

# OHIO MOBILITY MANAGEMENT • APRIL 2019



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# OHIO MOBILITY MANAGEMENT

Olivia Hook  
ODOT Statewide Mobility Coordinator

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# WHAT DO OHIO MOBILITY MANAGERS DO?


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

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:



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## 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**

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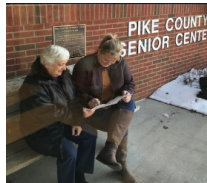
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## OHIO MOBILITY MANAGERS



- ✓ 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

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## PROVIDE TRANSPORTATION INFORMATION

### Pike County Mobility Management

Providing mobility options for:

- Senior Citizens
- Developmentally Disabled
- Low-income
- And others!



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

Also offering travel training!

The Mobility Manager will help you plan and coordinate your transportation needs. The Mobility Manager will help you plan and coordinate your transportation needs. The Mobility Manager will help you plan and coordinate your transportation needs.

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## CONNECT INDIVIDUALS WITH PROGRAMS

**Local Programs**  
✓Senior Centers





**AARP**  
Driver Safety



Helping Mature Drivers Find Their Safest Fit



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## MOBILITY MANAGERS SERVE AS A COMMUNITY RESOURCE GUIDE FOR GETTING AROUND AND FINDING UNIQUE SOLUTIONS.

**Ohio**  
Department of Medicaid

**Transportation Assistance**

If you're covered by Medicaid and you're having trouble getting to health care services, transportation assistance may be available.

- If you're a member of a managed care plan or MyCare Ohio plan, call the number listed in the table to the right, or contact the Ohio Medicaid Hotline for consumers (1-800-324-8680 or [ohioash.com](http://ohioash.com)).
- If you're not a plan member or you want an option besides what your plan offers, contact the Medicaid Transportation Coordinator at your local county department of job and family services (CJFS). The main phone number for each CJFS is included in a list available at [dot.ohio.gov](http://dot.ohio.gov) select County Directory.

If you're not a plan member and you need transportation for activities not covered by Medicaid, you may contact a provider directly. A searchable directory of Medicaid providers is available at [medicaid.ohio.gov](http://medicaid.ohio.gov) select three options.




FOR CHANGES - Already Covered - Your Benefits - Find a Medical Provider


Questions? Contact the Ohio Medicaid Hotline for consumers at 1-800-324-8680 or [ohioash.com](http://ohioash.com).

ODM Bureau of Health Plan Policy 10/2018

Don't cancel. Call!

Managed Care Plan	MyCare Ohio Plan
<b>Aetna</b>	1-800-364-0574
<b>Beacon Health Plan</b>	1-800-799-4395
<b>CareSource</b>	1-800-245-4264
<b>Coverage</b>	1-800-221-0875
<b>Medina Healthcare</b>	1-800-490-0200
<b>Palmetto Advantage</b>	1-800-642-9279
<b>United Healthcare</b>	1-800-657-8877
	1-800-895-2027
	1-877-543-9236
	1-877-269-4900
	1-800-268-4900

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## MOBILITY MANAGEMENT IN THE NATION

**Statewide Mobility Management Networks by FTA Region**

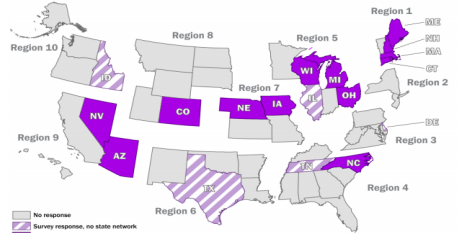



Figure 2. Map of networks by region

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### MOBILITY MANAGEMENT: CURRENT STATE

In Ohio:

- 29 Ohio Mobility Managers
- 24 Rural and 5 Urban
- 11 Covering Multiple Counties



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### OHIO MOBILITY MANAGEMENT- 2020



**4 New Counties**

- Applied for CY 2020 Mobility Management projects

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Significant barriers to the use of public transportation for disabled, elderly, and other disadvantaged riders	Limited public transit options for disadvantaged rural riders
<p>Why do we need Mobility Management with advances in technology?</p>	
Lack of integration among modes of transportation in urban areas resulting in service gaps, despite the increased availability of new technologies such as MaaS	The capacity of mobility management coordinators to shape policy that can increase the cost and efficiency of public transportation for all riders (i.e. Coordinated Planning)

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### MOBILITY MANAGEMENT REQUIREMENTS

Solutions	Operations	Eligibility
<ul style="list-style-type: none"> <li>✓ Must promote <u>ALL</u> transit providers &amp; programs</li> <li>✓ Find best solution for the individual- not personal opinion</li> <li>✗ Cannot target a favorite service or provider</li> </ul>	<ul style="list-style-type: none"> <li>✗ No dispatching</li> <li>✗ No driving</li> </ul>	<ul style="list-style-type: none"> <li>✓ Coordinated Plan</li> <li>✓ Non-Profit Organization or Public Body</li> <li>✓ Quarterly program reporting to ODOT</li> <li>✓ Must apply annually to continue project</li> </ul>

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### A REGIONAL PERSPECTIVE

ODOT proposed new regions to coordinate across county lines

In 2018 - pilot regions began:

- Increase efficiency
- Reduce duplication
- Mobility managers are often current with an understanding of pilot regional projects



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## WHAT IF THERE ARE NO TRANSPORTATION OPTIONS?

### Making an impact in the community

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### LOCALLY DEVELOPED HUMAN SERVICE TRANSPORTATION COORDINATED PLANS

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

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### GET INVOLVED IN YOUR LOCAL PLANS

Contribute at public meetings and plan surveys

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

Contact your local mobility manager

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### 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

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**CONNECT**

**How to connect with your mobility manager**

- Communicate
- Invite them to provide services
- Participate in transportation advisory meetings
- Share your needs and find solutions together

**How to get a mobility manager**

- Coordinated Plan
- Non-Profit or Public Body to apply for MM grant
- Confirm no conflict of interest
- Check with neighboring MM's
- Sign up for ODOT Office of Transit email notifications to apply

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**QUESTIONS**



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