EMPLOYMENT TRANSPORTATION ISSUES

What options are available?

How to use transportation services?

What am I eligible for?

What if it’s too expensive?

What if there is nothing available?
WHAT DO OHIO MOBILITY MANAGERS DO?

Mobility management is an evolving concept that aims to improve specialized transportation, particularly for veterans, older adults, people with disabilities, and individuals with lower incomes through a range of activities:

Encourage innovation and flexibility to reach the "right fit" solution for customers.

Strive for easy information and referrals to assist customers in learning about and using services.
WHAT DO MOBILITY MANAGERS DO?

Gather unmet need information from elderly adults and persons with disabilities. This communicated through planning new county goals to solve these unmet needs.

Help resolve passenger hesitation with care & ride-along assistance.
MOBILITY MANAGEMENT

✓ Local resource of all things transportation
✓ Travel Training
✓ Coordination of transportation services to meet customer needs
✓ Help customers understand eligibility options
OHIO MOBILITY MANAGERS

✓ Provide travel training on various levels including specialized concern for
  ✓ Elderly
  ✓ Persons with disabilities

✓ Create transportation solutions that best meet the community’s needs

✓ Establishes a community vision - entire transportation network works together
Pike County Mobility Management

Providing mobility options for:
- Senior Citizens
- Developmentally Disabled
- Low-Income
- And others!

Join our quarterly community forums and discuss current and future transportation ideas in your community and Pike County!

Also offering Travel Training!

The Mobility Manager will help you find solutions that best fit your situation, abilities, and needs. The travel trainer (Mobility Manager) will travel with trainees to their desired destinations at times of their choice. Destinations may include work, school, medical offices and recreation sites.

8 | Transit & Mobility Management Working Together for the Future
## MOBILITY MANAGEMENT REQUIREMENTS

<table>
<thead>
<tr>
<th>Favoritism</th>
<th>Operations</th>
<th>Eligibility</th>
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<tbody>
<tr>
<td>Cannot target a favorite service or provider</td>
<td><strong>X</strong> No dispatching</td>
<td><strong>✓</strong> Coordinated Plan</td>
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<tr>
<td>Must promote <strong>ALL</strong> transit providers &amp; programs</td>
<td><strong>X</strong> No driving</td>
<td><strong>✓</strong> Non-Profit Organization or Public Body</td>
</tr>
<tr>
<td>Find best solution for the individual- not personal opinion</td>
<td></td>
<td><strong>✓</strong> Quarterly program reporting to ODOT</td>
</tr>
<tr>
<td></td>
<td><strong>✗</strong> No driving</td>
<td><strong>✓</strong> Must apply annually to continue project</td>
</tr>
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</table>
HOW TO IDENTIFY A MOBILITY MANAGER IN YOUR COMMUNITY

✓ Contact your state Department of Transportation

✓ Metropolitan Planning Organization

✓ National Center for Mobility Management (NCMM)

✓ Local transit agency or transit authority

✓ Metropolitan Planning Organization

✓ Online- search local coordinated plan or transportation advisory committee

✓ Local agency on Aging, AAA, or Community Action
Transportation Resources to Explore:

- County/Regional Coordinated Plan
- County Resource Guide
- Providerguideplus.com
- JFS resource guide
- 211
WHAT OPTIONS ARE AVAILABLE?

County/Regional Coordinated Plan

The purpose of locally developed, coordinated public transit-human services transportation plans (coordinated plans) is to identify community resources for transportation and mobility, understand the gaps and unmet needs within those resources, and to determine the approach to addressing those gaps and unmet needs. Federal law requires these plans to be developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public.

In the Plan, you will find:

➢ Transit Providers
  ➢ Private, Non-Profit, Public

➢ Assessment of Available Services
  ➢ Contact information
  ➢ Vehicle Info
Division of Planning ~ Office of Transit

The Office of Transit advocates and supports safe and reliable personal mobility by coordinating and funding public transportation as a vital element of Ohio's transportation system.
Locally Developed, Coordinated Public Transit-Human Services Transportation Plans

Overview

The purpose of locally developed, coordinated public transit-human services transportation plans (coordinated plans) is to identify community resources for transportation and mobility, understand the gaps and unmet needs within those resources, and to determine the approach to addressing those gaps and unmet needs. Federal law requires these plans to be developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public.

The information provided on this site must be read in conjunction with the Federal Transit Administration (FTA) official guidance related to coordinated plans, which is contained in Chapter V of the Circular FTA C 0070.15 "Enhanced Mobility of Seniors and Individuals with Disabilities Program guidance and Application Instructions". ODOT does not require any entity to produce a Coordinated Plan, but for small urban and rural areas of Ohio, ODOT makes Section 5310 project selections; therefore ODOT must ensure that projects underlying Coordinated Plans are in compliance with Federal transit law. ODOT encourages coordinated plans that go beyond the requirements of Section 5310 funding to include analysis of needs and development projects to address the mobility needs of the general public.

ODOT has developed the following resources to assist lead agencies in the development of the plans.

- Coordinated Plan Template
- Related Programs
- Publications

ODOT has developed the following resources to assist lead agencies in the development of the plans.

- Coordinated Plan Template
- Related Programs
- Publications

Coordination Map

This section under development.

List of Coordinated Transportation Plans in Ohio (alpha by county)

- Ohio County: Adams (1)
  - View plan: Adams County Coordinated Plan 2019
- Ohio County: Allen (1)
  - View plan: West Central Ohio Coordinated Plan
- Ohio County: Ashland (1)
  - View plan: Ashland County Coordinated Plan 2019 Update
- Ohio County: Athens (1)
  - View plan: Coordinated Public Transit-Human Services Transportation Plan
- Ohio County: Auglaize (1)
  - View plan: West Central Ohio Coordinated Plan
- Ohio County: Belmont (1)
  - View plan: Belmont County Coordinated Plan 2018
- Ohio County: Brown (1)
  - View plan: Brown County Coordinated Plan 2018 Update
III. ASSESSMENT OF AVAILABLE SERVICES

Conducting an evaluation of service provider capabilities and analyzing the existing gaps and duplications of services for transportation resources in each community provides transportation planners with the information needed to implement changes that will improve the network of transportation resources and services in Delaware and Franklin Counties and across county lines.

The lead agency identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others whom the planning committee identified as being appropriate stakeholders.

Interviews were conducted with each of the identified stakeholders. The purpose of the interview was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities. When applicable, information reported in the previous coordinated plan was used to supplement information gathered during this planning effort.

Inventory of Existing Transportation Services

The following information is based on tabulations from the survey, interview results, and other sources. It will be continuously maintained.

Delaware County

Agency Name: Alpha Group
Transportation Service Type: Provides transportation for medical and non-medical transportation services for individuals with disabilities and older adults.
Other Services: Provided: community employment, integrated adult day, supportive living, and work training.
Contact Information: (740) 368-5810
Hours: hours 7:30 a.m. to 4 p.m.
Service Area: Delaware County and surrounding counties
Eligibility Requirements: Individuals with disabilities and older adults.
Website: https://www.alphagroup.net

Agency Name: Concord Counseling Services
Transportation Service Type: Transportation for older adults weekdays 8 a.m. to 4 p.m.; no wheelchair but can accommodate walkers and canes.
Other Services: Provided: Senior Link, Peer-to-Peer Consultants, Caregiver Support.
Contact Information: (614) 882-9336
Service Area: 43035, 43210, 43054, 43081 and 43021 ZIP codes.
Website: https://www.concordcounseling.org/
Cost: Donations accepted.
Agency Name: Critical Care Transport

Table 2: Transportation Service Characteristics

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<tr>
<th>Agency Name</th>
<th>Mode of Service</th>
<th>Days &amp; Hours of Operation</th>
<th>Provides Medicaid-Eligible Trips (Yes/No)</th>
<th>Level of Passenger Assistance Provided</th>
<th>Training Courses Required for Drivers</th>
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<tr>
<td>COTA</td>
<td>Fixed Route</td>
<td>Varies</td>
<td>No</td>
<td>Ramps on all buses</td>
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<td>DATABus</td>
<td>Fixed route/ADA paratransit/demand-response</td>
<td>Varies</td>
<td>Yes</td>
<td>Lifts or ramps, curb-to-curb, door-to-door</td>
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<td>COTA Mainstream</td>
<td>ADA paratransit/demand-response</td>
<td>Varies</td>
<td>Yes</td>
<td>Curb-to-curb, but door-to-door is available on request</td>
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<td>National Church Residences</td>
<td>ADA paratransit/demand-response</td>
<td>Varies</td>
<td>Yes</td>
<td>Door-to-door assistance to clients to get to adult day facilities</td>
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<td>Alpha Group</td>
<td>Demand-responsive/Fixed route</td>
<td>Varies</td>
<td>Yes</td>
<td>Non-medical transportation services</td>
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<td>Clintonville-Beechwood Community Resources Center</td>
<td>ADA paratransit/demand-response</td>
<td>Varies</td>
<td>No</td>
<td>Small group trips, medical transportation</td>
<td>Yes</td>
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<td>Association for Developmentally Disabled</td>
<td>ADA paratransit/demand-response</td>
<td>Varies</td>
<td>No</td>
<td>Medical and non-medical transportation services</td>
<td>Yes</td>
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<td>Canal Winchester or Human Services</td>
<td>ADA paratransit/demand-response</td>
<td>Varies</td>
<td>No</td>
<td>Small group trips, medical and non-medical transportation</td>
<td>No</td>
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<tr>
<td>Groveport Senior Transportation</td>
<td>ADA paratransit</td>
<td>Varies</td>
<td>No</td>
<td>Small group trips, medical and non-medical transportation</td>
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<tr>
<td>SourcePoint</td>
<td>ADA paratransit</td>
<td>Varies</td>
<td>No</td>
<td>Small group trips, medical transportation</td>
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<td>Yellow Cab</td>
<td>On-demand</td>
<td>24/7</td>
<td>No</td>
<td>Some wheelchair accessible vehicles, curb-to-curb</td>
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<tr>
<td>Lift</td>
<td>On-demand</td>
<td>24/7</td>
<td>No</td>
<td>Curb-to-curb</td>
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<td>Uber</td>
<td>On-demand</td>
<td>24/7</td>
<td>No</td>
<td>Curb-to-curb</td>
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2018-2021 DELAWARE AND FRANKLIN COUNTIES COORDINATED PLAN
WHAT IF THERE ARE NO TRANSPORTATION OPTIONS?

Making an impact in the community
Assessment of local information including:

- Demographics
- All transportation providers
- Community Needs from surveying the public and public meetings
- FTA requires this process to include elderly and persons with disabilities
- The plan cannot be done behind closed doors, must involve public participation
- Create achievable short term and long term solutions to resolve the unmet needs
- Is a requirement for mobility management and STP funding
GET INVOLVED IN YOUR LOCAL PLANS

Contact your local mobility manager

If you do not have a mobility manager, search for your county lead agency on the ODOT website

Contribute at public meetings and plan surveys
LOCALLY DEVELOPED HUMAN SERVICE TRANSPORTATION COORDINATED PLANS

Coordinated Plan Outcomes

- Deviated fixed route in Fayette County from local apartments, senior center and independent living facilities to the grocery stores, Wal-Mart, pharmacies, strip mall and to the gym. Cost is $0.50 per trip on the shuttle with a 1 hour circulation schedule.

- Employment Shuttle in Logan County to the Honda manufacturing facilities.

- Reduction in trip fares for low-income individuals in Shelby County.

- Established a transit system in Mount Gilead, OH and a local bus shuttle in 2019.
QUESTIONS

Olivia Hook
Statewide Mobility Coordinator
Olivia.hook@dot.ohio.gov
614-466-8957
<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
<th>County</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelsea</td>
<td>Adams</td>
<td>740-947-5555 x 7303</td>
<td><a href="mailto:cadams@pikecac.org">cadams@pikecac.org</a></td>
<td><a href="http://www.pikemobility.org">www.pikemobility.org</a></td>
<td>Pike</td>
<td>Community Action Committee of Pike County</td>
</tr>
<tr>
<td>Joseph</td>
<td>Adray</td>
<td>937-402-6166</td>
<td><a href="mailto:jadray@familyrecoveryservices.org">jadray@familyrecoveryservices.org</a></td>
<td><a href="http://www.harts4highland.org">www.harts4highland.org</a></td>
<td>Highland</td>
<td>FRS Transportation</td>
</tr>
<tr>
<td>Leslie</td>
<td>Baus</td>
<td>330-284-8677 x 1048</td>
<td><a href="mailto:lbaus@cawm.org">lbaus@cawm.org</a></td>
<td><a href="http://www.cawm.org">www.cawm.org</a></td>
<td>Wayne</td>
<td>Community Action Wayne/Medina</td>
</tr>
<tr>
<td>Chelcie</td>
<td>Beadnell</td>
<td>937-645-2063</td>
<td><a href="mailto:chelcie.beadnell@uchd.net">chelcie.beadnell@uchd.net</a></td>
<td><a href="http://www.uchd.net">www.uchd.net</a></td>
<td>Union</td>
<td>Union County Health Department</td>
</tr>
<tr>
<td>Tam</td>
<td>Blakely</td>
<td>937-539-3351</td>
<td><a href="mailto:tblakely@tlcrtc.org">tblakely@tlcrtc.org</a></td>
<td><a href="http://www.logancountyrides.com">www.logancountyrides.com</a></td>
<td>Logan</td>
<td>RTC Industries</td>
</tr>
<tr>
<td>Michelle</td>
<td>Caserta-Bixler</td>
<td>937-575-7115</td>
<td><a href="mailto:mcaserta@cssmv-sidney.org">mcaserta@cssmv-sidney.org</a></td>
<td><a href="http://www.cssmv-sidney.org/ridelink">www.cssmv-sidney.org/ridelink</a></td>
<td>Champaign, Clark, Darke &amp; Shelby</td>
<td>Catholic Social Services of the Miami Valley</td>
</tr>
<tr>
<td>Shawn</td>
<td>Cowans</td>
<td>513-785-5398</td>
<td><a href="mailto:cowans@butlercountyrta.com">cowans@butlercountyrta.com</a></td>
<td><a href="http://www.butlercountyrta.com">www.butlercountyrta.com</a></td>
<td>Butler</td>
<td>Butler County Regional Transit Authority</td>
</tr>
<tr>
<td>Jason</td>
<td>Francis</td>
<td>937-378-6041</td>
<td><a href="mailto:jfrancis@abcap.net">jfrancis@abcap.net</a></td>
<td><a href="http://www.adamsbrownmobility.com">www.adamsbrownmobility.com</a></td>
<td>Adams, Brown</td>
<td>Adams &amp; Brown Counties Economic Opportunities, Inc.</td>
</tr>
<tr>
<td>Kristen</td>
<td>Gerwin</td>
<td>419-333-5081</td>
<td><a href="mailto:kggerwin@glcap.org">kggerwin@glcap.org</a></td>
<td><a href="http://www.glcap.org/programs/transportation/mobility-management">www.glcap.org/programs/transportation/mobility-management</a></td>
<td>Sandusky, Ottawa, Huron, Erie, Seneca &amp; Wood</td>
<td>W.S.O.S. Community Action Commission</td>
</tr>
<tr>
<td>Tracy</td>
<td>Haines</td>
<td>740-223-2564</td>
<td><a href="mailto:tracyhaines@coshoctoncounty.net">tracyhaines@coshoctoncounty.net</a></td>
<td><a href="https://www.coshoctoncounty.net/mobility/">https://www.coshoctoncounty.net/mobility/</a></td>
<td>Coshocton</td>
<td>Coshocton County Board of Commissioners</td>
</tr>
<tr>
<td>Deb</td>
<td>Hill</td>
<td>330-870-4346</td>
<td><a href="mailto:deb.hill@caaofcc.org">deb.hill@caaofcc.org</a></td>
<td><a href="http://www.caaofcc.org">www.caaofcc.org</a></td>
<td>Columbiana</td>
<td>Community Action Agency of Columbiana County</td>
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<tr>
<td>Daniel</td>
<td>Hunt</td>
<td>419-725-5281</td>
<td><a href="mailto:dhunt@tarta.com">dhunt@tarta.com</a></td>
<td><a href="http://www.tusctransit.org">www.tusctransit.org</a></td>
<td>Lucas</td>
<td>Toledo Area Regional Transportation Authority</td>
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<tr>
<td>Shannon</td>
<td>Hursey</td>
<td>330-304-6611</td>
<td><a href="mailto:shbursey@yahoo.com">shbursey@yahoo.com</a></td>
<td><a href="http://www.tusctransit.org">www.tusctransit.org</a></td>
<td>Defiance, Fulton &amp; Henry</td>
<td>Triangular Processing, Inc.</td>
</tr>
<tr>
<td>Joshua</td>
<td>Junge</td>
<td>(419) 337-9640</td>
<td><a href="mailto:joshjunge2018@gmail.com">joshjunge2018@gmail.com</a></td>
<td><a href="http://www.nwomobility.com">www.nwomobility.com</a></td>
<td>Defiance, Fulton &amp; Henry</td>
<td>Triangular Processing, Inc.</td>
</tr>
<tr>
<td>Tonya</td>
<td>Layman</td>
<td>740-513-2207</td>
<td><a href="mailto:tonylayman@ridedata.com">tonylayman@ridedata.com</a></td>
<td><a href="http://www.ridedata.com">www.ridedata.com</a></td>
<td>Delaware</td>
<td>Delaware Area Transit Agency</td>
</tr>
<tr>
<td>Lisa</td>
<td>Leckrone</td>
<td>740-342-5423</td>
<td><a href="mailto:melissaleckrone@jfs.ohio.gov">melissaleckrone@jfs.ohio.gov</a></td>
<td><a href="http://www.ohiodot.state.oh.us">www.ohiodot.state.oh.us</a></td>
<td>Perry</td>
<td>Perry County Commissioners</td>
</tr>
<tr>
<td>Tim</td>
<td>Maceyko</td>
<td>419-499-2603</td>
<td><a href="mailto:MobilityManager@morrowcountyohio.gov">MobilityManager@morrowcountyohio.gov</a></td>
<td><a href="http://www.cmmmobility.org">www.cmmmobility.org</a></td>
<td>Morrow, Marion, Crawford</td>
<td>Morrow County Commissioners</td>
</tr>
<tr>
<td>Lyndsay</td>
<td>Martin</td>
<td>419-774-6203</td>
<td><a href="mailto:lmartin@rcrpc.org">lmartin@rcrpc.org</a></td>
<td><a href="http://www.rcrpc.org">www.rcrpc.org</a></td>
<td>Richland</td>
<td>Richland County Regional Planning Commission</td>
</tr>
<tr>
<td>Tim</td>
<td>Miller</td>
<td>937-456-4947</td>
<td><a href="mailto:tmiller@preblecountytransit.org">tmiller@preblecountytransit.org</a></td>
<td><a href="http://www.preblecountytransit.org">www.preblecountytransit.org</a></td>
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<td>Mekia</td>
<td>Rhoades</td>
<td>740-313-7062</td>
<td><a href="mailto:mhrhoades@cafcfayettecounty.org">mhrhoades@cafcfayettecounty.org</a></td>
<td><a href="http://www.cafcfayettecounty.org">www.cafcfayettecounty.org</a></td>
<td>Fayette</td>
<td>Community Action Commission of Fayette County</td>
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<tr>
<td>Bruce</td>
<td>Rickerd</td>
<td>740-477-1656 x 309</td>
<td><a href="mailto:brickerd@pickawaybridge.org">brickerd@pickawaybridge.org</a></td>
<td><a href="http://www.pickawaybridge.org">www.pickawaybridge.org</a></td>
<td>Pickaway</td>
<td>Pickaway County Community Action</td>
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<tr>
<td>Tammy</td>
<td>Riegel</td>
<td>740-395-0260 x 101</td>
<td><a href="mailto:triegel@ajcai.org">triegel@ajcai.org</a></td>
<td><a href="http://www.ajcai.org">www.ajcai.org</a></td>
<td>Jackson-Vinton</td>
<td>Jackson-Vinton Community Action, Inc.</td>
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<tr>
<td>Jessie</td>
<td>Schmitzer</td>
<td>(740) 694-8499</td>
<td><a href="mailto:jessieschmitter@hapcap.org">jessieschmitter@hapcap.org</a></td>
<td><a href="http://www.athensmobility.com">www.athensmobility.com</a></td>
<td>Athens, Hocking</td>
<td>Hocking Athens Perry Community Action</td>
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<tr>
<td>Beca</td>
<td>Sheidler</td>
<td>419-371-5942</td>
<td><a href="mailto:bsheidler@psa3.org">bsheidler@psa3.org</a></td>
<td><a href="http://www.ohio.gov/transportation">www.ohio.gov/transportation</a></td>
<td>Allen, Auglaize, Hardin, Mercer, Putnam &amp; Van Wert</td>
<td>Area Agency on Aging 3</td>
</tr>
<tr>
<td>Susie</td>
<td>Simpson</td>
<td>740-392-7146</td>
<td><a href="mailto:susieszpoland@knux.oh.us">susieszpoland@knux.oh.us</a></td>
<td><a href="http://www.knox.knox.edu">www.knox.knox.edu</a></td>
<td>Knox</td>
<td>Knox Area Transit</td>
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<tr>
<td>Shannon</td>
<td>Webster</td>
<td>740-708-8316</td>
<td><a href="mailto:sweber@greenecats.org">sweber@greenecats.org</a></td>
<td><a href="http://www.cyatt.org">www.cyatt.org</a></td>
<td>Greene</td>
<td>Greene CATS Public Transit</td>
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<td>Pam</td>
<td>Zimmerly</td>
<td>419-957-6850</td>
<td><a href="mailto:pzimmerly@hhwpca.com">pzimmerly@hhwpca.com</a></td>
<td><a href="http://www.hhwpca.com">www.hhwpca.com</a></td>
<td>Hancock &amp; Wyandot</td>
<td>Hancock-Hardin-Wyandot-Putnam Community Action Commission</td>
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For more information about the Mobility Management program, contact Olivia Hook at 614-466-8957 or Olivia.Hook@dot.ohio.gov

Updated 8/2019
Mobility Managers in Ohio