

# **Bridging the Mobility Gap: Innovation in Transportation**

*2024 CCAO/CEAO Winter Conference*

*December 5, 2024*





### **Mr. Andy Volenik**

Mr. Andy Volenik has been the Executive Director of Delaware County Transit since October 2022, and since then has steadily implemented changes that have led to DCT having record-breaking ridership. Starting his career in 2009 as a Bus Operator at COTA, Andy has spent the last 15 years serving central Ohio in various leadership roles within the transportation industry. Andy's proudest achievement is raising his daughters, Camryn, Elaina, and Josephine in Delaware with his best friend and amazing partner of nearly 20 years, Amanda.

### **Mr. Howard Stewart**

Mr. Howard Stewart has more than eight years of experience as the Transit Director and Board Secretary/Treasurer of South East Area Transit (SEAT). SEAT is a two-county public transportation system serving Muskingum and Guernsey counties. He is responsible for ensuring safe, efficient, affordable public transportation to meet the citizens' needs who desire to use the SEAT services. Before joining South East Area Transit, Mr. Stewart worked as the Executive Director of a small non-profit that provided daily programs, and community needs to adults and youth in Zanesville, Ohio. Mr. Stewart holds a degree from Findlay College, has 30 years of experience collaborating with local government, businesses, and human service agencies to better the community.

# Transit/Mobility Systems Across the State

## Types of transit systems:

- Large Urban:
  - ❖ GCRTA, COTA, SORTA
- Small Urban:
  - ❖ Middletown, Springfield City Area Transit, etc.
- Rural Systems:
  - ❖ SEAT, Knox Area Transit, North Central Area Transit, etc.



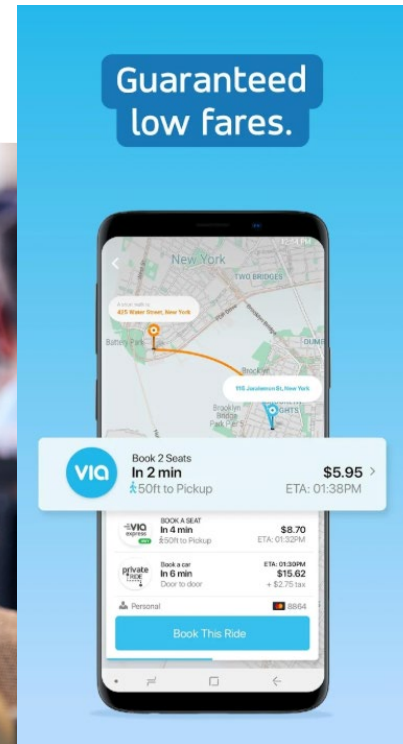
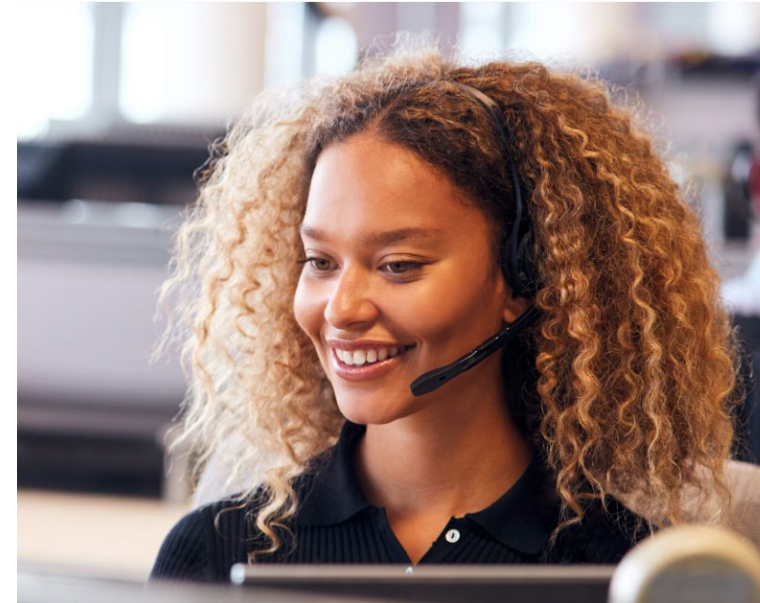
# Mobility Options and Funding

- Local Funds
- Federal Funds: Formula funds and competitive grants
- State Funds: UTP, RTP, SUB, and OTP2
- Non-Emergency Medical Trips (NEMTs)
- Local contracts for specified services e.g. Veteran's Services, COAAA
- Fare
- Investment Programs
- Ads and other atypical revenue sources



# Common Themes Across Communities

- Mobility options need to innovate
- Customer service and ease of use
- Moving systems toward equity and accessibility
- Economic advancement
- Aging in place

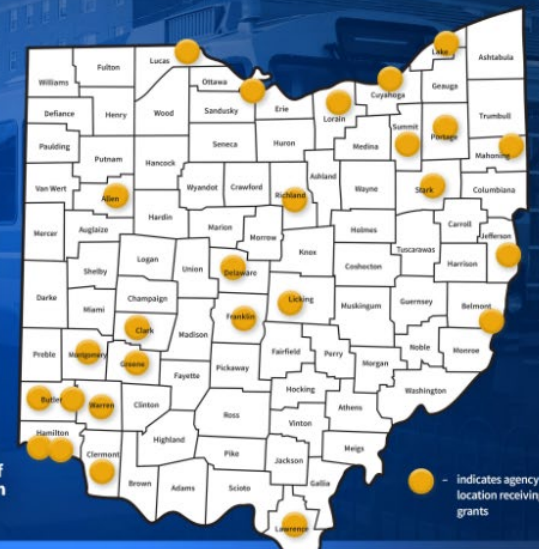


## Ohio Urban Transit Grants

**\$23.1 million**

to 26 Urban Transit Agencies

Akron	Columbus	Lorain-Elyria	Stuebenville
Belmont County	Dayton	Mansfield	Toledo
Butler County	Delaware County	Middletown	Warren County
Canton	Greene County	Newark	Youngstown
Cincinnati (2)	Lake County	Portage County	
Clermont County	Lawrence County	Sandusky-Port Clinton	
Cleveland	Lima	Springfield	





**South East Area Transit**

**WORKING  
BETTER,  
TOGETHER**

**DECEMBER 2, 2024**

**Transit Director  
Howard Stewart, Jr**





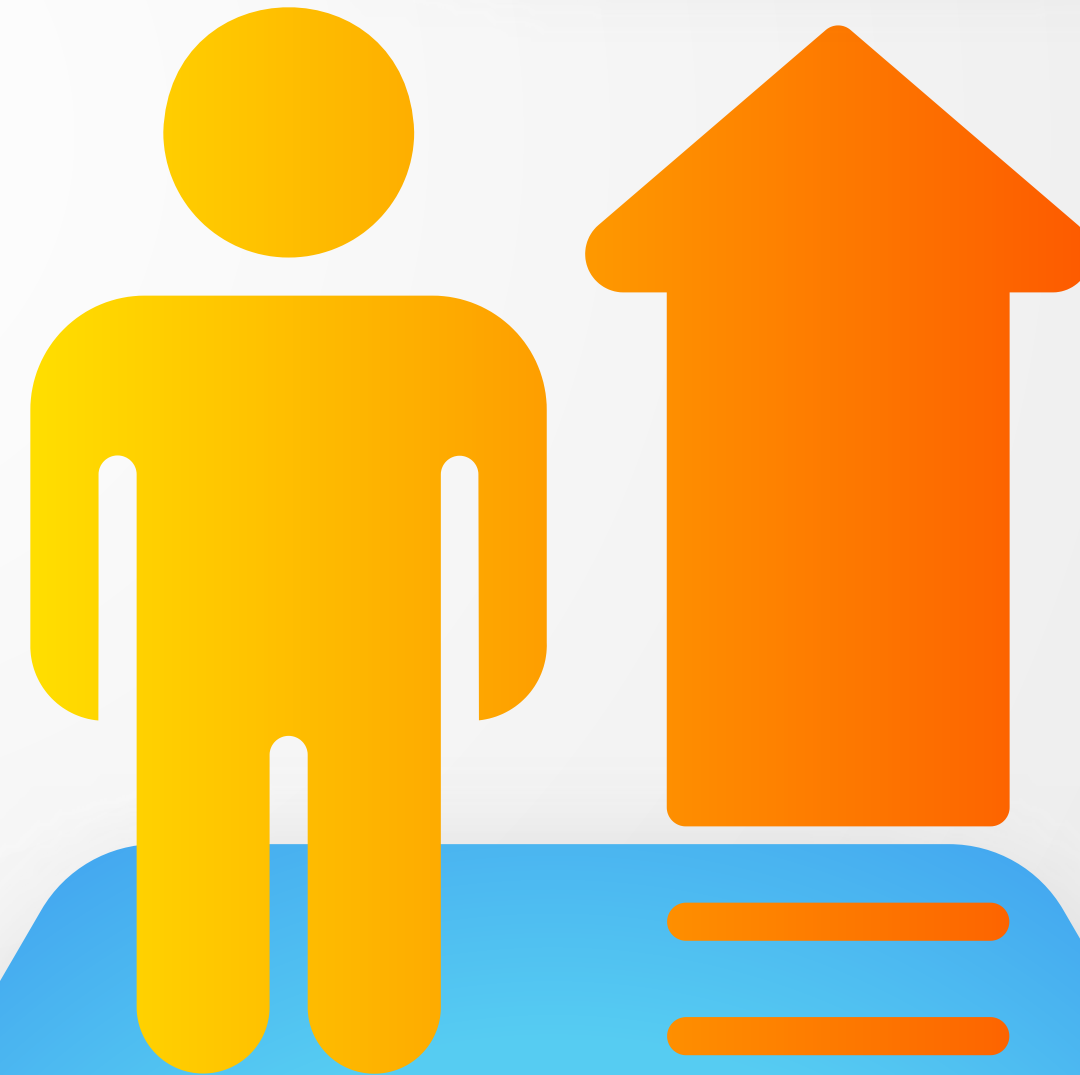
# Community Needs and Development

## Lean Six Sigma Study

- Too many no shows in the medical community causing profit loss
- Found transportation being one of the top reasons for no shows to medical appointments
- Community wanted to bring in area brokers from other states

## Conclusion

- If we dont do this, someone else will.
- SEAT needed to change quick or be left in the dust!



# Key Performance Indicator

01

## Drivers

- 20 SEAT drivers between 2 counties
- 5 private vendors

02

## Demand Response

- Dual Operations per county
- very out dated, scheduling with excel spread sheet
- TAXI CAB Style!
- 2,300 trips per month

03

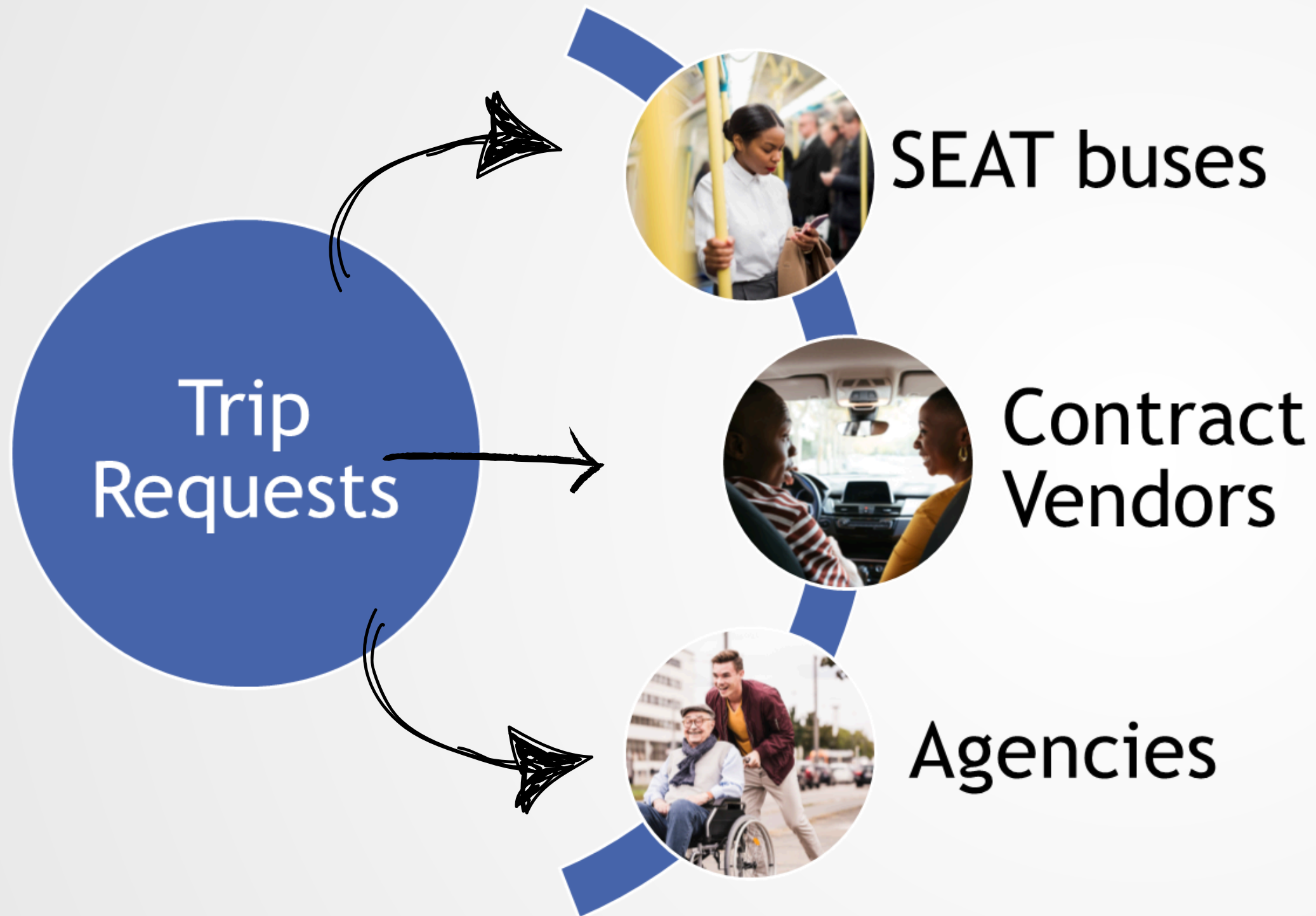
## Evaluation

- Implemented new technology
- CTS TripMaster
- Made a one stop shop call center
- brought on new staff that could adjust with times
- hit the ground running

04

## Problems?

- WAY more trips than we thought
- No more ODOT vehicles ordered at time
- Limited Budget

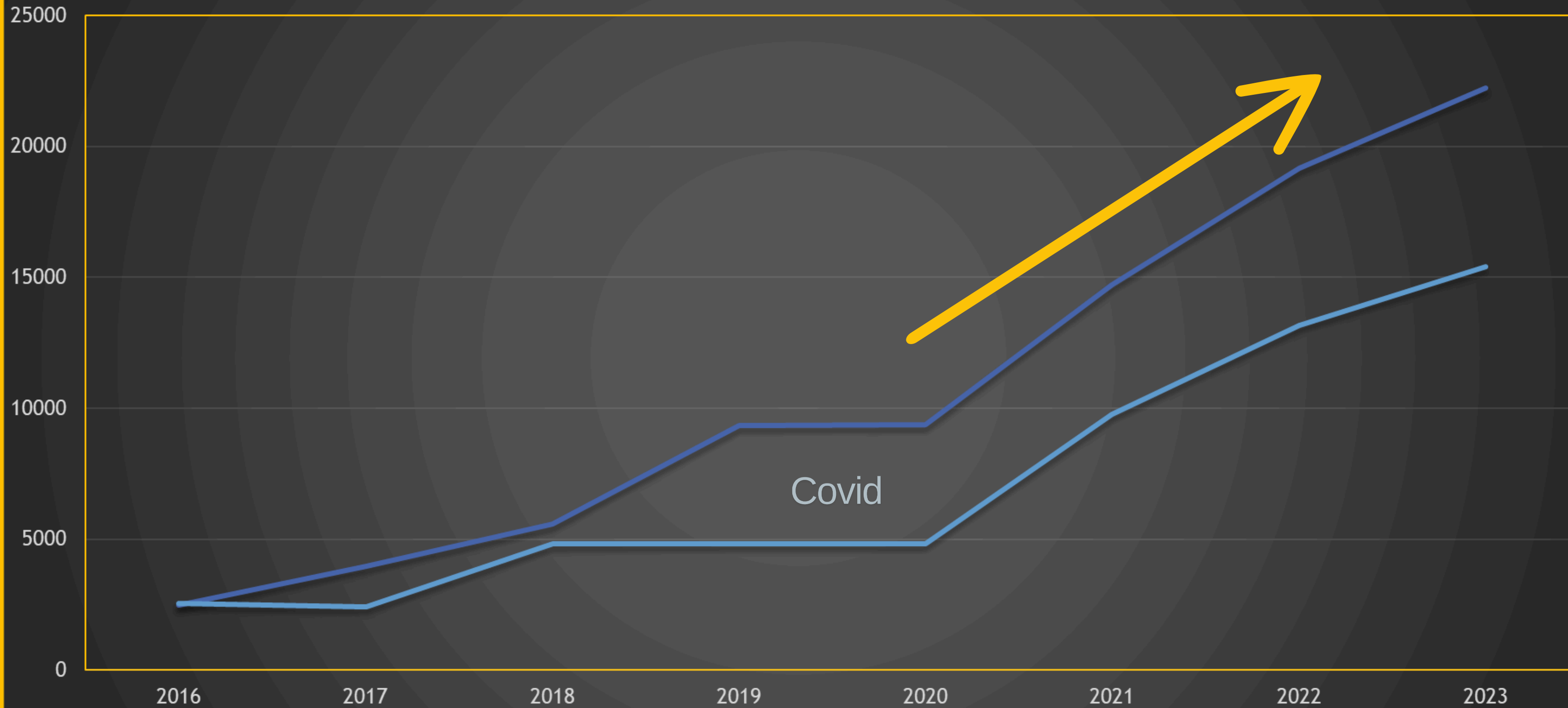


## REQUIREMENTS AND TRAINING

- Background checks
- Drug and alcohol testing (pre, random, post accident/incident)
- Defensive driving
- First Aid and CPR
- Passenger assistance
- Cameras (video and audio)
- CTS software (tracks speed and location- Bobbie Story)



# Demand Response Trip Information

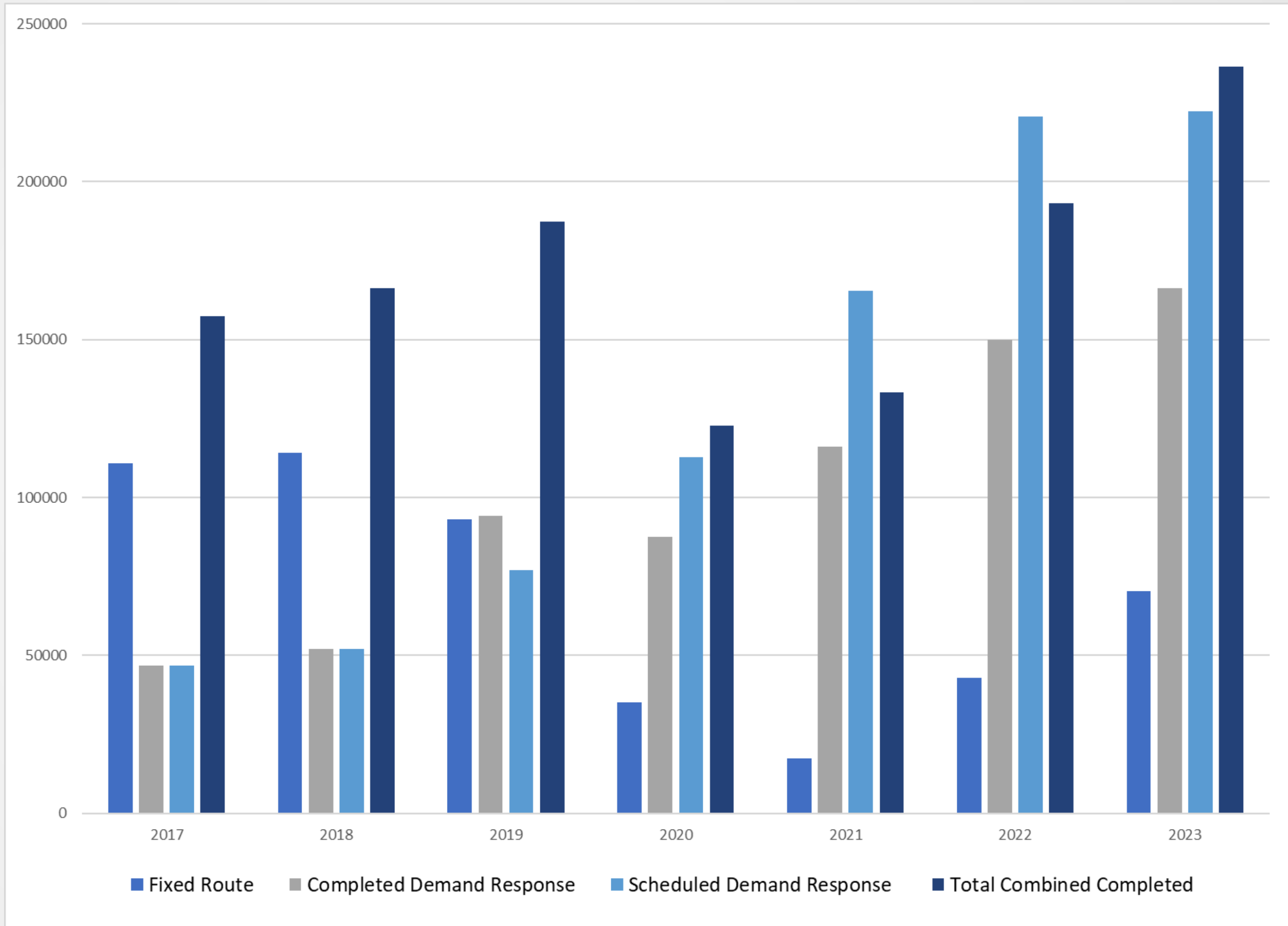


— Scheduled — Completed





***Covid  
adjusted  
business and  
we adjusted  
operations***



# 2023

- 289,117 one-way trips scheduled systemwide.
- 236,555 one-way trips were completed.
- 22% increase in completed transportation from 2022.
- FREE Fixed Route  
Total Rides in Muskingum County- 67,769
- 20,166 same day ride requests were completed.
- 15% of riders used Mobility Devices. Average of 90 wheelchairs per day
- SEAT denied less than 2% of all requested rides
- 10% of all rides scheduled for medical were traveled to out of county to medical facilities.
- SEAT served 4,450 different individuals.

- 6 Contracted Agencies provided transportation
  - Allwell
  - MVHC
  - Ray Of Hope
  - The Carr Center
  - The Zanesville Civic League
  - Guernsey County Community Development
- 54 Private Vendors transported passengers in personal vehicles.
- Multiple Contracts assist with payment or coordination of residence
  - Job and Family Services
  - Eastside
  - Guernsey County Community Development
  - Christ Table
  - Salvation Army
  - Project Ready
  - United Way
  - Health Department
  - MVHC
  - Muskingum Behavioral Health

- Top trip purposes for SEAT riders:
  - Medical
  - Work
  - Recreational
- 40% of all medical transportation requests are to addiction recovery services.
- SEAT completed 2023 with a 99.6% on time performance.
- SEAT partnered with multiple organizations in coordination with transportation and other resources and referrals.
- SEAT works directly with Medicaid eligible passengers for approval of transportation. This eliminates them having to call JFS and request rides.
- SEAT runs a brokerage model to over 100 different vehicle options.

# Work Transportation 23'

1

Scheduled- 23,834  
Completed- 18,565  
Cancel- 4,086  
No Showed- 652  
Suspended-102  
Denied- 429  
Direct Miles-114,331  
Non-Duplicated Riders-707  
Mobility Device Passengers- 3

2

Factory 48%  
Food Service 45%  
Retail 6%  
Health Care 1%



## Impact On Community

# Data, Collaboration and Coordination



- Went to outside agencies and looked for available vehicles
- Increased private vendors

**Currently**  
**100 different vehicle options!**



- Increased demand response trips from 2017 to 2023
- Ave 97 Wheelchairs per day
- Scheduling between 800-1000 trips a day
- 20,000+ same day trips a year



2017- scheduled 2300 trips a month

**2024 busiest month SEAT scheduled over 23,000.**





# Contact Information

 740-454-8573 ext. 103

 [director@seatbus.org](mailto:director@seatbus.org)

 [www.seatbus.org](http://www.seatbus.org)



*Come ride with us!*





# Delaware County



# Delaware County

## Population of 213,554 in 2020

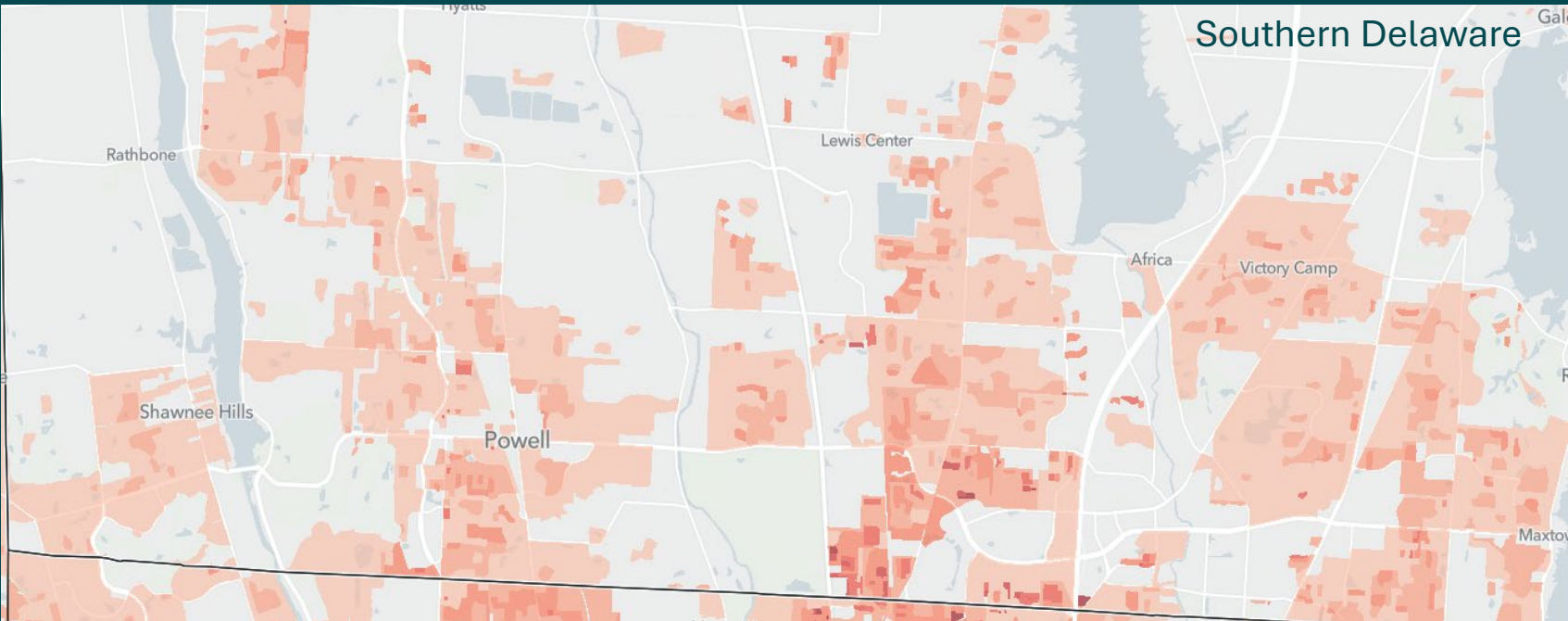
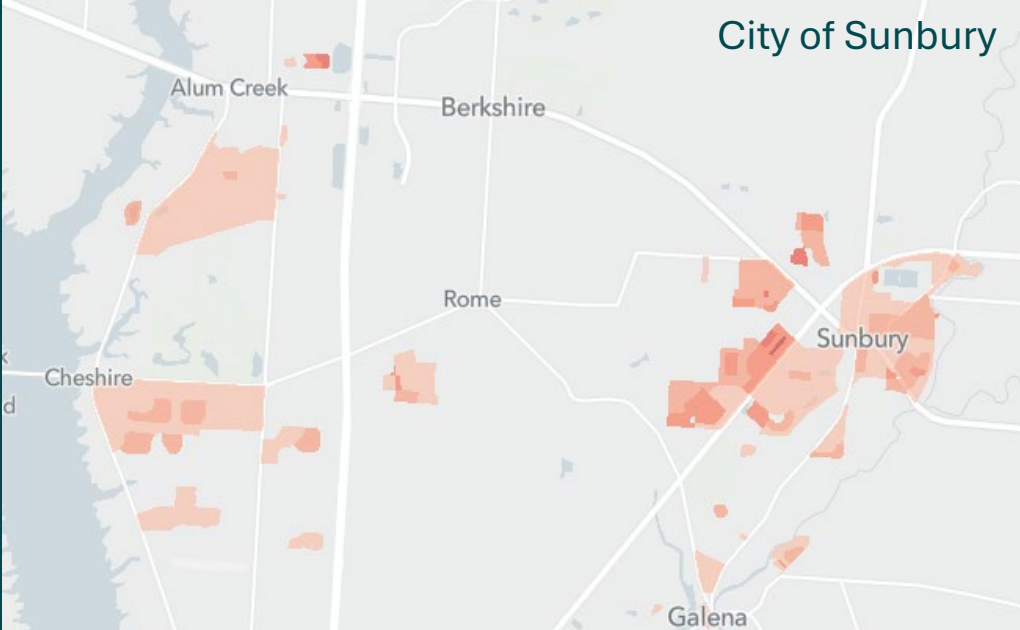
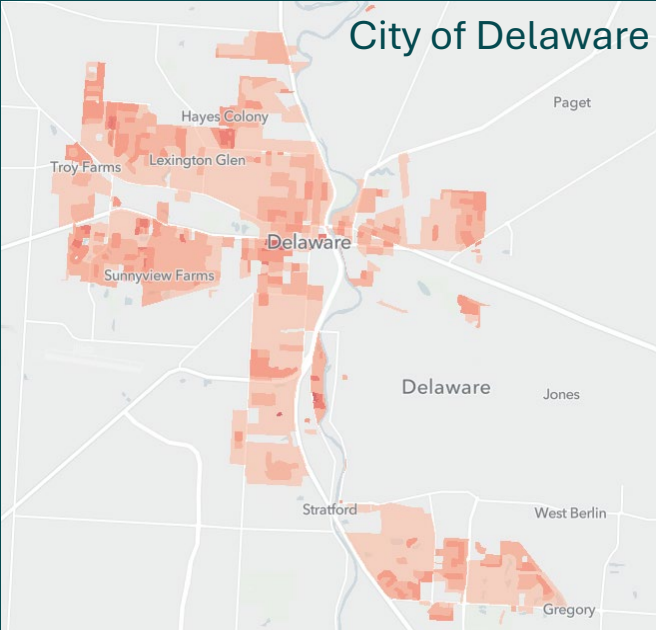
- Increasing population
- 456 square miles
- MORPC projections indicate population growth of 80% by 2050

## Activity Centers and Job Markets

- Ohio Wesleyan University and Columbus State Delaware Branch
- Olentangy School System
- Polaris Shopping Center and Tanger Outlet Mall
- US 23 Corridor
- Adjacent to Columbus/Franklin County



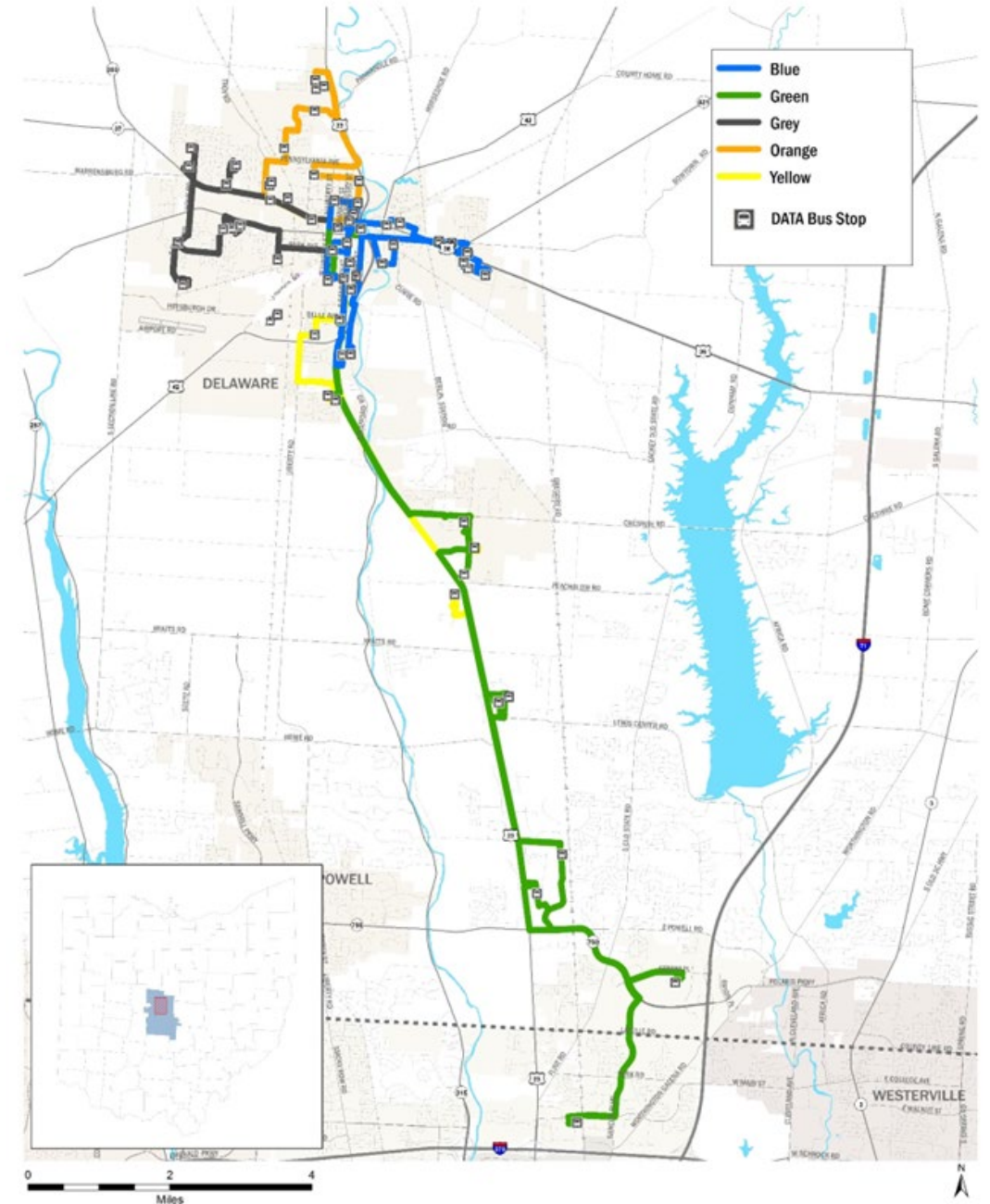
# Population Areas



# History of DCT

## Fixed route system from ~1996 - 2020

- 5 routes
- Limited countywide service
- 73,000 trips in 2019
- Governed by DCT Board (7 members)
- Green route direct connection to COTA Crosswoods Park and Ride
- Changed from rural to large transit in 2014



# FLEX Service Model

## *FLEX*Service

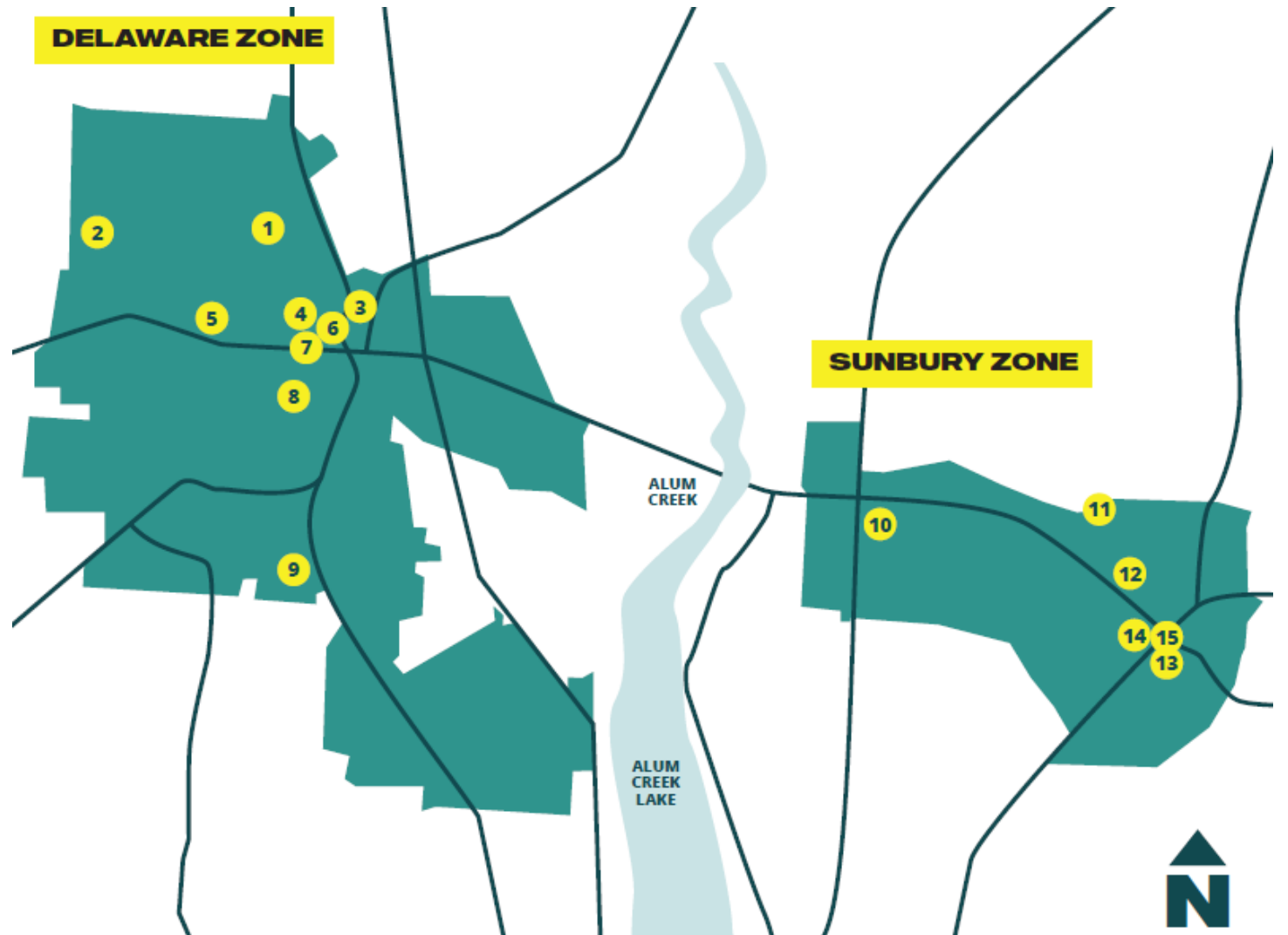
- Same-day service within a geographic area e.g. City of Delaware, and Sunbury
- \$2 one way, with discounts for youth, elderly and disabled passengers

## Demand Response Service

- “Countywide” *next day* service
- Tiered fare system based on mileage:
  - 0 – 10 miles: \$8
  - 11 – 20 miles: \$17
  - >20 miles: \$29

# Popular Destinations

1. Delaware County Fair Grounds
2. Kroger N. Houk Road
3. Mingo Park
4. Strand Theatre
5. Grady Memorial Hospital
6. Delaware County Library
7. Downtown Delaware
8. Ohio Wesleyan University
9. Kroger Columbus Pike
10. Tanger Outlet Mall
11. Big Walnut High School
12. Hitachi Astemo
13. Ohatshi Technica
14. Kroger W. Cherry
15. Sunbury Public Library





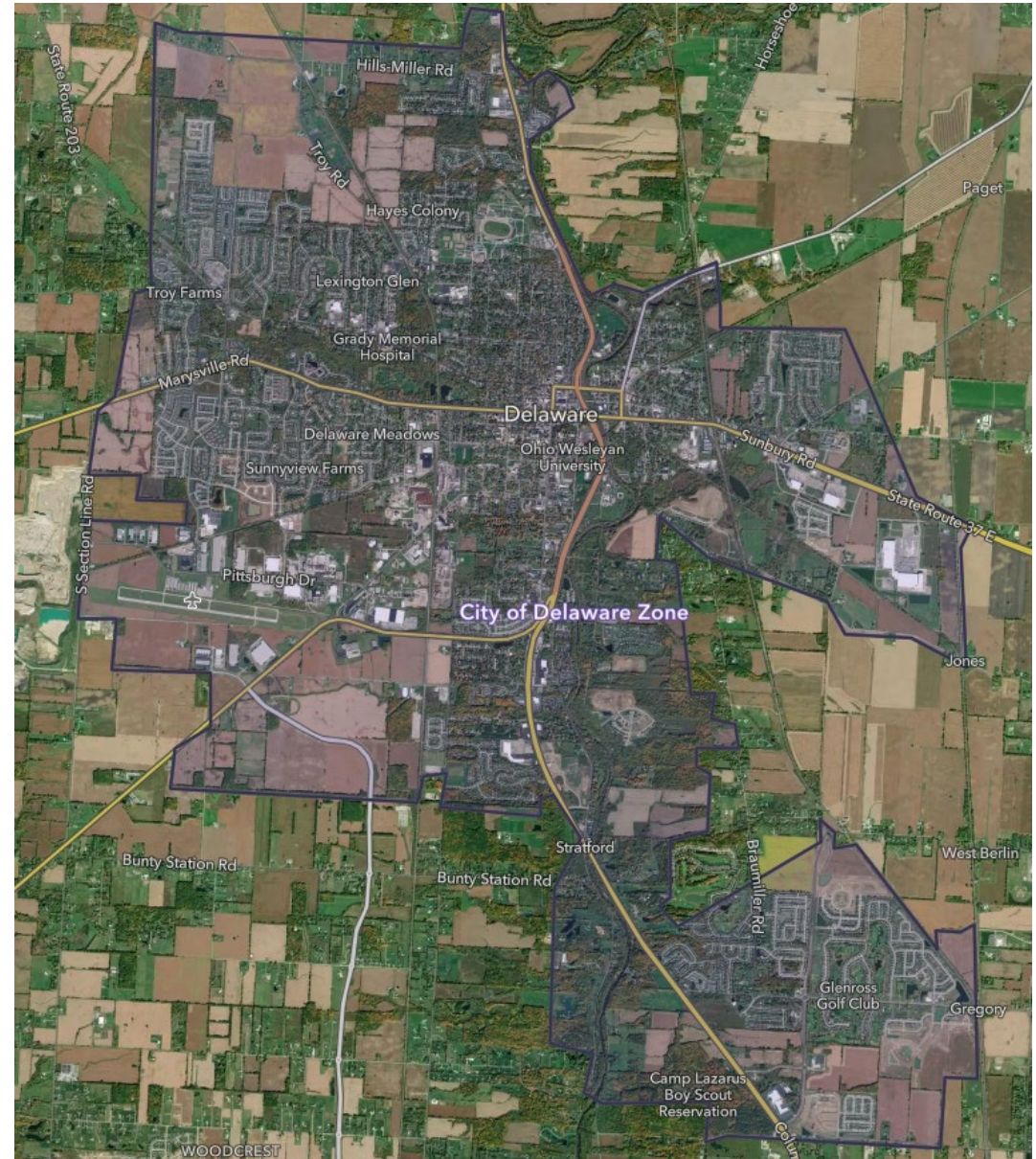
# City of Delaware FLEX

## Ridership Statistics

- January: 9,663
- February: 9,387
- March: 8,987
- April: 9,399
- May: 9,326
- June: 7,926
- July: 10,874
- August: 11,366
- September: 11,094
- October: 12,905
- November: 11,492

**YTD Ridership: 112,420**

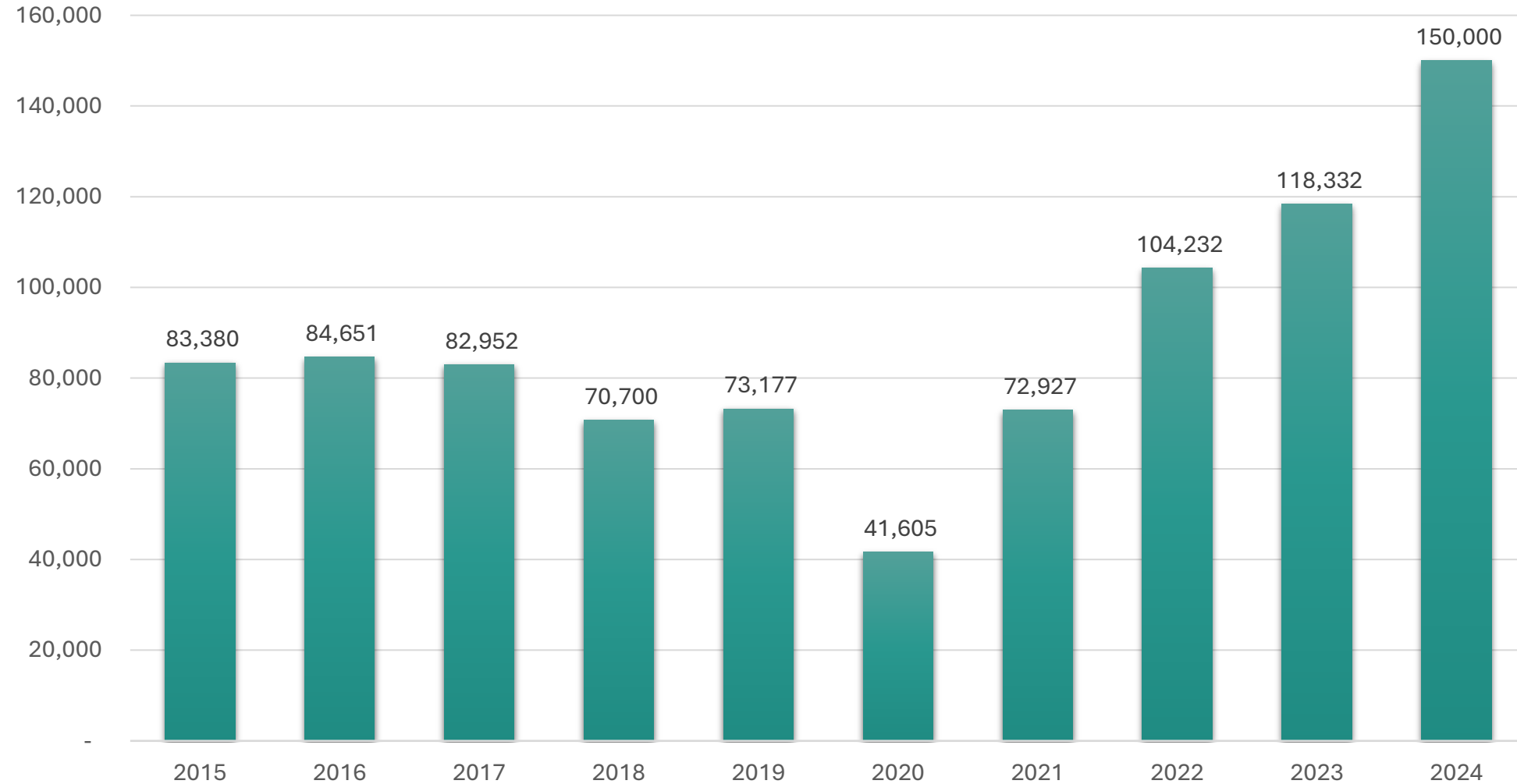
**Monday – Friday: 5 am - 9 pm;  
Saturday: 8 am - 4 pm**





# Ridership Increase

## Ridership from 2015 - 2024



# What's Next?



## Model Results

Growth by TAZ from 2021 - 2050

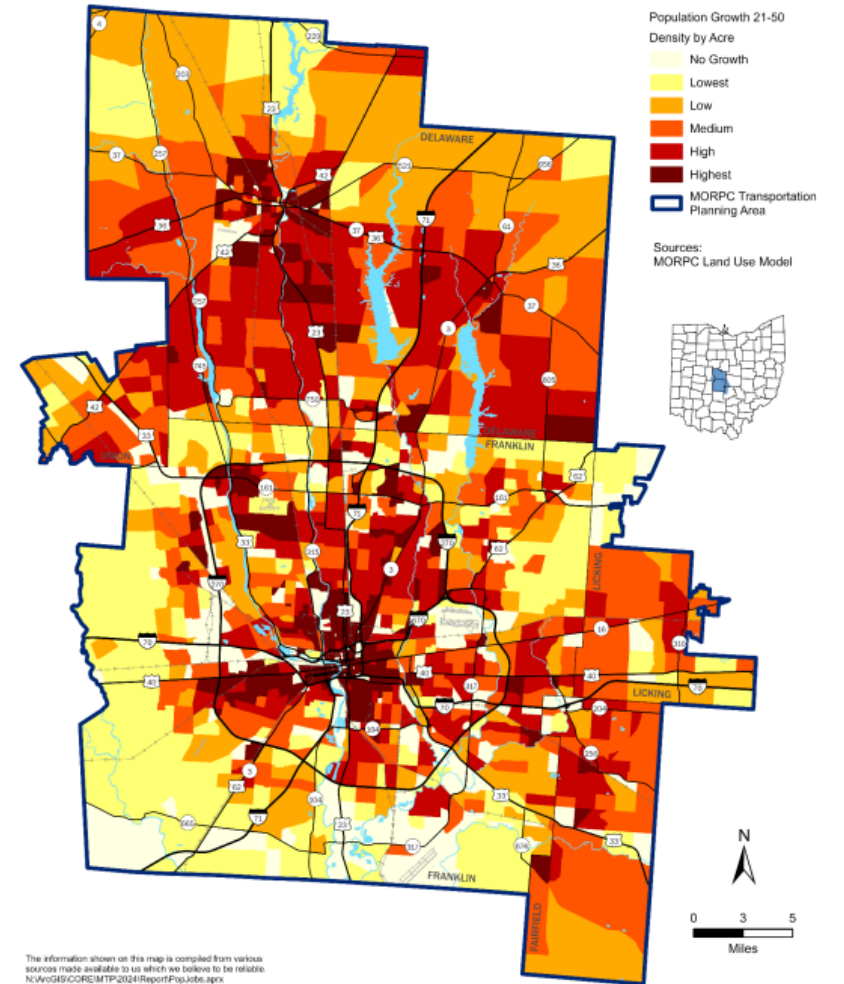


Figure 22. Population Change by Traffic Analysis Zones

2024 - 2050 Metropolitan Transportation Plan Land Use Appendix

**Thank you!**

