

MEIGS COUNTY

TRANSIT DEVELOPMENT PLAN



June 2025

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The Meigs County TDP Team would like to especially thank the following people for their help and support, including being part of the Transit Advisory Committee.

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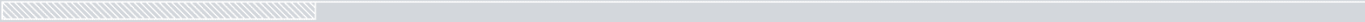
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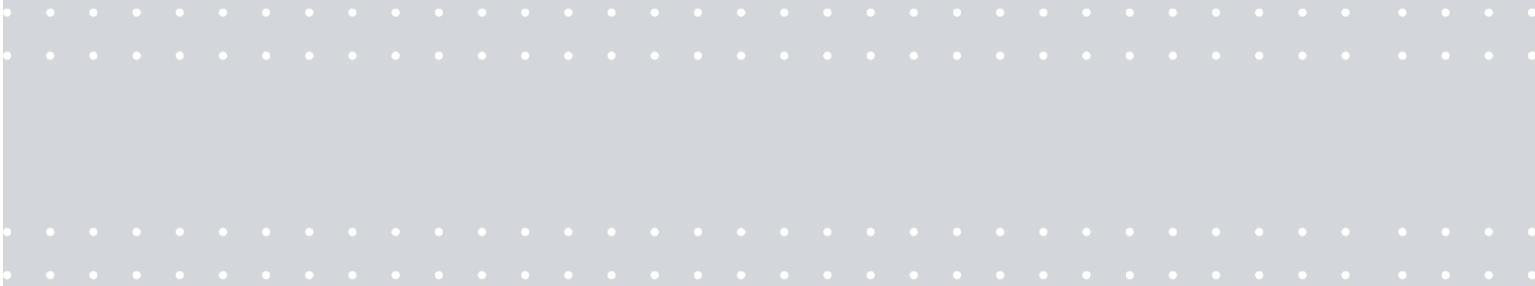
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CHAPTER 1: INTRODUCTION



INTRODUCTION

RATIONALE

The Meigs County Transit Development Plan outlines a vision for the future of public transportation in the county. This planning process included technical insight, guidance from community leaders, and public input to create the County's first Transit Development Plan. Meigs County Public Transit (MCPT) provides demand response bus service to any location within Meigs County. Challenges to an efficient transit system include areas of low residential density and lengthy routes, but mobility needs of Meigs County residents remain high. This Transit Development Plan provides MCPT with the tools necessary to address both immediate needs and create long-term success. This includes a robust set of recommendations focused on expansion of services, internal organization, and strategic initiatives that prepare MCPT for the long term.



MISSION

Our mission is to implement and continuously offer an affordable, safe, public transportation system for all residents of Meigs County.



VISION

Meigs County Public Transit's vision is to be an effective, sustainable public transportation system for economic opportunity and development for our communities. We envision a future in which residents can meet their independent needs without owning a vehicle through an easy and efficient way to get places they need to go.



GOALS

1. Expand the transportation system to increase access, connectivity, and reliability for all users.
2. Maintain free or low-cost transportation opportunities for Meigs County residents while promoting economic growth throughout Meigs County.
3. Increase awareness and utilization of the transit system and the benefits of transit.
4. Promote efficient system management and operations.



CHAPTER 2: SYSTEM OVERVIEW



HISTORY

Meigs County Public Transit was formed in 2022 to address major gaps in the availability of transportation for Meigs County residents. While other organizations and agencies offered specialized or non-emergency medical transportation, no entity offered transportation to the general public. After this need was identified in the Meigs County Coordinated Transportation plan (led by the county's Mobility Manager), Meigs County Jobs and Family Services (JFS) formed the Active Meigs Transportation Collaboration Team to develop a proposal for forming a public transit agency in the county. Following a community-based planning process, the Meigs County Commissioners passed a resolution in 2022 authorizing Meigs County JFS to apply to the Ohio Department of Transportation for funding through the Federal Transit Administration's Rural Transit grant.

The county received operating funding from ODOT and FTA and began public operations in January 2022 with two drivers and one dispatcher. With three years of service underway, Meigs County Public Transit has expanded to ten drivers and fifteen wheelchair-accessible vehicles. After outgrowing the current office space due to staffing increases, the search for a new space began. In the summer of 2025, a new building, known as the transit hub, completed construction and opened for service.

Figure 1. Rendering of new transit hub.



POPULATION

As of 2020, Meigs County had a population of 22,210 and 8,833 households. Almost a third of the population (28.4 percent) are 60 years old or older and 21.9 percent are under 18 years old.¹

¹ Meigs County, Ohio. United States Census Bureau.

In 2022,

- The median household income was \$46,255.
- 11.5 percent of the population had a bachelor's degree or higher.
- 7.3 percent of the population were Veterans.
- The average commute time to work was 31.1 minutes.
- 86.7 percent of the population drove alone to work, 7.3 percent carpooled, and 4.8 percent worked from home, while less than one percent used public transportation.²

Because passengers must register ahead to use MCPT service, it is possible to know how many unique riders currently use the system. In 2024, there were 643 unique public riders using MCPT, or three percent of the county's population.

DESCRIPTION OF SERVICE

SERVICE AREA

Meigs County Public Transit provides on-demand response, curb-to-curb public transportation service anywhere within Meigs County, Ohio (430.1 square miles) and the town of Mason, West Virginia. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

SPAN OF SERVICE

Currently, Meigs County Public Transit operates from 7:00 AM to 4:00 PM Monday through Friday with scheduling hours from 7:00 AM to 3:30 PM.

FARES

Meigs County Public Transit does not charge fares for rides. The service is free for everyone to use.

PERFORMANCE REVIEW

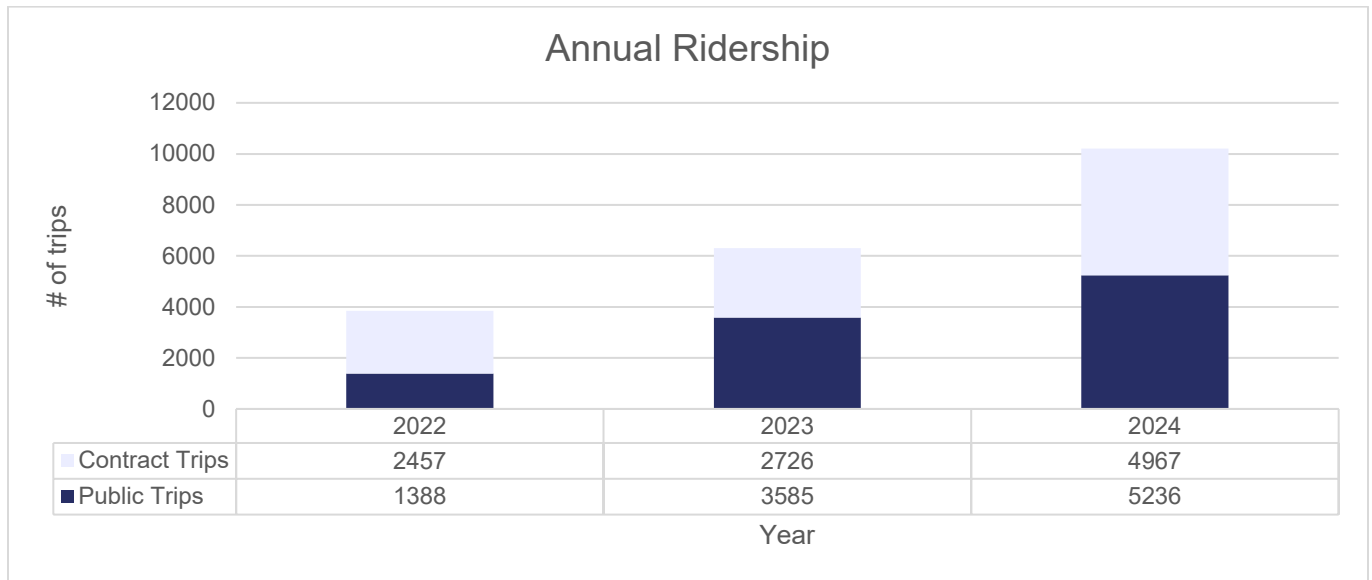
Since MCPT service is so new, this performance review is intended to provide benchmarks against which to measure the agency's performance over time and identify potential areas for improvement. Data collection since the start of service has been somewhat inconsistent; data used were the best available for the previous year.

RIDERSHIP

In 2024, MCPT delivered a total of 10,202 unlinked passenger trips. Ridership of MCPT has grown steadily since the start of service in 2023, with the total number of unlinked trips in 2024 growing by over 60% compared to the previous year. Trips were provided for both members of the public and for individuals who qualified under specific contracts; the public trips make up around 51 percent of the total unlinked trips, with the other 49 percent being contract trips.

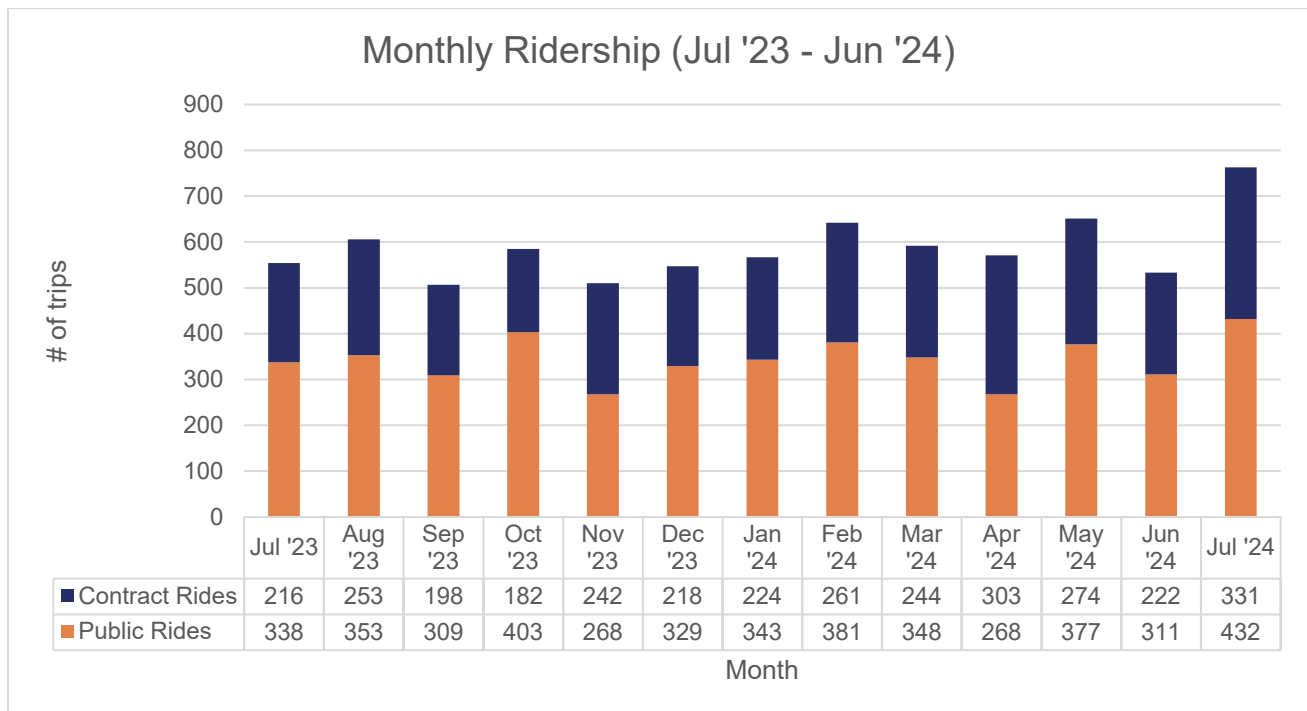
² Meigs County, Ohio. United States Census Bureau.

Figure 2: Annual unlinked passenger trips, 2023 – 2024



Ridership is relatively steady from month to month; in the 2023-2024 fiscal year, ridership peaked in July at 763 total unlinked trips. Average monthly ridership during that period was 572 unlinked passenger trips. (In calendar year 2024, this increased to an average of 862 trips per month).

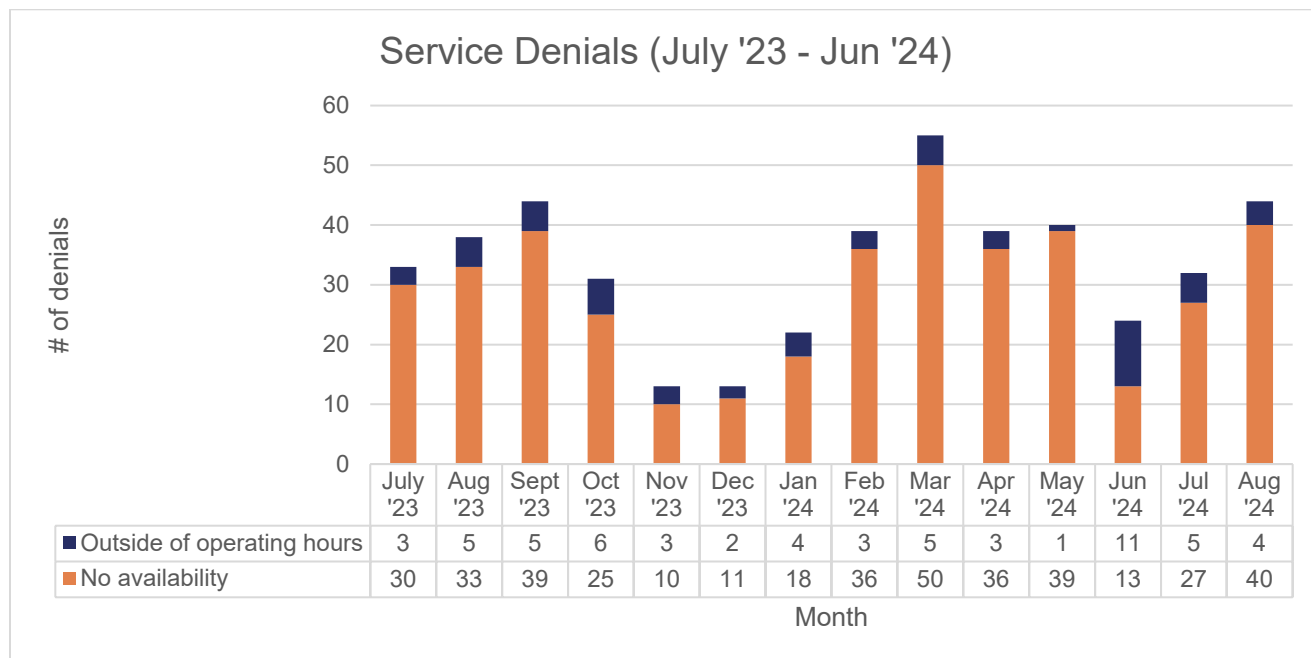
Figure 3: Monthly unlinked passenger trips, July 2023 - June 2024



SERVICE QUALITY/AVAILABILITY

Service denials are recorded when a requested trip cannot be fulfilled. The highest number of denials in the previous fiscal year was in March, with 55 trips having to be denied. The majority of service denials (83 percent) are due to lack of capacity, while 12 percent are due to the request being outside of current operating hours. Service denials in FY '24 amounted to seven percent of the total trips delivered.

Figure 4: Service denials, July 2023 - June 2024



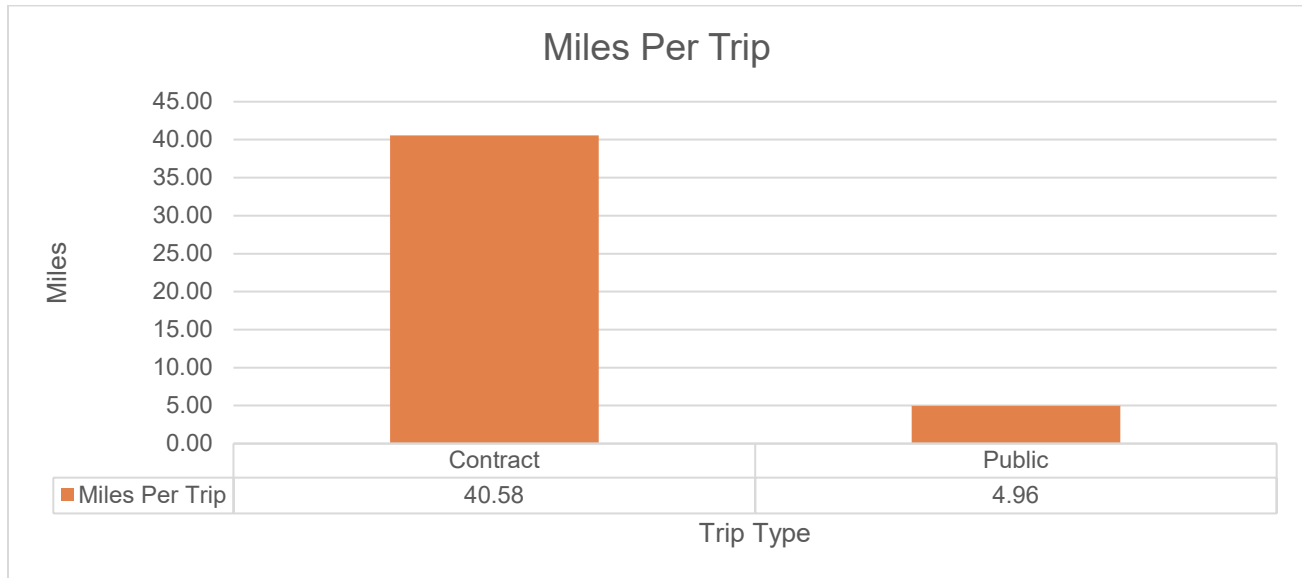
SCHEDULING PRACTICES

As of this plan, MCPT had nine full-time and one part-time operator. MCPT full-time operators are scheduled for eight-hour shifts. Shifts are staggered to cover the full nine-hour service span, with some operators starting earlier and some later in the day. On average, MCPT operated 53.7 vehicle hours per day and 766.1 vehicle miles per day. The same operators deliver public and contract trips.

EFFICIENCY AND EFFECTIVENESS

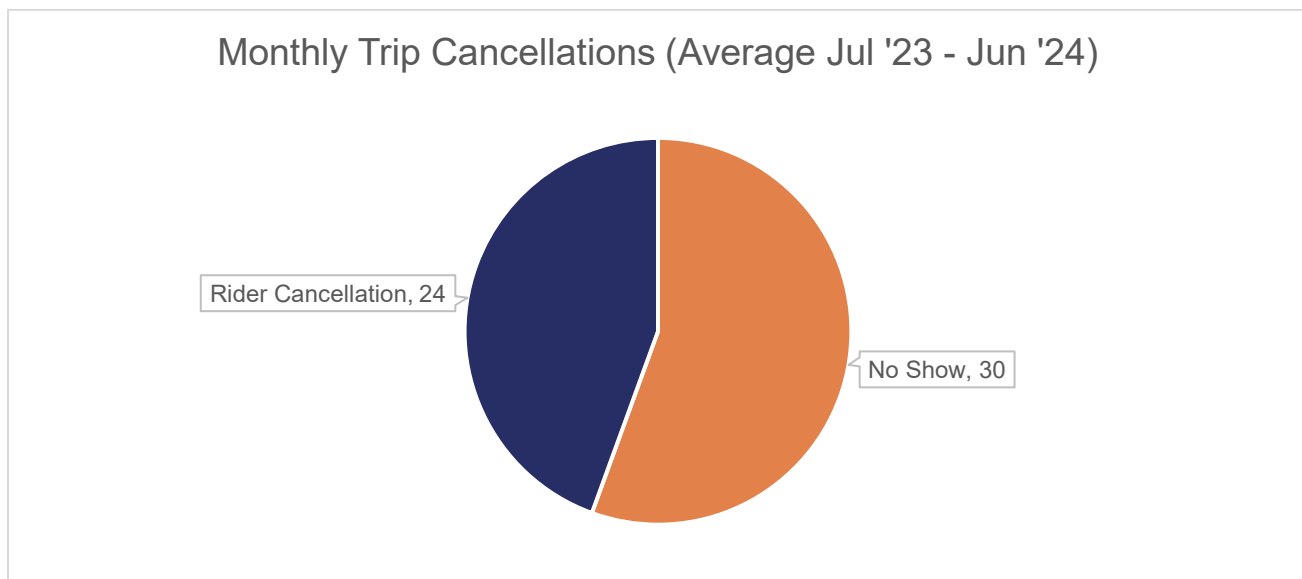
The average contract trip is 41 miles in length, while the average public trip is five miles. The overall average of all trip types is 19.68 miles, and the average hours per trip is 1.46 hours.

Figure 5: Miles per unlinked passenger trip, July 2023 - June 2024



On average, there are around 54 trips canceled per month; 44 percent of these are cancelled ahead by the rider and 56 percent are rider no-shows. These comprise nine percent of the average monthly trips delivered.

Figure 6: Average monthly trip cancellations, July 2023 - June 2024

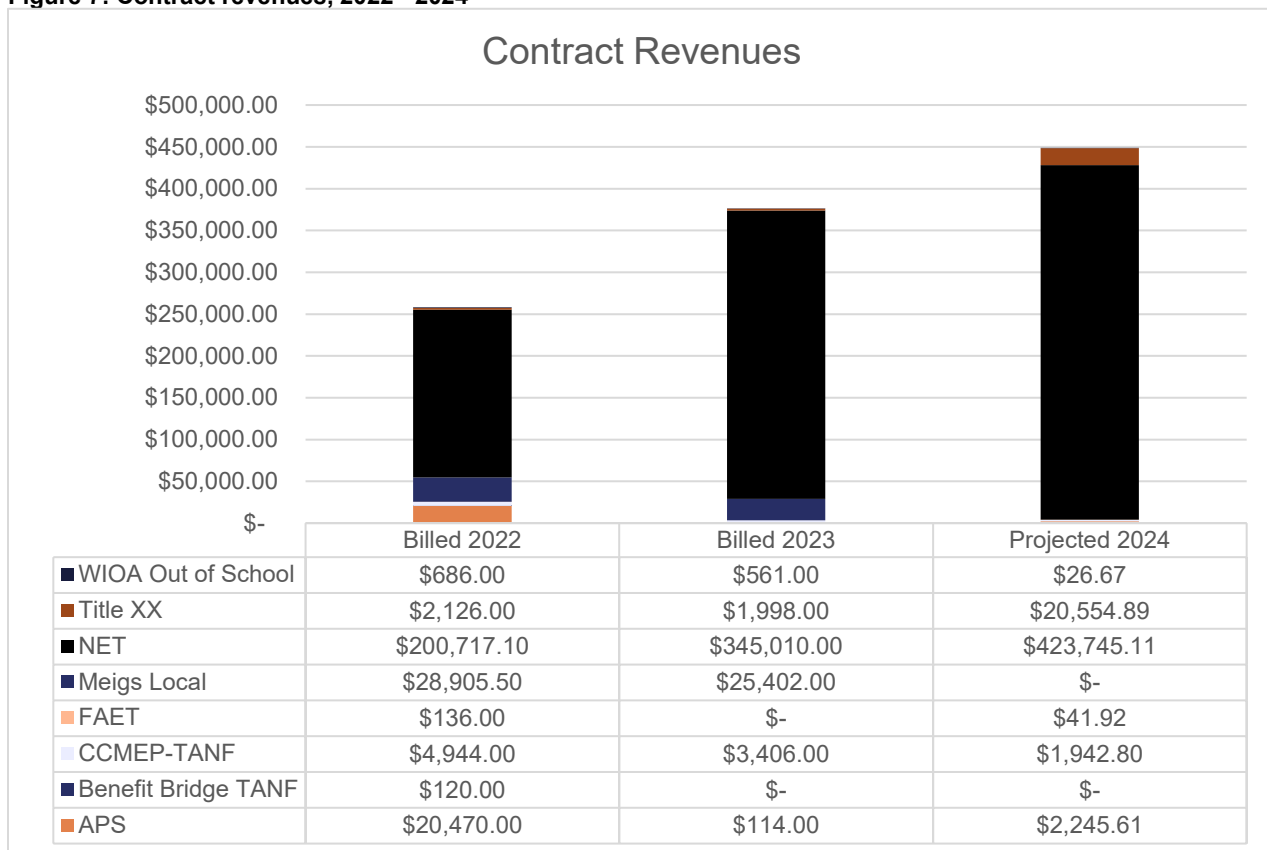


CONTRACTS AND REVENUES

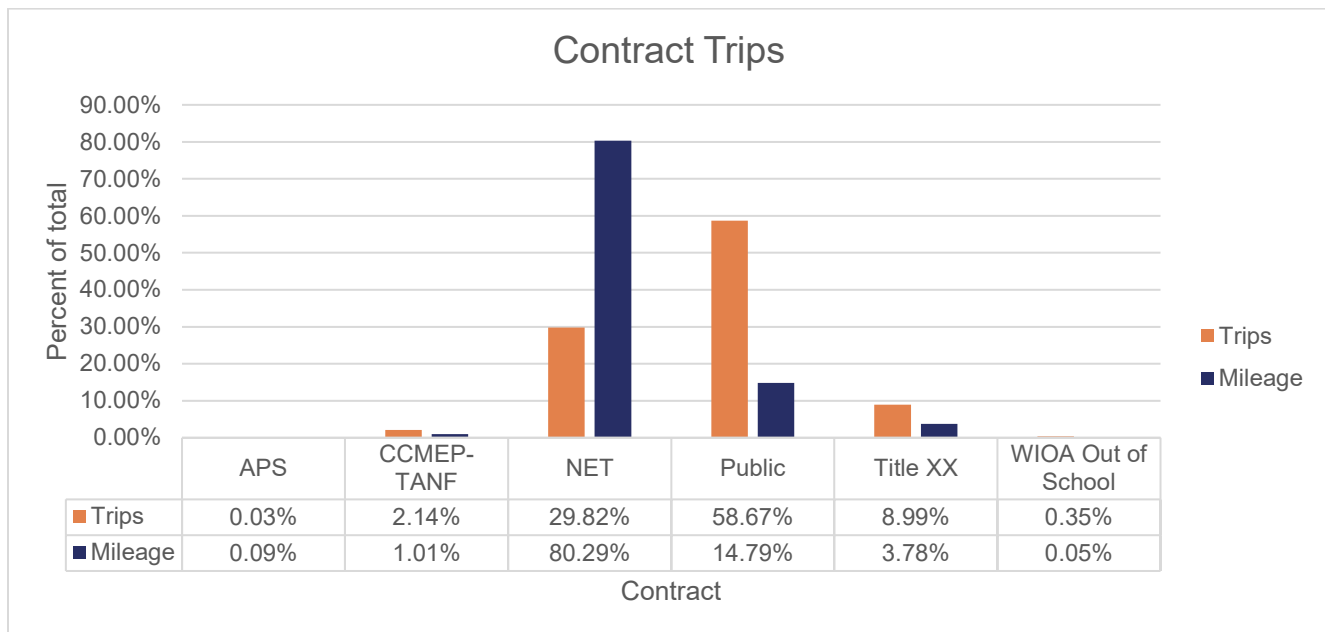
Meigs County Public Transit has several contracts through which they provide contracted transportation services and the revenues from which provide the majority of the county's local funding match. In 2023 MCPT delivered 6,276 contracted trips. Current contracts include:

- **Meigs County Jobs and Family Services Non-Emergency Medical Transportation (NET):** Medicaid-funded transportation to eligible Medicaid appointments in and out of the county. This makes up the large majority of trips and revenues.
- **Title XX:** Transportation to work and to look for work. This is the second largest source of revenues in 2024.
- **Meigs Local Schools:** Transportation for students who otherwise could not access school. This contract was temporarily suspended in 2024.
- **CCMEP-TANF (Temporary Assistance for Needy Families):** Rides for low-income young adults to access employment.
- **WIOA Out of School (Workforce Innovation and Opportunity Act)**
- **Adult Protective Services (APS)**
- **FAET – Food Assistance Employment and Training**

Figure 7: Contract revenues, 2022 - 2024



2024 projected total includes actual contract amounts from January through September, and projected amounts from October through December based on monthly averages per contract.

Figure 8: Trips by contract, July 2023 – June 2024

NET trips make up 30 percent of all trips but account for 80 percent of all mileage – this is because a large portion of NET trips are to locations outside of the county where most medical facilities are located.

In contrast, public trips are 59 percent of total trips but only 15 percent of mileage, suggesting that public trips on average are much shorter. The average contract trip is 41 miles long, while the average public trip is five miles long.

KEY FINDINGS/OPPORTUNITIES

- Ridership has grown steadily from year to year, with many county needs yet to be met as demonstrated by trip denial rates due to lack of availability. Demand should be anticipated to continue to grow, with a need to grow capacity to meet it.
- Contract trips are significantly longer than trips taken by the general public, which is logical that a large portion of contract trips are to out-of-county medical destinations in neighboring counties or further afield.
- While the NET contract has consistently remained the main source of income, other contracts have been inconsistent from year to year, creating uncertainty in projecting future contract revenues.
- MCPT policy states that for riders who are recorded as a No Show for 20 percent or more of scheduled rides during a calendar year, service may be suspended. The current rate of no-shows (nine percent) does not suggest this is a major recurring problem, but encouraging those riders to cancel trips ahead of time could allow MCPT to reduce its rate of denials. It may be beneficial to examine the current no-show policy to further encourage riders to cancel ahead of time or implement processes to make cancellation easier.

PEER AGENCY COMPARISONS

This peer review compares MCPT's operating characteristics against those of peer transit agencies with comparable service areas and characteristics. Five transit agencies within Ohio were chosen as peers based on their similar land area and development characteristics, population density, and service models. These were:

- » Morgan County Public Transit (Morgan County)
- » Morrow County Area Transit (Morrow County)
- » Perry County Transit (Perry County)
- » Fayette County Transportation (Fayette County)
- » Community Action Transit System (Pike County)

Contrasted metrics include:

- » Urbanized and service area square mileage, population, and density
- » Transit service provided
- » Transit vehicles operated in maximum service
- » Vehicle revenue miles and hours
- » Total ridership and ridership per revenue mile and hour
- » Farebox recovery
- » Funding sources of operating and capital expenses

All peer statistics presented in this analysis are derived from the National Transit Database's (NTD) dataset for Fiscal Year (FY) 2023. Full details of the peer review are included in Appendix A.

SERVICE AREA CHARACTERISTICS

Table 1 provides detailed information on the service area characteristics for MCPT and the five peer transit agencies. MCPT serves a smaller population than most of the peer agencies (22,210 people, 10 percent lower than the peer average). MCPT also serves the lowest population density (51.6 residents per square mile, 14 percent lower than the peer average). MCPT's service area (430.1 square miles) is similar to the peer average. Overall, MCPT is most similar to Community Action Transit System, Pike County in terms of population served, service area size, and population density. Perry County has the highest population density of the peers. All the systems provide demand response services at the county level; only Pike County had some form of fixed route service as of reporting in 2023.

Table 1: Service Area Characteristics

Agency Name	Service Type	Service Area	Population (2020)	Square Miles (2020)	Population Density (pop/sq mile)
Meigs County Public Transit	Demand Response	Meigs County, OH	22,210	430.1	51.6
Morgan County Public Transit	Demand Response	Morgan County, OH	13,802	416.4	33.1
Morrow County Area Transit	Demand Response	Morrow County, OH	13,385	455.7	29.4
Perry County Transit	Demand Response	Perry County, OH	34,950	406.1	86.1
Fayette County Transportation	Demand Response + Deviated Fixed Route	Fayette County, OH	35,408	407.9	86.8
Community Action Transit System (Pike County)	Demand Response + Deviated Fixed Route	Pike County, OH	28,951	406.4	71.2

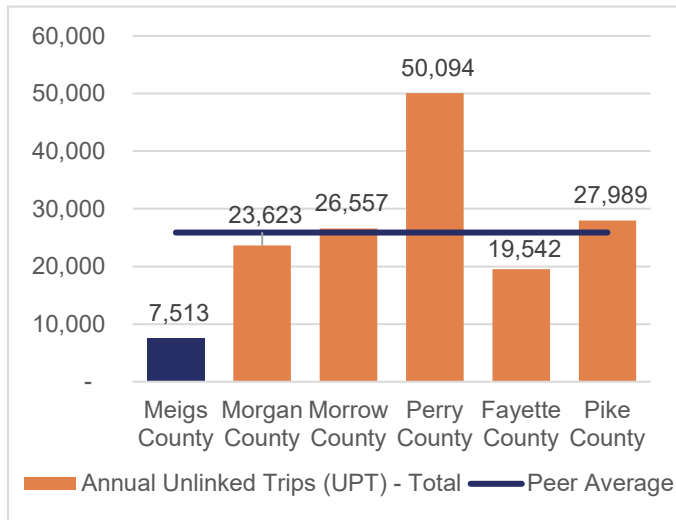
Peer Group Analysis			
Low Value	13,385	406.1	29.4
High Value	35,408	455.7	86.8
Average Value	24,784	420.4	59.7

Source: National Transit Database, Transit Agency Profiles for 2023

RIDERSHIP

Total annual transit ridership is an indication of the number of people using the service and is often related to the size of the transit system and the size of the area served. In both the annual ridership and ridership per capita metrics, MCPT ranked last out of the six transit agencies (Figure 9). MCPT's unlinked bus passenger trips (7,513) were approximately 71 percent lower than the peer average (25,886). Perry County reported the highest number of annual trips (50,094). Annual ridership per capita (Figure 10) shows the extent to which the service area population utilizes transit services, with a higher score indicating higher usage. MCPT's annual ridership per capita (0.3) was approximately 66 percent lower than the peer average (1.0).

Figure 9: Annual Unlinked Trips (UPT)



Annual passengers per revenue hour (Figure 11) quantifies the productivity of the service. MCPT serves one passenger per revenue hour, which is quite similar to three other agencies and is 18 percent lower than the peer average (1.2).

Figure 10: Annual Ridership per Capita

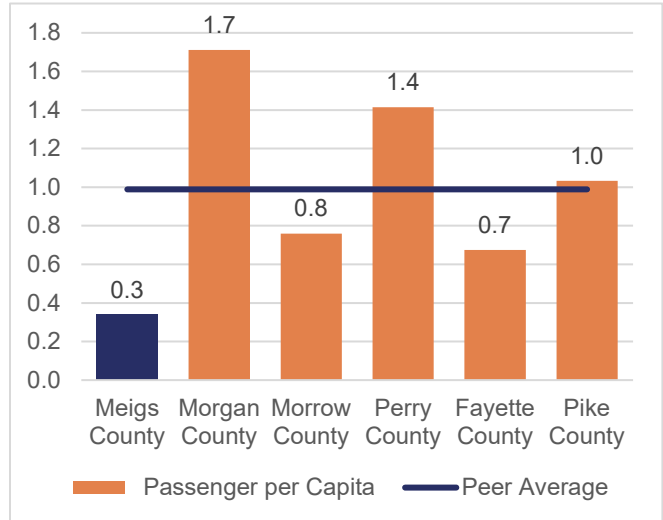
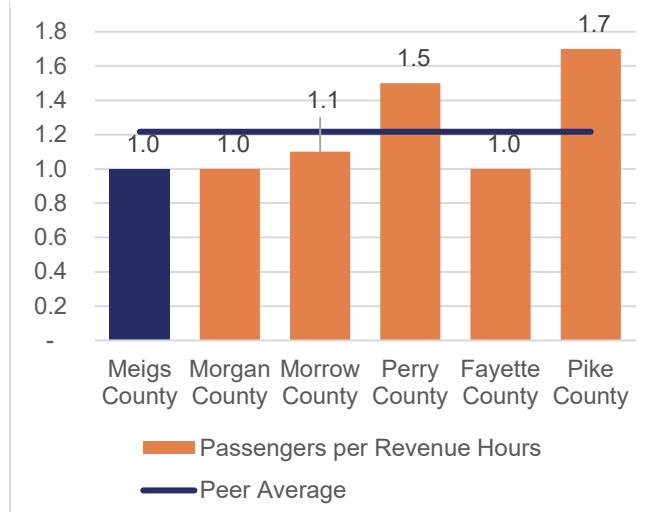


Figure 11: Passengers per Revenue Hour



Source: National Transit Database, Transit Agency Profiles for 2023

OPERATIONS

The number of vehicles operated in maximum service reflects the level of service that each agency provides during peak periods. MCPT operates 12 vehicles during maximum service, 33 percent below the peer average (17.8).

The total number of annual revenue hours (the hours in which the bus is in service and open to the public and/or taking passengers) indicates the level of service available throughout the year. MCPT's number of revenue hours (9,287) operated annually is lower than all the identified peers and is 56 percent lower than the peer average (21,116). By comparison, Fayette and Pike counties have a similar number of vehicles as Meigs County while providing twice as many annual revenue hours.

Revenue hours per capita indicates how much service is operated on a per person basis within the service area, with a higher value indicating more service being provided relative to the size of the population. MCPT revenue hours per capita is 59 percent below the peer average (1.02). While Meigs County is most similar in population, density and size to Pike County, and has a comparable fleet size, Meigs County currently operates about 23 percent as many revenue hours per capita.

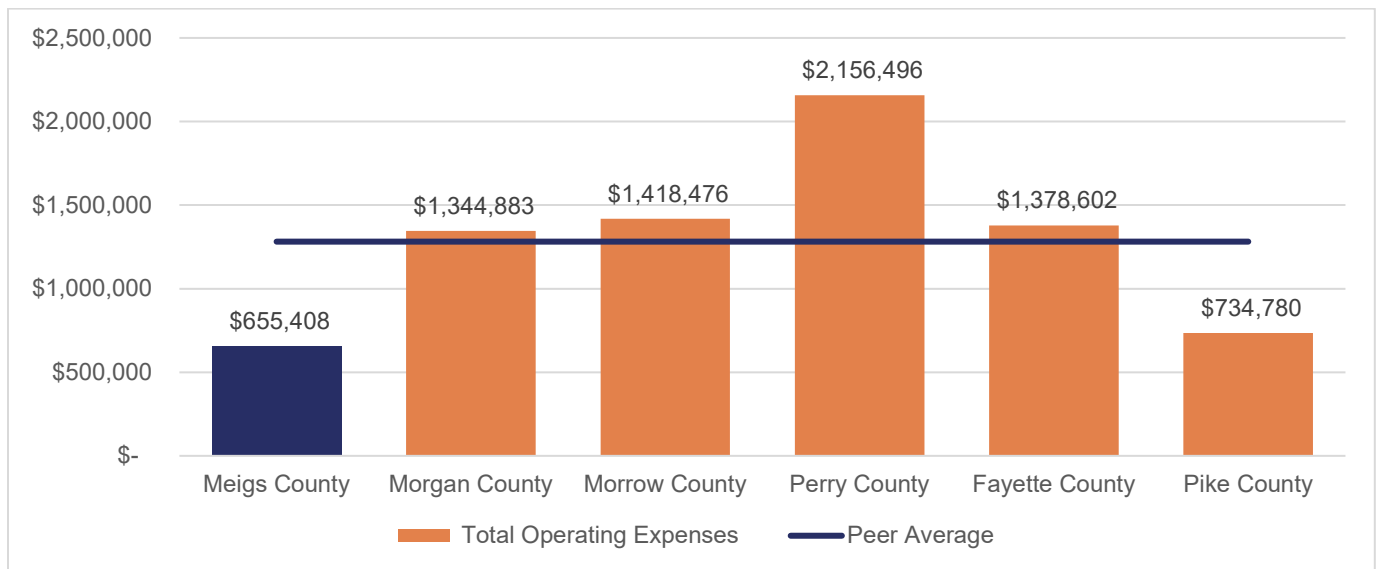
Table 2. Peer Operational Metrics

Agency	Vehicles Operated in Maximum Service	Annual Revenue Hours	Service Population (Census 2020)	Revenue Hours Per Capita
Meigs County Public Transit	12	9,287	22,210	0.42
Morgan County Public Transit	21	24,600	13,802	1.78
Morrow County Area Transit	22	25,169	13,385	1.88
Perry County Transit	29	32,556	34,950	0.93
Fayette County Transportation	12	18,965	35,408	0.54
Community Action Transit System (Pike County)	11	16,420	28,951	0.57
Peer Group Analysis				
Low Value	11	9,287	13,385	0.42
High Value	29	32,556	35,408	1.88
Average Value	17.8	21,166	24,784	1.02

Source: National Transit Database, Transit Agency Profiles for 2022/23

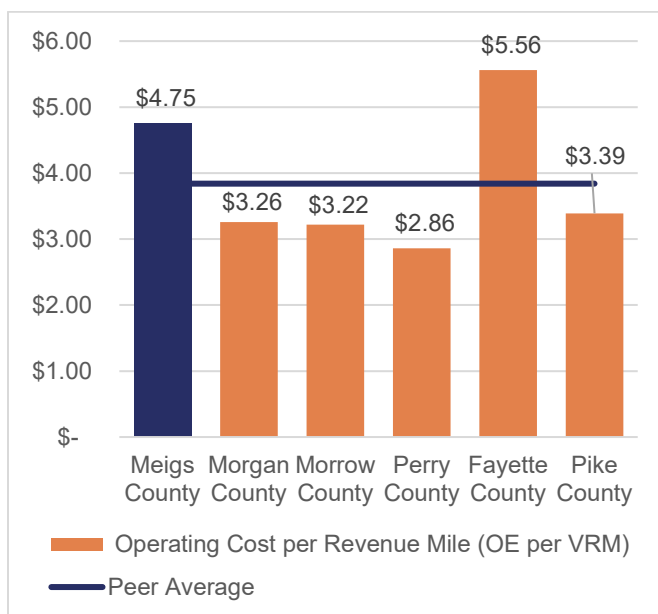
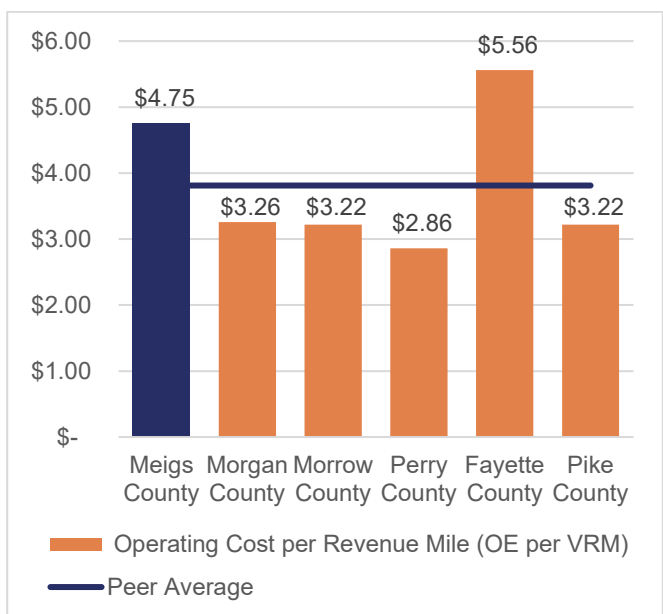
COST EFFICIENCY

MCPTs' operating expenses (\$655,408) are 49 percent below the peer average (\$1,242,921) and the lowest of the identified peers (Figure 12). The differences in total operating cost are driven by the number of revenue hours and vehicles in Table 2. More hours (service) and more vehicles mean higher operating costs.

Figure 12: Total Operating Expenses

Source: National Transit Database, Transit Agency Profiles for 2023

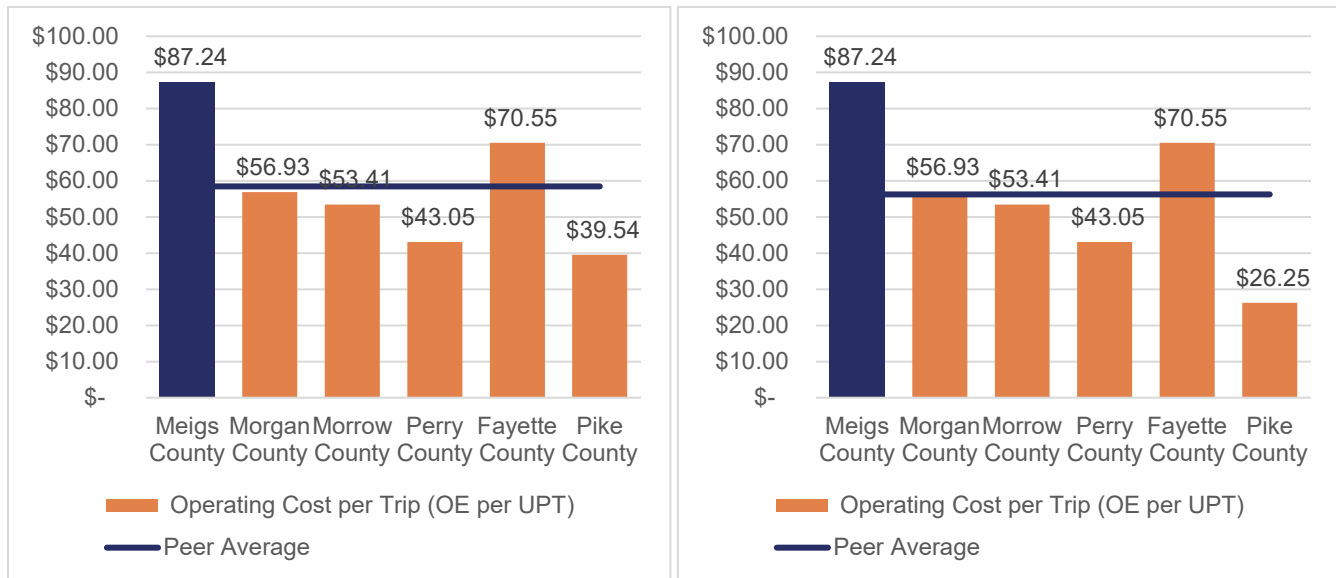
Operating cost per revenue mile depicts the cost of providing one mile of revenue service. When looking at demand response service only, on average, the peer agencies incurred an average operating cost per revenue mile of \$3.84. Meigs County's operating costs per revenue mile are the second highest at \$4.75 per hour, or 24% above the average. Figure 14 depicts total operating costs per revenue mile for demand response services. Figure 13 depicts total operating costs per revenue mile for all services that MCPT and its peer agencies provide, including fixed routes in Pike County; in this comparison MCPT's costs also remain the second highest after Fayette County.

Figure 14: Operating Cost per Revenue Mile (OE per VRM) (Demand Response Only)**Figure 13: Operating Cost per Revenue Mile (OE per VRM) (Total)**

Source: National Transit Database, Transit Agency Profiles for 2023

When looking at demand response services offered by MCPT and its peers, MCPT's operating cost per trip (\$87.23) is 49 percent above the average (\$58.45) and is higher than all its peers (Figure 15). The number remains highest when accounting for all service types (Figure 16).

Figure 15: Operating Cost per Trip (OE per UPT) (Demand Response Only) **Figure 16: Operating Cost per Trip (OE per UPT) (Total)**



Source: National Transit Database, Transit Agency Profiles for 2023

As of early 2025, MCPT does not charge any fares, while its peers' regular fares range from \$1.00 to \$9.00 per ride. Seniors and persons with disabilities pay reduced fare for some agencies. In addition, several peer agencies offer trips out of the county for a higher fare; like in Meigs County, this is often a necessity to allow residents to access key services not present in some rural counties. Table 3 depicts the fare structures of MCPT and peers.

Table 3. Fare Comparison (April 2025 – Demand Response Only)

Agency	Regular	Seniors/ Persons with Disabilities	Out-of-County Fares
Meigs County Public Transit	\$-	\$-	N/A
Morgan County Public Transit	\$1.00	No discount	0 – 50 miles - \$5.00 50 – 100 miles - \$10.00 100+ miles - \$25.00 (Once weekly travel to Marietta, Athens and Zanesville also offered)
Morrow County Area Transit	\$2.00 - \$4.00 based on distance	1/2 fare	N/A
Perry County Transit	\$2.00 - \$9.00 based on distance	1/2 fare	\$10 to \$40 based on distance
Fayette County Transportation	\$1.00 (within Washington Courthouse) \$1.50 (in county)	1/2 fare	\$2.50 per mile
Community Action Transit System (Pike County)	\$1.10	1/2 fare	Chillicothe/ Portsmouth - \$3.00 Columbus - \$6.00

Source: Agency Websites, April 2025

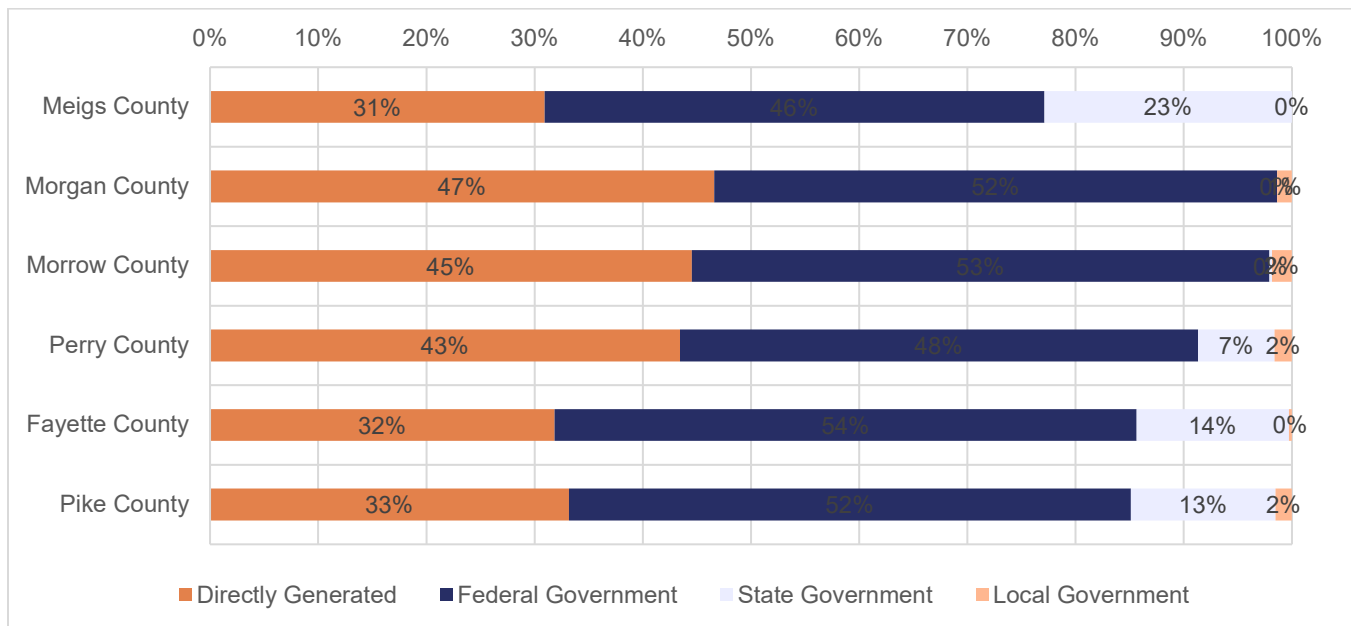
Although MCPT's peer agencies currently charge fares, the data available for 2023 do not include any information on fares collected – this may be because several agencies went fare-free during the COVID-19 pandemic. Therefore the 2023 farebox recovery ratio cannot be calculated. However, information from the peer agencies' 2022 NTD reports indicate that even when fares are charged, none had a farebox recovery ratio that was higher than four percent; a more effective way to reduce the needed subsidy per passenger may be to increase the efficiency of the service provided rather than charging or increasing fares (Table 4).

Table 4. Peer Service Farebox Recovery (2022 data)

Agency Name	Fare Revenue	Farebox Recovery Ratio (Fare Revenue/ Operating Cost)	Agency Cost per Passenger ((Operating Cost - Fare Revenues) / Unlinked Trips)
Meigs County Public Transit	\$-	0%	\$95.56
Morgan County Public Transit	\$28,535	2%	\$51.28
Morrow County Area Transit	\$18,840	1%	\$45.48
Perry County Transit	\$81,565	4%	\$44.74
Fayette County Transportation	\$11,663	1%	\$51.60
Community Action Transit System (Pike County)	\$23,936	3%	\$20.01
Peer Average			
Low Value	\$-	0%	\$20.01
High Value	\$81,565	4%	\$95.56
Average	\$27,423	2%	\$51.44

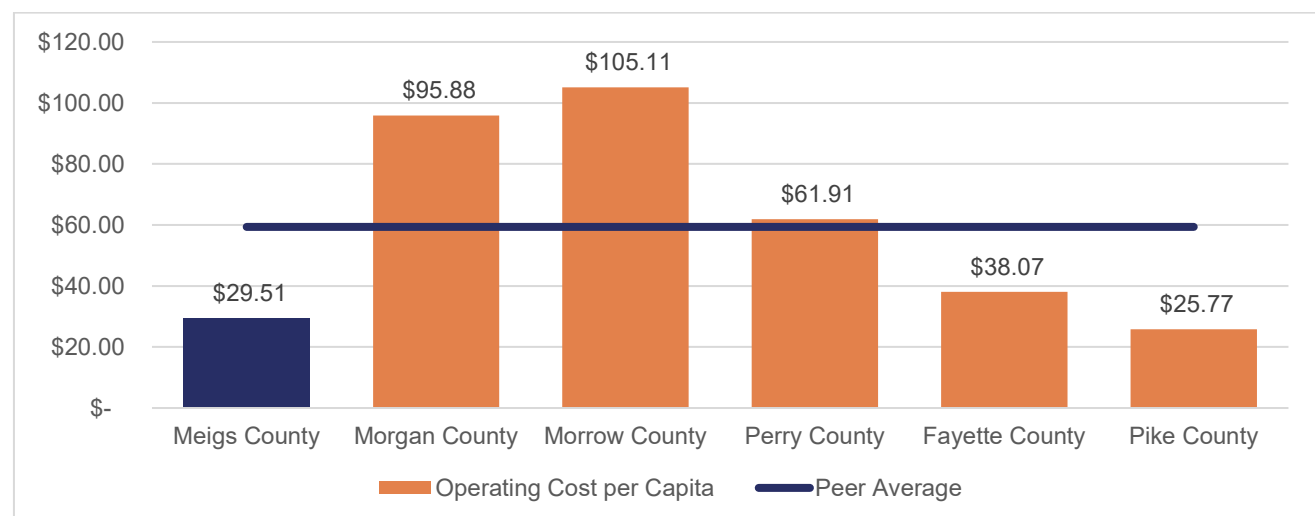
Source: National Transit Database, Transit Agency Profiles for 2022

Funding sources are different for each agency, as each agency operates in a unique setting with differing political climates, available funding sources, and policies that dictate how funding can be used. MCPT is the only agency of the identified peers that does not currently receive any local operating funding assistance, though local contributions for peers are relatively minor. around 30 percent of its revenues (\$202,675) were from directly generated sources, which is lower than many of its peers. Figure 17 illustrates the funding sources breakdown for each peer agency by federal, state, local, and directly generated funds.

Figure 17: Funding Sources

Source: National Transit Database, Transit Agency Profiles for 2023 (Note: MCPT's 2023 NTD report shows Directly Generated funds as \$0 and Local Government funds as \$202,675; however staff at the Ohio Department of Transportation confirmed that these numbers should be reversed).

Operating costs per capita (Figure 18) depicts the amount of operating funds expended per service area resident. MCPT's operating cost per capita (\$29.51) is 50 percent below the peer average (\$59.37) and falls lower than its identified peers, ranking it the second lowest in cost per capita but also indicating that the county could have room to grow in dedicating funding to transit.

Figure 18. Operating Costs per Capita

SUMMARY AND KEY FINDINGS

- MCPT offers a lower amount of service than the peer average, operating fewer revenue hours and revenue hours per capita.
- MCPT has lower operating costs overall, but higher operating costs per passenger compared to the peer group average.
- MCPT is currently serving a much lower proportion of the county's population than other counties, with passengers per capita 50 percent lower than its peers.
- MCPTs' passengers per revenue hour is also lower than the average, indicating that there could be opportunities to improve the efficiency of scheduling and routing of rides in order to serve more passengers per hour.
- Most peers in region are offering services for longer distance trips out of the county in some form, for a higher fare than in-county trips and with costs relative to the distance traveled.
- MCPT currently receives no local funding assistance while all peers receive some sort of local funding, indicating that this is another revenue source to explore. Currently, fewer resources overall are going towards public transit funding per capita in the county than in peer counties.

Table 5 summarizes the key takeaways from the peer review including the average values in service productivity and cost efficiency in comparison to MCPT metrics.

Table 5. Summary of Average Peer Metrics as Compared to MTS Metrics

Characteristic	MCPT Value	Peer Group Average	Difference
Service Productivity			
Vehicles Operated in Max Service	12	17.8	-33%
Unlinked Passenger Trips (UPT)	7,513	25,886	-71%
Passengers per Capita	0.3	1.0	-66%
Passengers per Revenue Hour	1.0	1.2	-18%
Cost Efficiency			
Operating Cost per Revenue Hour	\$4.75	\$3.81	25%
Operating Cost per Passenger	\$87.24	\$56.24	55%
Operating Funding per Capita	\$29.51	\$59.37	-50%
Operating Costs	\$655,408	\$1,273,886	-49%
Subsidy per Passenger	\$87.24	\$56.24	55%

Source: National Transit Database, Transit Agency Profiles for 2023

ALIGNMENT WITH REGIONAL PLANS

Meigs County Public Transit is one key piece of a larger transportation system for the county and the region. This is the first Transit Development Plan for the agency, but it aims to support and further the goals of other related efforts in the region. This section summarizes the relevant goals from other existing local and regional plans from Meigs County and from Buckeye Hills Regional Council, the Regional Transportation Planning Agency.

BUCKEYE HILLS REGIONAL COUNCIL LONG-RANGE TRANSPORTATION PLAN



Buckeye Hills Regional Council published their Long-Range Transportation Plan (LRTP) 2020-2045 in 2023. The purpose of the LRTP is to provide direction for transportation system investments within the region. The LRTP stated that the Public Participation Plan identified public transportation as one of the greatest needs in the region. The demand for public transportation is due to employment needs, people seeking connectivity to bicycling and pedestrian facilities, low/fixed income communities, substance treatment and/or recovery, and those who are unable to drive such as those who are disabled or older adults who need to travel to medical appointments, businesses, and for non-medical needs.

Short term recommendations related to public transportation include educating the population, specifically representatives and agencies, about the need for a regional transportation system, seeking funding, developing and maintaining databases, and coordinating transit stops near or around multi-use paths and active transportation facilities. Long-term recommendations include establishing a fully regional coordinated transportation plan and increasing operations and connections to multiuse trails across the region.

BUCKEYE HILLS REGIONAL COUNCIL REGIONAL TRANSPORTATION IMPROVEMENT PROGRAM

The Regional Transportation Improvement Program (RTIP) for the state fiscal years of 2023-2024 was developed by Buckeye Hills Regional Council in order to be considered by ODOT for inclusion by reference in Ohio's Statewide Transportation Improvement Program (STIP). The RTIP provides a list of projects and services that are scheduled for some phase of implementation within the four-year STIP period. The only project and/or service related to transit services or assist with access to transit services (primarily bicycle and pedestrian facilities) within Meigs County is PID 11332 – Sidewalk and curb construction in the village of Racine. The majority of the other projects are bridge preservations, geologic maintenance/slide repairs, and culvert replacements.

BUCKEYE HILLS REGIONAL COUNCIL RURAL ECONOMIC DEVELOPMENT INNOVATION PLAN

Buckeye Hills Regional Council published their Rural Economic Development Plan in 2020. The purpose of the plan is to serve small businesses and enhance the region's e-connectivity and digital inclusion efforts. Goals related to transportation services include:

- Assisting stage 0,1, and 2 companies, for a total of 71,083 jobs within the region.
 - Strategies to achieve this goal include funding opportunities, surveying workforce training needs, taking inventory of small business TA programs, exploring commercial real estate to expand businesses, and developing a downtown revitalization process/toolkit.
- Enhancing e-connectivity and broadband availability.

- Strategies to achieve this goal include identifying high-priority areas for broadband access and education-related broadband needs in school districts, marketing and building BHRC crowdsourced resource, identifying co-location infrastructure projects for broadband implementation, and creating training opportunities and toolkits for broadband adoption and digital skills literacy.

These goals and strategies relate to the operation and overall needs for a public transportation system.

MEIGS COUNTY COORDINATED TRANSPORTATION PLAN

The Meigs County Coordinated Transportation Plan was published in 2022 and fulfills the requirements for the Fixing America's Surface Transportation (FAST) Act required by the Federal Transit Administration (FTA). The plan purpose was to:

- Identify numerous transportation providers, pedestrian and bicyclist facilities and resources,
- Prioritize the implementation of an Active Transportation Plan, a transit system and paratransit system, and education and outreach services and the coordination of these services; and
- Establish a plan so that Meigs County and all transportation providers are able to achieve the goals and meet the needs that are listed in the plan.

Initial goals and strategies to address transportation needs include:

- Apply and receive funding for a Transit system.
- Lower or create free fare options by collecting and analyzing data.
- Continue meeting with stakeholders to improve multimodal transportation options.
- Develop an active transportation plan to improve walking and bicycling.
- Create a cost-effective transportation option within Meigs County to connect rural areas within and out of the county.
- Create a committee that fields feedback from the public and assists operators.
- Audit transportation providers within the county to understand how they provide and operate services.
- Perform a sidewalk audit.
- Coordinate efforts and services to allow more individuals to have access to transportation.

As of 2024, most of the initial goals and strategies have been completed, including the launch of Meigs County Public Transit. Due to this, Meigs County updated their goals and strategies to reflect growth. Updated 2023 goals and strategies include:

- Continue to create pedestrian and bicycle facilities that are accessible.
- Continued growth of transit services to be able to service more people.
- Unity, collaboration, and coordination between agencies and the public to increase transparency.

MEIGS COUNTY ACTIVE TRANSPORTATION PLAN

The Meigs County Active Transportation Plan was developed in 2018. The plan provides recommendations for improving walking and bicycling throughout Meigs County. Goals include increasing opportunities for physical activity through bicycle facilities and sidewalks, supporting active transportation initiatives through schools, healthcare professionals, community services, elected officials, and businesses, and boosting the local economy by enhancing walking and bicycling opportunities. The plan mentions that there is a lack of transit options within the county but provides no recommendations related to transit. However public transit and active transportation infrastructure are mutually supportive and their co-development is crucial to expanding access to transportation and opportunity.



CHAPTER 3:

TRANSIT ANALYSIS



MARKET DEMAND ANALYSIS

This section presents an analysis of current and potential transit service markets in Meigs County. The purpose of the analysis is to understand whether MCPT is meeting the mobility needs of the community and whether there are gaps in service, in addition to considering ways to adjust service to increase efficiency.

To this end, the analysis looks at development, demographic and socioeconomic characteristics that explain the origins of trips in the service area such as the distribution and relative concentration of the population. The analysis also looks at characteristics that explain trip destinations such as the distribution of jobs in the service area. Finally, it looks at the origin-destination travel patterns of current trips to understand whether there is adequate demand for trips between specific areas that might be more efficiently served by a change in service design.

ACTIVITY CENTERS, POPULATION DENSITY, AND EMPLOYMENT DENSITY

There are four villages located along the Ohio River with concentrations of destinations, including Pomeroy (the County seat), Middleport, Syracuse and Racine. There is a Community College campus, and a regional medical center located north of Pomeroy on US 33. Across the river in Mason, West Virginia is a Walmart which is the main grocery store for the community.

Meigs County has a very low population density overall (51.6 people per square mile or less than one person per acre), which presents challenges for implementing fixed route public transit. Meigs County is rural and characterized by agricultural land uses and disbursed population outside of the four villages. This necessitates an approach to public transportation that is customized to the local context. Guidance from the National Center for Applied Transit Technology (N-CATT) suggests that some select fixed route transit starts to be feasible in areas with 1-5 people and 2-5 jobs per acre; areas with lower concentrations are more suitable for demand-response or some commuter transit services³. The county's low density also means that the census block groups for the county are quite large, making it more difficult to draw geographically-based conclusions from the available census data which follow.

There is a slightly greater population density around the villages, but no census block group has more than 5.5 people per acre (along the river in Middleport) (Figure 20). Jobs follow a similar pattern, with higher concentrations of jobs in Mason, Middleport, and Pomeroy, but no census block group has more than 2 jobs per acre (in the same area of Middleport) (Figure 21). Households without access to a vehicle (where there is likely a high need for public transit) are distributed more broadly. The largest concentrations are in Pomeroy and Middleport, but there are also census block groups in the west, northeast, and northwest portions of the county where more than 10 percent of households have no access to a vehicle (Figure 22). However, again due to the size of the census block groups, these data do not easily lead to a conclusion about potential concentrations of trips and indicate that there is need for transit county-wide.

³ <https://ncatt.thinkific.com/courses/take/microtransit-service-design/lessons/47333545-microtransit-suitability-market-analysis>

Figure 19: Meigs County Points of Interest

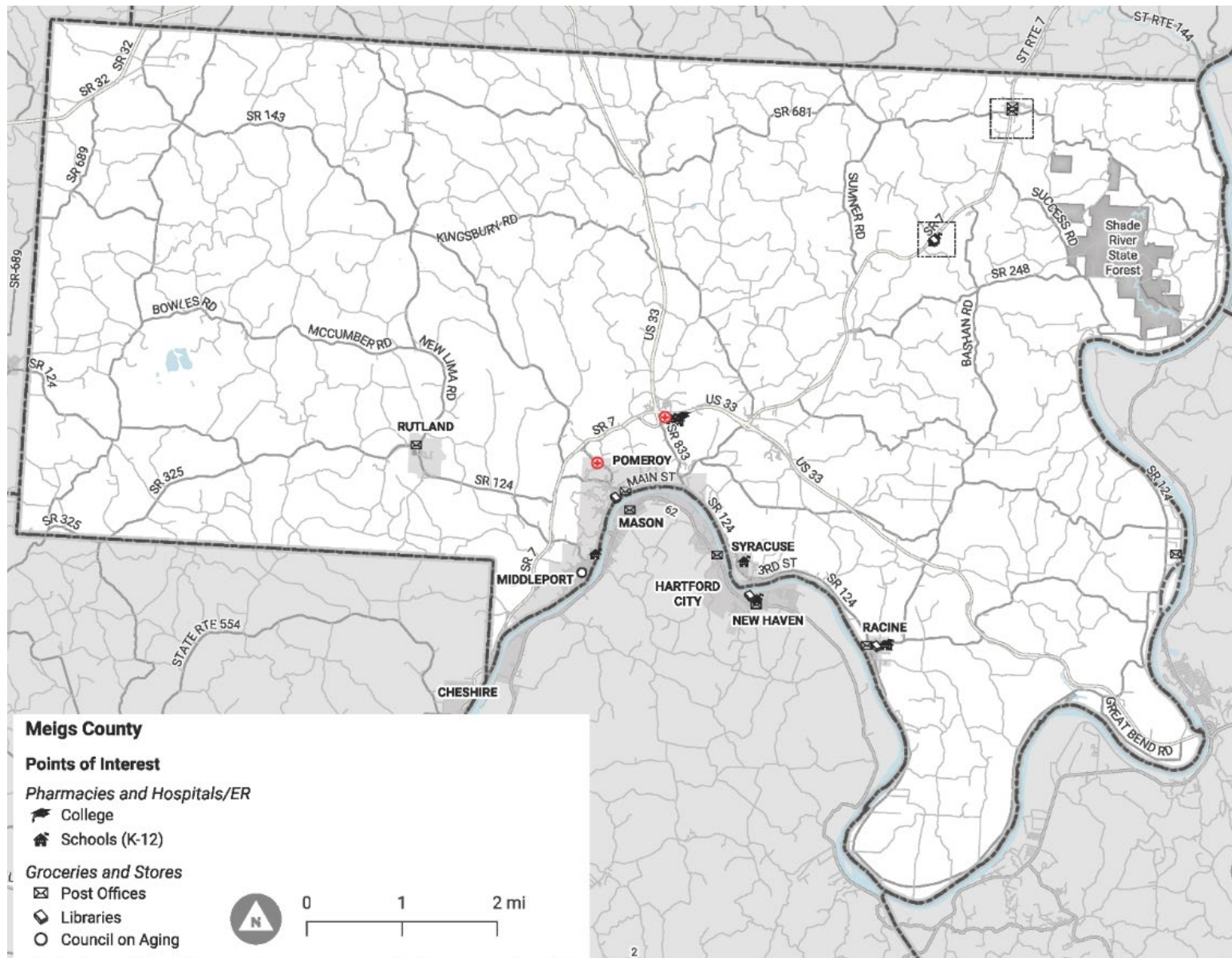


Figure 20: Meigs County Population Density

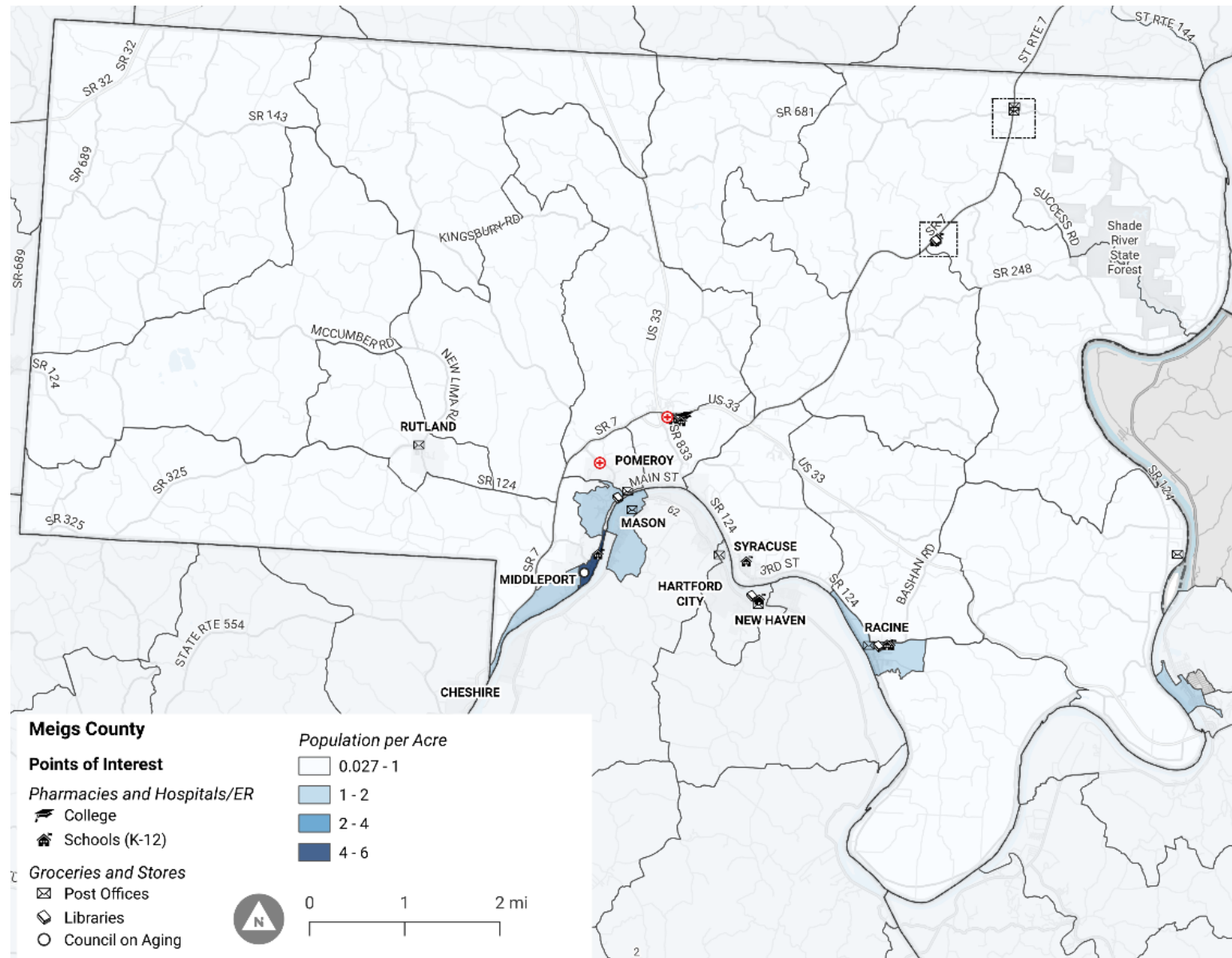


Figure 21: Employment Density

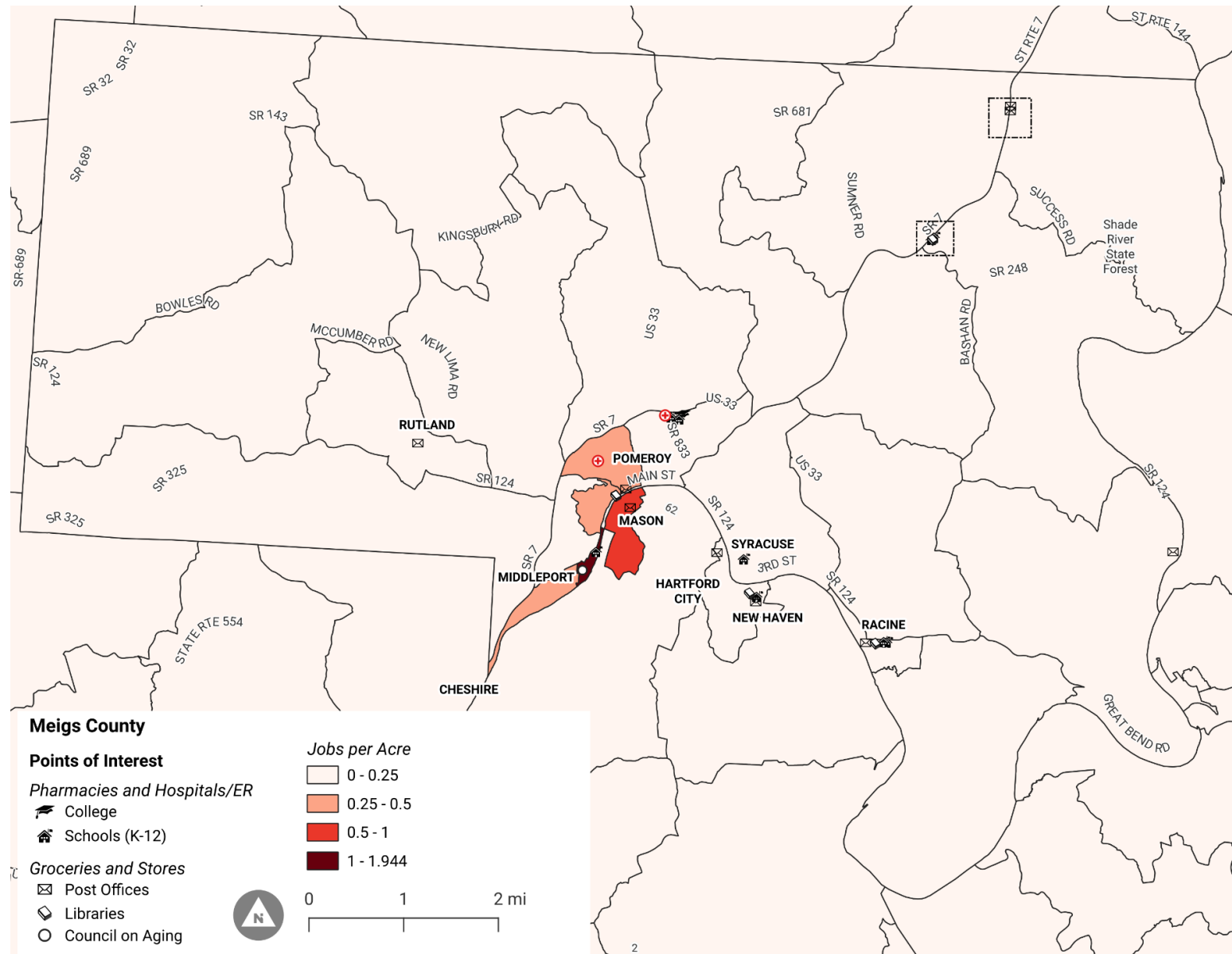
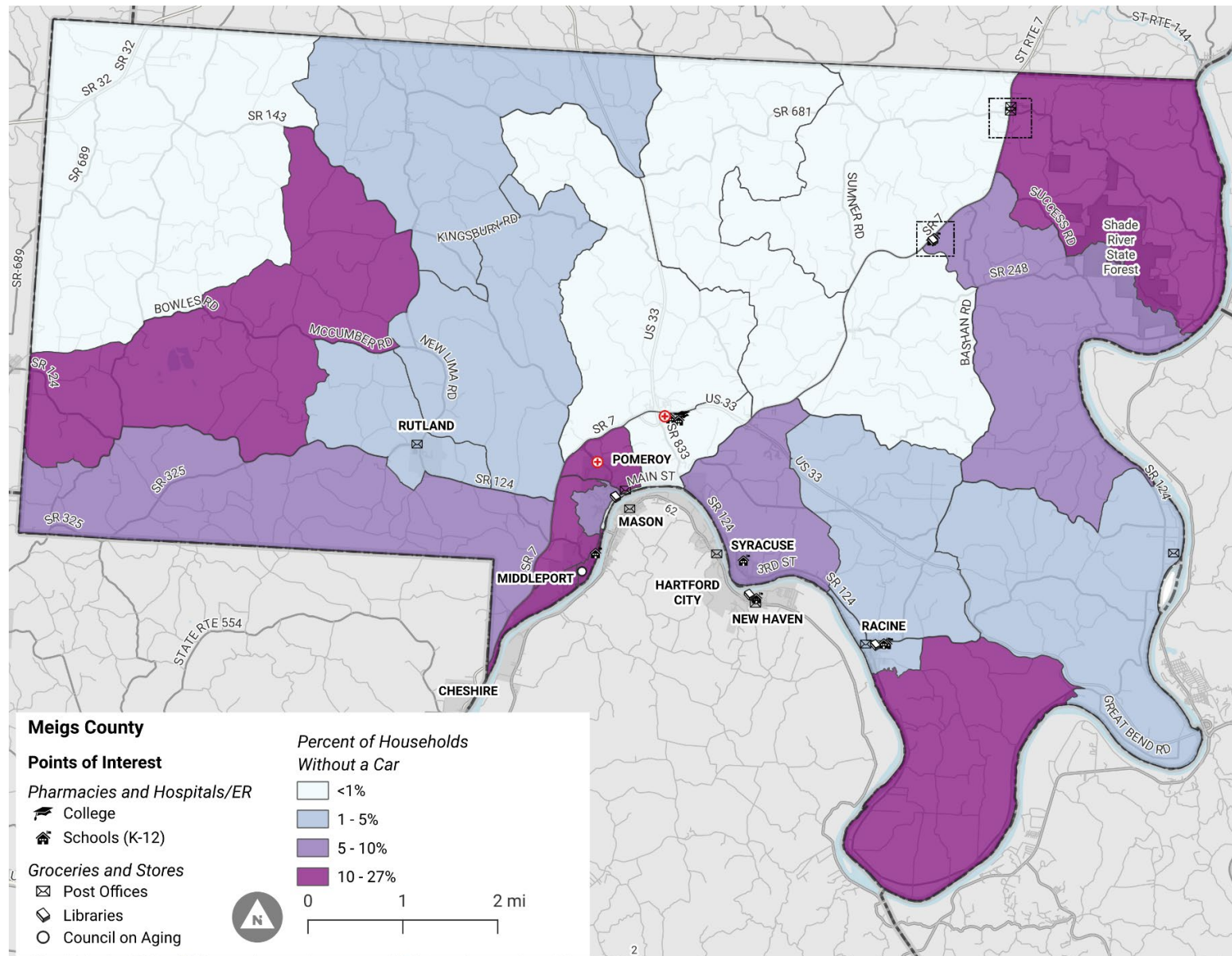


Figure 22: Zero-Car Households Percentage

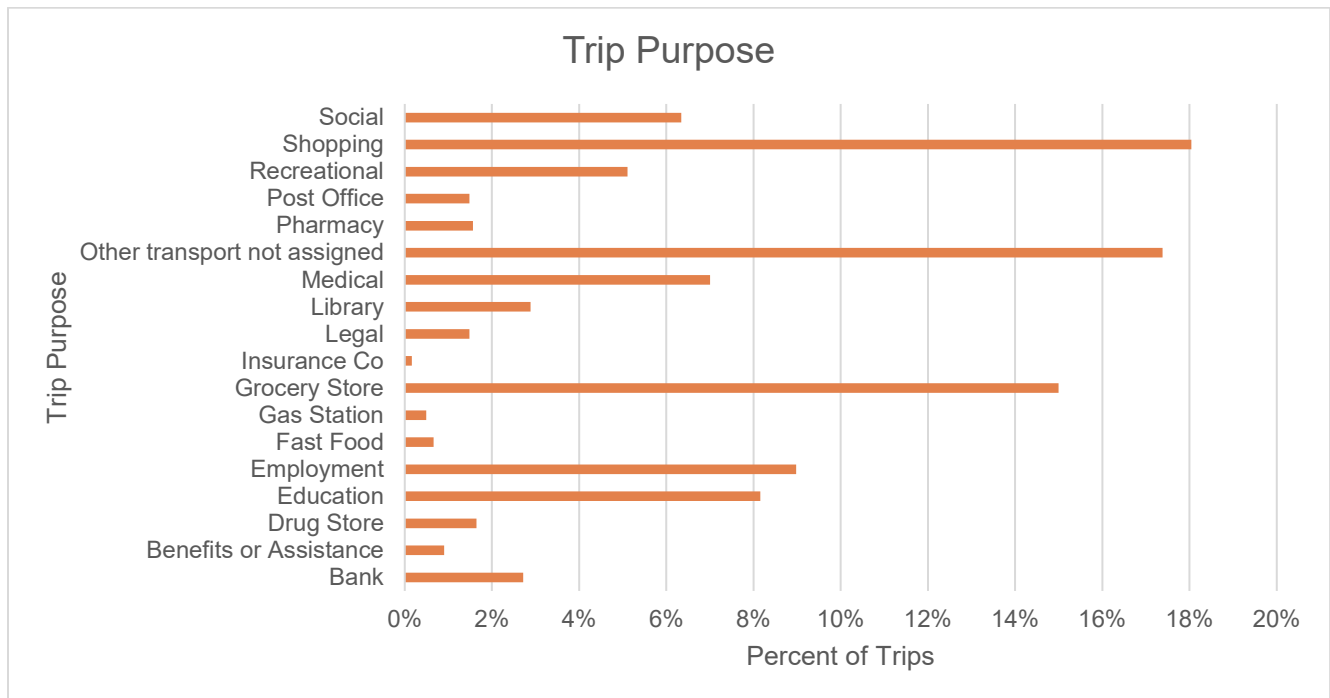


TRIP ANALYSIS

Because MCPT trips are exclusively demand-response, point-to-point trips, an analysis of current trip patterns is more relevant to an understanding of trip origins, destinations, and potential concentrations. The following maps and charts include a sample of data from trips delivered by MCPT between September and December, 2023 to the general public, which included the trip origin, destination, and purpose. These data do not include contracted trips, many of which were to out-of-county destinations. Figure 26 shows all trip origins and destinations within the period analyzed.

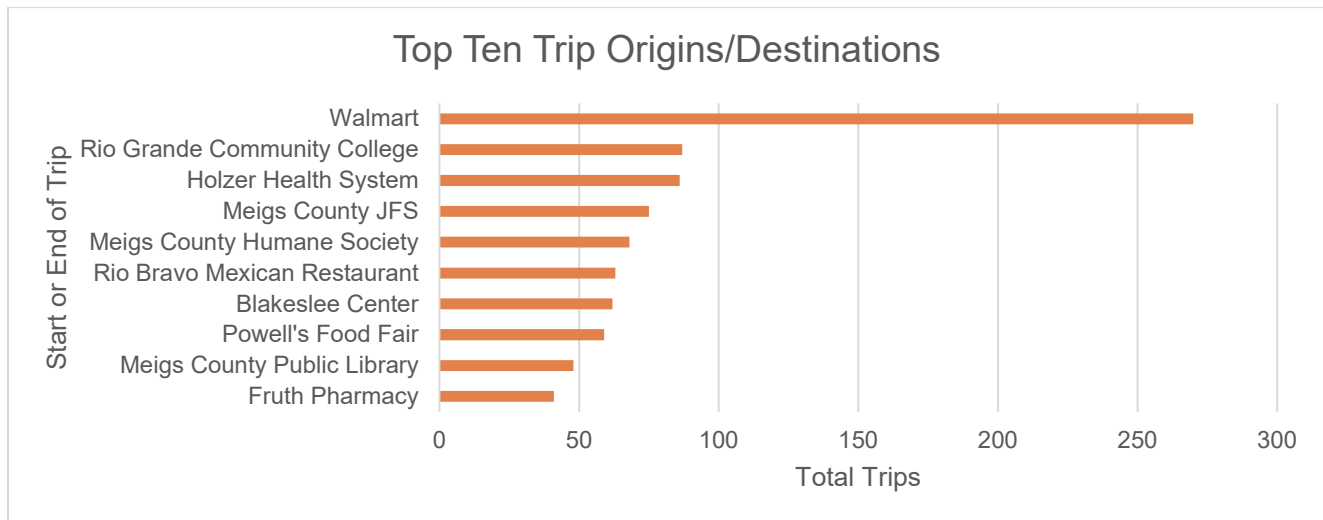
The public trips delivered during this period were for a variety of purposes, with the most common being for shopping (18 percent), an undisclosed purpose (17 percent), and groceries (15 percent) (Figure 23).

Figure 23: Trips by Purpose, September – December 2023.



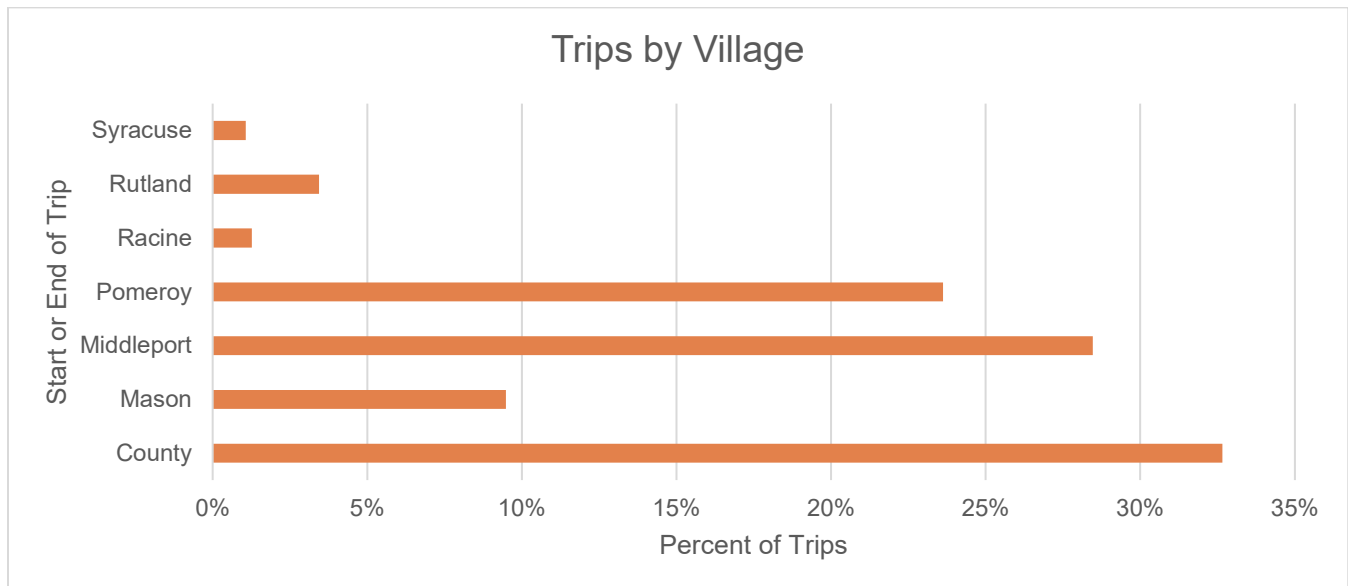
The most popular public trip origin/destination was Walmart, which received over twice as many trips as the next most popular destination of the community college (Figure 24).

Figure 24: Top trip origins and destinations, September – December 2023.



During the period analyzed, around 28 percent of trips started or ended in Middleport, 22 percent in Pomeroy, and 9 percent in Mason. The largest portion, 33 percent, started or ended somewhere in the county that was outside of a village (Figure 25).

Figure 25: Trips by Village, September – December 2023.



An analysis of all trip origins and destinations during the study period does not show any strong patterns that might indicate the utility of a fixed route or a smaller zone to serve with more frequent transit. While many trips started or ended in one of the villages, the other end of the trip was most commonly somewhere out in the rural parts of the county (Figure 26). A closer look at travel between the villages along the river shows that there is some occurring, especially to the Walmart in Mason, but these trips still make up only 36 percent of all trips, while trips that start or stop elsewhere in the county make up 64 percent of trips. (Table 6, Figure 28). Travel within a single village is also low, with seven percent of trips starting and ending in Pomeroy and six percent in Middleport.

There could be some potential to capture these village-to-village trips with more concentrated microtransit or fixed route service, but those service models are not likely to capture the majority of the currently needed trips.

Table 6: Trip Origin and Destination by Village

		Trip Origin						
		County	Mason	Middleport	Pomeroy	Racine	Rutland	Syracuse
Trip Destination	County	12%	5%	8%	8%	0%	1%	0%
	Mason	5%	0%	2%	3%	0%	1%	0%
	Middleport	8%	2%	6%	4%	1%	1%	0%
	Pomeroy	8%	3%	4%	7%	0%	2%	1%
	Racine	0%	0%	1%	0%	0%	0%	0%
	Rutland	1%	1%	1%	2%	0%	0%	0%
	Syracuse	0%	0%	0%	1%	0%	0%	0%

KEY FINDINGS

- Given the low density of population and employment in the County, demand for transit is expected to be somewhat higher in the villages along the Ohio River, but there are not strong trends indicating other areas of strong demand for transit. In more urban areas a higher concentration of population and ridership is an important metric for efficiency of service; considerations are different in rural areas where service may need to be much more dispersed to provide access to essential services and destinations.
- Analysis of the trips delivered in late 2023 show similar conclusions. There is some demand for travel between villages along the river, but the majority of trips still start or end outside of villages in more rural parts of the county.
- The most popular trip destination by far is the Walmart in Mason.
- The market demand analysis indicates that while there could be some efficiency found by implementing more concentrated service along the rivers, this would not serve the majority of trips provided by MCPT; a demand-response system that serves the county as a whole continues to be the most effective service model for the county.

Figure 26: All Trip Origins and Destinations, September – December 2023.

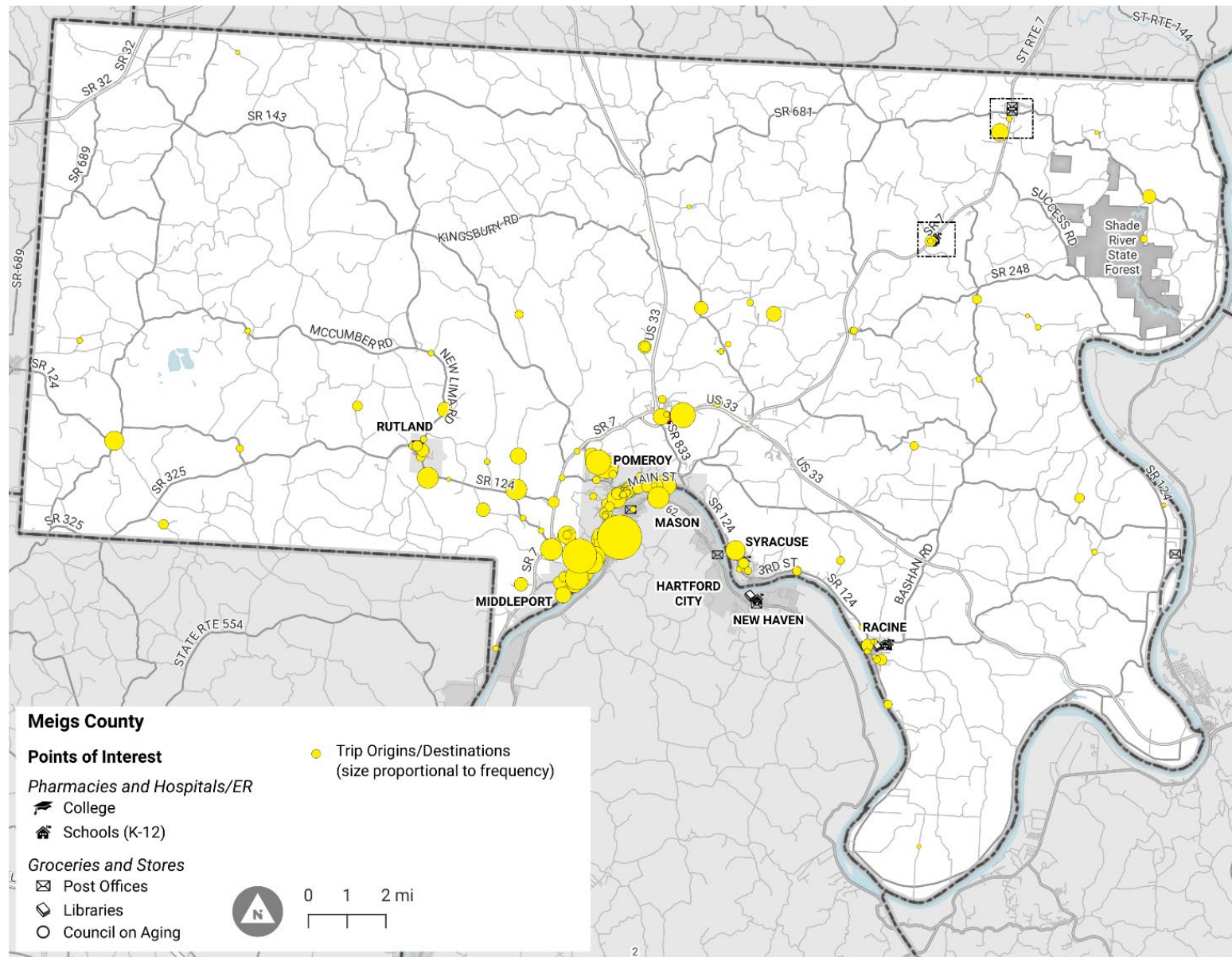
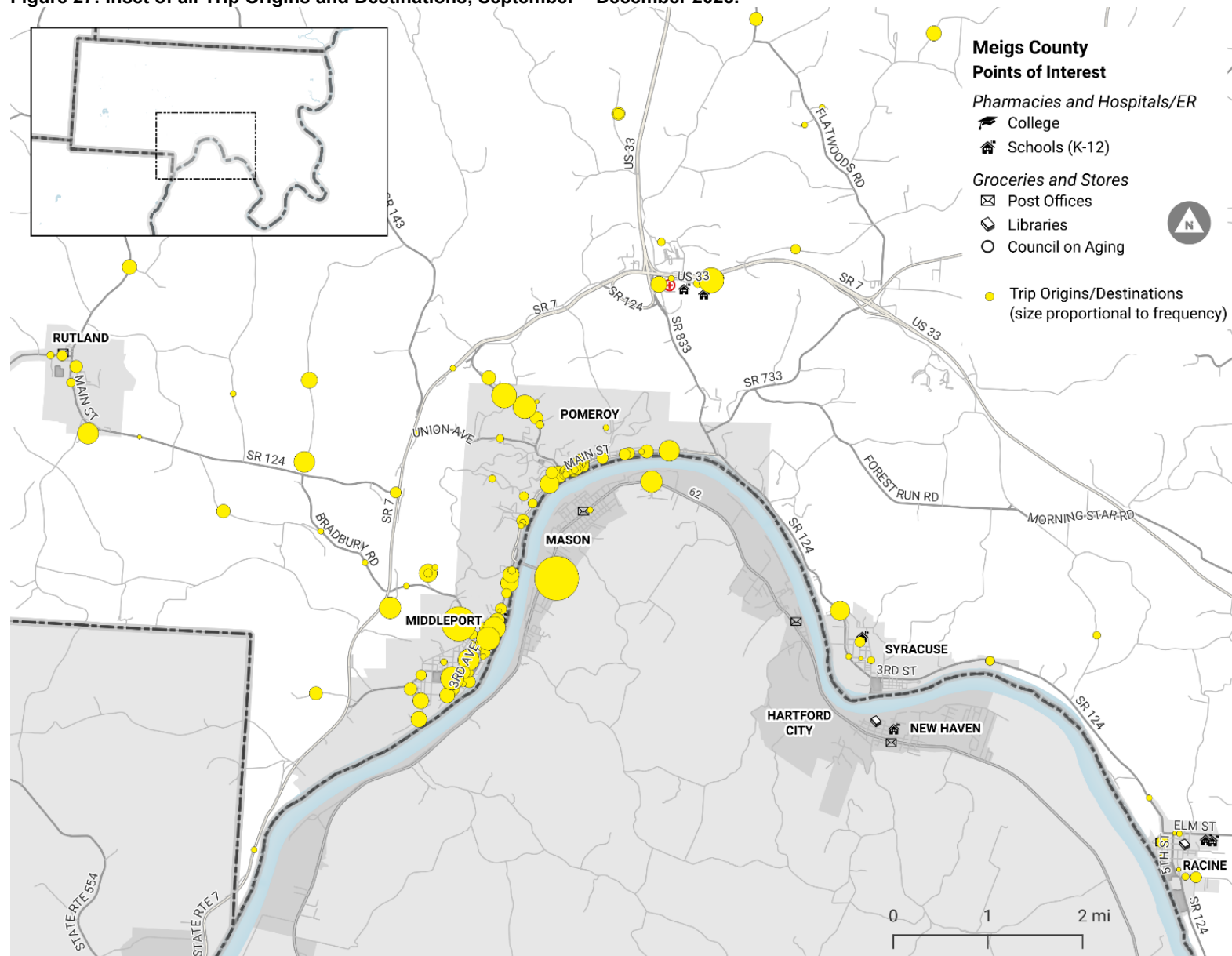


Figure 27: Inset of all Trip Origins and Destinations, September – December 2023.



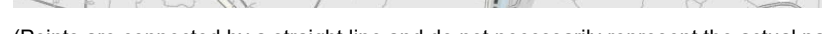
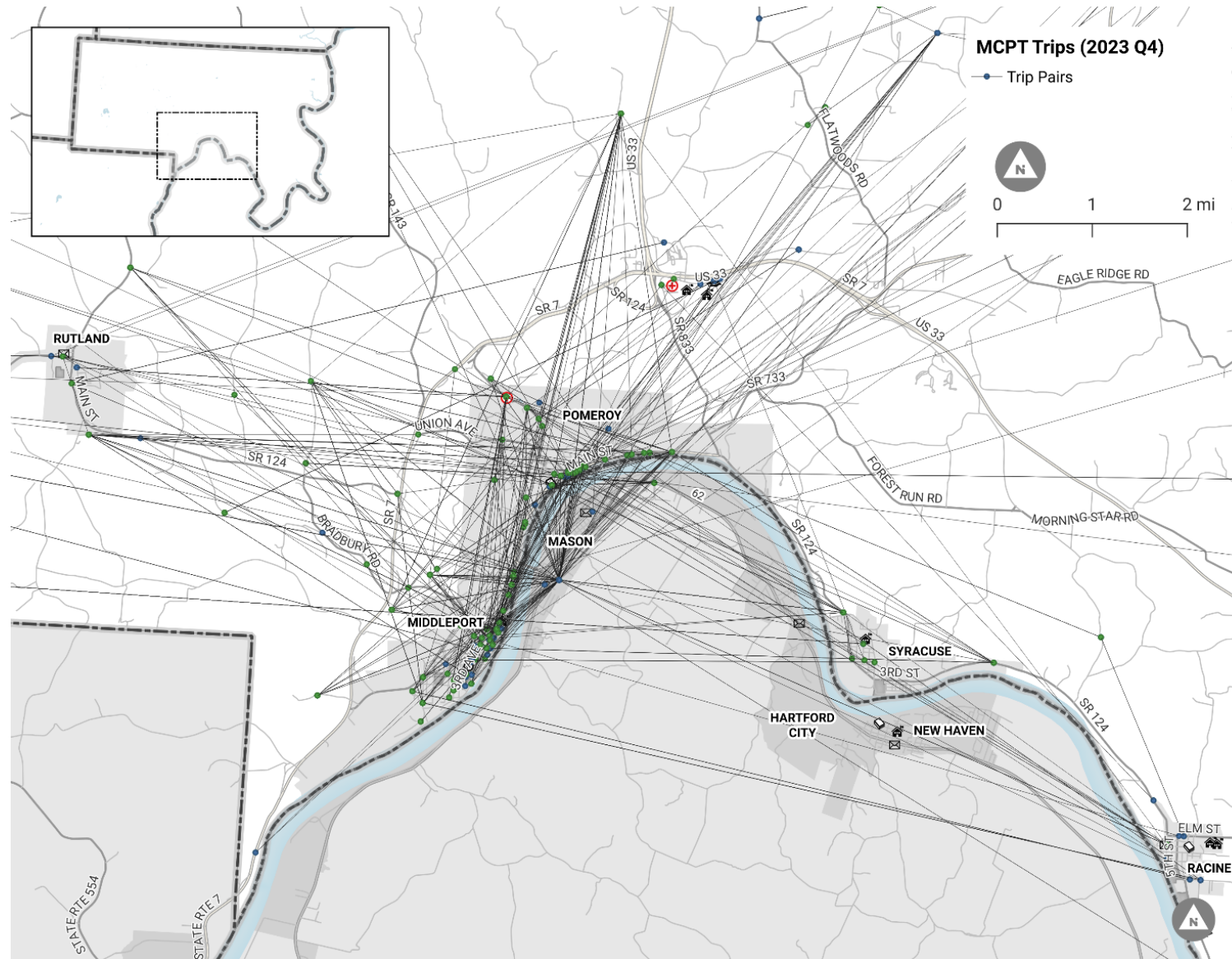


Figure 29: Inset of all trip origin/destination pairs, September- December 2023.



(Points are connected by a straight line and do not necessarily represent the actual path of travel taken).

PUBLIC ENGAGEMENT

To develop recommendations for the Transit Development Plan that meet the growing needs of the community, engaging with community leaders as well as both current riders and other members of the public who do not currently use public transit was crucial. The project team used a variety of approaches to gather community input throughout the two phases of public engagement. The project was also informed by a Transit Advisory Committee comprised of MCPT administrative and operations staff, representatives from social service agencies, local jurisdictions, and the business community, and current transit riders. See the Acknowledgements section for a full list of members. A full summary of engagement results are included in Appendix B.

PHASE ONE (SPRING 2024)

Survey Responses

The first phase of public engagement used a public survey to gather information from the community about existing transit service needs. This survey was advertised at Kid's Day on April 13, 2024, and posted in transit vehicles, libraries, online, and more. The planning team also conducted ride-alongs, where the team rode the bus to speak with transit riders and drivers and to advertise the survey. The survey included five sections: Household Travel Patterns, Meigs County Public Transit Awareness, Meigs County Public Transit Activity, Transit Preferences, and an optional About You section.

The survey results provide a detailed comparison of current riders and non-riders of Meigs County Public Transit. Riders, making up 28 percent of respondents, were predominantly low-income, with 41 percent earning under \$15,000 annually, and 50 percent identifying as having a disability. They rely heavily on public transit due to limited vehicle access. Riders commonly use transit for medical appointments, grocery shopping, and pharmacy visits. Non-rider respondents were generally higher income, with 48 percent earning \$50,000 or more annually, and have greater access to vehicles. Most non-riders are unaware of their eligibility for the service and cited a preference for driving as a key reason for not using public transit. Both groups indicated a desire for expanded hours, additional destinations, and improved punctuality.

The survey highlights specific transit needs and perceptions. Riders appreciate the service's availability and its role in addressing accessibility issues but expressed concerns about timeliness and limited hours. Non-riders suggested improvements such as increased awareness, expanded hours, and the addition of set routes. Despite different usage patterns, both groups identified medical, grocery, and pharmacy visits as top priorities. There is a notable interest among non-riders for evening and weekend service, reflecting unmet demand for flexible transit options. The findings underscore the need for targeted improvements in scheduling, outreach, and service expansion to better serve the diverse needs of the community.

Ridealongs & Operator Conversations

The Mobility Manager, alongside two team members from Toole Design, actively participated in numerous ridealongs as part of the first phase of engagement. These ridealongs served as a valuable opportunity to interact directly with current transit riders, encouraging them to complete the phase one survey while also providing a

Figure 30. Conducting phase one survey at Kid's Day.



platform to share additional feedback, comments, or concerns about their transit experiences. The majority of riders shared positive remarks regarding the transit service, reflecting general satisfaction with the system. Surveys gathered during these ridealongs were included in the results summarized above.

In addition to engaging with riders, the project team took the chance to hold in-depth conversations with transit staff to gain a clearer understanding of their challenges and perspectives. Several drivers voiced concerns about their personal safety, citing the limited space within the vehicles and the absence of physical barriers separating them from passengers. One driver highlighted a need for improved communication, particularly regarding updates to trips and schedules while on their routes. Despite these challenges, the drivers generally conveyed a positive attitude toward waiting times during passenger stops, with most noting that they didn't mind the downtime. Generally, transit operators enjoy their role in the community and as a job. These insights provided valuable context for understanding both rider and staff experiences, ensuring a more comprehensive approach to improving transit operations.

Transit Advisory Committee Meeting #1

The Meigs County Transit Advisory Committee (TAC) held its first meeting to define goals and strategies for improving public transit in the region. Participants emphasized the importance of maintaining free or low-cost fares and leveraging Medicaid funds to expand services. The TAC identified key needs, including better accessibility to destinations outside the county, enhanced engagement through apps or phone systems, and streamlined service referrals. Long-term goals involve creating fixed-loop routes in major towns, supported by community contributions or taxes, while short-term plans include circulator routes with flexible stops. Expanded service hours for early medical appointments, evenings, and weekends were also highlighted as critical for meeting community needs.

Current challenges noted include limited driver availability, constrained funding, and a lack of awareness about transit services. While existing riders view Meigs County Public Transit (MCPT) positively, gaps in outreach and service times restrict its utility. To address these issues, TAC recommended targeted outreach via mailers, community events, and local hotspots to combat misconceptions about eligibility. Infrastructure improvements, such as a new transit hub and additional vehicles, are underway, with potential partnerships with regional bus services like Go Bus to address out-of-county travel demands. Improved software and training were also suggested to enhance operational efficiency, ensuring MCPT can support growing community demands.

PHASE TWO (FALL 2024)

Survey Responses

In Phase Two, the Meigs County Transit Development Plan distributed a public survey to gather input on proposed service changes, including extended service hours, travel options, communication methods, and security enhancements. The survey was available for two days at the Meigs County Public Fair, as well as on board transit vehicles, with operators incentivized to ask passengers to complete it.

Among the 101 respondents, a majority were riders, with 67 percent of riders identifying as having a disability and 68 percent of riders being registered with Medicaid. The survey revealed a strong preference for adding service hours on Saturday mornings and an hour before and/or after the current schedule. Respondents supported the idea of fixed shuttles to nearby counties for medical appointments and shopping. Popular choices for enhanced comfort and security included allowing family travel,

Figure 31. Conducting phase two survey at the County Fair.



maintaining security cameras, and adding physical partitions. Improved ride scheduling options and better communication through social media and mail were also highlighted.

Feedback from non-riders differed slightly, emphasizing the need for Wednesday evening hours for community activities and out-of-county shuttle services with flexible fare options. Educational outreach emerged as a priority, with both riders and non-riders favoring personalized guidance by transit employees. Riders and non-riders were aligned in their preference for communication via social media and physical mail and their positive reception to a shopping shuttle service within the county. Overall, the findings underscored a shared interest in expanded hours, accessible communication, and enhanced comfort to better meet community needs.

Transit Advisory Committee Meeting #2

The second Transit Advisory Committee Meeting for the Meigs County Transit Development Plan focused on refining the vision, goals, and objectives, and gathering feedback on service priorities. Goals included expanding access, maintaining affordability, increasing awareness, and improving operational efficiency. The committee supported objectives like loop routes connecting local towns, expanded weekend and evening hours, and special event shuttles. Concerns about technology adoption were linked to limited internet access in the county, and some objectives, such as leveraging grants and alternative fuels, were suggested to be separated for better focus. Community priorities emphasized Saturday and Sunday services for events like farmer's markets and church activities, as well as shorter wait times for ride booking within specific towns.

Participants showed moderate interest in out-of-county services, such as shuttles to nearby cities and ridesharing for medical appointments, though in-county improvements were favored. Comfort and security enhancements like security cameras, riding with friends or family, and vehicles with lower step heights were well-received. Expanded call center hours and online scheduling options were rated higher than smartphone apps for ride management, reflecting varied technological accessibility. Social media emerged as the preferred channel for transit updates, though other mediums like radio, mail, and print ads were also popular. To improve onboarding, participants highlighted the value of personal guidance from transit employees over less interactive methods like open houses or event sign-up tables.

Transit Advisory Committee Meeting #3

The third Transit Advisory Committee Meeting for the Meigs County Transit Development Plan discussed performance measures, reviewed the engagement results from phase two, goals and objectives.

The goals and objectives discussion highlighted key priorities included evaluating pilot programs like loop routes and microtransit for sustainability, expanding service to better accommodate work trips and community needs, and integrating features like bike racks and shuttle routes. Funding strategies will focus on leveraging partnerships, grants, and in-kind contributions, avoiding levies in favor of general funds. Next steps involved exploring financial scenarios to support operational growth, with an emphasis on collaboration, advocacy, and targeted outreach.

KEY FINDINGS/OPPORTUNITIES

- During Phase One of the engagement process, survey results revealed distinct patterns between riders and non-riders of Meigs County Public Transit. Riders surveyed, who predominantly had lower incomes and often with disabilities, rely heavily on the service for essential trips such as medical appointments, grocery shopping, and pharmacy visits. Conversely, non-riders surveyed tended to have higher incomes and have greater access to private vehicles, with barriers like lack of awareness about eligibility and a preference for personal vehicles. Despite these differences, both groups expressed a desire for extended service hours, improved punctuality, and additional destinations, with unmet demand for evening and weekend services emerging as a shared priority.
- Insights from the Transit Advisory Committee emphasized maintaining affordability, enhancing access to out-of-county destinations, and addressing challenges such as funding, driver availability, and public awareness.
- Ridealongs and conversations with transit staff further highlighted the need for safety improvements and better communication for drivers, alongside general rider satisfaction.
- Phase Two built on these findings, focusing on proposed service changes to better align with community needs. Survey responses showed strong rider support for extended service hours, particularly on Saturday mornings and evenings, and fixed shuttles for regional travel. Security and comfort enhancements, such as vehicle partitions and family-friendly travel options, were highly prioritized. Non-riders emphasized evening services for community events and more flexible fare options for out-of-county travel. Both groups identified educational outreach and communication through social media and physical mail as valuable tools. The Transit Advisory Committee refined goals to include improved operational efficiency, expanded weekend services, and increased comfort features, such as security cameras and easier vehicle access. Personalized guidance from transit employees was also preferred over digital tools for onboarding and outreach, ensuring a tailored approach to addressing diverse community needs.
- The community's transit needs center on enhanced accessibility, flexible scheduling, and improved security, with both riders and non-riders emphasizing the importance of expanded service hours for essential trips and social activities. Riders prioritize accessibility and safety, while non-riders highlight the need for increased awareness, regional travel options, and flexible fares. Across the board, there is strong support for improved communication methods, affordability, and targeted outreach to address misconceptions and bridge technological gaps.

MARKETING AND COMMUNICATIONS

This section provides a high-level review and assessment of MCPT marketing and branding strategies to identify opportunities to enhance promotion and communication of the service. There have not been extensive promotional efforts for the service, as current capacity is already stretched to meet the demand. However, a lack of knowledge about the availability of the service was frequently mentioned during public engagement. As the agency's capacity expands, a concerted marketing and communications strategy could help better inform the community about the availability and ease of the service, helping new riders access the system.

SCHEDULING

Riders can register and schedule trips exclusively by phone at (740) 444-5555 between 7:00 a.m. and 3:30 p.m., Monday through Friday. There is not currently a smartphone application available for trip scheduling or tracking.

BRANDING

MCPT uses a single logo and branding for its services (Figure 32). This logo is present on all MCPT vehicles and promotional materials (Figure 33).

WEBSITE

The Meigs County Public Transit services website, part of the Meigs County Department of Jobs & Family Services, is designed to be a comprehensive and accessible resource for community members seeking information about public transportation options. It provides detailed information about transit services, including service hours, ensuring users can plan their trips effectively. Contact information to schedule trips are available on the website. It also highlights services available for individuals with disabilities, promoting inclusivity in transportation.

Links to additional resources and support services within Meigs County are available, reinforcing the integration of transit services with broader community support. The site includes essential contact details for transit staff, allowing users to ask questions or request assistance.

The website is simple but navigable, where key sections are easily accessible from the homepage through clearly labeled menus and buttons. If and when additional services are added to the offerings, care should be taken to provide clear and user-friendly information.

SOCIAL MEDIA

MCPT has a limited social media presence. Agency staff use the Meigs County Jobs and Family Services facebook page (1,100 followers) to share occasional updates and the Mobility Manager also runs a Meigs County Mobility Management facebook page (320 followers). The Fiscal and Human Resources Manager posts to social media, with posts occurring approximately every week to ten days and around special events.

Figure 32. Meigs County Public Transit logo.



Figure 33. Meigs County Public Transit branding on vehicles.



BROCHURE

MCPT maintains an updated brochure (Figure 34) with information about available services. This brochure is available on the website and is brought to engagement events in the community.

Figure 34: Meigs County Public Transit brochure

SERVICE/SERVICE AREA
Meigs County Public Transit provides demand response, curb-to-curb public transportation service within Meigs County, Ohio. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

Trips are scheduled on a time-and-available space basis.

Meigs County Public Transit operates as shared-ride service, offering that passengers may be on board the vehicle with others who are traveling at the same time and in the same direction.

HOLIDAYS
Meigs County Public Transit is closed based on the holiday schedule set forth by the Meigs County Courthouse. Holidays are subject to change.

ACCESSIBILITY
Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Meigs County Public Transit also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

REASONABLE MODIFICATIONS
Individuals needing a service accommodation or modification must notify Meigs County Public Transit of the request when making a reservation. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact Meigs County Public Transit at 740-444-5555. Attempts will be made to honor all reasonable modification requests.

TRANSPORTATION OF CHILDREN
All children over 8 years old must wear a seat belt. Children less than 4-years old or 40-lbs. must be secured in a car seat. Children between the ages of 4 and 8-years old and less than 4'9" must use a booster seat. Car and booster seats are the responsibility of the parent or guardian. Meigs County Public Transit Operators are not responsible for securing children accompanied by an adult. This responsibility is left to the parent/guardian of the child.



Mission Statement:
Our mission is to implement and continuously offer an affordable, safe, public transportation system for all residents of Meigs County.

Meigs County Public Transit
Phone 740-444-5555
Fax (740) 444-5263
TTY 1-866-874-3972
Address:
PO Box 344, 150B Mill Street
Middleport, Ohio 45760

SERVICE HOURS
Monday - Friday: 7:00 A.M. – 4:00 P.M.

Brochure Last Revised: February 8, 2024

SERVICES FUNDED IN PART BY: The Federal Transit Administration 5311 Program, and the Ohio Department of Transportation

Serving Residents of: Meigs County, Ohio

THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST
Interpreter Services Are Available

TRIP RESERVATIONS

All trips are scheduled in advance on a first come, first served basis, and are scheduled on a time and space availability basis. Trip reservations should be requested 48 hours in advance of requested pick up time. To schedule trips passengers must call (740) 444-5555 during normal business hours. Trips cannot be scheduled by telling a driver.

Passengers may be asked for the following information when scheduling trips: Name, home address, telephone number, pick-up/drop-off addresses, desired arrival or drop-off time, and if any special accommodations are needed.

Next day and same day trips will be accommodated if available.

WILL CALLS

Will-call return trips are offered based on availability only. MCPT operates on a demand-response, first-come-first-serve basis. All trips must be scheduled ahead to guarantee availability.

PICK UP WINDOW

Meigs County Public Transit has a 30-minute pick-up window. This means that the vehicle can arrive anytime from 15 minutes before to 15 minutes after your scheduled pick-up time. If there is no response within 5 minutes of our vehicle arriving at your location, you will be considered a *No Show*.

CANCELLATIONS AND NO SHOWS

It is important that all riders attend their scheduled ride appointments. If a rider must cancel a scheduled ride, the rider is responsible for contacting dispatch at 740-444-555 at least 24 hours prior to the scheduled trip time.

If the vehicle arrives to pick you up and the driver cannot locate you, or you have failed to cancel your trip at least 24 hours prior to your scheduled pickup time, you will be considered a *No Show*. Due to the cost and inconvenience a *No Show* causes, Meigs County Public Transit reserves the right to deny trips as required by the *no-show* policy.

If you are recorded as a *No Show* for 20% or more of your scheduled rides within a rolling calendar year, your

OUTREACH, EDUCATIONAL PROGRAMS, CAMPAIGNS

Meigs County Mobility Manager

The Ohio Mobility Management program provides services to improve access to transportation for all residents, especially older adults, individuals with disabilities, and low-income populations. Mobility Managers coordinate local transportation services, identify service gaps, and work with providers to enhance access. They also advocate for better transportation policies and funding to support underserved communities.

Meigs County Jobs and Family Services employs a Mobility Manager, who can be contacted by phone at 740-992-2119 or meigscountymobilitymanager@gmail.com by residents who need help to connect to potential transportation options, including Meigs County Public Transit. They also maintain a Facebook page, <https://www.facebook.com/meigscountymobilitymanagement/>, which they use to communicate information to residents.

ADVERTISING REVENUE

Meigs County does not currently generate any revenue from advertisements on or inside their vehicles. There may be opportunity for the county to increase revenue by monetizing these advertisements.

KEY FINDINGS/OPPORTUNITIES

- In the first round of public engagement, two of the top three reasons cited by non-riders for not using Meigs County Public Transit (MCPT) were a lack of understanding about eligibility and uncertainty about how to use the service. This significant knowledge gap among potential users suggests that many could benefit from MCPT but are discouraged by confusion or misinformation. Addressing these barriers through targeted education and outreach campaigns could substantially expand the ridership base, especially if efforts focus on demystifying the system and increasing visibility.
- The second round of public engagement, conducted at the County Fair, provided deeper insights into how to bridge this knowledge gap. Most participants indicated a preference for communication through social media or physical mail, suggesting these are the most effective channels for reaching the community. Additional popular methods included physical advertisements, a user-friendly website, and a smartphone app, highlighting the importance of diverse, accessible communication strategies.
- Respondents also expressed a strong preference for personalized learning opportunities, such as having an MCPT employee walk them through the sign-up process from start to finish. Sign-up tables at community events were the second most popular option for learning about the service, while traditional open-house events were less favored. These findings underscore the need for a multi-channel outreach strategy that combines modern digital tools with hands-on, community-centered approaches to effectively connect with current non-riders.
- Opportunities for outreach and campaigns to address the knowledge gaps among potential Meigs County Public Transit (MCPT) users include a mix of targeted communication strategies and interactive engagement efforts. These initiatives can be designed to educate the public about eligibility, service usage, and benefits, while fostering trust and familiarity with the transit system.

Educational Campaigns

1. **Social Media Outreach**

Leverage platforms like Facebook, Instagram, and Twitter to post informational content, including "how-to" videos, rider testimonials, and updates about service offerings. Create engaging posts with visuals, such as infographics explaining eligibility requirements or step-by-step ride-scheduling guides.

2. **Physical Mail Campaigns**

Send informational brochures or flyers directly to households, focusing on underserved areas. These could include simple FAQs, contact information, etc., to encourage trial usage.

3. **Website and Digital Resources**

Develop a user-friendly website with a dedicated "New Riders" section that includes tutorials, eligibility criteria, and a ride-scheduling simulator. An interactive chatbot could help answer common questions in real-time. In addition, moving the MCPT website to its own stand-alone website, rather than nested under the JFS site, could help remove potential stigma around the association between the two and help MCPT develop its own identity.

Interactive Outreach

1. **Community Event Presence**

Set up informational booths at local events such as fairs, festivals, and farmers' markets. Provide one-on-one support to attendees to sign up for the service, answer questions, and distribute printed guides.

2. **Transit Ambassadors Program**

Train volunteers or employees to act as ambassadors who visit community centers, libraries, and senior centers to provide in-person assistance and presentations.

3. **Public Ride-Along Events**

Host ride-along events where non-riders can experience the service firsthand, guided by an MCPT representative. This allows potential users to become familiar with the process in a low-pressure environment.

4. **School and Employer Partnerships**

Collaborate with schools and local employers to create tailored campaigns. For schools, provide materials for students and families explaining how MCPT can help with after-school activities or family needs. For employers, highlight how transit can support workers' commuting options.

Staffing and Promotion

1. Develop a marketing and branding campaign for MCPT.
2. Hire additional staff dedicated to marketing and communication of MCPT services.

By combining these strategies, MCPT can build stronger connections with potential riders, address barriers to service use, and establish a broader, more engaged community of transit users.

STAFFING AND OPERATIONS

This section outlines the organizational structure and staffing for Meigs County Public Transit, including a review of the current staffing levels.

ORGANIZATIONAL FRAMEWORK

Figure 35: MCPT Organizational Chart, January 2025

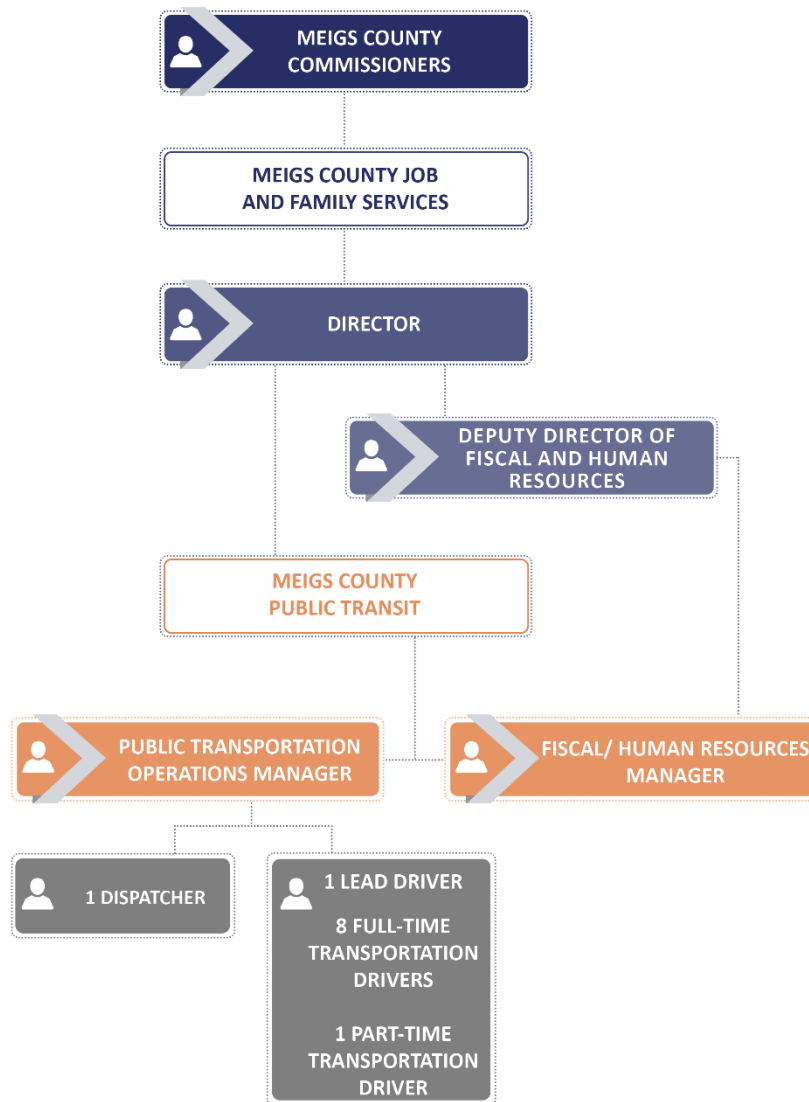


Figure 35 shows the organization of MCPT staff. MCPT is a department of Meigs County Job and Family Services (JFS), which is overseen by the Meigs County Commissioners. Meigs County JFS oversees both social services and public transit operations for the county. The Director oversees all operations and strategic planning while the Deputy Director assists the director and manages day-to-day activities. The Deputy Director of Fiscal and Human Resources oversees financial matters and personnel for the department and has direct oversight of the Public Transit system. The Human Resources Administrator handles HR functions across the department.

Meigs County Public Transit is a department within Job and Family Services, focused on transportation services. The Public Transit Administrator manages the day-to-day operations of the county's public transit system. The Public Transportation Supervisor oversees the operational staff of the transit system, and the Fiscal/Human Resources Specialist handles financial and personnel matters specifically for the transit system. The Public Transportation Supervisor oversees two Dispatchers who are responsible for coordinating transit routes and schedules; and one lead driver and seven full-time transportation drivers who form the core workforce operating the vehicles. There are currently no part-time drivers.

KEY FINDINGS/OPPORTUNITIES

- Like most public transit agencies, MCPT has experienced challenges hiring and retaining full-time transit operators and dispatchers. Maintaining a fleet of smaller vehicles that do not require commercial drivers licenses can help keep the potential pool of operators larger; working to understand employee satisfaction, active recruitment, and the addition of part-time roles may also help with recruitment.
- Because MCPT grew as a project of JFS, it has relied on that agency's staffing and resources; as the service grows, there could also be a need to develop a more independent structure.
- In the short to medium term, there is a need to add additional staff in the following areas:
 - **Operators:** Additional operators will be needed to support expansion of services. Part-time operators can help with short-term expansion plans, while additional full-time operators will be needed for longer-term plans.
 - **Dispatchers:** Dispatch staff will also need to be added to support expansion of services.
 - **Mechanic:** Maintenance of MCPT vehicles is currently performed off-site. With the addition of the new garage, MCPT should bring maintenance in-house with a staff mechanic.
 - **Community Outreach Coordinator:** Communications for the service are currently limited or handled by staff with other responsibilities. In order to implement future communications plans, at least one staff person dedicated to communications and customer outreach should be added. See Chapter 4 for further assessment of staffing needs.

CAPITAL IMPROVEMENT NEEDS

This section describes the MCPT current assets that together serve the county with a reliable and safe system that is operated and maintained effectively. MCPT assets include a variety of revenue vehicles, equipment, and facilities. When capital assets are routinely operated and maintained, MCPT is best equipped to provide high-quality service, and accommodate growing ridership and expanded service.

CAPITAL ASSETS

The MCPT system is made up of 15 revenue vehicles and one operations facility, with a new facility under construction.

Transit Fleet

As of 2024, MCPT has 15 operational revenue vehicles, all of which are gas-powered and wheelchair accessible. These include:

- 13 modified minivans or SUVs (asset type: MV) with capacity for 2-4 passengers. All but the two oldest vehicles can carry one wheelchair, but capacity is reduced if a wheelchair is being transported.
- Two 6-passenger vans (asset type: VN).
- There are no non-revenue vehicles.

The average age of all vehicles is approximately seven years, and the average mileage is 77,310 miles. The oldest vehicle is nearly 20 years old with over 138,000 miles. Most vehicles were acquired in used condition from other agencies. MCPT has also budgeted for three replacement vehicles and is awaiting delivery of two additional modified minivans and one additional transit van. These will replace older vehicles in the fleet, keeping the total fleet at 15.

There are no plans to electrify the fleet or switch to alternative fuel vehicles at this time. Meigs County participates in ODOT's Group Transit Asset Management Plan and follows a Vehicle Maintenance Plan.

Table 7: MCPT Vehicle Fleet, October 2024

Vehicle ID #	Year	Asset Type	Fuel Type	Total Seating	Wheelchair Accessible Seating	Mileage (Oct 2024)	Useful Life Remaining*
1507	2015	MV	Gas	Disabled	Disabled	144,595	<i>Scheduled for replacement</i>
Mountaineer	2002	MV	Gas	4	0	138,332	Scheduled for replacement
Envoy	2004	MV	Gas	2	0	181,543	Scheduled for replacement
59	2014	MV	Gas	3	1	74,144	Past useful life
63	2014	MV	Gas	3	1	84,122	Past useful life
65	2015	MV	Gas	3	1	72,277	Past useful life
1503	2015	MV	Gas	2	1	168,789	Past useful life
1508	2015	MV	Gas	2	1	161,692	Past useful life
68	2016	MV	Gas	3	1	37,225	Past useful life
8105	2022	MV	Gas	2	1	53,505	6 years
8110	2022	MV	Gas	2	1	44,296	6 years
1710	2022	MV	Gas	2	1	40,170	6 years
2180	2022	MV	Gas	2	1	46,564	6 years
2193	2022	MV	Gas	2	1	47,814	6 years
81	2024	VN	Gas	6	2	6,230	8 years
82	2024	VN	Gas	6	2	2,941	8 years
Pending		MV		3	1		
Pending		MV		3	1		
Pending		VN		6	2		

*Disposition criteria for modified minivans and vans: 8 years, 5 years & 130,000 miles, or 165,000 miles (ODOT Transit Asset Management Program Standards).

Administration and Maintenance Facilities

In 2024, Meigs County Commissioners received funding from the State Capital budget, ODOT, and the County Commissioners to construct a new facility to house all current Meigs County Public Transit administration and future maintenance operations in Pomeroy. The building includes:

- 1,700 square feet of office space
- 3 garage bays/maintenance bays
- Parts storage room
- Vehicle wash bay
- Outside surface parking lot
- Operator locker/break room

Construction was completed in June 2025, with operations moving in shortly thereafter.

Maintenance of vehicles is currently conducted off-site by private contractors. The new building will also allow maintenance operations to be brought in-house.

TECHNOLOGIES AND EQUIPMENT

Maintaining a modern transit system requires equipment and technology to operate efficiently and communicate effectively with customers and staff. Table 8 outlines MCPT's current equipment and technology.

Table 8: MCPT Technologies and Equipment, October 2024

Use/Process	Technology/Equipment	Description/Count
Dispatch, Scheduling	<i>CTS Software - Tripmaster</i>	MCPT uses CTS Software's Tripmaster platform for scheduling and dispatching vehicles as well as tracking all metrics for the system.
Operator Communications	<i>Cell Phones - Verizon</i>	MCPT provides one Verizon cellphone per driver and dispatcher, and one for the main office. These are the main mode of communications between operators and dispatch. They are also used for riders to sign in when boarding the vehicle. Cell phones can be used for handsfree calls; operators are required to park the vehicle before making calls. While march radios were previously provided for operator communications, MCPT found that radio reception throughout the county was not reliable enough and costs were much higher than for the cell phones.
Vehicle Tracking	<i>GPS Tracking System - Verizon</i>	There is a Verizon GPS tracking unit in each vehicle so that Dispatching can track vehicle positions. There is currently no user interface to allow riders to track their vehicle. MCPT previously tested Tripmaster's vehicle tracking capabilities and did not find it to be effective.
User Interface	<i>None</i>	All customer scheduling is done via telephone; MCPT does not currently have a user interface for scheduling. Because rides are free no payment interface is needed. Riders sign in for their ride using the operator's cell phone. Tripmaster provides a rider app as an option which could be explored in future.
Maintenance	<i>Connect/Reveal Pro Fleet Service - Verizon</i>	This technology is installed on all vehicles and tracks needed maintenance such as oil changes.
Security	<i>Verizon Connect/Reveal Pro On-Board Cameras, forward and inward facing, and Panic Buttons - Verizon.</i> <i>GPS Personal Panic Buttons - Vestige</i>	The Verizon Connect/Reveal system on all vehicles include on-board cameras that include artificial intelligence to activate filming. It comes with a panic button mounted on the dashboard for use by the driver, but these are mounted in a way that is not discreet. Therefore MCPT also provides a separate personal GPS panic button fob for each operator that can be operated more discreetly.
Office	<i>QuickBooks, Trupay</i>	Office staff use QuickBooks and Trupay for managing finances and billing.

KEY FINDINGS/OPPORTUNITIES

- MCPT's vehicles have an average age of eight years, with the oldest vehicles being over ten years old. MCPT vehicles have generally reached their useful life in years prior to meeting their useful life in miles. MCPT will need to continue to acquire new vehicles to replace older ones as they reach their useful life. Nine vehicles are currently past their useful life and should be scheduled for replacement (with three already scheduled in the next year); all other vehicles have six or more years remaining of useful life. Vehicles 1503 and 1508 are past their useful life in both miles and years and should likely be prioritized for replacement the soonest. MCPT should also develop a maintenance plan and replacement schedule for its vehicles.
- While all vehicles are wheelchair accessible, many cannot accommodate another passenger if a wheelchair is being transported. MCPT should continue to diversify its fleet to acquire some larger vehicles for proposed services, while also maintaining smaller vehicles for efficiency when only one passenger is being transported. Larger vehicles could also require operators to have CDL licenses which will reduce the pool of potential operators available to the agency.
- Maintenance is currently provided off site; capital investments may be needed to bring maintenance in-house at the new transit building under development.
- MCPT staff have identified the need for continued training and peer learning on how to best use the CTS software capabilities for managing routes and tracking metrics. Exploring different or supplemental dispatching tools is also of interest to better cater to the needs of the system.
- There are opportunities to use additional capabilities of the current CTS software, such as the rider app for scheduling. While this was not identified as a top priority by the public, it may be a useful tool for many riders. Real-time vehicle tracking could also be a technology to explore so that riders can better understand when their vehicle will be arriving.
- If fares were to be instituted for any future services, MCPT would need to acquire farebox and/or app technology to facilitate fare collection; the cost of these technologies may outweigh the benefits of fare collection.



CHAPTER 4: TRANSIT DEVELOPMENT PROGRAM



ACTION PLAN

The following action plan outlines objectives and actions over the coming ten years to achieve this plan's goals and sustainably grow this young transit system. Actions are classified as short-, medium-, or long-term actions. Approximate time frames for these categories are defined in Table 9.

Table 9: Time Frame Definitions

Category	Time Frame
Short Term	Immediate – 2 years
Medium Term	3 – 5 Years
Long Term	6 – 10 Years

Goal 1: Expand the transportation system to increase access, connectivity, and reliability for all users.		
Objectives & Actions		Time Frame
1.1	Increase service capacity to minimize service denials.	
	A As demand for service grows, increase staff and vehicles to maintain a low rate of service denials and serve new customers.	Short
1.2	Extend service hours and/or days.	
	A Expand service hours until 6PM daily.	Short
	B Expand call center hours for ride scheduling by phone as service hours expand.	Short
	C Expand service hours to include Saturdays from 10AM - 2PM.	Medium
	D Expand service hours to include Wednesday evenings from 6 - 9 PM.	Long
1.3	Offer new service options that expand access to residents and visitors not currently using Meigs County Public Transit.	
	A Work with local apartment complexes and community centers to provide regularly scheduled group rides to access groceries.	Short
	B Establish bus loops or a shuttle program during special events (County Fair, events at the Levy, Farmers Market etc.).	Medium
	C Establish a bus loop that follows a fixed route and schedule between the business districts of Racine, Syracuse, Pomeroy, and Middleport.	Long
1.4	Connect to other local and regional transit services to expand options for travelling out of the county.	
	A Establish a paid fare to out-of-county destinations, with higher fares for destinations further from the county.	Medium
	B Establish a GoBus Connection to Athens to access services to Cincinnati, Columbus, Cleveland, Parkersburg, etc.	Short
1.5	Explore and acquire technology for a customer interface for ride scheduling, tracking, and payment as relevant.	
	A Implement a smart phone application that allows riders to schedule or change rides through the app, see when their driver will be arriving, and pay for any out-of-county fares.	Medium

1.6	Maintain a transit fleet that is 100% wheelchair accessible and comfortable to those with limited mobility or physical limitations.		
	A	Continue to invest in vehicles with standard height seats while still allowing for wheelchair access.	Short
1.7	Maintain customer satisfaction while increasing system ridership each year.		
	A	Track customer satisfaction through annual surveys, aiming to maintain or increase levels of satisfaction. Include demographic metrics to understand differences in satisfaction across user groups.	Short
Goal 2: Maintain free or low-cost transportation opportunities for Meigs County residents while promoting economic growth throughout Meigs County.			
Objectives & Actions			Time Frame
2.1	Monitor and reduce operating costs per passenger.		
	A	Continue to provide in-county transportation at no cost to customers.	Short
	B	Expand number of vehicles with seating for multiple passengers to facilitate combining multiple rides in one vehicle.	Short
2.2	Identify and secure new contracts for service.		
	A	Maintain or increase current funding levels from existing contracts by continuing to provide reliable service.	Short
	B	Research and negotiate additional service contracts with local hospitals, nursing homes or other social service agencies.	Short
	C	Explore purchasing transportation services from other agencies that are currently providing service independently to better leverage contract funding for local match. (E.g. Board of Developmental Disabilities, Area Agency on Aging, Veterans Services, etc.)	Medium
2.3	Secure and grow new and sustainable sources of local funding for transportation.		
	A	Regularly research and apply for grant funding from state and federal sources.	Short
	B	Explore working with other agencies and independent contractors to bring more contracted trips under the umbrella of public transit.	Medium
	C	Explore grants from non-profit agencies.	Medium
	D	Seek funding from local municipalities and townships to fund future expansion of services.	Medium
Goal 3: Increase awareness and utilization of the transit system and the benefits of transit.			
Objectives & Actions			Time Frame
3.1	Educate current non-riders on what services are available and how to access them.		
	A	Attend community events with a sign-up table to register for the service and get information.	Short
	B	Create online video tutorials for using MCPT to share through social media and the Meigs County Public Transit website.	Short
	C	Establish a Travel Training Program with an MCPT employee who can walk new riders through the process of using the transit system.	Short
	D	Hire a Community Outreach Coordinator to lead outreach efforts.	Long

3.2	Maintain high-quality online and print marketing materials.		
	A	Develop a marketing and branding strategy.	Short
	B	Create a social media calendar to actively promote Meigs County Public Transit.	Short
	C	Distribute promotional and educational materials by mail to county residents and at key locations (senior centers, public health department, courts, schools, etc.).	Short
	D	Develop a new website that de-emphasizes MCPT's connection to Job and Family Services and provides easily navigable information on the service.	Short
3.3	Work directly with major employers and local businesses to increase awareness and use of transit.		
	A	Host ridealongs with mayors and village council/commissioners during Ohio Loves Transit week.	Short
	B	Invite local business and community leaders to try using public transit.	Medium
	C	Connect with Human Resource directors to provide information on transit and understand employee transportation needs.	Medium
3.4	Continue to collaborate throughout the county to ensure there is “no wrong door” for accessing transit.		
	A	Communicate regularly with county-wide partners to share updates on available services and receive information about needs.	Short
	B	Provide regularly updated materials that partners can post and distribute to potential customers.	Short
3.5	Communicate regularly with the public, county, and regional leaders about how investment in public transit contributes to the achievement of broader community goals.		
	A	Establish a standing Advisory Committee that meets regularly to provide input to MCPT.	Short
	B	Report on a regular basis to county and municipal leaders on transit metrics and successes.	Short
	C	Maintain communications with regional partners and peers.	Short
3.6	Support the development of accessible walking and biking infrastructure to strengthen public transit.		
	A	Support other entities in planning and engineering efforts to expand walking and biking infrastructure in the county.	Medium
	B	Install bike racks on all vehicles. Prioritize vehicles by size.	Long
Goal 4: Promote efficient system management and operations.			
Objectives & Actions			Time Frame
4.1	Leverage additional grant resources and incentives and decrease operating costs by exploring alternative fuel and low emissions vehicles.		
	A	As current vehicles are replaced, transition to hybrid vehicles.	Medium
	B	As technology and range increases, explore applying for funding to transition to electric or alternative fuel vehicles and supportive infrastructure.	Long

4.2	Improve software use or systems to ensure accurate and efficient reporting.		
	A	Provide regular trainings and peer learning opportunities to staff in the use of dispatch and reporting software.	Short
	B	As new scheduling options arise, explore whether they could help improve efficiency of ride scheduling in the county.	Long
4.3	Hire and retain new operators by ensuring a safe and welcoming workplace.		
	A	Conduct annual employee satisfaction survey to understand operator needs and concerns.	Short
	B	Participate in career outreach events in the county.	Short
	C	Regularly review salary and compensation packages to ensure they are competitive in the local market.	Short
4.4	Increase staff capacity to manage service expansions and reduce service denials.		
	A	Add part-time operators to increase service capacity and serve as alternates.	Short
	B	Add full-time operator(s) as service hours increase.	Short
	C	Add an additional dispatcher(s) as service hours increase.	Medium
	D	Add an additional supervisor(s) as service hours increase.	Medium
	E	Add a Community Outreach Coordinator.	Long
	F	Add an In-House Mechanic.	Long
4.5	Apply generally accepted accounting principles (GAAP) in financial management, documentation and reporting.		
	A	Compile and issue an Annual Comprehensive Financial Report which details material transactions and operating activities within the organization and allows both staff and decision-makers to acknowledge trends and track financial performance over time.	Short

SERVICE CHANGE PROPOSALS

This planning process led to the development of three main service change proposals that could be implemented over time to expand access to transit to more people in the county. This section outlines the three potential service changes, considerations for their implementation, and an illustrative cost projection based on current operating costs. These service changes are also outlined in the Action Plan.

The costs included below are estimates based on average rates and costs in 2025 for planning purposes and should not be considered final budget needs. They are intended to provide a general understanding of needs to provide these additional services and should be recalculated when developing future operating and capital budgets.

Assumptions for all calculations:

- Rates for 2026 used in all calculations are based on actual staff rates, including wages and benefits as relevant, as provided by MCPT and using the highest current rate per staff position. Rates are subject to change.
- Full-time staff work 40 hours/week.
- Part-time staff rate is based on 24 hours/week. (They may work up to 29 hours/week at the same hourly wage). Part-time staff do not receive benefits.
- Vehicle supplies calculated as fuels, lubricants, tires and tubes, averaged across 9.6 vehicles operating 40 hours/week based on current budgets and operations.
- At least one supervisor and one dispatcher must be present during all hours of operations.
- Amounts are rounded to the nearest dollar.

1. ADDITIONAL OPERATORS (SHORT TERM)

Additional operators or “routes” would be needed to increase capacity during the current operating hours. Expanded capacity will reduce service denials, and also allow for the expansion of contract trips, which is the main source of local match funding. Current services are not highly marketed because there is not excess capacity; by expanding the available operators MCPT will be able to deliver more trips and provide access to transit for additional members of the community.

This route expansion would include:

- Two additional full-time operators (40 hours/week)
- Two additional part-time operators (24 hours/week)

This would increase capacity by a total of 128 additional revenue hours/week.

MCPT’s fleet currently has thirteen available vehicles, with three new vehicles pending. No additional vehicles would need to be purchased at this time for this service expansion.

Table 10: Expanded Routes Proposal Operating Cost Assumption (in 2026 dollars)

Item	Number	Gross Operating Cost
Operator - Full Time	2.00	\$ 106,794
Operator - Part Time	2.00	\$ 41,899
Vehicle Supplies (per vehicle)	3.20	\$ 21,000
Total		\$169,693

2. EXPANDED SERVICE HOURS (SHORT TO LONG TERM)

Input from members of the public emphasized that increasing demand response service hours would better help them access work, appointments and other opportunities. This plan proposes a phased approach to expanding service hours over time to serve these needs.

- In the short term, service should be expanded to 6 PM daily to better accommodate travel home from work trips.
- In the medium term, adding some service on Saturdays would increase access for shopping, errands and other needs.
- In the long term, adding later night service on Wednesdays could allow for access to food pantry services and other evening activities.

Table 12 shows how these service hours would be added to the current schedule.

Expanding service hours would not require the purchase of additional vehicles, as the same vehicles already available could be used for these additional hours. There would not be any additional capital needs to accommodate these changes. While there are an average of eight vehicles in operation at any given time, additional service hours are assumed not to require as many vehicles to be in operation; though additional vehicles could be phased in according to demand.

Operation of these expanded hours would require additional operators, as well as the addition of a part-time supervisor and part-time dispatcher to be available during the expanded hours.

Table 11: Expanded Service Hours Proposal

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
7:00 AM	Current Service Hours					Medium Term – Add Saturday Morning Service	
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM	Short Term – Expand Daily to 6PM					Long Term – Add Wednesday Evening Service	
5:00 PM							
6:00 PM							
7:00 PM							
8:00 PM							

Table 12: Expanded Routes Proposal Operating Cost Assumption (in 2026 dollars)

Item	Weeknights (4-6PM, 2 vehicles)		Saturdays (10AM-2PM, 4 vehicles)		Wednesdays (6-9PM, 2 vehicles)	
	Number	Gross Operating Cost	Number	Gross Operating Cost	Number	Gross Operating Cost
Operator - PT	0.83	\$17,458	0.67	\$13,966	0.25	\$5,237
Dispatcher - PT	0.42	\$11,082	0.17	\$4,433	0.13	\$3,325
Supervisor - FT	0.42	\$16,665	0.17	\$6,666	0.13	\$5,000
Vehicle Supplies	0.50	\$3,281	0.40	\$2,625	0.15	\$984
Subtotal		\$48,486		\$27,690		\$14,546
Total						\$90,722

Additional Assumptions

- Two vehicles operating during evening hours; four vehicles operating during weekend hours. The number of vehicles operating could change or be phased in based on demand.
- One supervisor and one dispatcher required during additional operating hours.

3. VILLAGE FIXED ROUTE (LONG TERM)

In the long term, establishing a fixed route connecting the villages of Racine, Syracuse, Pomeroy and Middleport could provide better access for residents and tourists to explore the County's riverfront and destinations. It would also provide an option for travel that wouldn't need to be scheduled in advance. Under this proposal, an 11.5-mile fixed route would begin at Powell St and Page St in Middleport, travel mainly along Main St through Pomeroy and Syracuse, and end in Racine. A round trip (returning along the same route) would take approximately 60 minutes including layover time, providing sixty-minute headways. Only one vehicle and driver would be needed.

A larger van or bus vehicle would need to be purchased for this route, depending upon anticipated demand. In addition to vehicle and operating costs, establishment of this fixed route would require the addition of bus stops and amenities. Were fares to be charged there would also be the need for technologies to facilitate fare collection. However, it is not recommended to charge fares for this service unless fares were also to be implemented for demand-response services. Because demand-response services would also remain available, there would not be a need to establish additional paratransit service for this route.

Figure 36: Proposed Village Fixed Route

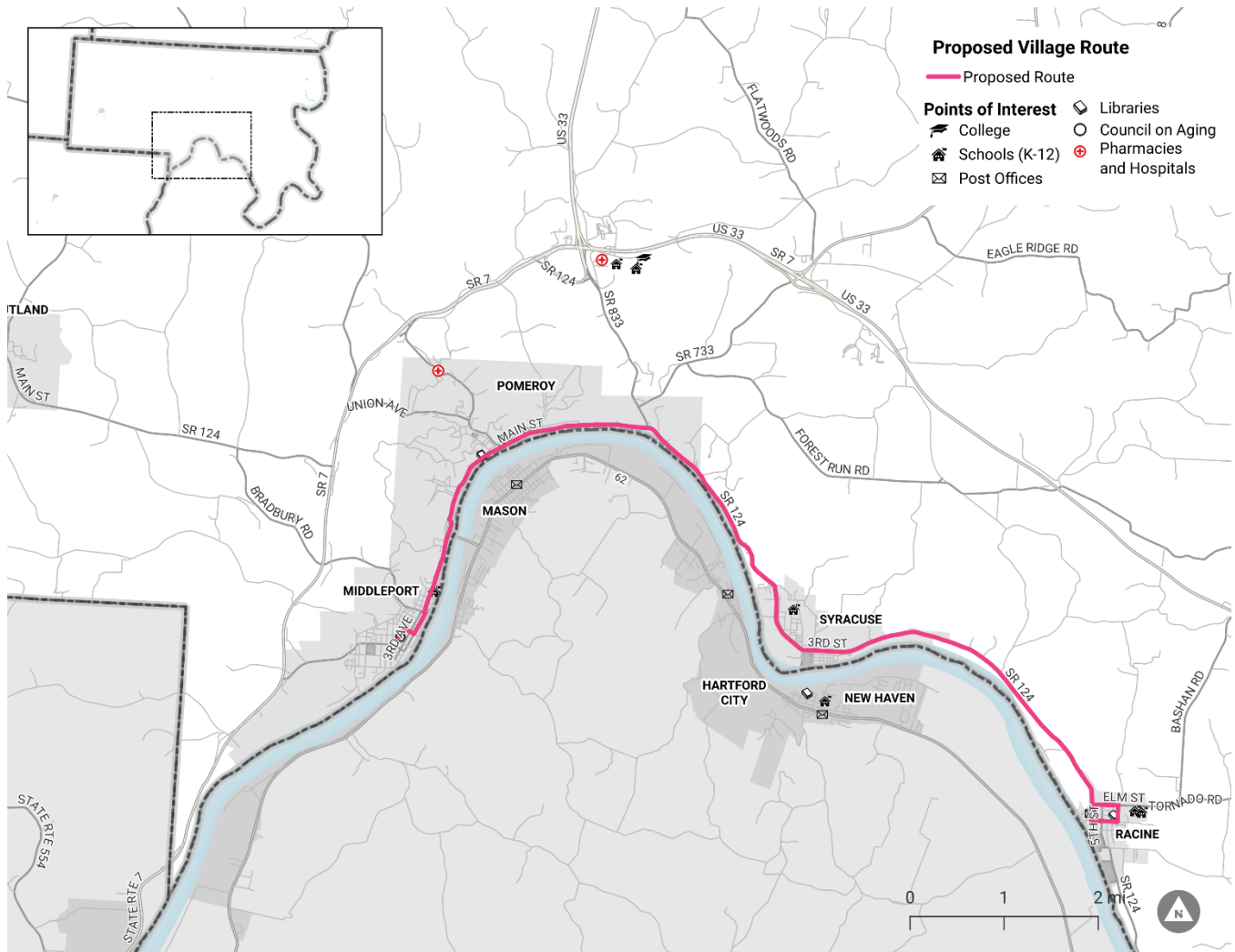


Table 13: Fixed Route Proposal Operating Cost Assumption (in 2026 dollars)

Item	Number	Gross Operating Cost
Operator - PT	2.13	\$41,899
Vehicle Supplies (per vehicle)	1.28	\$8,367
Total		\$52,885

Assumptions

- Service span is assumed as 9AM to 6PM, Monday-Friday and 10AM to 2PM on Saturdays. Approximately ten minutes of deadhead time is also needed at the start and end of each day, for a total of 51 vehicle hours.
- Operating hours are already assumed to have been expanded per previously described service expansions, so additional dispatch and supervisor hours are not assumed to be needed.
- Vehicle supply costs may be higher for the larger vehicle that would be used on this route.

FINANCIAL ANALYSIS

This Transit Development Plan outlines a variety of recommendations to strengthen and grow transit service in Meigs County at a sustainable pace. This section approximates and forecasts some of the associated costs of the proposed changes over the next five years to help MCPT forecast future revenues and costs to guide the implementation this action plan. The costs included below are estimates based on average rates and costs for 2026 for planning purposes and should not be considered final budget needs. They are intended to provide a planning-level understanding of costs to provide these additional services and should be recalculated when developing future operating and capital budgets.

OPERATIONS BUDGET FORECAST

Year	2026	2027	2028	2029	2030	2031
Operating Expenses (Current Services)						
Current Operations	\$1,189,516	\$1,272,782	\$1,361,877	\$1,457,208	\$1,559,213	\$1,668,358
Operating Expenses (Service Expansion)						
Additional Operators	\$169,693	\$181,572	\$194,282	\$207,881	\$222,433	\$238,003
Expanded Hours - Evening		\$51,880	\$55,512	\$59,397	\$63,555	\$68,004
Expanded Hours - Saturday			\$31,702	\$33,921	\$36,296	\$38,837
Expanded Hours - Wednesday				\$17,819	\$19,067	\$20,402
Fixed Route						\$74,174
Operating Expenses (Other Additional Staff)						
Community Outreach Coordinator (Part time)			\$40,976	\$43,844	\$46,913	\$50,197
Operating Expenses Total	\$1,359,209	\$1,506,234	\$1,684,349	\$1,820,070	\$1,947,477	\$2,157,975
Operating Revenues						
5311 Transit Funding (50%)	\$679,605	\$753,117	\$842,175	\$910,035	\$973,739	\$1,078,988
Local Funding (Directly Generated, Local Government, & State Assistance*) (50%)	\$679,605	\$753,117	\$842,175	\$910,035	\$973,739	\$1,078,988
Farebox Revenues	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Revenue Total	\$1,359,209	\$1,506,234	\$1,684,349	\$1,820,070	\$1,947,477	\$2,157,975

*State assistance can be requested via the competitive application process annually but is not guaranteed.

Assumptions

- **Expenses**
 - Assume 7% inflation of all costs annually.
 - Current operations costs are according to MCPT's FY 2026 ODOT grant application. These are inflated annually, with no other major operations changes expected beyond the additional service changes described elsewhere.
 - Each additional service is assumed to start in the year in which costs are shown to begin in the table. These costs are as calculated in the previous section, inflated to the start year. Different start years for each service would change the total costs accordingly.
 - Community Outreach Coordinator assumed to be part-time (24 hours), with a rate comparable to current Fiscal & HR specialist.
- **Revenues**
 - Federal Transportation Administration 5311 Rural Transit grant to provide 50% of funding.
 - Remaining 50% of operating expenses to be covered via growth in contracts for service, local government funds, or other local sources – see Funding Options section below.
 - State assistance can be requested via the competitive application process annually, but is not guaranteed. The scenario above shows a balanced budget.

CAPITAL FORECAST

Based on the useful life of current vehicles, and additional routes and services proposed, the following capital needs are projected. Most capital needs are forecast five or more years in the future.

Vehicles

- Seven vehicles have six or more years of useful life remaining and are not anticipated to need replacement in the near future.
- Six vehicles are past their useful life in years, but not yet scheduled for replacement.
 - Of the six, two have exceeded useful life in both age and mileage. These should likely be replaced within the next five years, as funding allows.
 - Four have not reached their useful life in mileage. In 2023, MCPT had around 143,000 vehicle revenue miles, or approximately 18,000 miles per vehicle with 8 vehicles in operation that year. Given the current mileage of these four vehicles (40,000 to 85,000 miles), they are all likely to be able to remain in use for several more years. As services increase, mileage per vehicle will also increase, and may necessitate replacement more quickly. Vehicles should be phased out only as needed and as funding allows.
- Proposed additional services would require just one new vehicle, to be phased in with future services.
 - Operator Expansion: MCPT's current fleet has enough vehicles already for the additional operators.
 - Additional Hours: No additional vehicles are needed, as current vehicles could be used during additional hours.
 - Village fixed route: One vehicle (6 to 12 passenger van) would be needed.

Facilities

Given the current construction of a new maintenance and administration facility, no additional costs are projected at this time.

Maintenance

Meigs County currently contracts with outside companies to provide vehicle maintenance. With the current number of vehicles, this is likely to remain the most efficient and flexible strategy in the short term. However, this plan proposes hiring in-staff maintenance staff in the longer term, as the number of vehicles and maintenance needs increase. This is not anticipated within the five-year timeframe of this plan. The addition of maintenance staff will also be associated with capital costs for maintenance equipment.

As the Meigs County Transit system expands, a more detailed capital cost analysis will be necessary. Potential future capital costs include additional vehicles for increased demand, the expansion of maintenance and administration facilities, addition of fare collection mechanisms, and the addition of bus stops and stop amenities if a fixed route is implemented.

STAFFING RECOMMENDATIONS

Figure 37 depicts a long-term staffing plan for MCPT and all proposed future service changes.

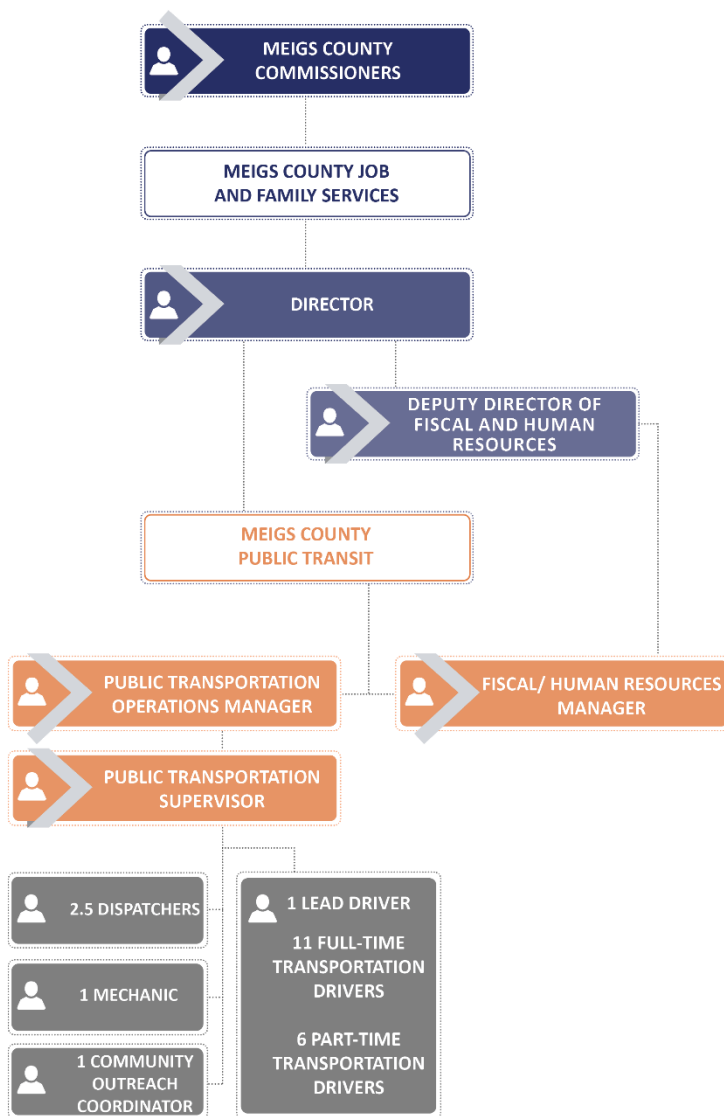


Figure 37: Proposed Organizational Structure

FUNDING OPTIONS

To implement the expanded transit services proposed in this plan while maintaining free access to transit in the county, MCPT will need to continue its current partnerships and actively seek additional sources of funding for capital and operations expenses. Table 15 outlines several potential funding opportunities and partnerships to pursue. Available funding programs can evolve with changes to their enabling legislation; it is important to establish and maintain relationships with ODOT's Office of Transit to understand the current funding opportunities.

Table 14: Funding Sources

Funding Source	Operations Funding	Capital Funding
Federal Sources		
Section 5311	As authorized by the Federal Transit Administration (FTA), 49 USC Section 5311, federal and state funds are used to assist with operating expenses in the provision of general public transportation services in rural and small urban areas. Section 5311 funds can be used for up to 50 percent of the net project cost of operating expenses, and 80 percent of capitalized maintenance costs. The Ohio Department of Transportation manage 5311 funds which are dispersed through its annual State Fiscal Year funding application each September.	
Section 5339		The Grants for Buses and Bus Facilities program (49 U.S.C. 5339) makes Federal resources available to States and designated recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes. Section 5339 funds can be used for up to 80 percent of the cost of capital projects. The Ohio Department of Transportation manage 5339 funds which are dispersed through its annual State Fiscal Year funding application each September.
Other Federal Sources	Other federal agencies may also provide mobility assistance based on other factors, such as Community Development Block grants from the Department of Housing and Urban Development. <u>The Federal Transit Administration</u> also periodically offers competitive	

Funding Source	Operations Funding	Capital Funding
	grant opportunities that provide capital assistance; rural transit agencies must partner with ODOT for any discretionary grants. ODOT would apply on their behalf and be responsible for grant administration.	
State Sources		
Ohio Transit Partnership Program	The Ohio Department of Transportation (ODOT) provides financial assistance competitively to 5311 and 5307 subrecipients in Ohio through the Ohio Transportation Partnership Program (OTP2). The program's goals are to facilitate the most efficient and effective use of state and federal funds in the provision of transportation services to Ohio's public transit systems and to maximize the impact of the federal and state dollars available in Ohio. Funding amounts are established bi-annually via the State Transportation or Operations bill, and agencies apply as part of the annual State Fiscal Year funding application each September.	
Ohio Workforce Mobility Partnership Program	The Workforce Mobility Partnership Program supports projects in the rural and urban areas of Ohio that easily and efficiently transport resident workforce members to economically significant employment centers or to places of employment outside of their resident community. Capital, Planning, and/or Operating projects that increase or create new access to employment opportunities and are eligible for FHWA Flex funding are eligible.	
Local Sources		
Contracts	Contracts for Human Services Transportation have to date provided the full amount of local match funding for MCPT, with the largest portion coming from Non-Emergency Medical trips through Meigs County Jobs and Family Services. Expanding the agency's capacity to provide contracted trips, identifying new contracting opportunities, and maximizing existing contracts are all key ways to expand local funding. Potential areas to explore include: • Non-Emergency Medical Transportation (Medicaid) Trips: Currently a portion of NET contract trips that are offered to MCPT have to be turned down due to capacity. These trips are then completed by Meigs-Gallia Community Action or another third party provider. Expanding capacity for these trips, or establishing subcontracts with other providers through which MCPT becomes the broker for all NET trips, would help ensure a larger portion of these funds can be used to comprise the local funding match. • Additional contracts could be explored with agencies such as the Board of Developmental Disabilities, Holzer Health Clinic, Rio Grande Community College, or other agencies.	
Local Governments	Local governments in Meigs County, including the Villages and the County, do not currently contribute any general revenue funds to Meigs County Public Transit. While contract revenues have been enough to contribute the local funding match in the initial years of MCPT's operations, the availability of local contracts is limited and may not be enough to provide needed matching funds for the proposed services.	

Funding Source	Operations Funding	Capital Funding
	MCPT should continue to build a case for support for its services to local governments to begin contributing local funding.	
Local Businesses	Local businesses within the county also benefit from the availability of public transit for their employees and customers. Especially if more visible services such as a village fixed route are established, partnerships with local businesses could be explored to contribute some portion of needed funds.	
Advertising Revenue	On-board advertising revenue can supplement the cost of service and provide an additional revenue stream. With an increase in ridership and the addition of a staff member focused on communications and outreach, MCPT could add another revenue stream to help support additional service, staff members, or recurring expenses.	
Grants	Grants from non-profit organizations might provide small amounts of funds and should be explored. Grants from non-profits are not likely to provide long-term funding and might be best leveraged for capital projects.	

APPENDIX A- PEER AGENCY REVIEW

PEER ANALYSIS

This peer review compares Meigs County Public Transit (MCPT) operating metrics and performance against those of peer transit agencies with comparable service areas and characteristics.

Five transit agencies within Ohio were chosen as peer by the project team based on their similar size and land development (rural areas, with smaller villages and cities), see Table 1 for service comparisons and similarities.

- » Morgan County Public Transit (Morgan County)
- » Morrow County Area Transit (Morrow County)
- » Perry County Transit (Perry County)
- » Fayette County Transportation (Fayette County)
- » Community Action Transit System (Pike County)

Contrasted metrics include:

- » Urbanized and service area square mileage, population, and density
- » Transit service provided
- » Transit vehicles operated in maximum service
- » Vehicle revenue miles and hours
- » Total ridership and ridership per revenue mile and hour
- » Farebox recovery
- » Funding sources of operating and capital expenses

All peer statistics presented in this analysis are derived from the National Transit Database's (NTD) dataset for Fiscal Year (FY) 2023. The years selected are the most recent year for which annual data was available at the time of publication.

METRICS

SERVICE AREA CHARACTERISTICS

Table 1 provides detailed information on the service area characteristics for MCPT and the five peer transit agencies. Comparing the service area population, MCPT serves a smaller population than most of the peer agencies. Morgan County Public Transportation serves the lowest population (13,385), while Perry County Transit serves the highest (35,408). MCPT service area population (22,210) is 18% percent lower than the peer average (27,068).

Of the peers, MCPT serves the lowest population density (33 residents per square mile), while Perry County Transit serves the densest (87 residents per square mile). MCPT's population density (52 residents per square

mile) is 21% percent lower than the peer average (65 residents per square mile). Finally, the Morrow County Area Transit serves the smallest area (406.1 square miles), while the Community Action Transit System in Pike County serves the largest (440.3 square miles). MCPT's service area (430.1 square miles) is 3% percent larger than the peer average, which makes them fairly similar to the peer agencies.

Overall, MCPT is most similar to Community Action Transit System, Pike County in terms of population served, service area size, and population density.

Table 15: Service Area Characteristics

Agency Name	Service Area	Population (2020)	Square Miles (2020)	Population Density (pop/sq mile)
Meigs County Public Transit	Meigs County, OH	22,210	430.1	52
Morgan County Public Transit	Morgan County, OH	13,802	416.4	33
Morrow County Area Transit	Morrow County, OH	34,950	406.1	86
Perry County Transit	Perry County, OH	35,408	407.9	87
Fayette County Transportation	Fayette County, OH	28,951	406.4	71
Community Action Transit System (Pike County)	Pike County, OH	27,088	440.3	62
Peer Group Analysis				
Low Value		13,802	406.1	33
High Value		35,408	440.3	87
Average Value		27,068	417.9	65

Source: National Transit Database, Transit Agency Profiles for 2023

TRANSIT SERVICE PROVIDED

- » Meigs County Public Transit (Meigs County) – Meigs County Public Transit (MCPT) provides “Demand Response Shared Ride” Public Transportation Service that runs Monday through Friday (7am to 4pm) for all of Meigs County. Participants must register and schedule trips by phone between 7am and 3:30pm Monday through Friday.
- » Morgan County Public Transit (Morgan County) – Morgan County Public Transit provides demand response services Monday through Friday (8am to 5pm) within Morgan County. Door-to-door service is available upon request. Out-of-county services are provided throughout the state, specifically to Marietta, Zanesville, New Lexington, Athens, and Columbus.⁴
- » Morrow County Area Transit (Morrow County) – Morrow County Area Transit provides demand response, curb-to-curb services Monday through Saturday within Morrow County. Door-to-door service is available upon request. Trips must be scheduled by phone.⁵
- » Perry County Transit (Perry County) – Perry County Transit provides demand response, curb-to-curb services Monday through Saturday within Perry County. Trips must be scheduled by phone.⁶ In 2024, Perry County began operating two fixed route bus line loops, the Orange Loop and the Purple Loop. The Orange Loop is free, runs from New Lexington to Somerset, and operates from 8:30am – 5:30 pm,

⁴ Morgan County Public Transit. <https://www.mocopublictransit.com/brotransit17.pdf>

⁵ Morrow County Area Transit. *Brochure*. https://www.morrowcountyareatransit.com/document_center/index.php#outer-4

⁶ Perry County Transit. <https://www.perrycountytransit.com/pdf/PCT-Brochure-02.27.24.pdf>

Monday-Friday. The Purple Loop is free, runs from New Lexington to Shawnee to New Straitsville to Corning and operates from 8:45am – 5:30 pm, Monday-Friday. (Data on these fixed routes are not available as of 2023 reporting).

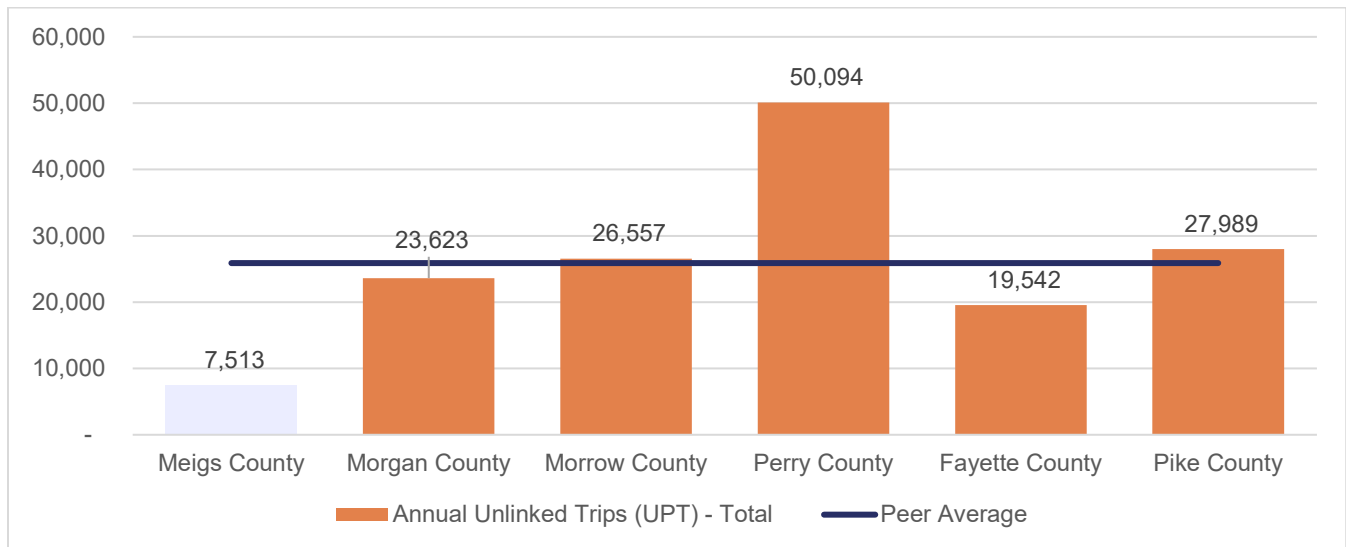
- » Fayette County Transportation (Fayette County) – The Fayette County Transportation program is provided through Community Action Commission. They provide county-wide service, travel outside of the county for medical appointments, and point deviated route in the City of Washington Court House for the general public (Data on this deviated fixed route are not available as of 2023 reporting). Trips not on the point deviated route must be scheduled by phone.⁷
- » Community Action Transit System (Pike County) – The Community Action Transit System (CATS) of Pike County provides deviated fixed route service Monday through Saturday within the City of Waverly and a regular route to Piketon Monday through Friday. Additionally, CATS offers county-wide demand response services within Pike County and non-emergency transit runs for medical appointments across the state as well as shopping trips to Chillicothe, Columbus, and Portsmouth. Trips must be scheduled by phone.⁸

RIDERSHIP

Ridership Metrics

Total annual transit ridership is an indication of the number of people using the service and is often related to the size of the transit system and the size of the area served. In both the annual ridership and ridership per capita metrics, MCPT ranked last out of the six transit agencies (Figure 38). MCPT's unlinked bus passenger trips (7,513) were approximately 71 percent lower than the peer average (25,886). Perry County reported the highest number of annual trips (50,094).

Figure 38: Annual Unlinked Passenger Trips (UPT)



Source: National Transit Database, Transit Agency Profiles for 2023

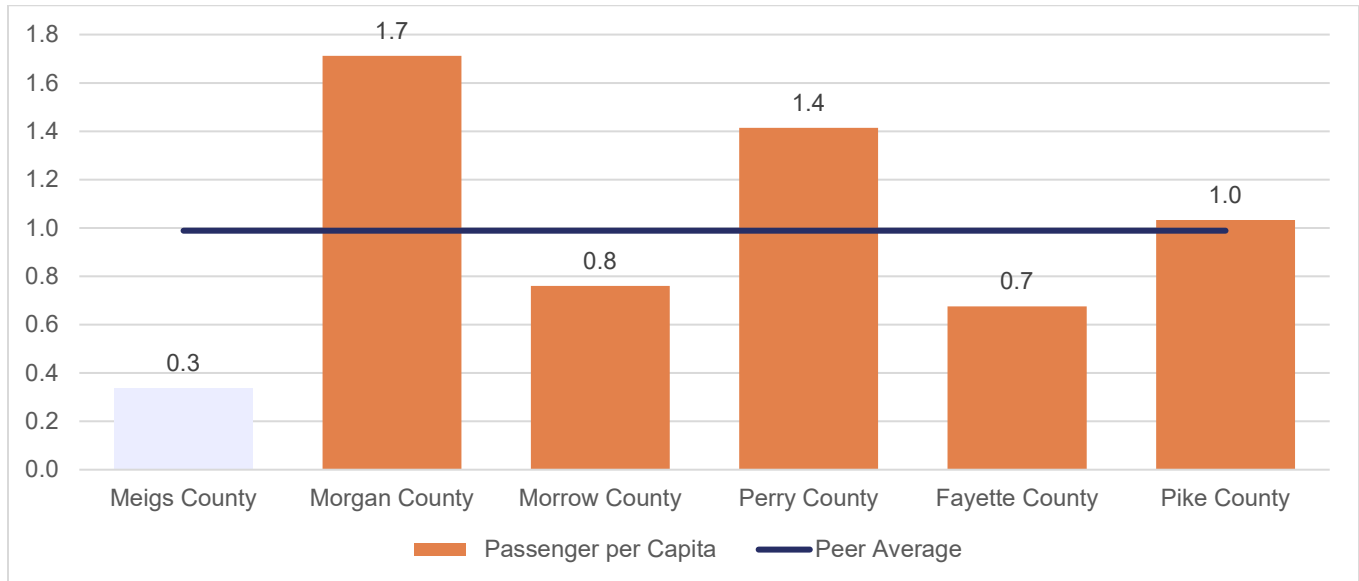
⁷ Fayette County Transportation. <https://www.cacfayettedcounty.org/wp-content/uploads/2024/08/Fayette-Madison-Transportation-Brochure-Fayette-072524.pdf>

⁸ Community Action Transit System of Pike County. <http://www.catsservices.org/>

Annual Passengers per Capita

Annual ridership per capita (Figure 39) shows the extent to which the service area population utilizes transit services, with a higher score indicating higher usage. MCPT's annual ridership per capita (0.3) was approximately 66 percent lower than the peer average (1.0). Of the peers Morgan County had the highest transit usage per capita (1.7).

Figure 39: Annual Ridership per Capita

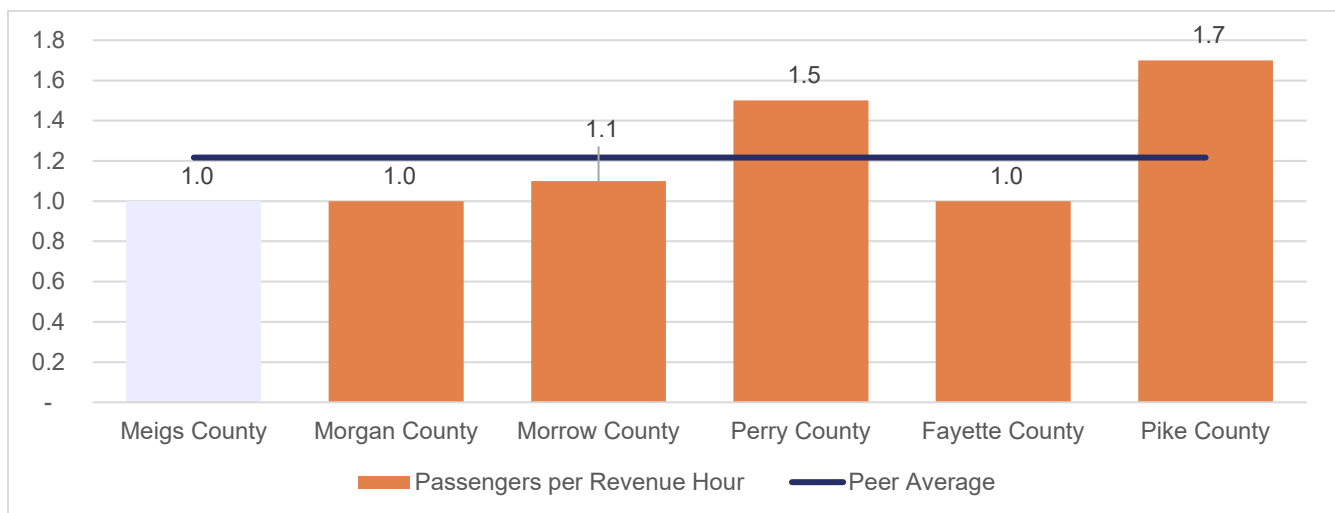


Source: National Transit Database, Transit Agency Profiles for 2023

Annual Passengers per Revenue Hour

Annual passengers per revenue hour () is calculated by dividing the total annual ridership by the number of annual revenue hours provided and quantifies the productivity of the service. MCPT serves one passenger per revenue hour, which is the same as two of the six peer agencies and 18 percent lower than the peer average (1.2). Pike County has the highest number of passengers per revenue hour (1.7). The similarity in passengers per revenue hour indicates that drivers are operating about as productively in Meigs County as in other locations.

Figure 40: Passengers per Revenue Hour



Source: National Transit Database, Transit Agency Profiles for 2022

OPERATIONS

The number of vehicles operated in maximum service highlights the level of service that each agency provides during peak periods. MCPT operates 12 vehicles during maximum service, 33 percent below the peer average (17.8). The number of vehicles in service reflects the relative number of trips provided by each agency, with the exception of Pike County, which operates fixed route service and therefore needs fewer vehicles. Table 2 details the operational statistics for MCPT and each of its selected peer agencies.

The total number of annual revenue hours (the hours in which vehicles are in service and open to the public and/or taking passengers) indicates the level of service available throughout the year. MCPT's number of revenue hours (9,287) operated annually is lower than all the identified peers and is 56 percent lower than the peer average (21,166). Perry County operates the highest (32,556) number of revenue hours. Revenue hours per capita indicates how much service is operated on a per person basis within the service area, with a higher value indicating more service being provided relative to the size of the population. Fayette County has the lowest value (0.54), while Morrow County has the highest value (1.88) out of the peers. MCPT revenue hours per capita (0.42) is 59 percent below the peer average (1.02).

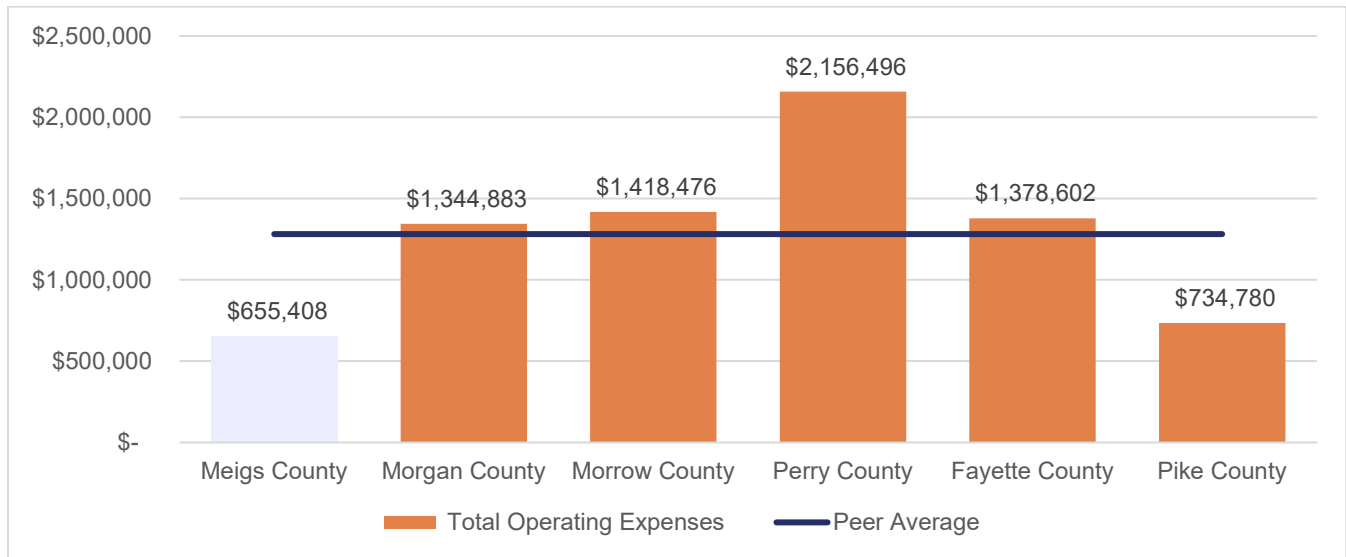
Table 16. Peer Operational Metrics

Agency	Vehicles Operated in Maximum Service	Annual Revenue Hours	Service Population (Census 2020)	Revenue Hours Per Capita
Meigs County Public Transit	12	9,287	22,210	0.42
Morgan County Public Transit	21	24,600	13,802	1.78
Morrow County Area Transit	22	25,169	13,385	1.88
Perry County Transit	29	32,556	34,950	0.93
Fayette County Transportation	12	18,965	35,408	0.54
Community Action Transit System (Pike County)	11	16,420	28,951	0.57
Peer Group Analysis				
Low Value	11	9,287	13,385	0.42
High Value	29	32,556	35,408	1.88
Average Value	17.8	21,166	24,784	1.02

Source: National Transit Database, Transit Agency Profiles for 2023

Cost Efficiency

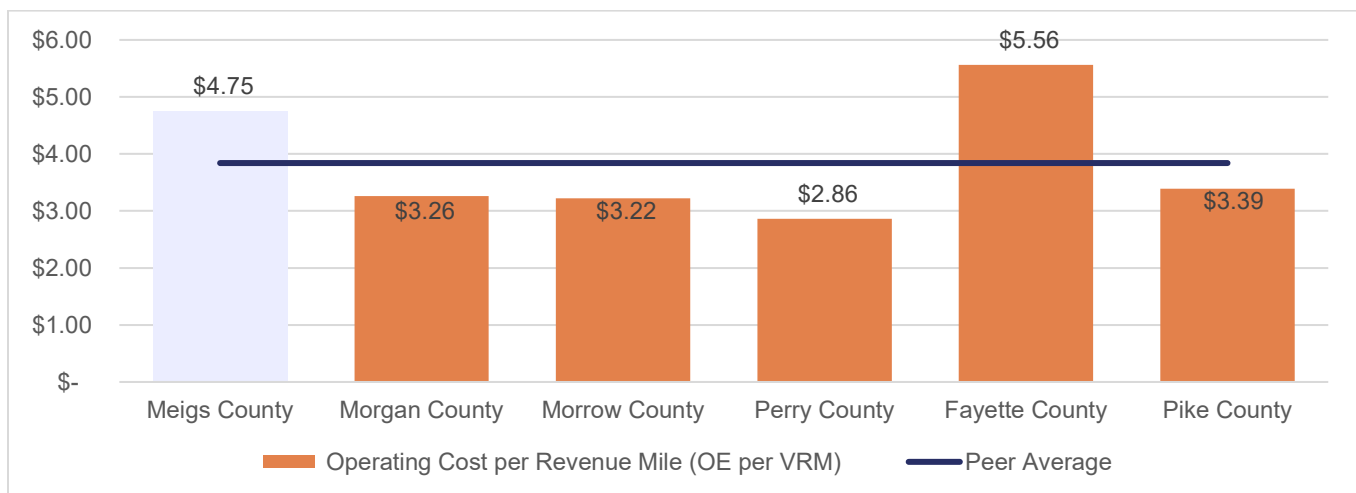
MCPTs' operating expenses (\$655,408) are 49 percent below the peer average (\$1,281,441) and lower than most the identified peers. Perry County has the highest operating costs (\$2,156,496) and offers the most revenue hours, while Pike County has the second lowest operating costs (\$734,780) and offers the second least revenue hours. Figure 41 depicts total operating expenses for MCPT and peer agencies. The differences in total operating cost are driven by the number of revenue hours and vehicles in Table 2. More hours (service) and more vehicles typically mean higher operating costs.

Figure 41: Total Operating Expenses

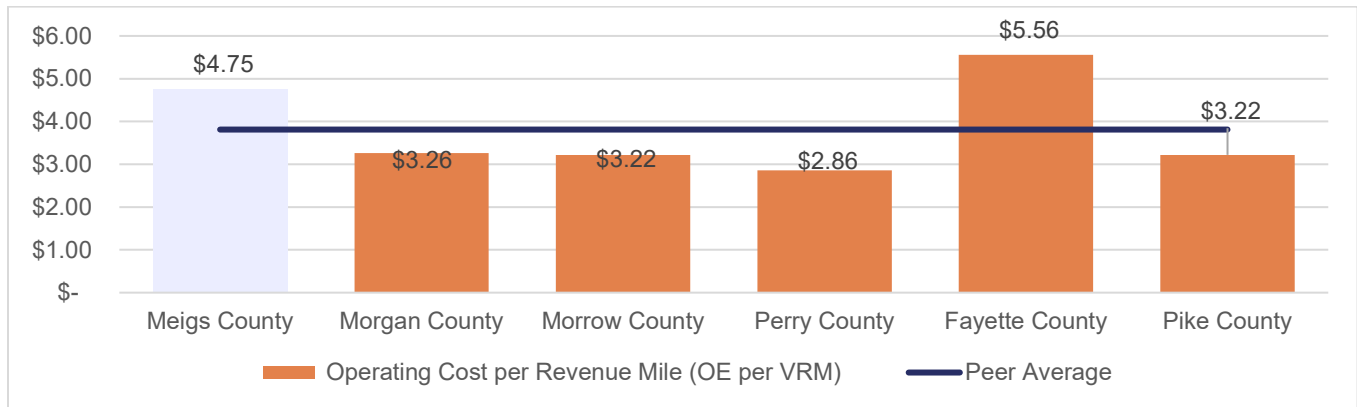
Source: National Transit Database, Transit Agency Profiles for 2023

Operating Cost Per Vehicle Revenue Mile

Operating cost per vehicle revenue mile depicts the cost of providing one mile of revenue service. When looking at demand response service only, on average, the peer agencies incurred an average operating cost per revenue mile of \$3.84. MCPT's operating cost per revenue mile (\$4.75) is 24 percent above the average, ranking the system 5th out of 6 in terms of cost efficiency. Perry County had the lowest cost per mile (\$2.86). Figure 42 depicts total operating costs per revenue mile for demand response services. depicts total operating costs per revenue mile for all services that MCPT and its peer agencies provide, including fixed routes in Pike County. (Cost per revenue mile decreased slightly for Pike County when including the fixed route).

Figure 42: Operating Cost per Revenue Hour (OE per VRM) (Demand Response Only)

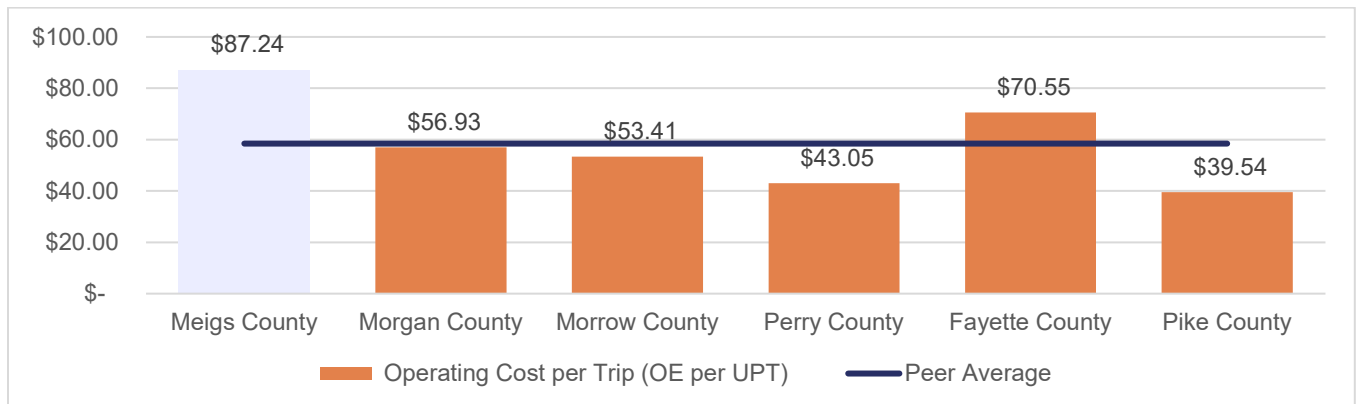
Source: National Transit Database, Transit Agency Profiles for 2023

Figure 43: Operating Cost per Revenue Mile (OE per VRM) (Total)

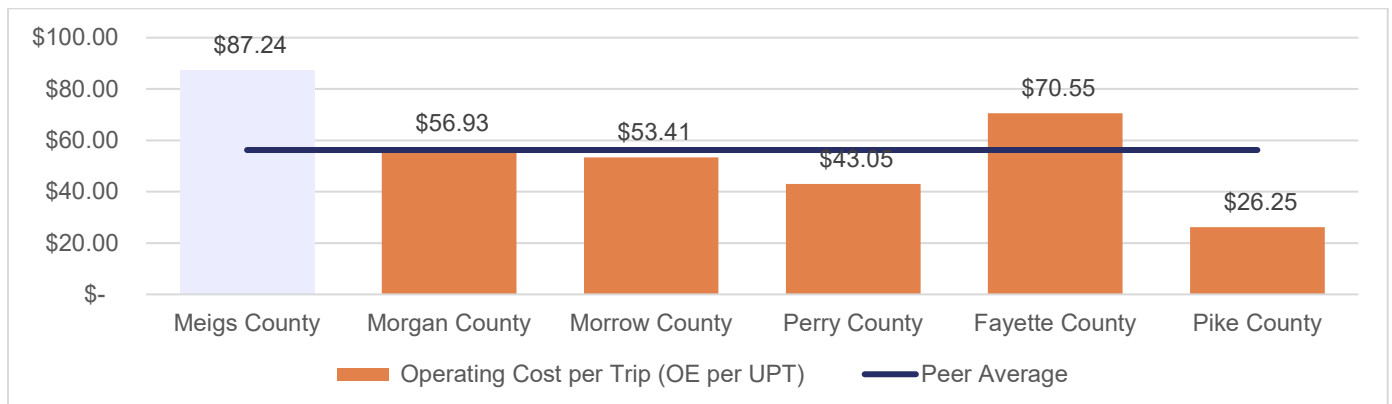
Source: National Transit Database, Transit Agency Profiles for 2023

Operating Cost Per Trip

When looking at demand response services offered by MCPT and its peers, MCPT's operating cost per unlinked passenger trip (UPT, \$87.24) is 49 percent above the average (\$58.45) and is higher than all its peers (Figure 44). Of the peers, Pike County has the lowest operating cost per trip at \$39.54, likely due to its operation of fixed route transit which is typically more cost efficient per passenger.

Figure 44: Operating Cost per Trip (OE per UPT) (Demand Response Only)

Source: National Transit Database, Transit Agency Profiles for 2023

Figure 45: Operating Cost per Trip (OE per UPT) (Total)

Source: National Transit Database, Transit Agency Profiles for 2023

Farebox Recovery

MCPT does not charge any fares, while its peers' regular fares range from \$0.50 to \$4.00 per ride. Seniors and persons with disabilities pay reduced fare for some agencies, and transfers are free in all agencies. In addition, several peer agencies offer trips out of the county for a higher fare; like in Meigs County, this is often a necessity to allow residents to access key services not present in some rural counties. Table 17 depicts the fares of MCPT and its peers.

Table 17. Fare Comparison (April 2025)

Agency	Regular	Seniors/ Persons with Disabilities	Out-of-County Fares
Meigs County Public Transit	\$-	\$-	N/A
Morgan County Public Transit	\$1.00	No discount	0 – 50 miles - \$5.00 50 – 100 miles - \$10.00 100+ miles - \$25.00 (Once weekly travel to Marietta, Athens and Zanesville also offered)
Morrow County Area Transit	\$2.00 - \$4.00 based on distance	1/2 fare	N/A
Perry County Transit	\$2.00 - \$9.00 based on distance	1/2 fare	\$10 to \$40 based on distance
Fayette County Transportation	\$1.00 (within Washington Courthouse) \$1.50 (in county)	1/2 fare	\$2.50 per mile
Community Action Transit System (Pike County)	\$1.10	1/2 fare	Chillicothe/ Portsmouth - \$3.00 Columbus - \$6.00

Source: National Transit Database, Transit Agency Profiles for 2023

The farebox recovery ratio indicates the total share of operating costs that are covered by fare revenues. The higher the fare recovery rate, the lower the subsidy required. FTA guidelines recommend a farebox recovery ratio of 20 percent for efficient systems. The subsidy per passenger indicates how much it costs the transit agency to provide bus service to each passenger, after subtracting the fare revenue. This cost must be paid by other funding sources, such as local, state, and federal sources. Although MCPT's peer agencies currently charge fares, the data available for 2023 do not include any information on fares collected – this may be because several agencies went fare-free during the COVID-19 pandemic. Therefore the 2023 farebox recovery ratio cannot be calculated. However, information from the peer agencies' 2022 NTD reports were available; Table 18 depicts service efficiency metrics for each peer agency in terms of total fare revenue, the farebox recovery ratio, and subsidy per passenger. The peer average for fare revenue is \$27,423. Perry County had the highest fare revenue (\$81,565) and Fayette County receives the least amount of fare revenue (\$11,663).

However, it should be noted that none of the peer agencies have a farebox recovery ratio that is higher than four percent; a more effective way to reduce the needed subsidy per passenger may be to increase the efficiency of the service provided rather than charging or increasing fares.

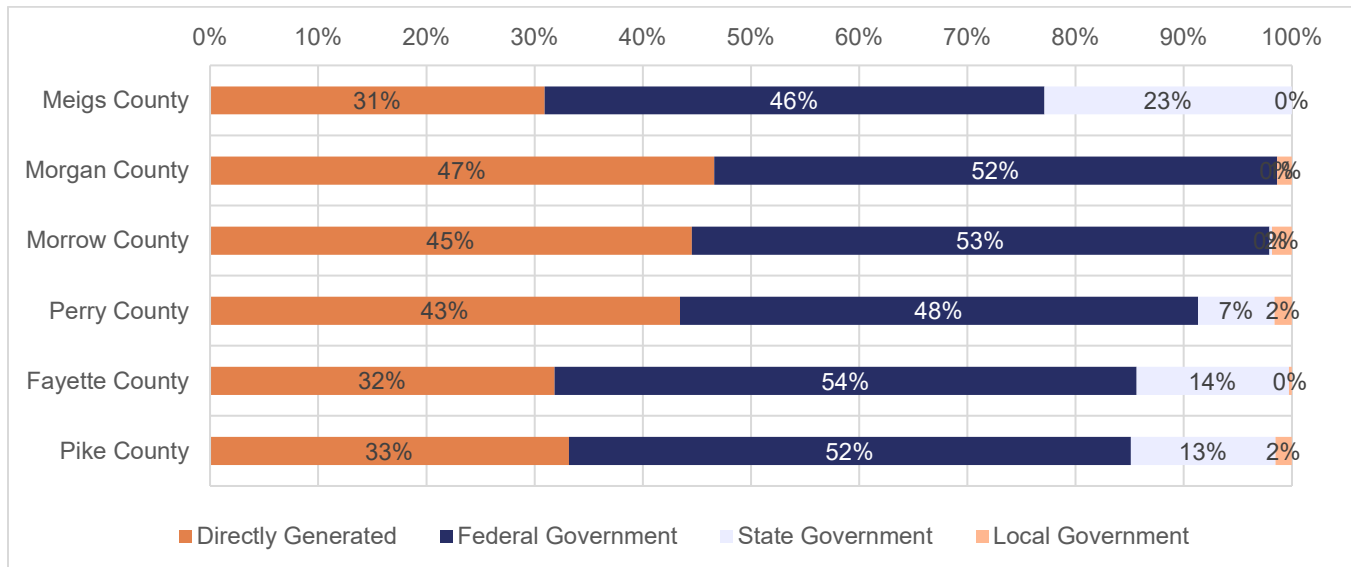
Table 18. Peer Service Efficiency

Agency Name	Fare Revenue	Farebox Recovery Ratio (Fare Revenue / Operating Cost)	Subsidy per Passenger ((Operating Cost - Fare Revenues) / Unlinked Trips)
Meigs County Public Transit	\$-	0%	\$95.56
Morgan County Public Transit	\$28,535	2%	\$51.28
Morrow County Area Transit	\$18,840	1%	\$45.48
Perry County Transit	\$81,565	4%	\$44.74
Fayette County Transportation	\$11,663	1%	\$51.60
Community Action Transit System (Pike County)	\$23,936	3%	\$20.01
Peer Average			
Low Value	\$-	0%	\$20.01
High Value	\$81,565	4%	\$95.56
Average	\$27,423	2%	\$51.44

Source: National Transit Database, Transit Agency Profiles for 2022

Resource Allocation

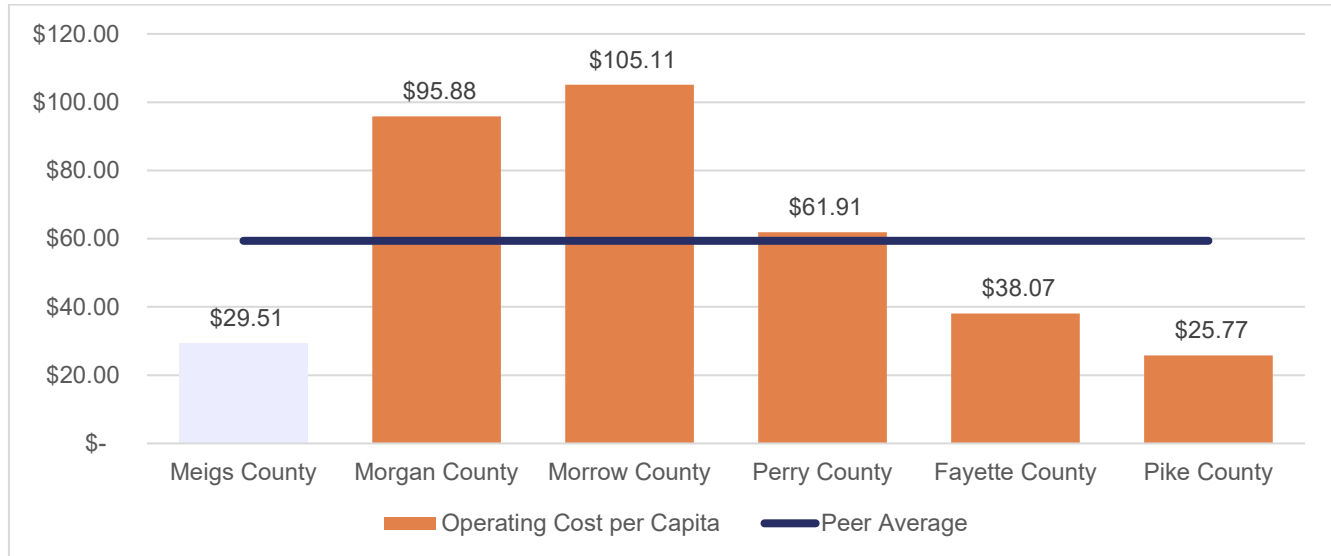
Funding sources are different for each agency, as each agency operates in a unique setting with differing political climates, available funding sources, and policies that dictate how funding can be used. MCPT is the only agency of the identified peers that does not currently receive any local operating funding assistance; nearly 30 percent of its revenues are from contracted services, which is similar to many of its peers. Figure 46 illustrates the funding sources breakdown for each peer agency by federal, state, local, and directly generated funds.

Figure 46: Funding Sources (Demand Response Only)

Source: National Transit Database, Transit Agency Profiles for 2023 (Note: MCPT's 2023 NTD report shows Directly Generated funds as \$0 and Local Government funds as \$202,675; however staff at the Ohio Department of Transportation confirmed that these numbers should be reversed).

Operating costs per capita (Figure 47) depicts the amount of operating funds expended per service area resident. MCPT's operating cost per capita (\$29.51) is 50 percent below the peer average (\$59.37) and falls lower than its identified peers, ranking as the second lowest in cost per capita but also indicating that the county could have room to grow in dedicating funding to transit. Morrow County has the highest operating funding per capita (\$105.11), while Pike County has the lowest (\$25.77).

Figure 47. Operating Costs per Capita



Source: National Transit Database, Transit Agency Profiles for 2023

SUMMARY AND KEY FINDINGS

- » MCPT offers a lower level of service than the peer average, operating fewer revenue hours and revenue hours per capita.
- » MCPT has lower operating costs overall, but higher operating costs per passenger compared to the peer group average.
- » MCPT is currently serving a much lower proportion of the county's population than other counties, with passengers per capita 66 percent lower than its peers.
- » MCPT is the only system to offer completely free services.
- » MCPT does not charge fares. As a result, MCPT has a higher cost per passenger than its peers; however, none of its peers obtain a significant portion of its funding via the farebox.
- » MCPT receives no local assistance while all peers receive some sort of local funding, indicating that this is another revenue source to explore.
- » Currently, fewer resources overall are going towards public transit funding per capita in the county than in its peer counties.
- » Most peers in region are offering services for longer distance trips whether that is for leisure or medical appointments. Out of county trips could potentially be beneficial for Meigs County residents and could be another revenue source to explore.

Table 19 summarizes the key takeaways from the peer review including the average values in service productivity and cost efficiency in comparison to MCPT metrics.

Table 19. Summary of Average Peer Metrics as Compared to MTS Metrics

Characteristic	MCPT Value	Peer Group Average	Difference
Service Productivity			
Vehicles Operated in Max Service	11	16.8	-35%
Unlinked Passenger Trips (UPT)	9,199	27,378	-66%
Passengers per Capita	0.4	1.0	-60%
Passengers per Revenue Hour	1.0	1.3	-22%
Cost Efficiency			
Operating Cost per Revenue Hour	\$5.45	\$10.88*	-50%
Operating Cost per Passenger	\$95.56	\$53.83	+78%
Operating Funding per Capita	\$39.58	\$48.84	-19%
Operating Costs	\$879,048	\$1,242,921	-29%
Fare Revenue	\$-	\$27,423	-100%

Source: National Transit Database, Transit Agency Profiles for 2023

APPENDIX B- PUBLIC ENGAGEMENT SUMMARY

PHASE ONE

August 2024

The first phase of public engagement used a public survey to gather information from the community about existing transit service needs. This survey was advertised at Kid's Day on April 13, 2024, and posted in transit vehicles, libraries, online, and more. The planning team also conducted ride-alongs, where the team rode the bus to speak with transit riders and to advertise the survey. The survey included five sections: Household Travel Patterns, Meigs County Public Transit Awareness, Meigs County Public Transit Activity, Transit Preferences, and an optional About You section.

SURVEY RESPONSES

A total of 53 surveys were completed. Forty-five of those were paper surveys and eight were completed online. Fifteen of the surveys were completed by people who stated that they currently ride Meigs County Public Transit ("riders"). Thirty-eight of the surveys were completed by people who do not currently use Meigs County Public Transit ("non-riders"). To accurately evaluate the existing service demand and needs, the results are divided into two audiences: riders and non-riders.

COMPARISON OF RIDERS AND NON-RIDERS

About You

Among the respondents, riders and non-riders are generally in the same age group of 18-40 years old. However, 34% of non-riders and 25% of riders fell in the 41-64 years old age group. Only 14% of non-riders and 25% of riders fell in the 65+ age group. 3% of non-riders were under 18. While 50% of riders identified as having a disability or impairment, only 6% of non-riders identified as having a disability or impairment. More riders said they were registered with Medicaid than non-riders as 82% of riders are registered with Medicaid while only 30% of non-riders are registered with Medicaid. Although there were not any riders who identified as a veteran, 9% of non-riders did identify as a veteran. The annual household income varies greatly when comparing riders to non-riders: 42% of riders have an annual household income of \$15,000 - \$29,999; meanwhile, only 9% of non-riders fell into that income range. Additionally, 41% of riders have an annual household income under \$15,000, which only 17% of non-riders fell into that income range. Almost half of non-riders (48%) have an annual household income of \$50,000 or higher.

Household Travel Patterns

The majority of the respondents (both riders and non-riders) live in Middleport, Pomeroy, Racine, and Syracuse. Riders mostly work outside of Meigs County or in Middleport while non-riders mostly work outside of Meigs County or in Pomeroy.

Regarding access to a vehicle, riders have fewer vehicles in running order and available to use than non-riders, as six riders (43%) said they do not have a vehicle, but only two non-riders (6%) said they do not have a vehicle. Another six riders (43%) do have one vehicle; meanwhile, 94% of non-riders have at least one vehicle with 33% having two, 25% having three, and 14% having more than three vehicles in running order and available to use.

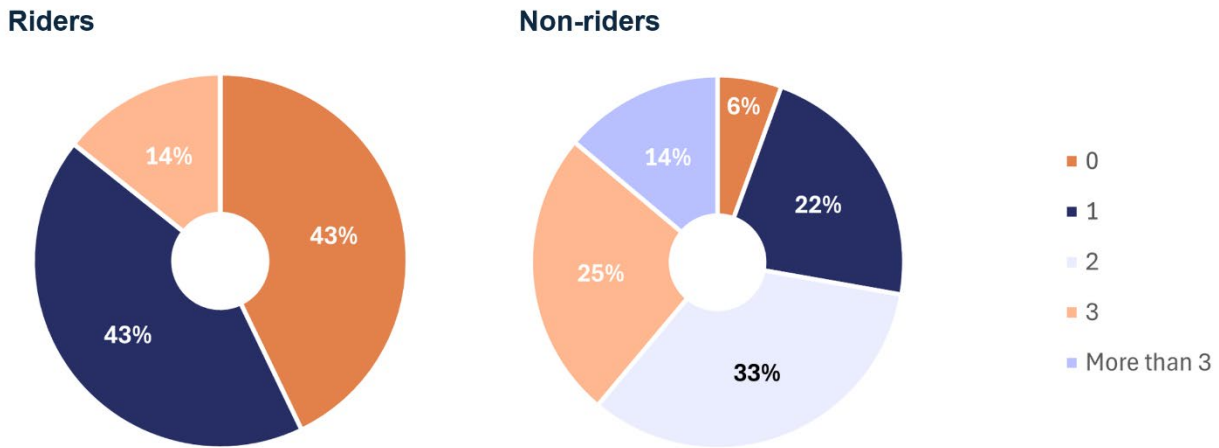


Figure 48. Comparison of Vehicle Accessibility

In Meigs County, almost half (45%) of riders and 80% of non-riders travel to work by driving alone.

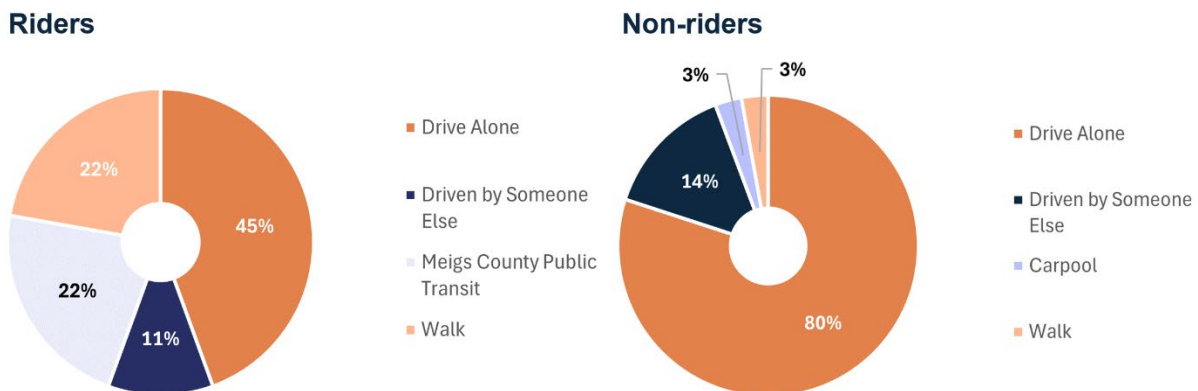
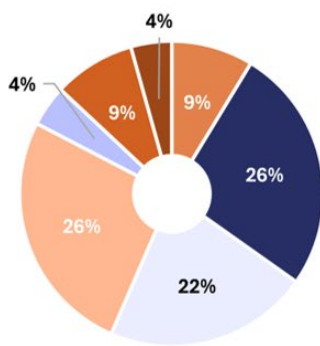


Figure 49. Comparison of Travel Modes for Work Trips

For non-work trips, 26% of riders drive alone and another 26% use Meigs County Public Transit; meanwhile, 68% of non-riders travel for non-work trips by driving alone. The second most popular mode for non-riders was being driven by someone else at 16%.

Riders



Non-riders

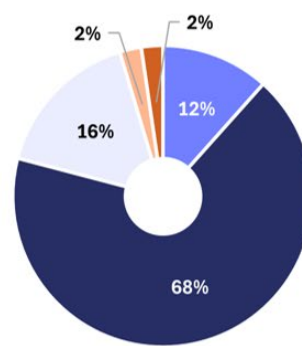


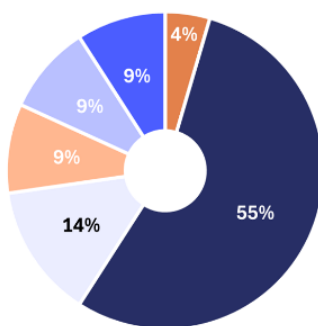
Figure 50. Comparison of Travel Modes for Non-Work Trips

Meigs County Public Transit Activity

The top five places both riders and non-riders would like to go to using Meigs County Public Transit have a lot of overlap with medical appointments/hospital, grocery store/food pantry, and the pharmacy being in the top five for each group of respondents. Social services and destinations outside of Meigs County were in the top five for riders; however, work and running errands/going shopping were in the top five for non-riders.

Riders and non-riders expressed different needs of times for Meigs County Public Transit. While 55% of riders said weekdays between 7 AM and 4 PM is when they need to use Meigs County Public Transit, only 12% of non-riders agreed with that statement. Weekday evenings were a popular choice as well as 22% of non-riders and 14% of riders said they would need to use Meigs County Public Transit on weekdays between 4 PM and 8 PM. Weekends were slightly less popular as 20% of non-riders and 9% of riders felt that they would need to use Meigs County Public Transit then.

Riders



Non-riders

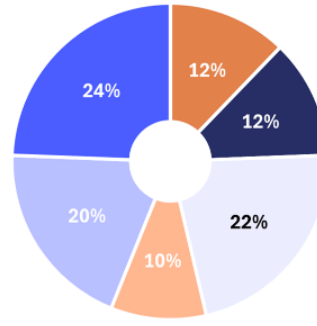


Figure 51. Comparison of Times Transit is Needed

TRENDS FOR TRANSIT RIDERS

Fifteen people who ride transit today completed this survey. The following section summarizes responses specifically from this group.

About You

Each respondent had the option to complete demographic questions. Six respondents (50%) were within the 18–40-year age group. Three respondents (25%) were between 41–64 years old. Another three people were 65+ years old. Six respondents (50%) identified as having a disability or impairment while the other 50% said they do not. None of the rider respondents identified as a veteran. Five respondents (42%) fell between the \$15,000 - \$29,999 annual income range. Another five respondents said their annual income was under \$15,000. Two respondents selected that they preferred not to answer. Nine respondents (82%) said they were registered with Medicaid while 18% said they were not registered with Medicaid.

Household Travel Patterns

Household Travel Patterns were asked about first to get an understanding of each respondent, where they live, the makeup of their household, and how they travel around Meigs County. Five respondents (33%) live in Middleport, followed by three respondents (20%) who live in Pomeroy and two respondents each (13%) in Rutland and Syracuse.

Five respondents (33%) have a four-member household while one- and two-member households each made up 20%. Four respondents (37%) have one child (age 17 or younger) living in their household, 27% have two children living in their household, and 18% had zero children.

Six respondents (43%) said they do not have a vehicle (car, truck, van, etc.) in working condition and available for use. Another 43% said they have one vehicle in working condition and available for use, While only 14% have three vehicles available for use. Access to a vehicle is illustrated below in Figure 52.

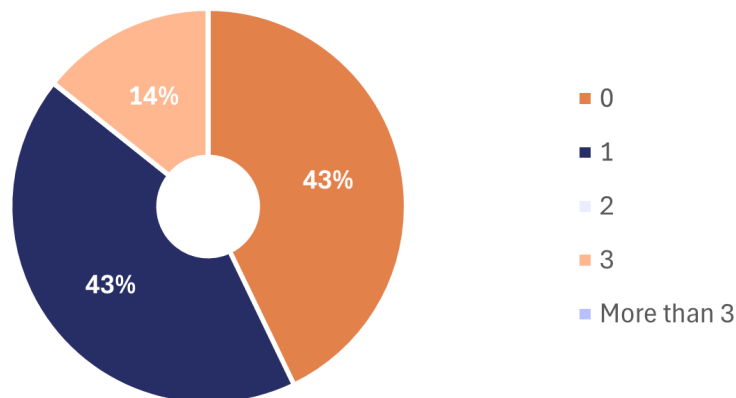


Figure 52. How many vehicles do you have in running order and available to use?

Figure 53 shows the percentage of transit rider survey respondents that have working households. In 50% of households, there is no one currently working. About one-third of workers are employed outside of Meigs County, another 29% work in Middleport, and smaller numbers of respondents work in Syracuse, Racine, and Mason. Although four respondents (45%) said workers in their household typically travel to work by driving alone, two respondents (22%) said they use Meigs County Public Transit and another two walk to work. One respondent said they are driven by someone else.

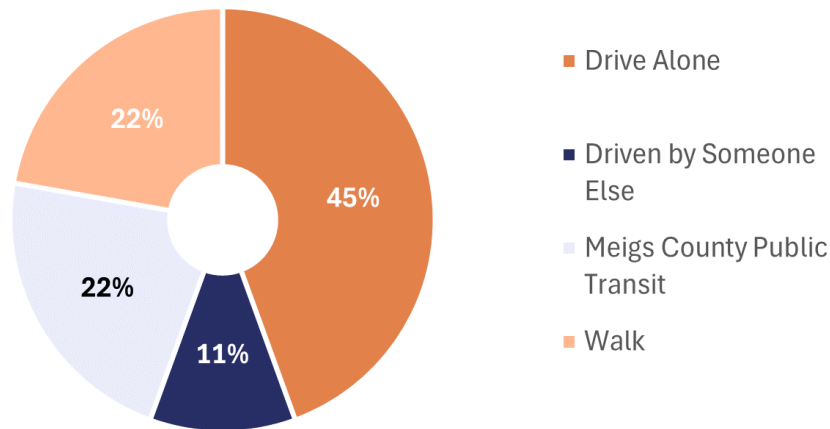


Figure 53. How do workers in your household typically travel to work?

A slightly greater proportion of survey respondents take Meigs County Public Transit for non-work trips (26% of households) compared to work trips (22% of households). Figure 54 illustrates all modes of travel survey takers use for non-work trips including biking, driving, walking, and more.

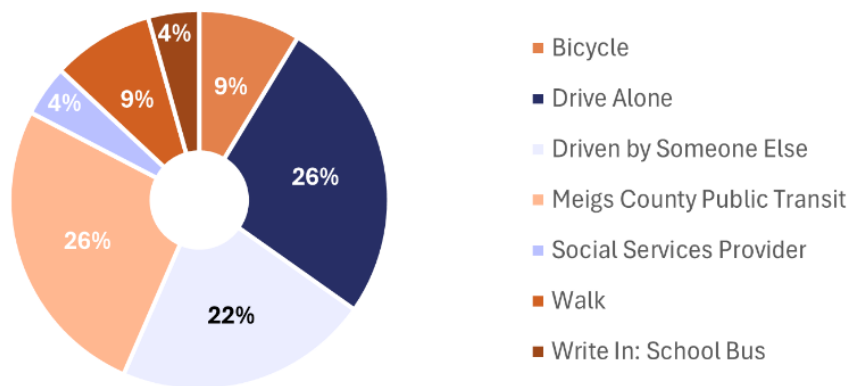


Figure 54. How do people in your household usually travel for non-work trips?

Meigs County Public Transit Awareness

All survey takers, regardless of whether they ride transit today or not, were asked about their awareness of Meigs County Public Transit services. As expected, transit riders were aware of their eligibility to use the service. Only one respondent said they were unsure if they were already registered with Meigs County Public Transit.

Meigs County Public Transit Activity

Transit riders were asked how frequently they use Meigs County Public Transit. Over half (57%) use the service 1-5 times a week, and another 29% use it 1-3 times a month. Just 14% rarely use the service, less than once a month.

The survey also gathered information about where people would like to travel using public transit as shown in Figure 55. Top destinations include medical appointments/hospital (20%), grocery store/pantry (13%), and pharmacies (13%).

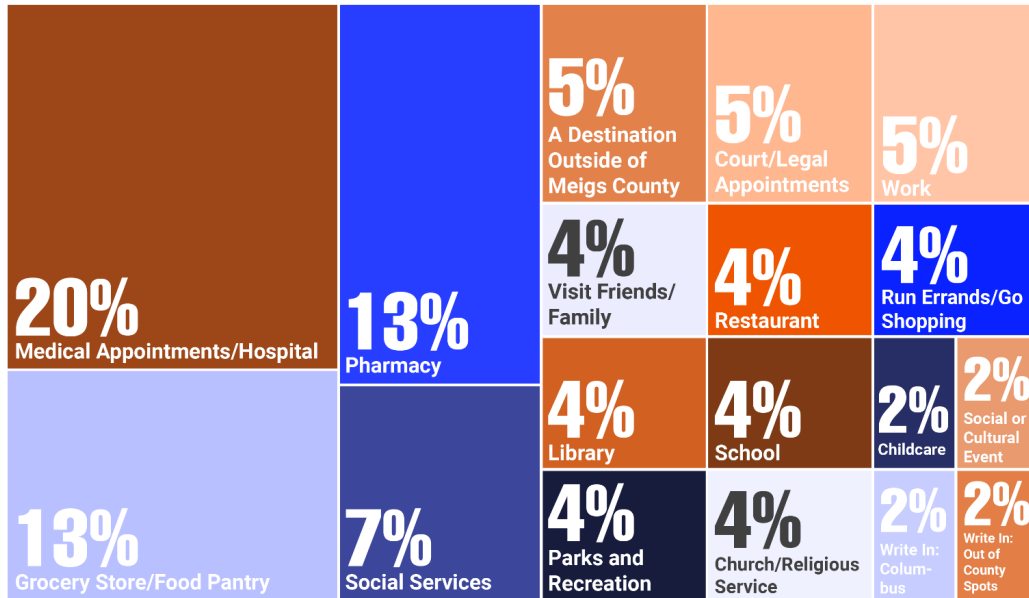


Figure 55. What types of places would you like to go to using Meigs County Public Transit Service?

The survey captured the main reasons that transit riders use the service. The top five reasons respondents use Meigs County Public Transit were:

1. Don't have a car available
2. Don't drive
3. Don't have a license
4. Cannot drive a car for medical reasons
5. Costs less than driving a car

Figure 56 shows all responses.

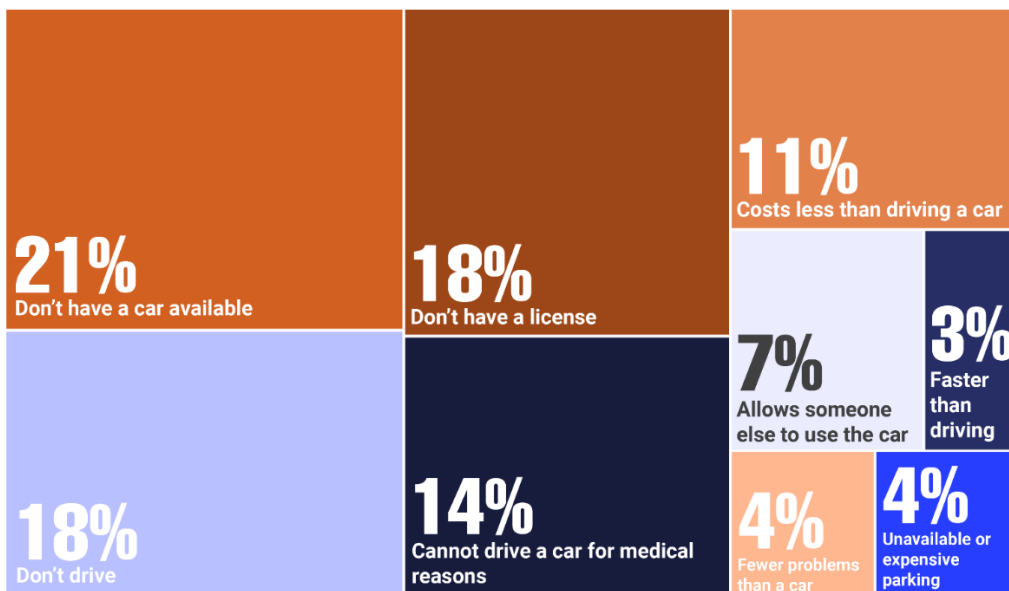


Figure 56. What are your main reasons for using Meigs County Public Transit?

Most (55%) respondents rely on Meigs County Public Transit during the current service hours of weekdays between 7 AM and 4 PM. 14% of respondents also said weeknight service between 4 PM and 8 PM is needed. Not as many respondents expressed a need for additional times as shown in Figure 57.

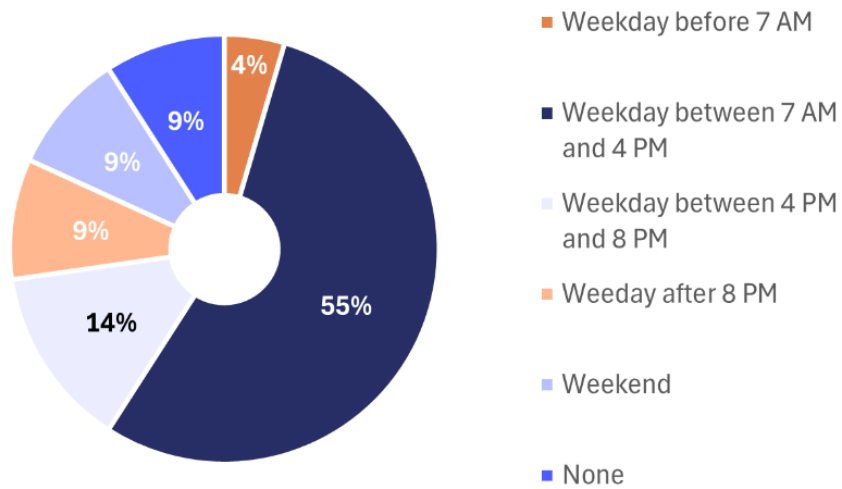


Figure 57. At what times of day do you need to use Meigs County Public Transit?

Transit Preferences

Respondents were asked to rate a set of seven statements from strongly disagree to strongly agree. The results of those are below. In general, respondents agreed or strongly agreed that they know how to ride Meigs County Public Transit and that they felt safe on transit. Respondents generally agreed with the other statements too, but there were some riders who disagreed with those statements, which is shown in Figure 58

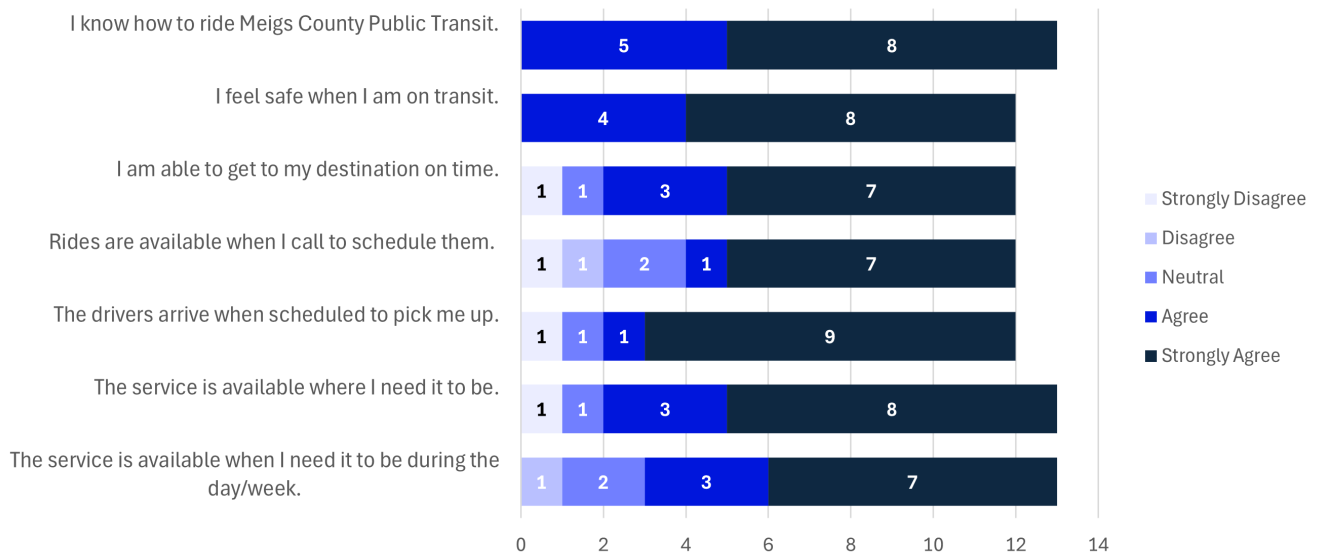


Figure 58. Transit Preferences

Open-Ended Questions

The survey included open-ended questions. Responses are listed below each question.

What do you like about the current transit service?

- Everything.
- Gets me to where I need to be.
- No complaints – all the people and availability are great.
- There are some people that need it for all reasons and it's nice.
- It is such a blessing for folks like myself who don't drive.
- They're always nice, on time, and available.
- Good rapport with the drivers.
- I like that transit is available; however, they are always late to pick me up.

What do you dislike about the current transit service?

- Nothing.
- Barely have any openings.
- Nothing.
- Late picking me up. I sometimes have to cancel appointments.

What could we do to improve service?

- Nothing.
- Expand hours.
- Take other places.
- It's perfect.
- More access.
- Nothing.
- Weekends, longer hours, out of county non-medical appointments.
- Not be late.

TRENDS FOR NON-TRANSIT RIDERS

Thirty-eight of the fifty-three survey respondents were **not** Meigs County Public Transit riders. The following section summarizes responses specifically from this group.

About You

Each respondent had the option to complete demographic questions. Seventeen respondents (49%) were within the 18-40-year age group while 34% were 41-64 years old and 14% were 65+ years old. Only two respondents (6%) identified as having a disability or impairment while 91% said they do not. Three respondents (9%) identified as a veteran while 88% said they were not. Ten respondents (30%) said they were registered with Medicaid while 70% said they were not. The annual income of non-rider respondents varied more than riders, which is shown below in Figure 59. Six respondents (18%) preferred not to answer. Another 18% said their annual income was \$100,000+. 17% of respondents said their annual income was between \$80,000 and \$99,000. Another 17% said their annual income was under \$15,000.

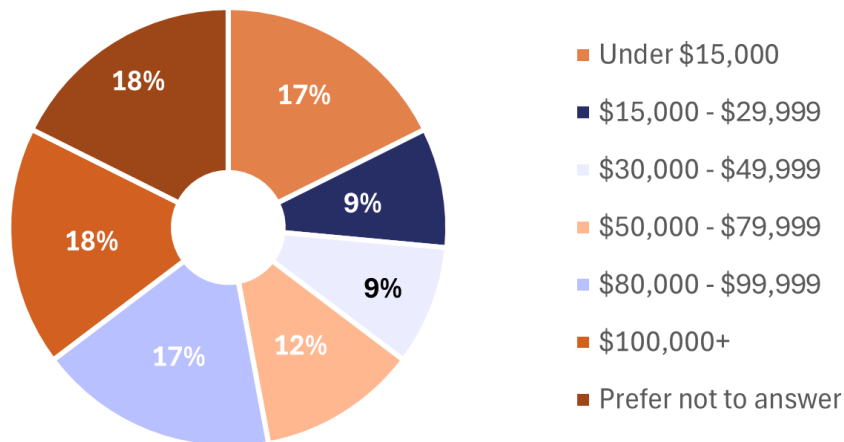


Figure 59. Which of the following best describes the annual income of your household?

Household Travel Patterns

Household Travel Patterns included questions about where respondents live, the makeup of their household, and how they travel around Meigs County. Nine respondents (24%) of respondents live in Racine, six respondents (16%) live in Pomeroy, and another six respondents live in Middleport. Ten respondents (27%) have a three-member household while two-member households and four-member households each made up 19%. Ten respondents have two children (age 17 or younger) living in their household while nine respondents said they have no children, and another nine respondents said they have one child living in their household.

Access to a vehicle varied more for non-riders than it did for riders, which is shown below in Figure 60. Twelve respondents (33%) have two vehicles (cars, trucks, vans, etc.) in running order and available for use. Another nine (25%) said they have three vehicles in running order and available for use. Eight respondents (22%) said they have one vehicle in running order and available for use. Only 6% of respondents did not have a vehicle in running order and available for use.

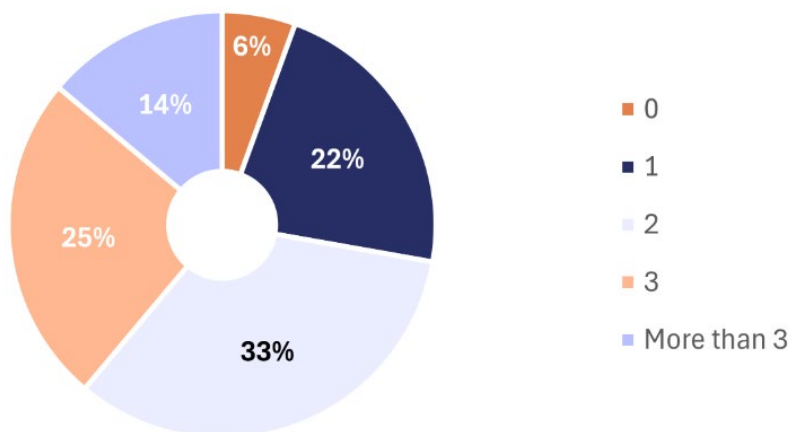


Figure 60. How many vehicles do you have in running order and available to use?

Twenty respondents (54%) said their household has two workers and nine respondents (24%) said their household has one worker. Four respondents (11%) said their household has four workers and another four respondents said their household does not have anyone currently working.

Seven respondents (23%) said those workers are working outside of Meigs County while 19% work in Pomeroy and 16% work in Middleport. Numerous other locations were mentioned as well as shown in Figure 61.

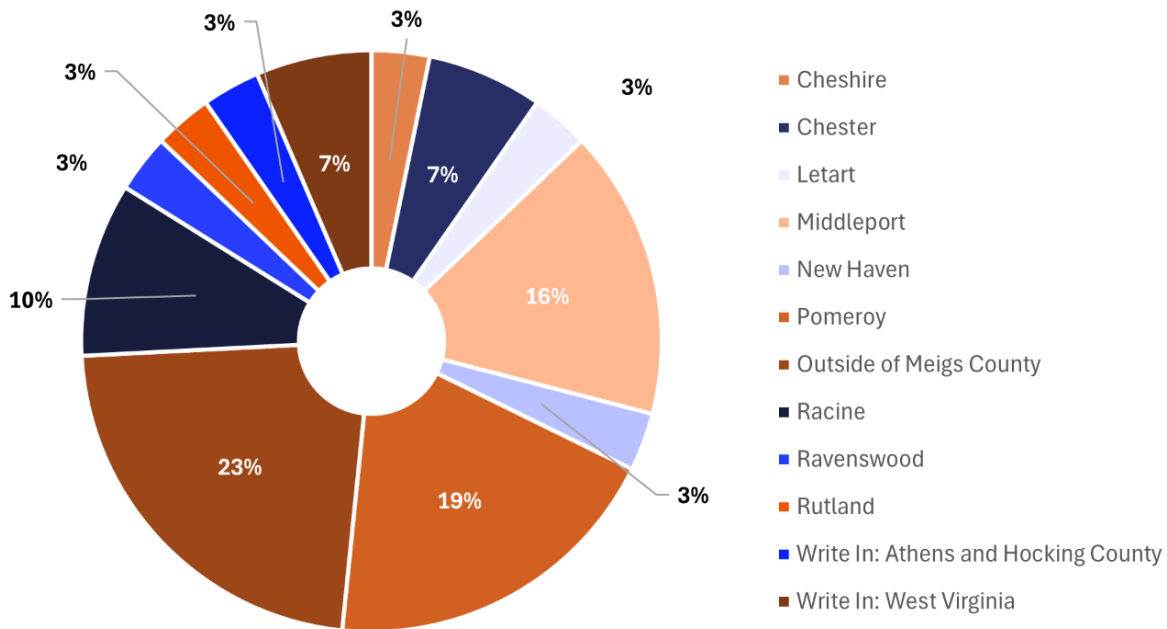


Figure 61. Where do workers in your household work?

Twenty-eight respondents (80%) said those workers typically travel to work by driving alone while 14% are driven by someone else, 3% carpool, and another 3% walk, which is shown in Figure 62.

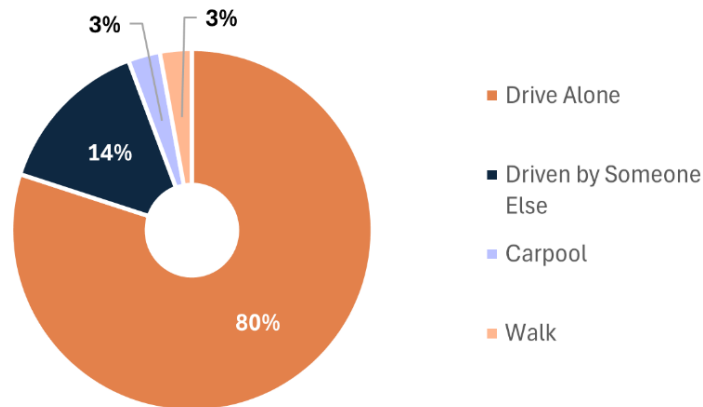


Figure 62. How do workers in your household typically travel to work?

Traveling for non-work trips looks like how they travel for work and is shown below in Figure 63: 68% people drive alone, 16% are driven by someone else, and 12% carpool.

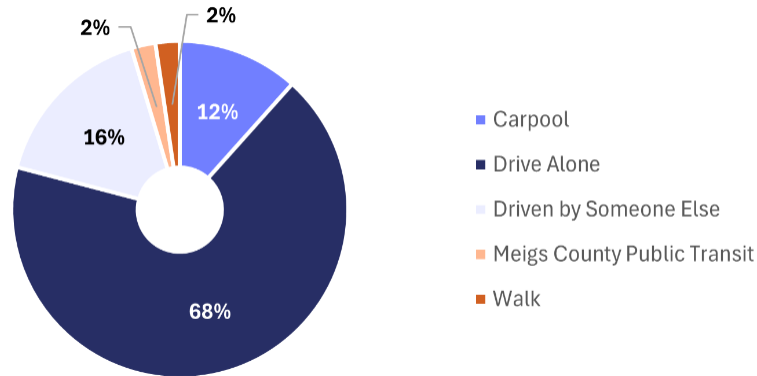


Figure 63. How do people in your household usually travel for non-work trips?

Meigs County Public Transit Awareness

Twenty-seven respondents (73%) knew that Meigs County has public transit services while 27% did not. Only 21% of respondents knew that they were eligible to use Meigs County Public Transit and 26% of respondents thought they were not eligible, despite the fact that all county residents are in fact eligible to use the service. Twenty respondents (53%) said they were not sure if they were eligible, as shown below in Figure 64.

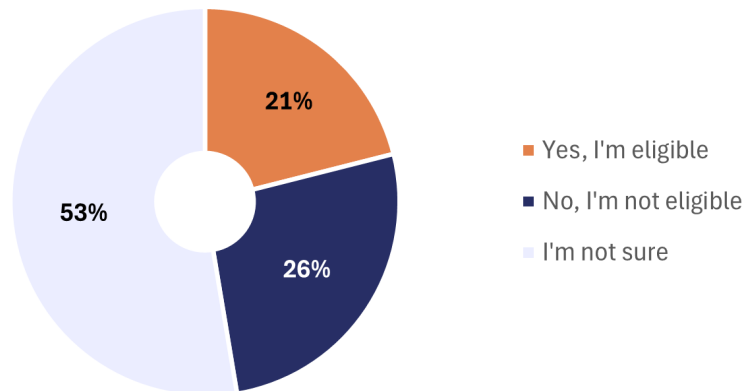


Figure 64. Do you know if you are eligible to use Meigs County Public Transit?

No respondents were already registered with Meigs County Public Transit. Sixteen respondents (43%) said they knew how to access Meigs County Public Transit if they needed it while 57% said they did not know.

Meigs County Public Transit Activity

The survey also gathered information about where people would like to travel using public transit as shown in Figure 65. Top destinations include medical appointments/hospital (21%), grocery store/pantry (12%), and work (10%).

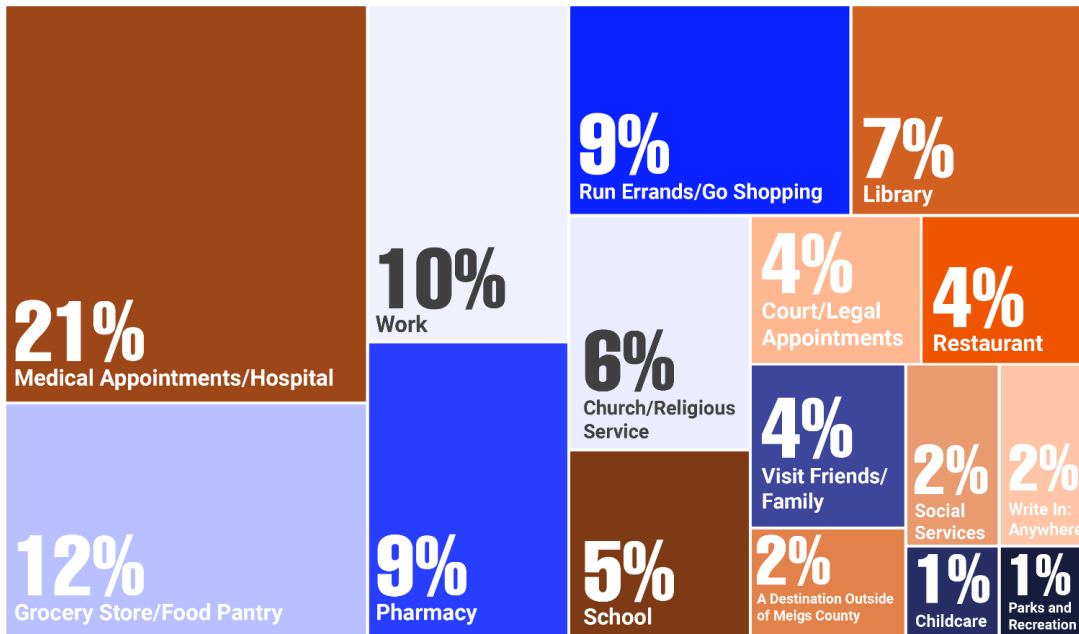


Figure 65. What types of places would you like to go to using Meigs County Public Transit Service?

There were six reasons provided by respondents as to why they do not use Meigs County Public Transit. The top three reasons respondents do not use Meigs County Public Transit were:

1. I just prefer to drive.
2. I am not eligible or don't know if I am eligible.
3. I don't know how to use the service.

Figure 66 shows all responses.

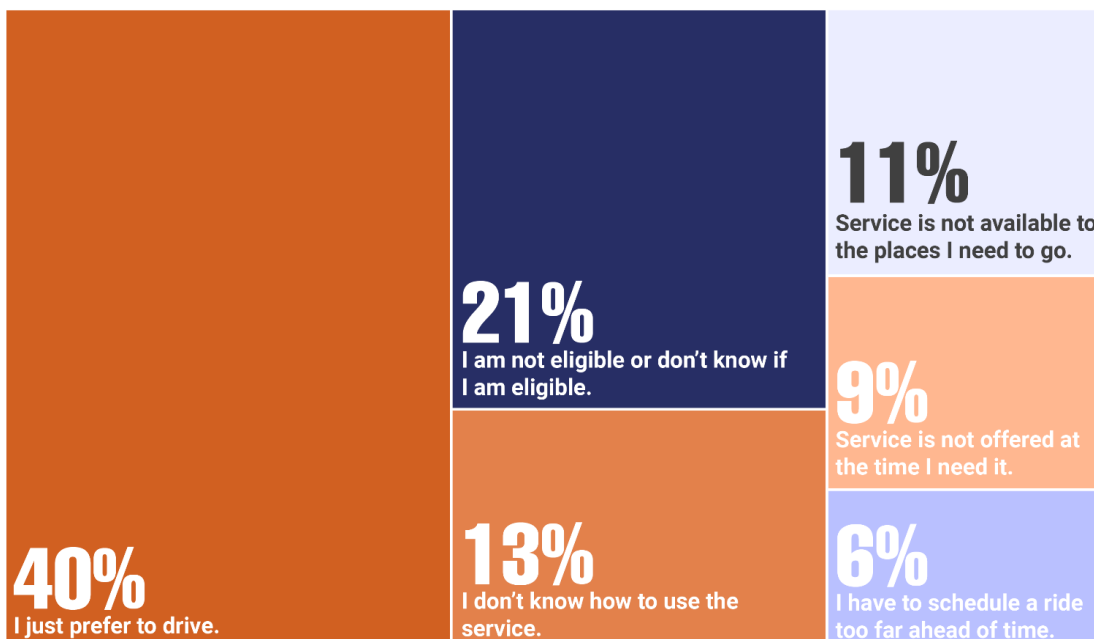


Figure 66. Why don't you use Meigs County Public Transit (at all, or for certain trips)?

Non-riders said they would need to use Meigs County Public Transit at a variety of times, mostly outside of existing times, which is shown in Figure 67. Nine respondents (22%) said they would need transit on weekdays between 4 PM and 8 PM and 20% said the weekend.

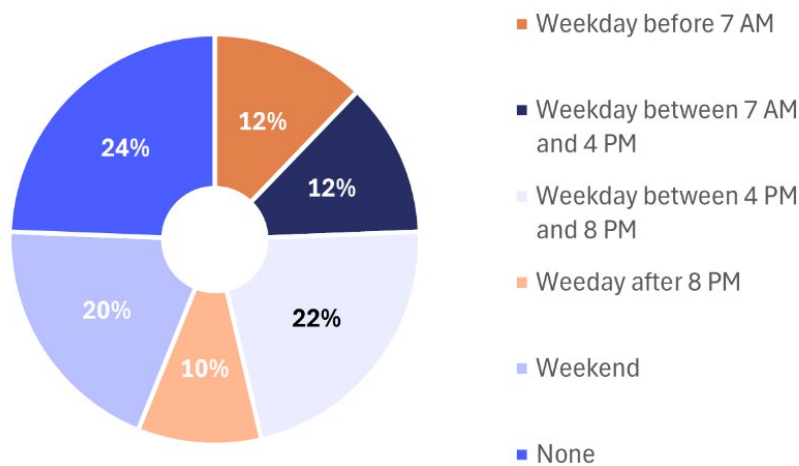


Figure 67. At what times of day do you need to use Meigs County Public Transit?

Open-Ended Questions

With there being less than twenty answers to the open-ended questions on the survey, each answer received is listed below its corresponding question.

What do you like about the current transit service?

- I know nothing about this service. Need information.
- It gives families accessibility to the community.
- People.
- Helps the community.
- Glad we have it for people who need it.
- Great they have it.
- Glad we have it.
- Good for others.
- I see it used a lot.
- I don't know.
- It's available when I need it.
- Just happy there is some sort of help for people who need it.
- Always available.
- It's a great program.
- I have not been able to schedule a ride. It seems they are only available for medical transports. There were plenty of other companies providing this service. I need something that will take me to work and other places not just medical appointment.

What do you dislike about the current transit service?

- Answering these questions.
- Nothing.
- N/A.
- I don't know.

- Nothing.
- N/A.
- Nothing.
- It needs to be more available time wise and needs a wider variety of destinations.
- Only available 8-4 and no nights or weekends available.

What could we do to improve service?

- More on social media.
- How do I get this info? I do not have email.
- Set routes and expanded driving times.
- Better pay.
- More funding.
- I don't know.
- I'm unsure.
- N/A.
- Nothing.
- Travel to more places and have more drivers.
- Advertisements.
- Expand hours and locations. Have dedicated routes.

PHASE TWO

October 2024

The second phase of public engagement used a public survey to gather information from the community about proposed service changes. This survey was posted in transit vehicles, libraries, online, and more. The survey included two sections: Additional Service Hours, Travel Outside the County, Scheduling, Travel Within the County, Ways of Communication, Learning How to Ride, and Comfort & Security. There was an optional About You section as well. A total of 101 people completed the survey.

COMPARISON OF RIDERS AND NON-RIDERS

About You

Out of the 101 survey respondents, 64 of those were riders (63%) while 28 were non-riders (28%). There were nine respondents who did not answer the ridership question. Figure 68 shows that 51.8% of all respondents identified as having a disability. When asked about disability status and ridership status, 67% of riders identified as having a disability while only 18% of non-riders identified as having a disability.

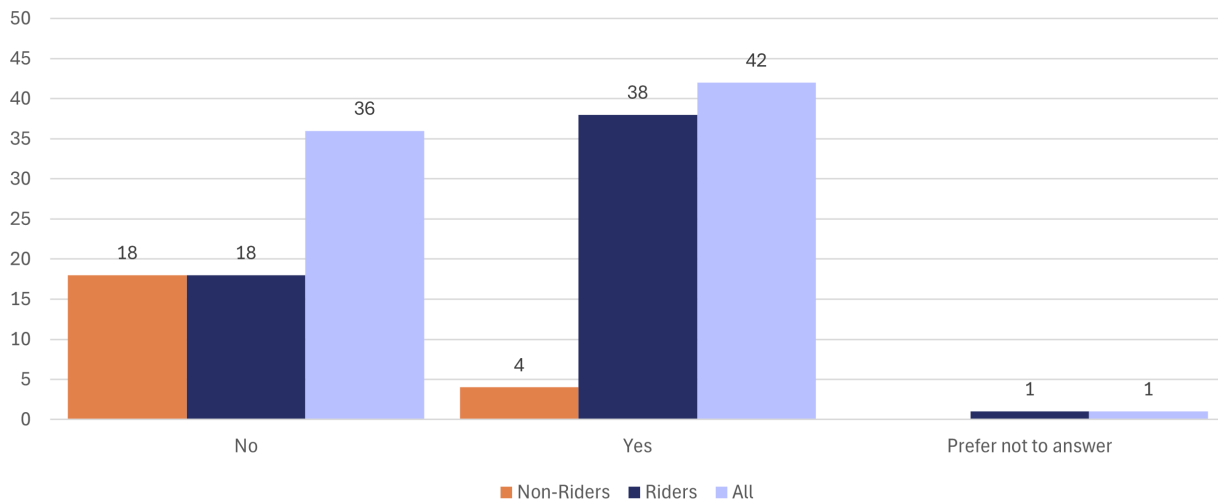


Figure 68. Do you identify as having a disability?

Figure 22 illustrates that 55.7% of all respondents said they were registered with Medicaid. When asked about Medicaid registration status and ridership status, 68% of riders said they were registered with Medicaid while only 23% of non-riders identified as being registered with Medicaid.

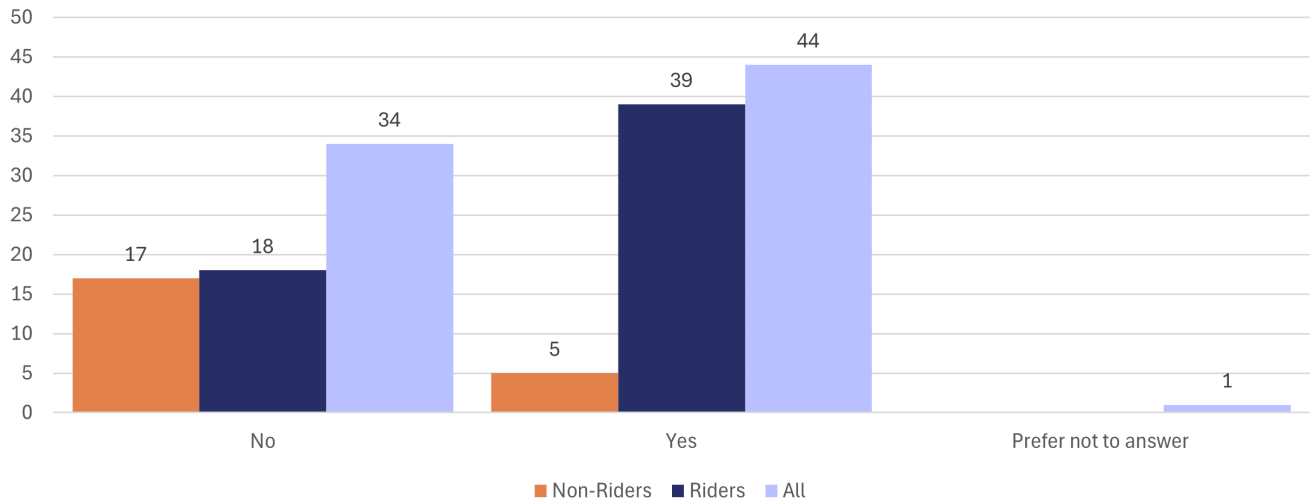


Figure 69. Are you registered with Medicaid?

Additional Service Hours

Current service hours for Meigs County Public Transit are from 7 AM to 4 PM. Respondents were asked if they had an extra ten hours to add to the existing service schedule, where would those hours be placed? Figure 3 shows where those hours were placed for all respondents, including both riders and non-riders. The darker the color is or higher the number is means the more that timeslot was asked for. Saturday morning hours were the most popular request, followed by an extra hour before and after the current schedule.

Hours/Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Checks
6:00 AM	16	15	14	11	14	7	3	80
7:00 AM	Current Hours					10	2	12
8:00 AM						18	4	22
9:00 AM						21	4	25
10:00 AM						22	4	26
11:00 AM						20	4	24
12:00 PM						21	4	25
1:00 PM						19	4	23
2:00 PM						18	3	21
3:00 PM						17	3	20
4:00 PM						10	3	13
5:00 PM	10	13	18	13	13	6	3	76
6:00 PM	10	10	16	13	12	3	3	67
7:00 PM	5	4	8	5	4	2	3	31
8:00 PM	3	4	7	4	3	3	3	27
9:00 PM	5	3	6	5	4	3	2	28
Total Checks	64	65	84	65	66	200	52	520

Figure 70. Hour Changes for All Respondents.

It should be noted that the additional hours requested by riders generally replicate the overall data as riders make up the majority. Current riders seem to be just as interested in Saturday morning hours as they are for an extra hour before and after the current schedule.

Hours/Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Checks
6:00 AM	14	15	11	11	11	5	2	69
7:00 AM	Current Hours					3	1	4
8:00 AM						9	2	11
9:00 AM						12	1	13
10:00 AM						13	1	14
11:00 AM						11	1	12
12:00 PM						12	1	13
1:00 PM						10	1	11
2:00 PM						9	1	10
3:00 PM						9	1	10
4:00 PM						5	1	6
5:00 PM	9	11	12	11	12	4	1	60
6:00 PM	9	9	12	12	11	2	1	56
7:00 PM	5	4	4	5	4	1	1	24
8:00 PM	3	4	3	4	2	1	1	18
9:00 PM	4	3	5	5	3	2	2	24
Total Checks	57	59	60	61	56	108	19	420

Figure 71. Hour Changes for Riders.

The way service hours should look according to non-riders is quite different than the overall results and the rider results. Figure 72 shows that non-riders generally want Saturday hours and Wednesday evening hours. Wednesday evening was a popular addition from church events or food pantry hours.

Hours/Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Checks
6:00 AM	0	0	1	0	1	2	1	5
7:00 AM	Current Hours					5	1	6
8:00 AM						7	1	8
9:00 AM						7	2	9
10:00 AM						7	2	9
11:00 AM						7	2	9
12:00 PM						7	2	9
1:00 PM						7	2	9
2:00 PM						7	1	8
3:00 PM						7	1	8
4:00 PM						4	1	5
5:00 PM	1	1	5	2	1	2	1	13
6:00 PM	1	1	3	1	1	1	1	9
7:00 PM	0	0	3	0	0	1	1	5
8:00 PM	0	0	3	0	1	2	1	7
9:00 PM	1	0	1	0	1	1	0	4
Total Checks	5	3	17	3	6	74	20	128

Figure 72. Hour Changes for Non-Riders.

Travel Outside the County

Respondents were also asked about different ways to travel outside the county. As shown in Figure 73, these options are a little more mixed in reviews than the options for within the county. A shuttle bus that travels to Athens, Gallipolis, or Marietta at a set time and day during the week or month was the most popular option followed behind by ride to an out-of-county medical appointment with one or more other people in the vehicle with you. The second option, which included paying a fare, was the least popular option.

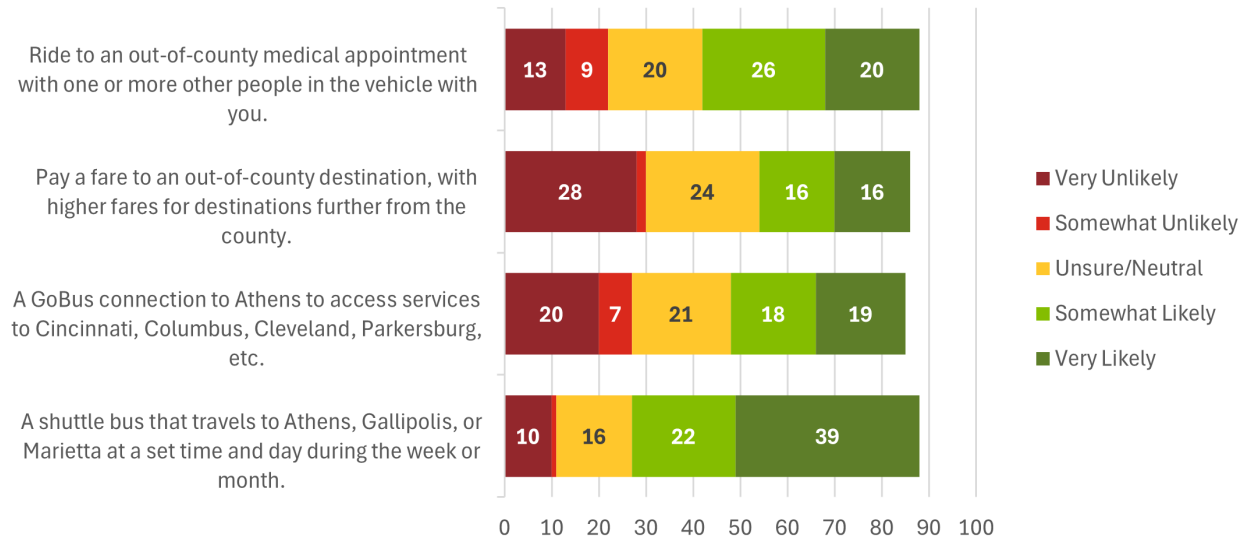


Figure 73. How likely would you be to use the following services for travel outside the county?

Travel Within the County

When asked about a few options for traveling within the county, respondents responded positively to all, which is shown in Figure 74. While all options were favored, a shopping shuttle to Walmart with a fixed weekly schedule and route where I can ride with other people, there is space for my groceries, and there are volunteers to help me was the most popular choice.

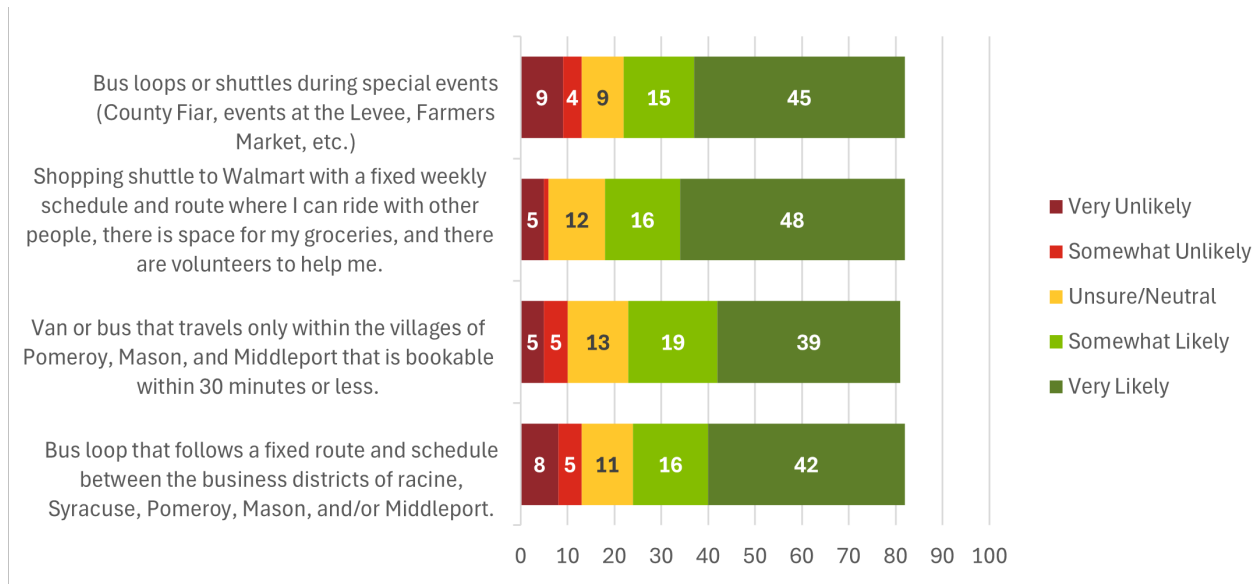


Figure 74. How likely would you be to use one of the following services for travel within the county?

Comfort and Security

Respondents were asked about numerous options known to improve comfort and security, which is shown in Figure 75. It should be noted that security cameras are on all buses already and Meigs County Public Transit is working on getting physical partitions between the operator and passengers. This was not known at the time of asking the public. According to respondents, the top three options that would most positively impact comfort and security were:

1. Being able to ride with multiple family members or friends.
2. Security cameras on all buses.
3. Riding with other members of the public.

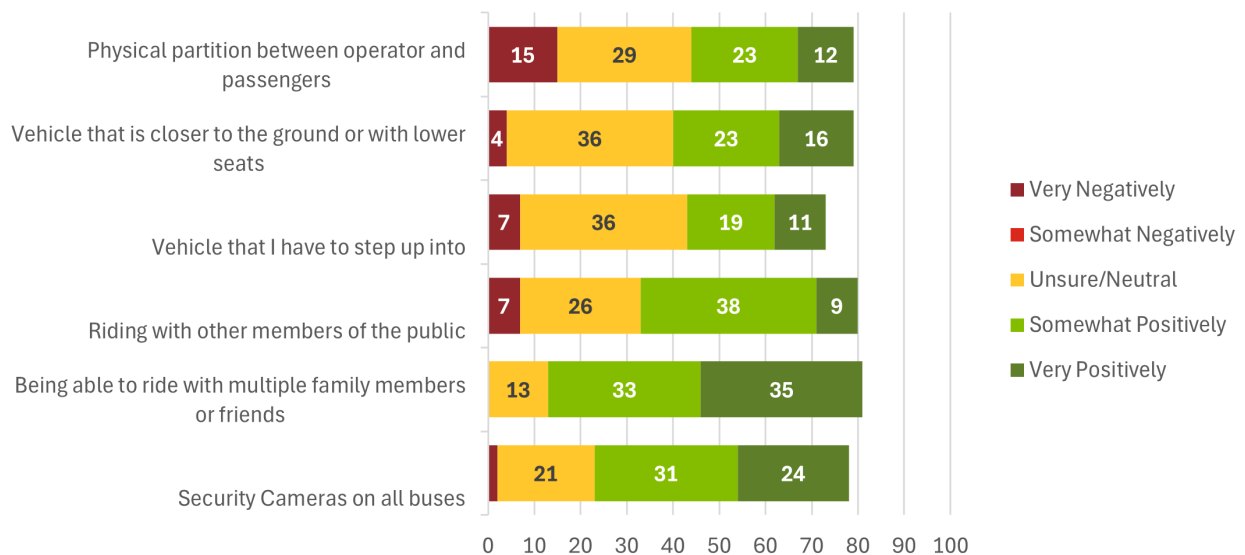


Figure 75. How would the following affect your sense of comfort and security when riding Meigs County Public Transit?

Scheduling

Currently, respondents can only schedule rides by calling between normal hours (7 AM – 4 PM), ideally 48 hours in advance. Respondents were given three options to choose from to possibly change the way scheduling is done, which is shown in Figure 76. Longer call center hours for ride scheduling by phone was the most popular option. The other two options, an online form or smartphone application, had very mixed reviews.

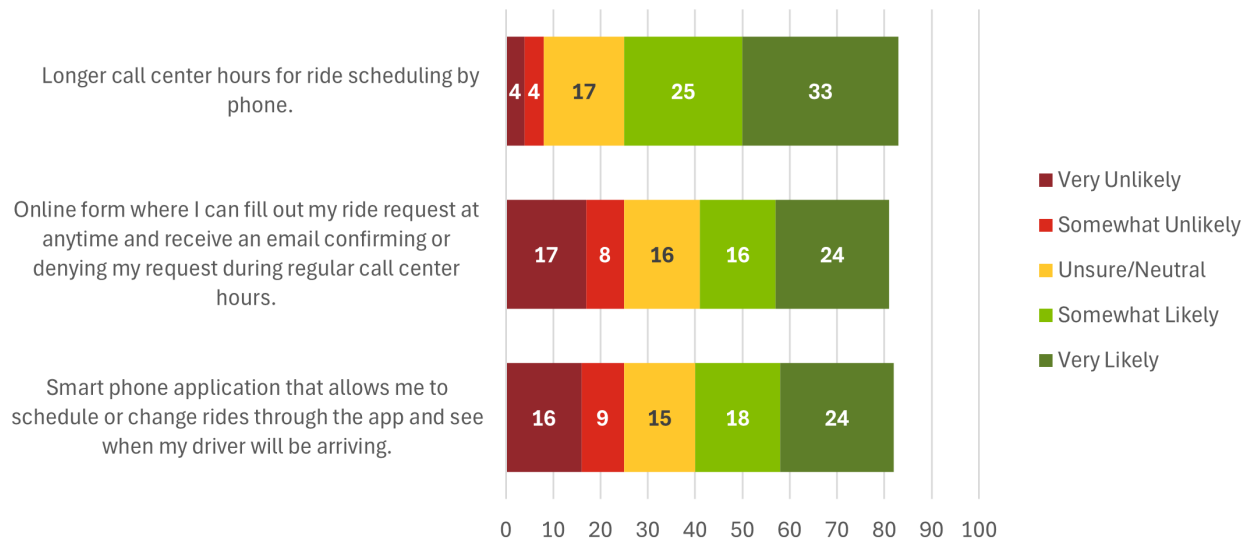


Figure 76. How likely would you be to use one of the following services for scheduling rides?

Ways of Communication

As the first phase of engagement proved there's not enough awareness and communication about Meigs County Public Transit services, respondents were asked about eight different ways of communication to reach the public, which is shown in Figure 77. The top two options stand out: (1) social media and (2) physical mail. The next set of results close in numbers included: an easy-to-navigate website, smartphone application, and physical ads.

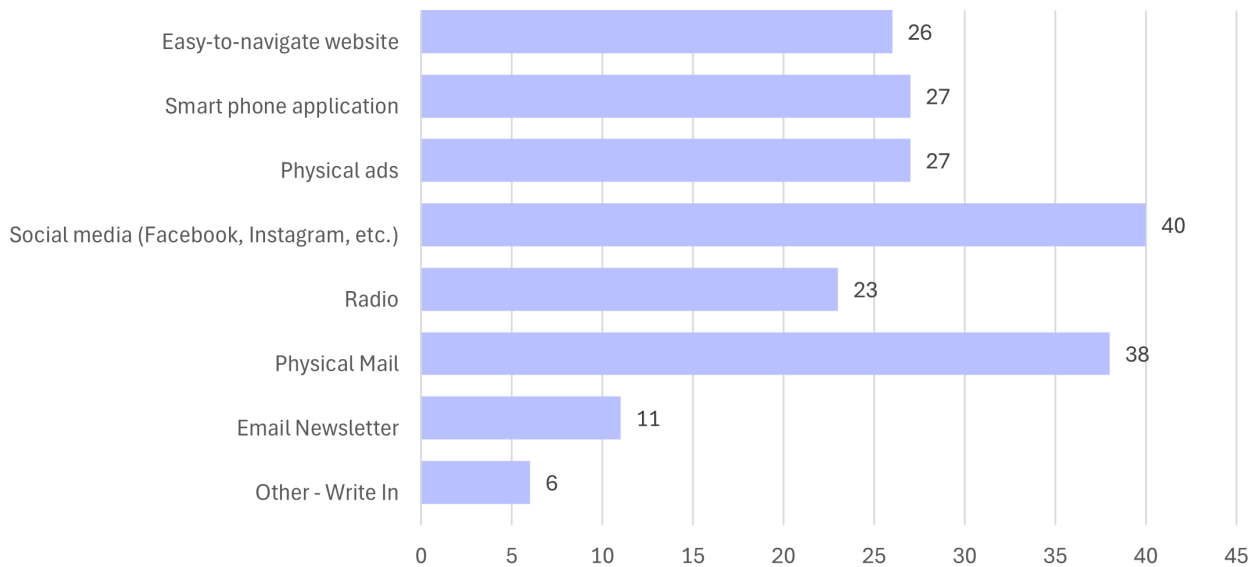


Figure 77. How would you like to get information about Meigs County Public Transit?

Learning How to Ride

A part of awareness and communication of services includes education. Figure 78 shows the three options respondents were given to learn about Meigs County Public Transit and asked how likely they would be to use them. The most popular option was a Meigs County Public Transit employee helps walk me through the whole process from start to finish. The other two options were more mixed in likeliness.



Figure 78. As a new or interested rider, how likely would you be to use one of the following for learning about public transit?

TRENDS FOR TRANSIT RIDERS

Travel Outside the County

Riders were asked about different ways to travel outside the county. As shown in Figure 79, these options are very mixed in reviews. A shuttle bus that travels to Athens, Gallipolis, or Marietta at a set time and day during the week or month was the most popular option followed behind by ride to an out-of-county medical appointment with one or more other people in the vehicle with you. The second option, which included paying a fare, was the least popular option.

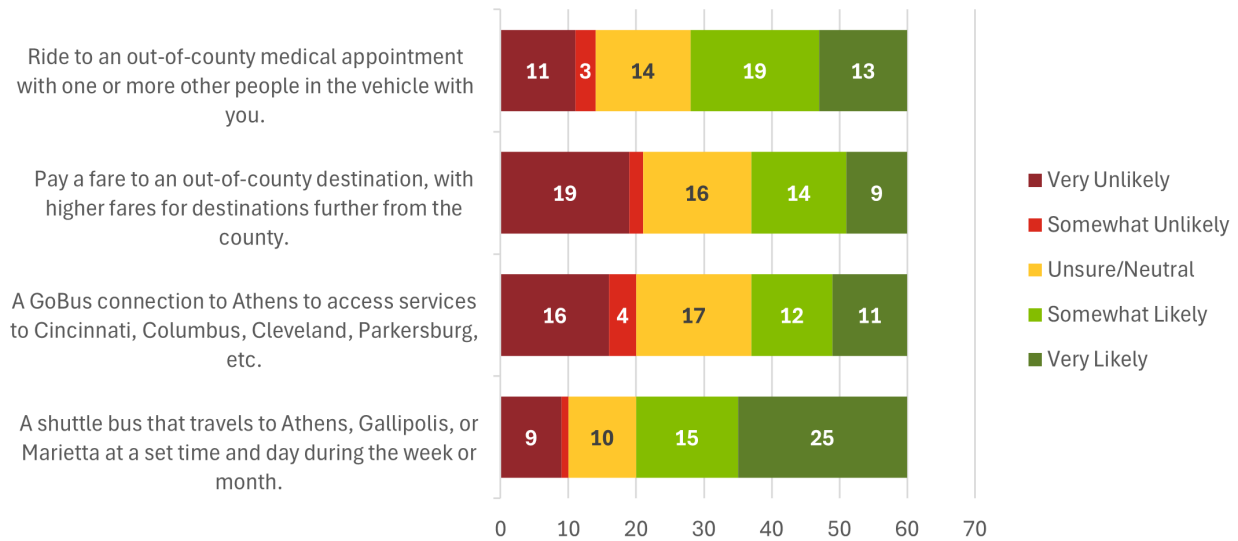


Figure 79. How likely would you be to use the following services for travel outside the county?

Travel Within the County

When asked about a few options for traveling within the county, riders were generally interested in all options, which is shown in Figure 80. While all options were favored, a shopping shuttle to Walmart with a fixed weekly schedule and route where I can ride with other people, there is space for my groceries, and there are volunteers to help me was the most popular choice.



Figure 80. How likely would you be to use one of the following services for travel within the county?

Comfort and Security

Riders were asked about numerous options known to improve comfort and security, which is shown in Figure 81. Again, it should be noted that security cameras are on all buses already and Meigs County Public Transit is working on getting physical partitions between the operator and passengers. This was not known at the time of

asking the public. According to riders, the top three options that would most positively impact comfort and security were:

1. Being able to ride with multiple family members or friends.
2. Security cameras on all buses.
3. Riding with other members of the public.

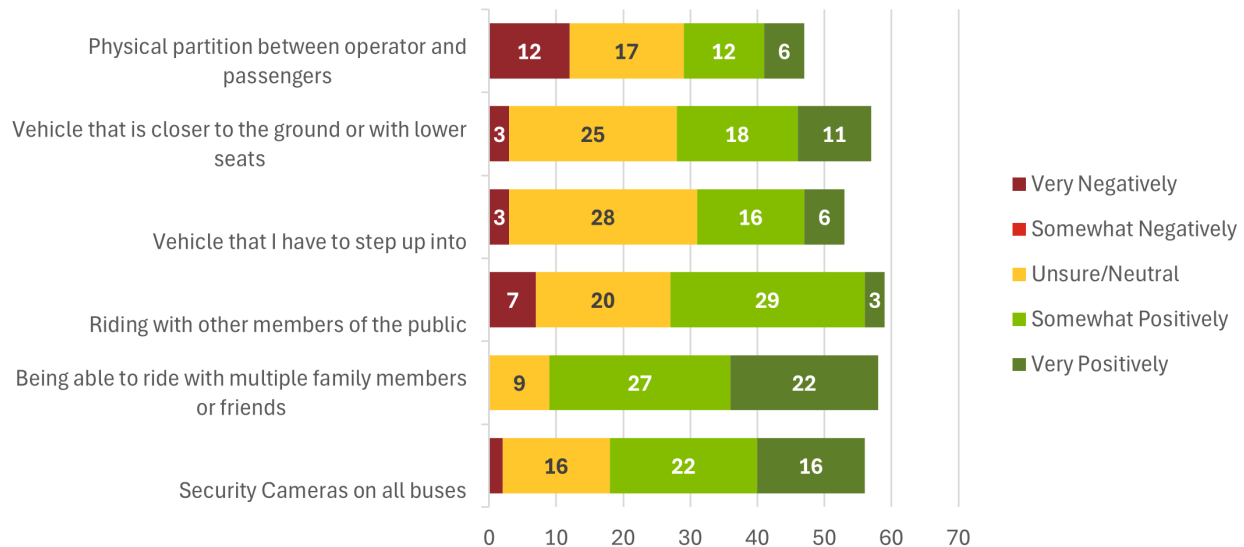


Figure 81. How would the following affect your sense of comfort and security when riding Meigs County Public Transit?

Scheduling

Riders were given three options to choose from to possibly change the way scheduling is done, which is shown in Figure 82. Longer call center hours for ride scheduling by phone was the most popular option. The other two options, an online form or smartphone application, had mixed reviews.

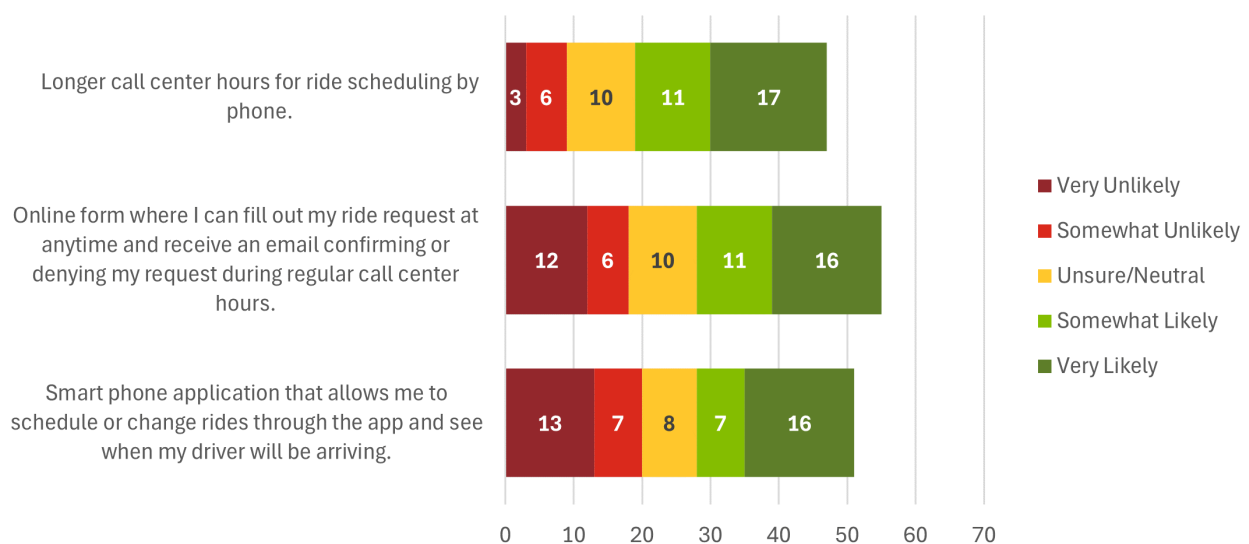


Figure 82. How likely would you be to use one of the following services for scheduling rides?

Ways of Communication

Riders were asked about eight different ways of communication to reach the public, which is shown in Figure 83. The top two options stand out: (1) social media and (2) physical mail. The next set of results close in numbers included: an easy-to-navigate website, smartphone application, and physical ads.

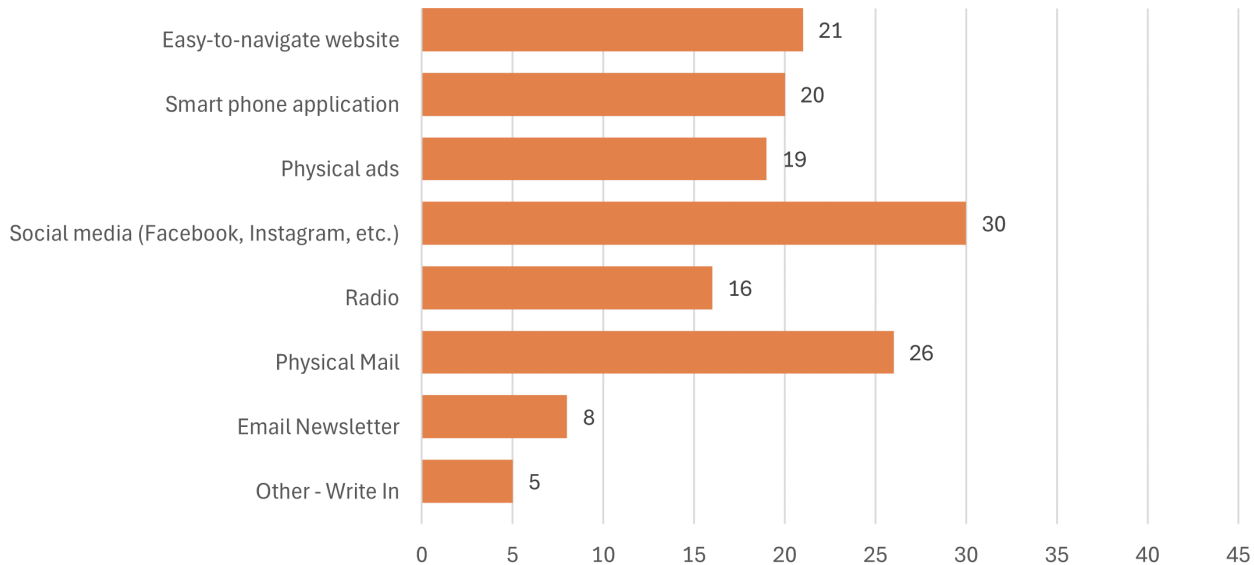


Figure 83. How would you like to get information about Meigs County Public Transit?

Learning How to Ride

A part of awareness and communication of services includes education. Figure 84 shows the three options riders were given to learn about Meigs County Public Transit and asked how likely they would have been to use them when they were a new or interested rider. The most popular option was a Meigs County Public Transit employee helps walk me through the whole process from start to finish. The other two options were more mixed in likeliness.



Figure 84. As a new or interested rider, how likely would you be to use one of the following for learning about public transit?

TRENDS FOR NON-RIDERS

Travel Outside the County

Non-riders were asked about different ways to travel outside the county. As shown in Figure 85, these options are very mixed in reviews. A shuttle bus that travels to Athens, Gallipolis, or Marietta at a set time and day during the week or month was the most popular option followed behind by a GoBus connection to Athens to access services to Cincinnati, Columbus, Cleveland, Parkersburg, etc. The second option, which included paying a fare, was the least popular option.

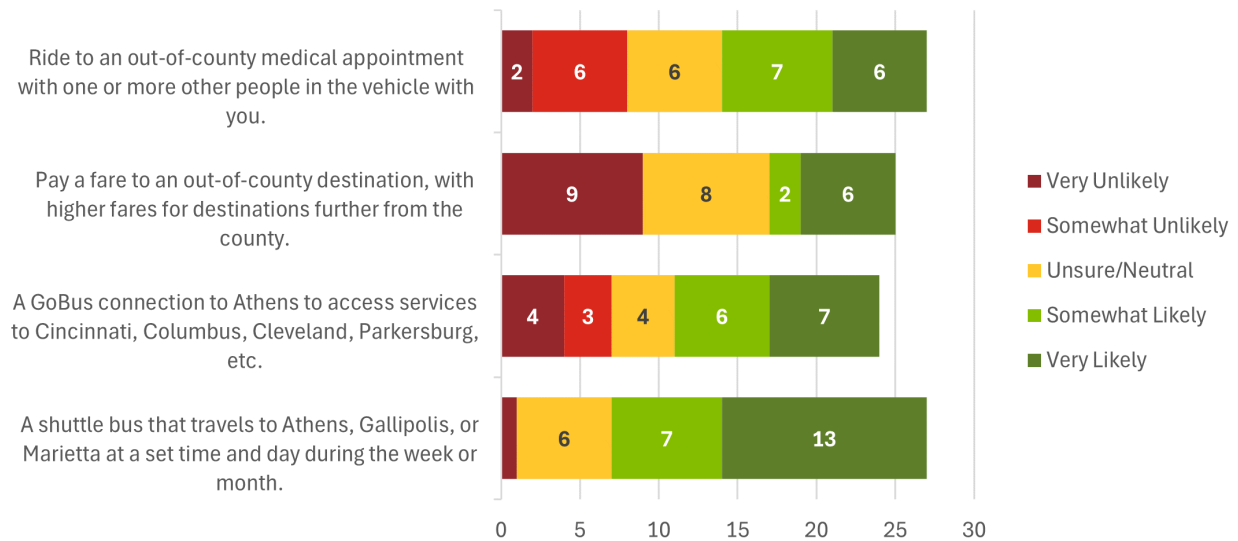


Figure 85. How likely would you be to use the following services for travel outside the county?

Travel Within the County

When asked about a few options for traveling within the county, non-riders were generally interested in all options, which is shown in Figure 86. While all options were favored, a van or bus that travels only within the villages of Pomeroy, Mason, and Middleport that is bookable within 30 minutes or less was the least popular option.



Figure 86. How likely would you be to use one of the following services for travel within the county?

Comfort and Security

Non-riders were asked about numerous options known to improve comfort and security, which is shown in Figure 87. Again, it should be noted that security cameras are on all buses already and Meigs County Public Transit is working on getting physical partitions between the operator and passengers. This was not known at the time of asking the public. According to non-riders, the top three options that would most positively impact comfort and security were:

1. Being able to ride with multiple family members or friends.
2. Security cameras on all buses.
3. Riding with other members of the public.

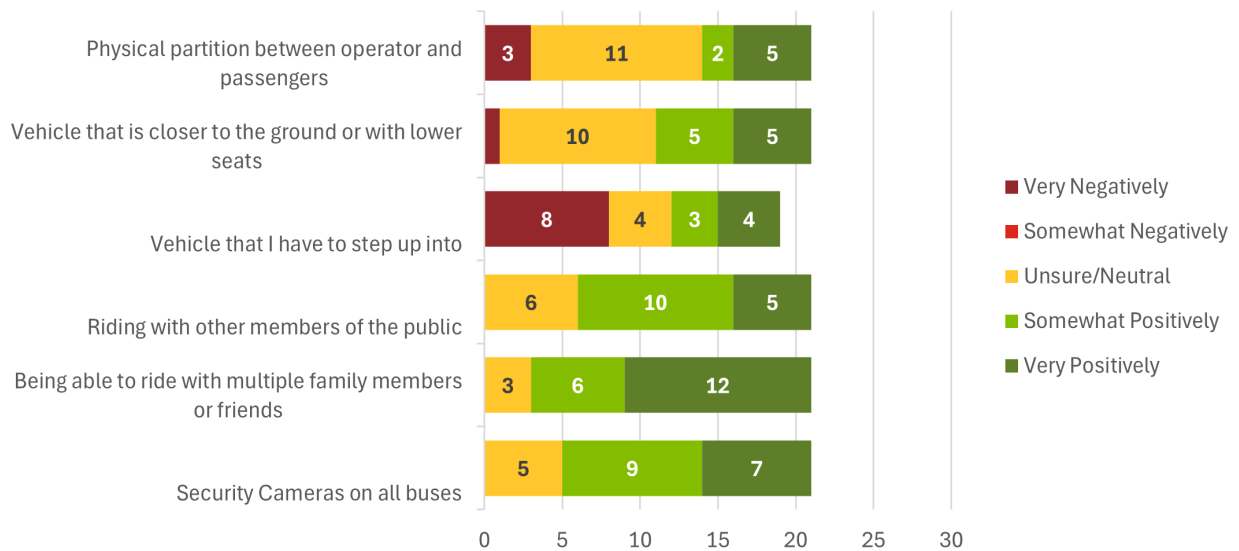


Figure 87. How would the following affect your sense of comfort and security when riding Meigs County Public Transit?

Scheduling

Non-riders were given three options to choose from to possibly change the way scheduling is done, which is shown in Figure 88. Longer call center hours for ride scheduling by phone was the most popular option. The other two options, an online form or smartphone application, had mixed reviews.

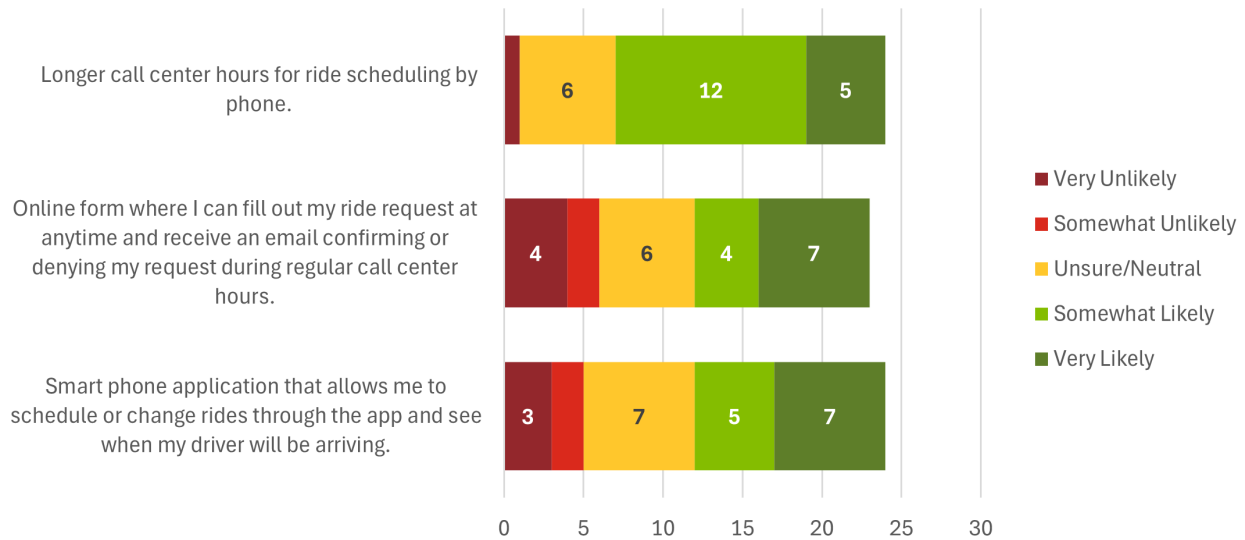


Figure 88. How likely would you be to use one of the following services for scheduling rides?

Ways of Communication

Non-riders were asked about eight different ways of communication to reach the public, which is shown in Figure 89. The top two options were physical mail and social media, which is consistent with the riders desires as well.

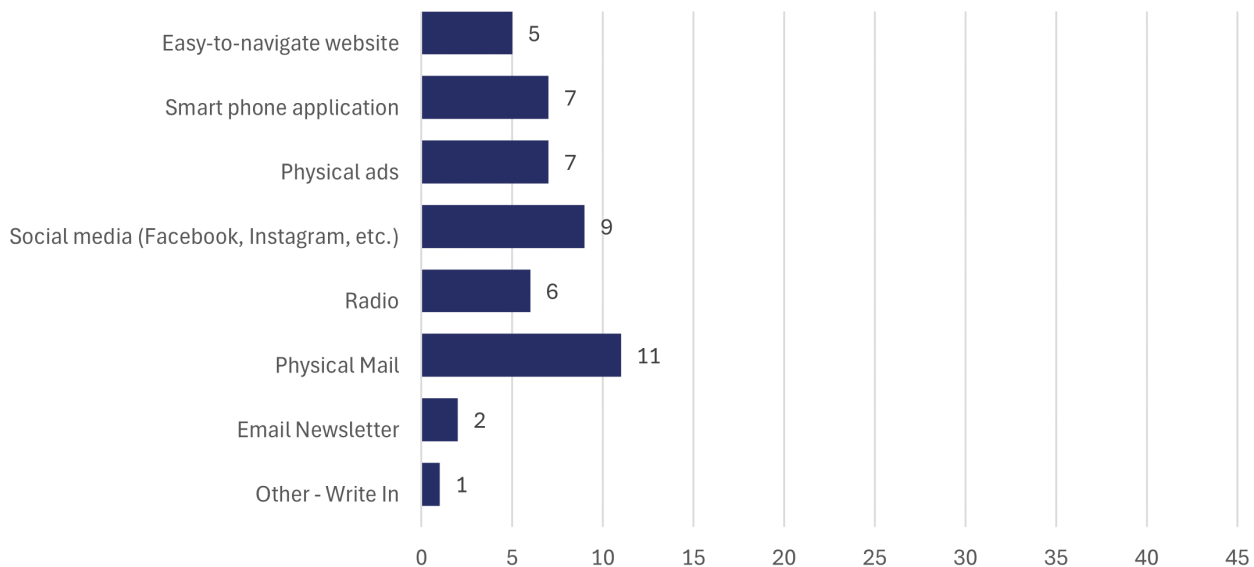


Figure 89. How would you like to get information about Meigs County Public Transit?

Learning How to Ride

A part of awareness and communication of services includes education. Figure 90 shows the three options riders were given to learn about Meigs County Public Transit and asked how likely they would have been to use them when they were a new or interested rider. The most popular option was a Meigs County Public Transit employee helps walk me through the whole process from start to finish. The other two options were more mixed in likeliness.

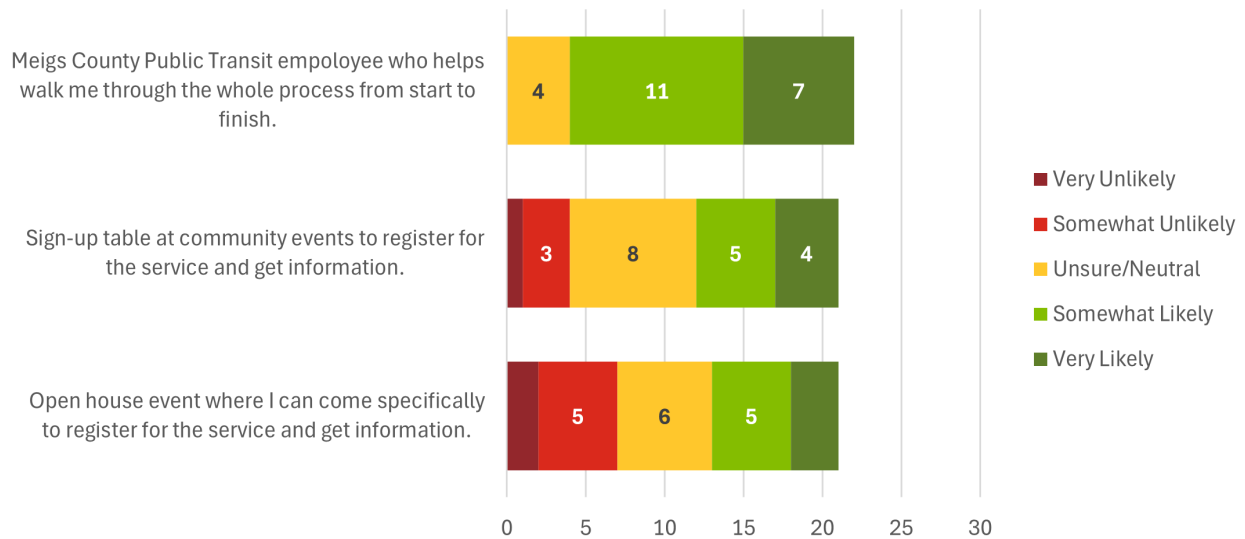


Figure 90. As a new or interested rider, how likely would you be to use one of the following for learning about public transit?