1	1	0	3	67%	
Target/Ontario Towne Center	32	0		2	0	0	0	3	100%	
Village Mall Dr & Lex-Springmill Rd	36	0	8	3	1	1	0	4	75%	
Richland Mall/Avita North Entrance	40	-1	6	3	0	1	1	4	50%	
Across from 4th St Plaza	43	0	7	4	2	1	0	4	75%	
W 4th St & Brookwood Way	46	-1	6	5		2	1	3	0%	
W 4th St & Trimble Rd	47	-1	6	6	1	2	1	4	25%	
W 4th St & Linden Rd	49		6	5	0	2	0	3	33%	
W 4th St & Penn Ave	51	-1		5	0	1	1	3	33%	
W 4th St & Bowman St	53	-1		4	-1	0	2	3	33%	
W 4th St & Main St	54	1		6	0	1	0	3	67%	

Comment: The trips on 12/8 got behind because of the trip on Route 7 that got behind.

RCT Ridecheck
ROUTE NAME: 13: Shelby
DATE: 12/7/2022

STREET	SCHED. TIME	1:30pm Min +/-	4:30pm Min +/-	Over 5 Min	To Fast	Buses	% On-Time	Comments
Transit Center	30	1	0	0	0	2	100%	
6th St & Diamond St	33	1	-1	0	1	2	50%	
Harker St & Springmill St	36		-1	0	1	1	0%	
Springmill St & Trimble Rd	38	4	3	0	0	2	100%	
Leave OSU/NCSC	45	1	1	0	0	2	100%	
Milliron Industries	50	1	1	0	0	2	100%	
MTD	55	1	1	0	0	2	100%	
Leave Kehoe Center	0	-1	-1	0	2	2	0%	
Cornell's IGA	1	0	0	0	0	2	100%	
Main St & Mansfield Ave	3	0	0	0	0	2	100%	
Whitney Ave & Oak St	5	-1	-1	0	2	2	0%	
4th St & Smiley Ave	7	-2	-2	0	2	2	0%	
Broadway & State St	10	-2	-2	0	2	2	0%	
Pioneer Career Center	15	-2		0	1	1	0%	
Leave Gamble & Whitney Ave	23	-4	-2	0	2	2	0%	
Cornell's IGA	26	-3	0	0	1	2	50%	
Leave Kehoe Center	30	-4	0	0	1	2	50%	
MTD	32	-4	0	0	1	2	50%	
Leave OSU/NCSC	40	-2	2	0	1	2	50%	
Springmill & Trimble Rd	45	-2	2	0	1	2	50%	
Bowman & Springmill St	48	2		0	0	1	100%	
NCSC Urban Center	51			0	0	0	#DIV/0!	
Main St & Park Ave	53			0	0	0	#DIV/0!	
Transit Center	55	-1	0	0	1	2	50%	

Comment:

RCT Ridecheck
ROUTE NAME: 15: Airport Industrial Park
DATE: 12/7/2022

STREET	SCHED. TIME	3:00pm Min +/-	3:30pm Min +/-	Over 5 Min	To Fast	Buses	% On-Time	Comments
Transit Center	0	0	1	0	0	2	100%	
Longview & Main St	6	2	1	0	0	2	100%	
Manfield Correctional Institution	7	3	1	0	0	2	100%	
Harrington Memorial Rd & Paragon Pkwy	9		0	0	0	1	100%	
Harrington Memorial Rd & Cairns Rd	11	1	-1	0	1	2	50%	
Airport Rd & Main St	13	1	-1	0	1	2	50%	Second trip had a pickup on other side of airport
Main St & Piper Rd	14	1	4	0	0	2	100%	
Harrington Memorial Rd & Main St	15	1	4	0	0	2	100%	
Main St & Longview Ave	18	1	3	0	0	2	100%	
Main St & 6th St	22	0	3	0	0	2	100%	
Transit Center	25	1	4	0	0	2	100%	

Comment: