

## Appendix K.

### Success Stories from Coordinated Transportation

# Commissioners promote public transportation in Tuscarawas County

NEW PHILADELPHIA On Wednesday morning, a white Horizons bus was waiting at the Tuscarawas County Courthouse Annex to take Commissioners Chris Abbuhl, Al Landis and Joe Sciarretti to the Tuscarawas County Senior Center in Dover.

The trip took about 10 minutes, and the three commissioners were dropped off at the door of the senior center, where they had lunch with officials who coordinate public transportation in the area.

The goal was to increase public awareness of transportation opportunities that are available to anyone living in Tuscarawas County through the Rid the Bus With Us program.

“In a nutshell, we had a fantastic visit from the courthouse to the senior citizens center where we spoke to the leadership team there,” Sciarretti said.

Public transportation in Tuscarawas County is provided by the Society for Equal Access (SEA), Horizons of Tuscarawas & Carroll Counties Inc. and the Tuscarawas County Senior Center.

“It is available to anybody,” said Shannon Hursey, mobility manager for Tusc Transit, which coordinates the program. “It has nothing to do with a demographic, age, income, anything like that. It was put in place because ODOT (Ohio Department of Transportation) was trying to serve the general public of our county.”

Vans run from 6 a.m. to 11 p.m. Monday through Saturday and from 7 a.m. to 2 p.m. on Sundays to take residents anywhere in the county for work, doctors appointments or to church. Anyone 16 years of age or older can ride by themselves. Anyone younger than that needs an escort. The cost is \$6 round trip or \$4 one way. People can call 330-364-2159 to schedule a ride.

Outside Tuscarawas County, the cost is \$1.70 per mile.

The program is funded by the ODOT Office of Transit.

Last year, Horizons performed 27,000 work trips and a total of 56,868 trips.

Hursey gave a couple of examples of transportation the service has provided to Tuscarawas County residents.

A 69-year-old woman who lives in Dennison and works for HARCATUS Tri-County C.A.O., Inc., is transported to Cadiz each day for her job because her car is unreliable. Horizons picks her up in Dennison and takes her to the intersection of state Route 151 and U.S. Route 250 at the park-and-ride there. Harrison County Transit picks her up there and takes her to Cadiz to work and then brings her back when she is going home.

Hursey said she pays between \$7 and \$10 round trip.

“If you would have said six months ago we would have had that option, probably not,” she said. “But because we’re being very regionally coordinated and really looking at crossing those county lines, I have more options than I had last week.”

In another instance, a man had been hit by a vehicle in the county and needed a ride to a medical appointment. He didn’t have the money to pay for a ride, so Hursey paid his fare out of her office’s Santa Fund.

“Our Santa Fund is a fund that my co-workers or anybody when they have an extra dollar or two drop it off in my mailbox, and we just keep it for people who don’t really have any other options,” Hursey said. “We try to help anybody we can with transportation.”

She said that Horizons, SEA and the senior center work very hard to coordinate with each other to help anyone in need of transportation.

“We work with anybody,” she said. “It doesn’t matter what age.”

Reach Jon at 330-364-8415 or at [jon.baker@timesreporter.com](mailto:jon.baker@timesreporter.com).

On Twitter: [@jbakerTR](https://twitter.com/jbakerTR)

**From:** [Brad Hollingsworth](#)  
**To:** [Sean Sammon](#)  
**Cc:** [Olivia.Hook@dot.ohio.gov](mailto:Olivia.Hook@dot.ohio.gov); [Bob Pisano](#); [athompson@seatbus.org](mailto:athompson@seatbus.org)  
**Subject:** OPTA Presentation  
**Date:** Wednesday, April 10, 2019 3:35:02 PM  
**Attachments:** [OPTA Public Transit and Community Health Final.pdf](#)

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Sean,

Thank you for the compliments on our presentation last week and your interest in this project. Attached is the slideshow from the presentation. It includes data to demonstrate the increase in rides and mobility as well as the effectiveness of improving transportation to health appointments through coordination.

Feel free to contact me with any questions about the information in this presentation.

Brad

Brad Hollingsworth, P.E.  
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# Public Transit and Community Health

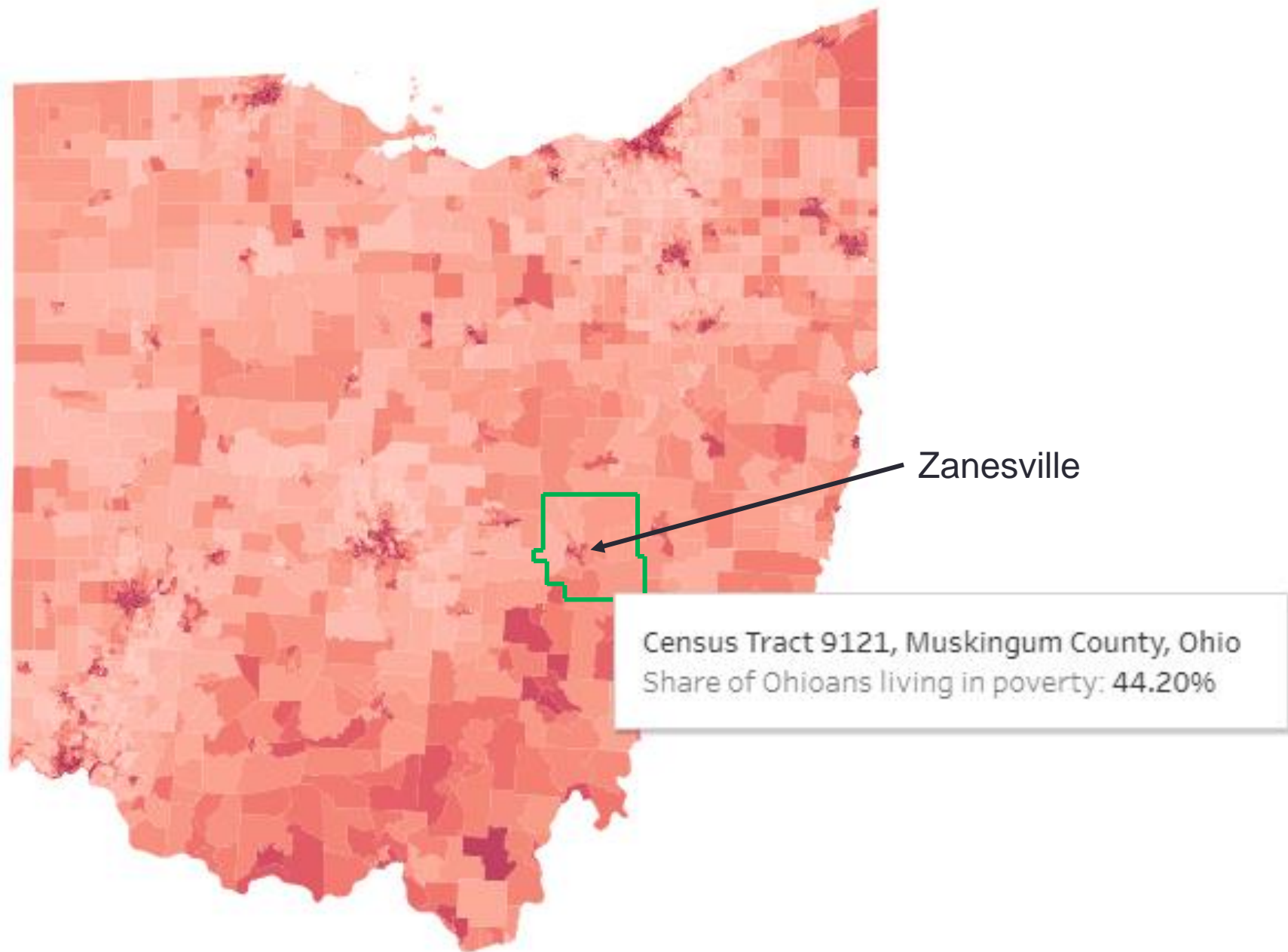
Ohio Public Transit Association  
Annual Conference  
April 3, 2019

Brad Hollingsworth, Muskingum Valley Educational Service Center  
Bob Pisano, Genesis Healthcare System  
Andrea Thompson, South East Area Transit

# STOP ONE

## Strategic Planning and Identification of Needs





# Who is the “Collaborative for Community Health Planning”?



**Public Health**  
Prevent. Promote. Protect.  
Zanesville-Muskingum County



**MVHC**  
*Your Community of Care*



# Strategic Planning

## Sharing Points of Member's Own Plans, Brainstorming, and Affinity Diagram

Affinity Diagram - Specific Medical Transportation Problems / Challenges											
Funding	Transportation	Scheduling	No Ride Home	Access	Ownership	No Ride to Visit	Coordinate	Family Members	Family Needs	Patient Mobility	Patient Ability
Funding challenges for SEAT	Weekend public transportation	Scheduling process	Patient waiting on a ride to be discharged	Access	Who "owns" the solution	No ride from home to doctor appointment	Coordination of care	Patient is out of town doesn't have money to get back to primary care provider	Single mothers may need to bring all children, not just the one with the appointment, along on transportation system used	Mobility / Patient Assistance lacking	Friends and family depend on have unreliable transportation
Affordability	Limited private transportation services	Ease of scheduling	Patients without transport home from the hospital / ED cause delays in discharge and patient flow	Limited service times	Have we interviewed any stakeholders	Ride to OP apt when ride falls through	Don't know options available, what you qualify for	Patient can't get to Columbus to visit sick child	Families with no car would need transportation with car seats	Obesity access	Lack of self reliance "learned helplessness" system codependents
Funding	Limited public transportation routes	Appointments are not coordinated causing additional transportation needs	Patients with no ride home after ED visit	Availability		No ride from home to testing location		Patient spouse/family need transportation to/from hospital visits	Single parent w/ young children (too many to handle alone)	Lack of door to door transportation service	Lack of knowledge of
Limited sources of financial help for transportation	Limited # of transports covered	Appointment times do not coincide with transportation schedules	Patients waiting for ride home after discharge	Will transport solve access objective		Patient has ride but needs gas money - can't find resource			Single parent w/ young children (too much stuff to maneuver on a bus)	Some people need door to door assistance but curb to curb seems to be only option available	Patients do not have capacity to plan transportation needs
Sustain_ of solutions	Lack of transportation results in increased ED utilization	Difficult to schedule through Medicaid Managed Care Plans	Return home from ED			Transport to and from education services (ie diabetes ed)				Older person w/ own vehicle but no longer comfortable / confident driving	No time for planning

# Identification of Needs

- Transportation to health appointments
  - Anecdotal
  - No real data
- Data collection opportunities
  - Hospital (Inpatient) discharges
  - Emergency room discharges
  - **Missed appointments**
    - “No Shows”
    - **Same day cancellations**
- Methods
  - Electronic Medical Records documentation
  - Interview or survey patients



# Crosswalk

## Measurement Systems Analysis

- Definition & reason
- Necessary
- Feasibility challenges for the scenario

## Tool

- Trained
- Tested

Patient/Family/Personal Issue	Financial	Scheduling Issue	Personal Transportation	Public Transportation	Other
Admitted	Budget	Appointment	Bicycle	Bus	Appointment Reminder
Babysit/Babysitter	Cash	Aware/ Not aware (appt)	Bike	Taxi	MyChart
Children	Co-pay	Booked (Double)	Car	Bus stop location	Weather
Death	Deductible	Date	Case Manager	Bus Driver	Traffic (stuck in it)
Deceased	Insurance	Day	Gas	Payor Transportation issue	
Depressed	Money	Duplicate	Oil	Taxi Driver	
Divorce	Out Of Pocket	Early (too early or not early enough)	Ride (patient, family, friend's vehicle)	Fare	
Emergency (Personal)	Pay/Paycheck	Emergency Room (couldn't wait for appt)	Run	Token	
Feel good/better		Engagement	Tire	Ticket	
Forgot		Evening	Transmission		
Good day (not having a good day)		Holiday	Truck		
Illness, Ill		Itinerary	Van		
Job (lost/new job)		Job (conflict)	Vehicle		
Kid(s)		Late (appointment too late or not late enough)	Walk		
Late (not seen)		line Up	Wheels		
Overslept		Meet	Wreck		
Responsible		Night			
Scared		Schedule			
Separation		School			
Sick/Not Sick		Time			
Testing (not completed)		Time-off			
Uncomfortable		Timetable			
		Vacation			
		Work			
		Workday			



# Data Collection Results

Key measure - “No shows and same day cancellations”

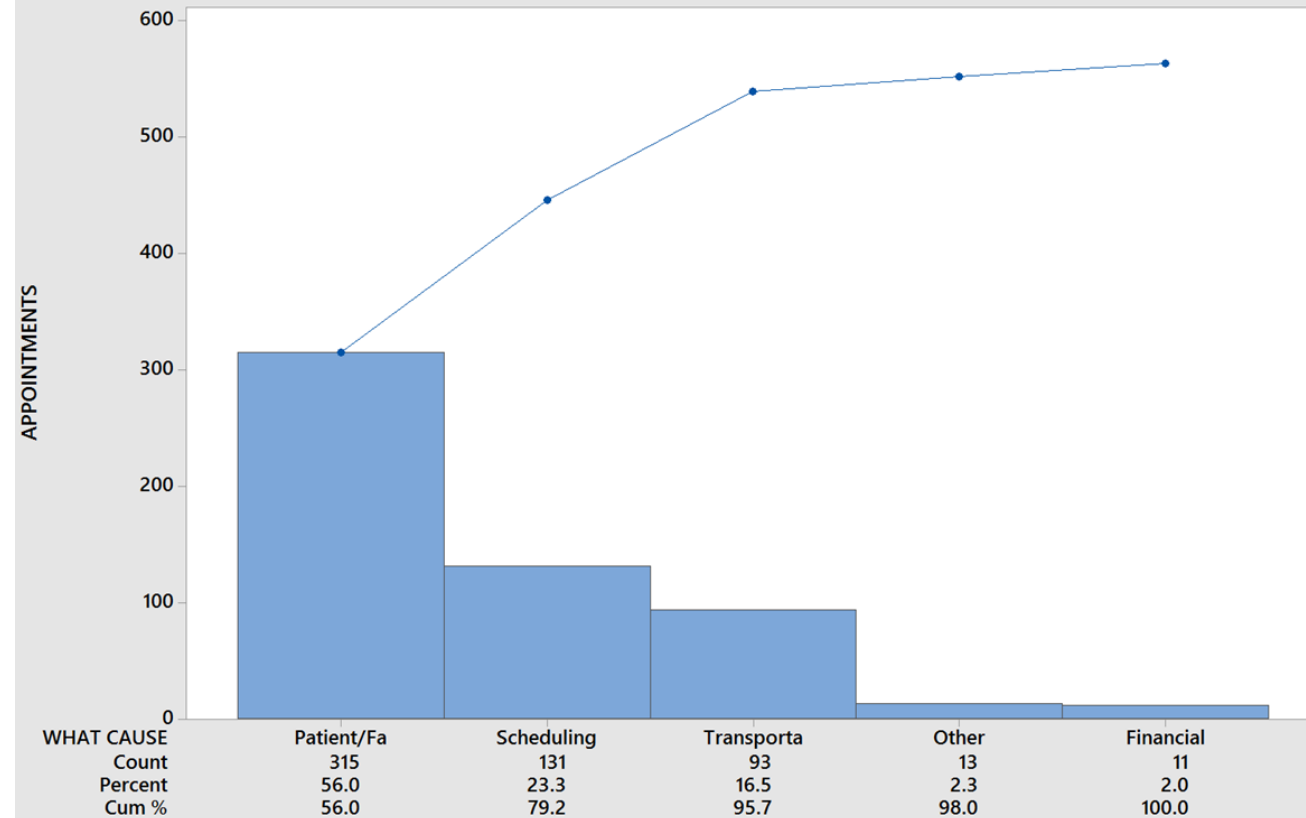
- 800 patient records
- 5 stakeholders
- 50% Medicare, 18% Medicaid

Overall transportation: 16% defect rate



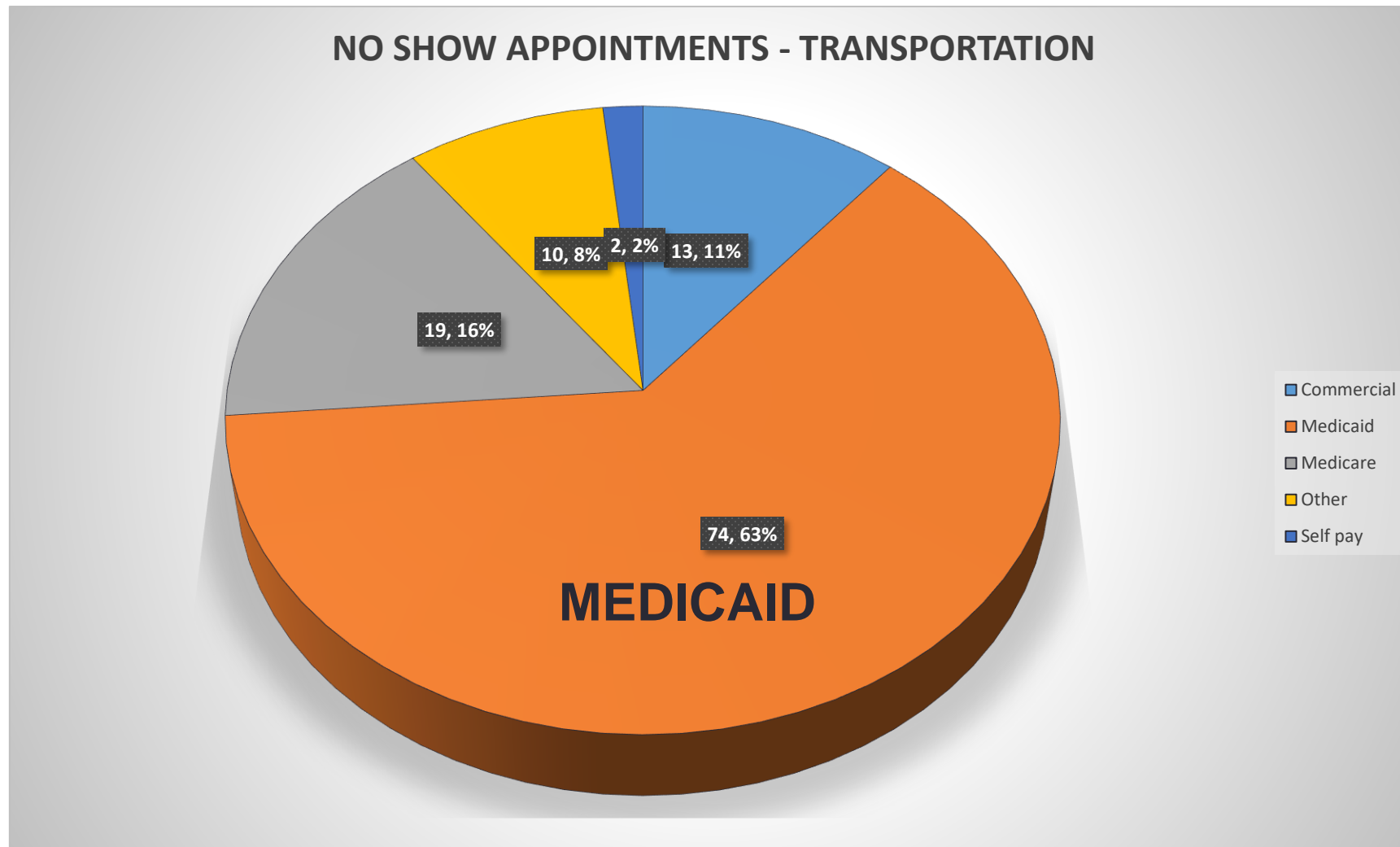
Pareto Chart of WHAT CAUSED YOU TO MISS THE APPOINTMENT?  
Summary Report

Defects Ordered by Frequency of Occurrence  
Focus on the defects with the greatest impact on your process.





# Payor - Transportation



# STOP TWO

## Lean Six Sigma Project



# The Problem and the Goal

**“Reverse Pareto”:** The need is both relevant and tangible

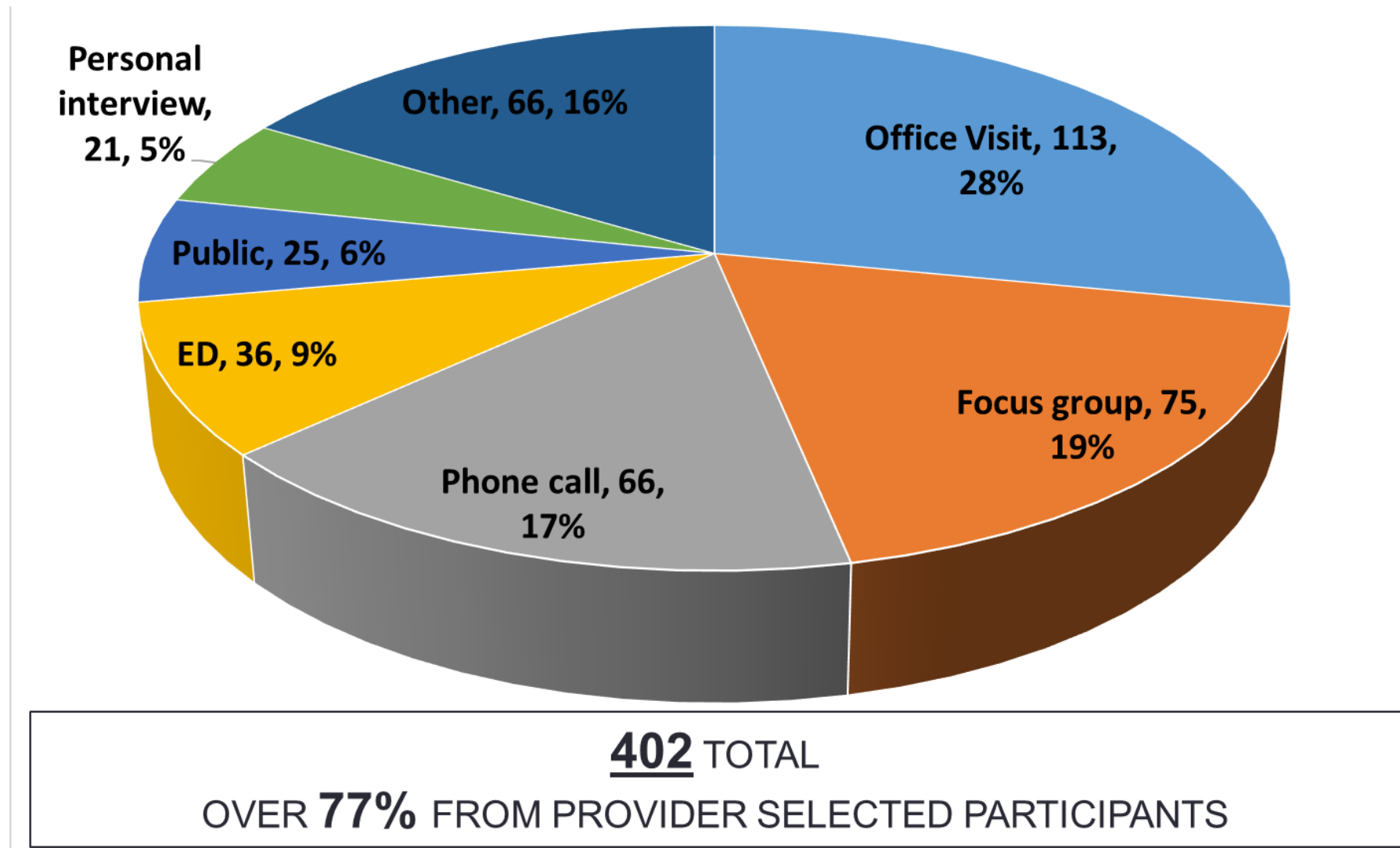
**Problem Statement:** 16% of “no shows” and same day cancellations are a result of lack of transportation to a health appointment. This is approximately **598** patients per month, **30** patients per day. This contributes to staffing and productivity inefficiency and waste. “No shows” cost organizations \$196 per occurrence, \$1.4M annually<sup>1</sup>.

**Goal:** Reduce no shows & same day cancellations due to lack of transportation by 50%

## Timeline

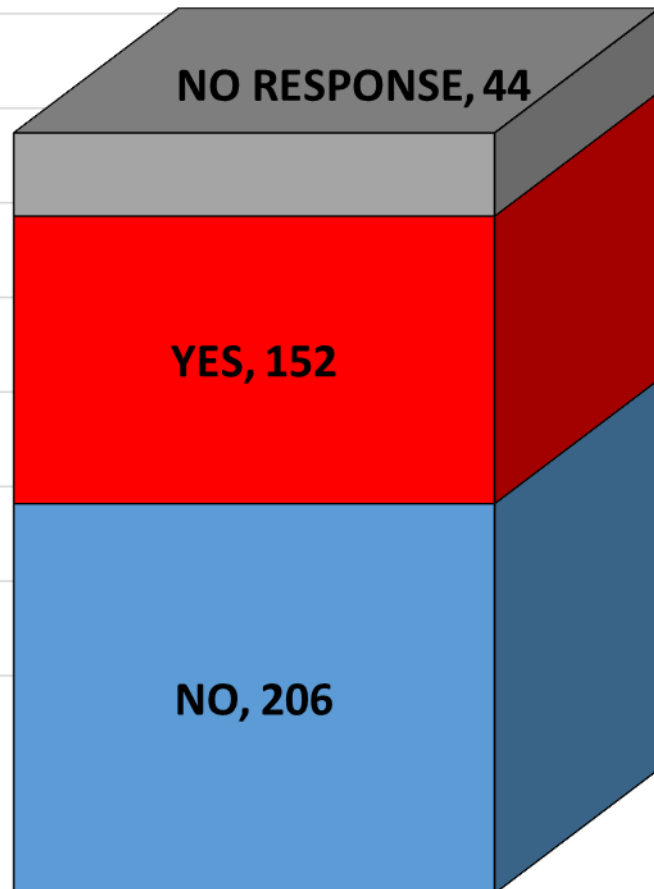
Project Start Date:	7/1/2017		
Project Life Cycles	Tollgate 1	Tollgate 2	Tollgate 3
Project Target Completion Dates:	8/15/17 Define and Measure	9/15/17 Analyze	11/15/17 Improve and Control
Project Completion Date:	12/31/2017		

# Voice Of the Customer – Data Collection Methods

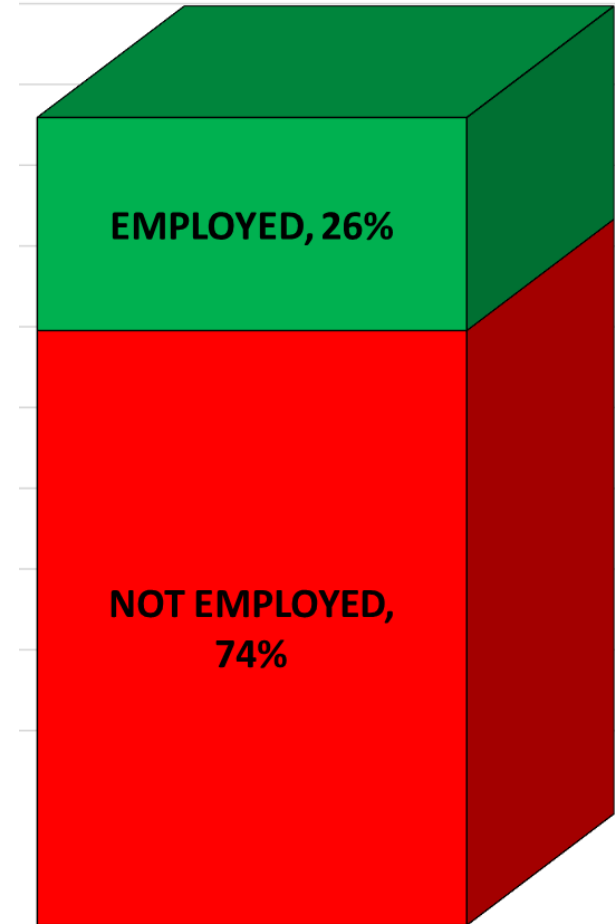
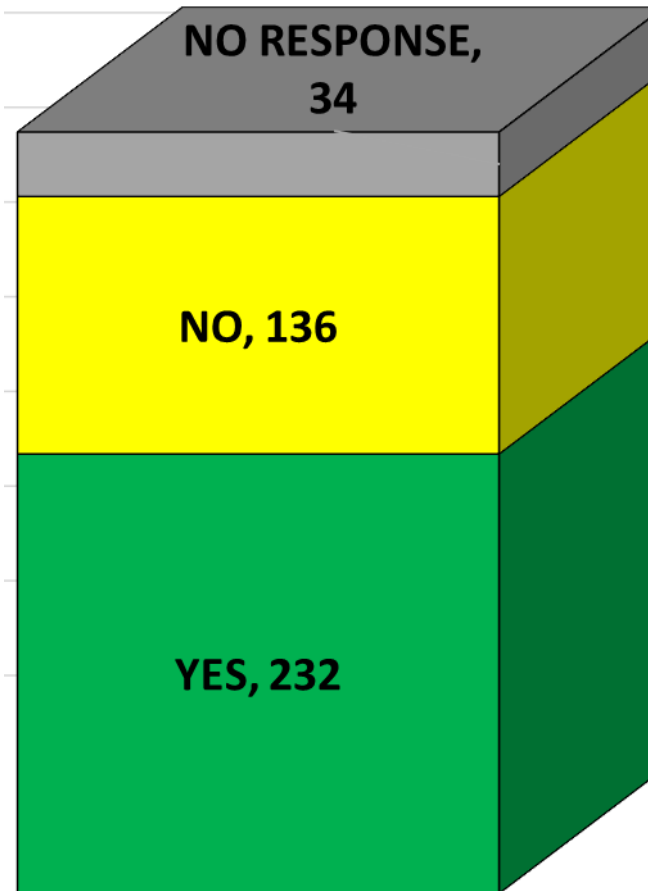


# Voice Of the Customer - Results

**Missed an Appointment  
due to Transportation**



**Drive Their Own Vehicle**



# Current State

## Full day Kaizen event

- Stakeholders
  - South East Area Transit (SEAT)
  - Muskingum County Job & Family Services (MCJFS)
  - Medicaid Managed Care Plans (Buckeye Health Plan, Caresource, Molina Healthcare, Paramount Advantage, United Healthcare)
- Key learning points
  - MCJFS: receives over 4,000 calls per month related to transportation needs
  - Communication and coordination lacking
  - ODOT Resources: Section 5310 funding requires 5 year coordinated transportation plan

# Future State

## Fundamental Changes

- Coordinate transportation
  - Identify patients in need
  - Assist scheduling resources
  - Done by provider's office
- Plan in advance
  - Appointment scheduling
  - Proactive approach

# STOP THREE

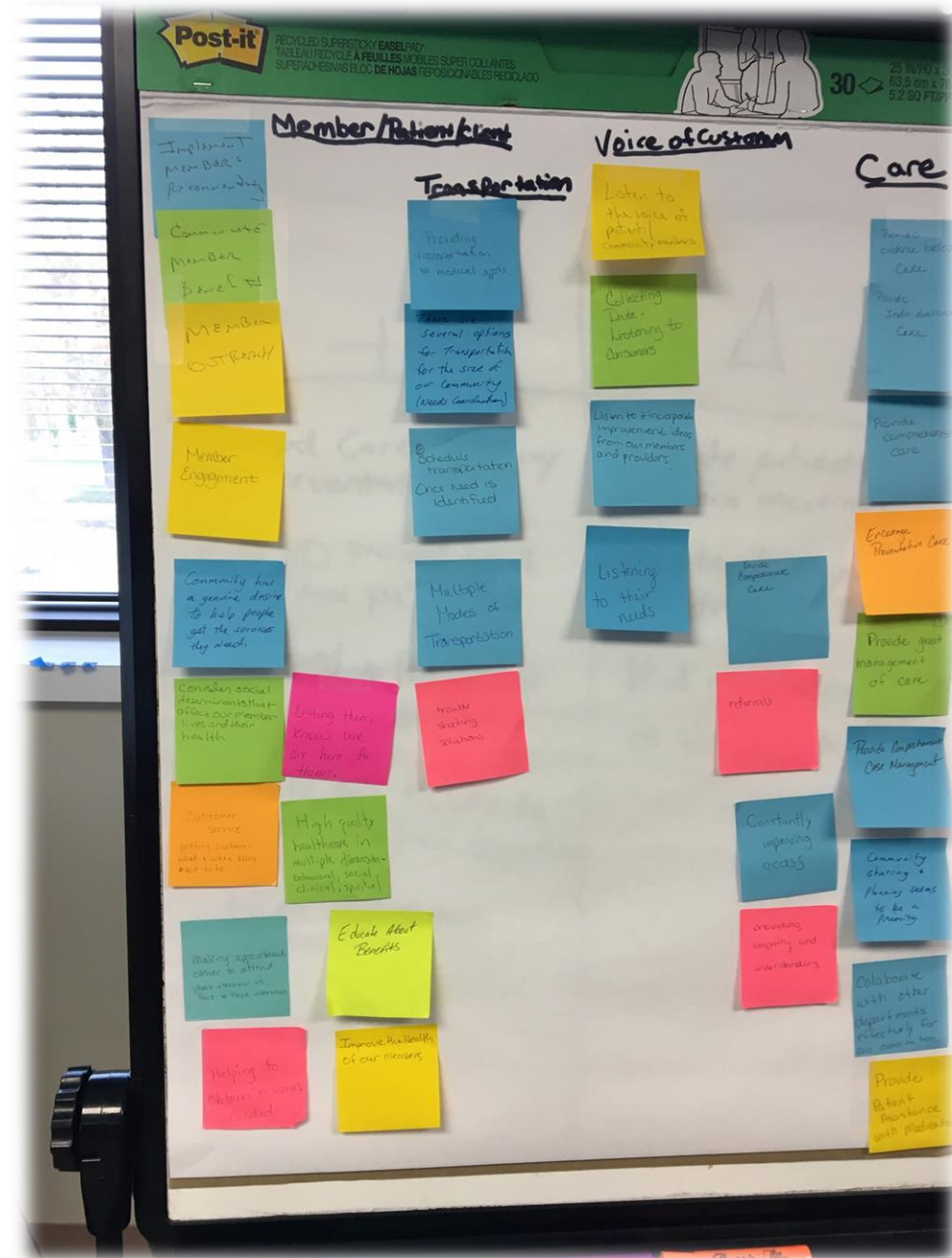
## Pilot Improvement With MVHC



# Pilot Improvement

Test future/improved state through:

- Transportation at scheduling
- Understand patient's transportation limitations
- Pre-plan with Medicaid Managed Care
- Coordinate with transport providers
- Track data



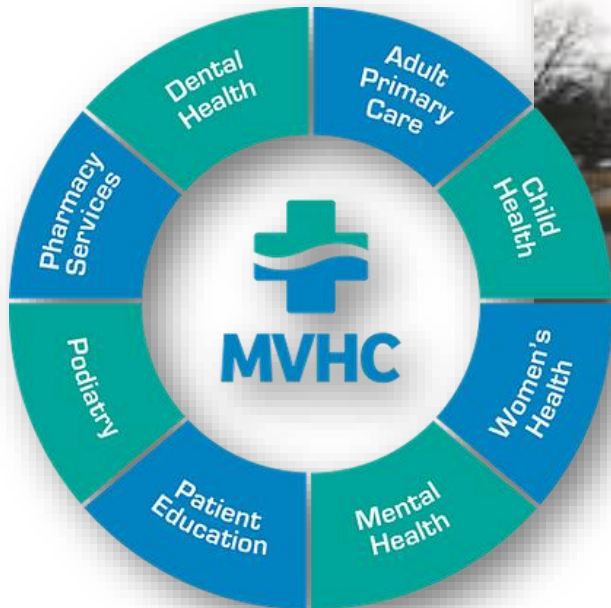


# Transportation Pilot

- Federally Qualified Health Center
- Medical Home
- 5 Locations in 4 counties

Using PAAS to drive improvement

- Patient referrals
- Medication assistance
- Enroll Marketplace or Medicaid
- Prior authorization
- Transportation

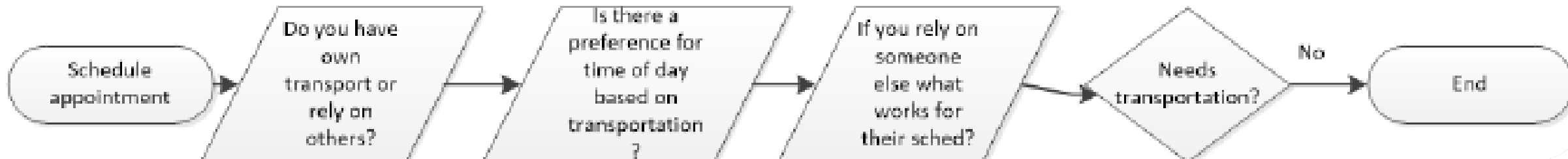


**MVHC**  
*Your Community of Care*

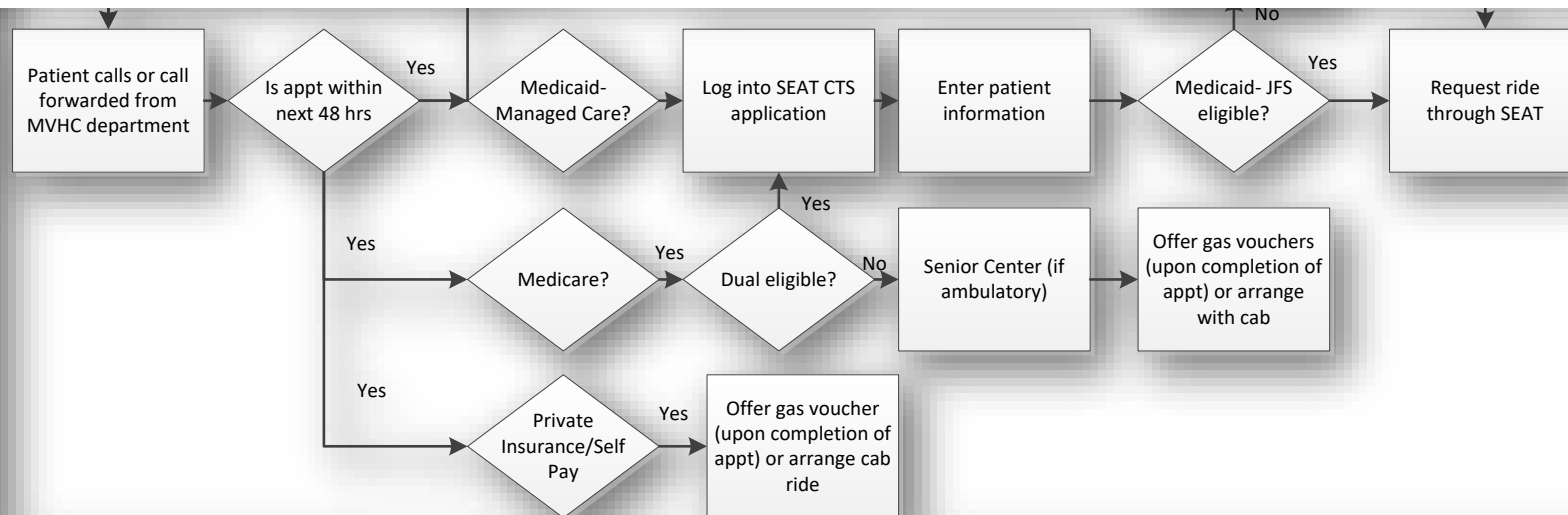
# MVHC Process for Non-Emergency Transports

## MVHC Non-Emergency Medical Transportation Process Steps

Central  
Scheduling

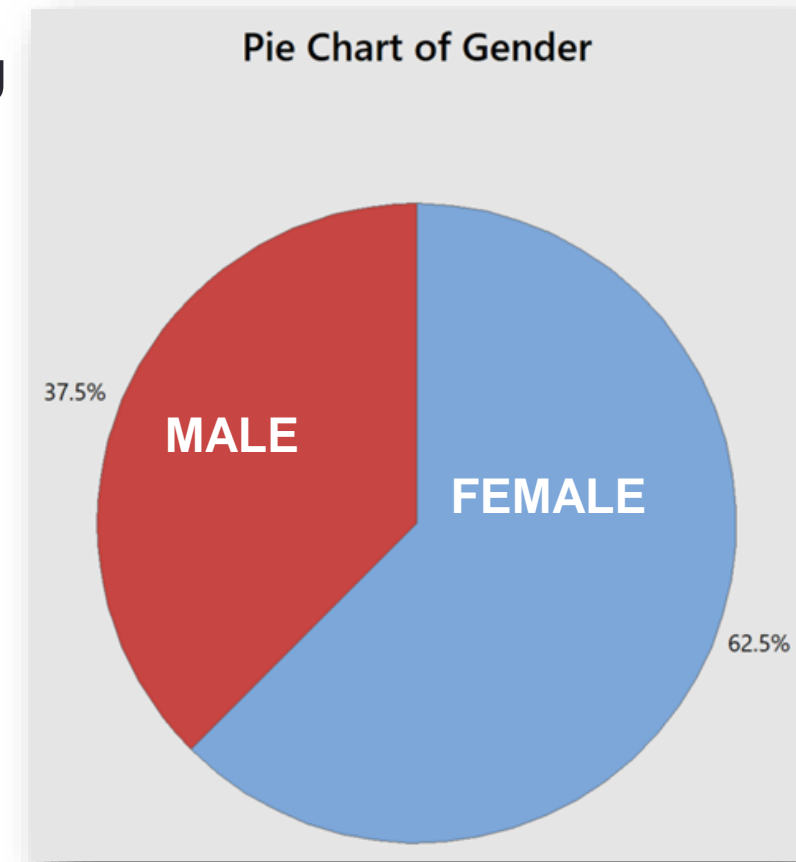


PAAS



# Pilot Results Summary

- Location: MVHC Adair Campus
- Timeframe: 12 weeks, December 27, 2017 through March 20, 2018
- What?
  - Screening for transportation needs through Central Scheduling
  - Patient initiated requests for transportation
  - PAAS department arranged transportation and tracked results
- Patients = 148
- Requests = 184
- Patient Demographics:
  - Average age approximately 46 years
  - 50% were ages 33 to 61



# Pilot Results Summary - Continued

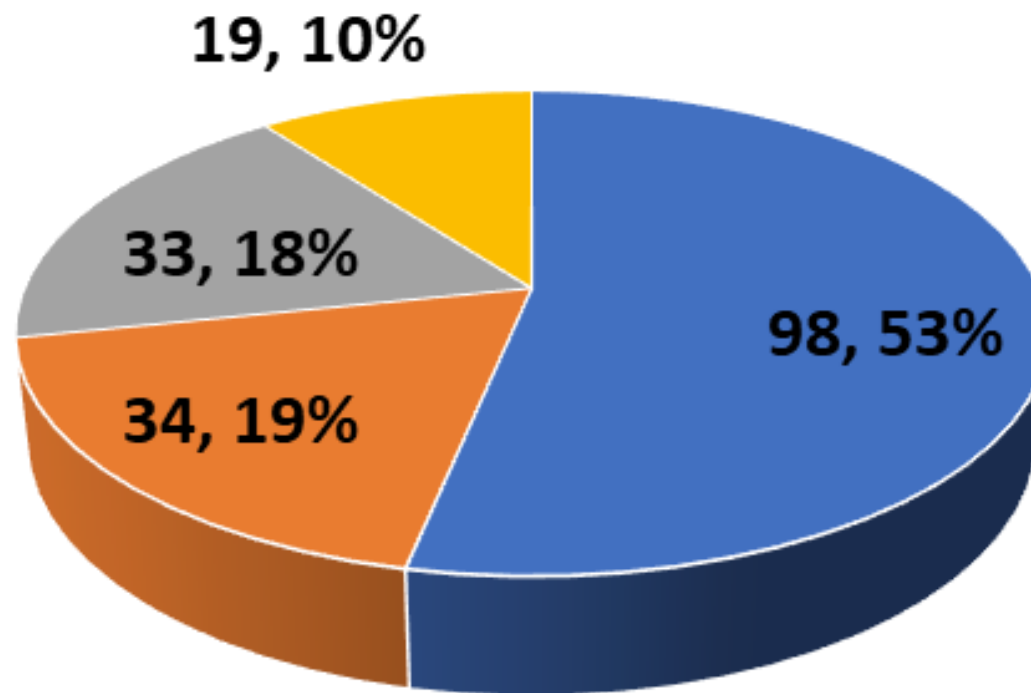
- Appointment Type
  - 78% were either Adult, Women's, or Behavioral Health
  - Primarily Adult
- Request timeframe – see Pie Chart
- Results: Overall = 70% success
- Transportation resources
  - Overall = 62% cab
  - Last Minute requests = 74% cab
  - Cab = high variation in cost, \$20 to \$25

## Collaborative Estimates of Volume

Pilot Site	Transportation Assistance Requests	Total Appointments (Adair Campus): 12/27/17 through 3/20/18	Requests per Appointment			
MVHC Adair and South	184	24,953	0.74%			
Collaborative Members	Monthly Appointments	Requests per Appointment	Monthly Rides		Last Minute	Advanced Notice
AllWell	1,600	0.74%	12		8	4
Genesis Specialty (Access Center)	11,241	0.74%	83		56	27
Genesis Primary Care (Musk Co)	938	0.74%	7		5	2
Genesis Central Scheduling	4,000	0.74%	29		20	10
MBH	1,739	0.74%	13		9	4
MVHC Adair and South	8,919	0.74%	66		44	22
Total	28,437		210		140	69

# Request Timeframe

## DAYS IN ADVANCE



72% of last minute requests completed with cab service

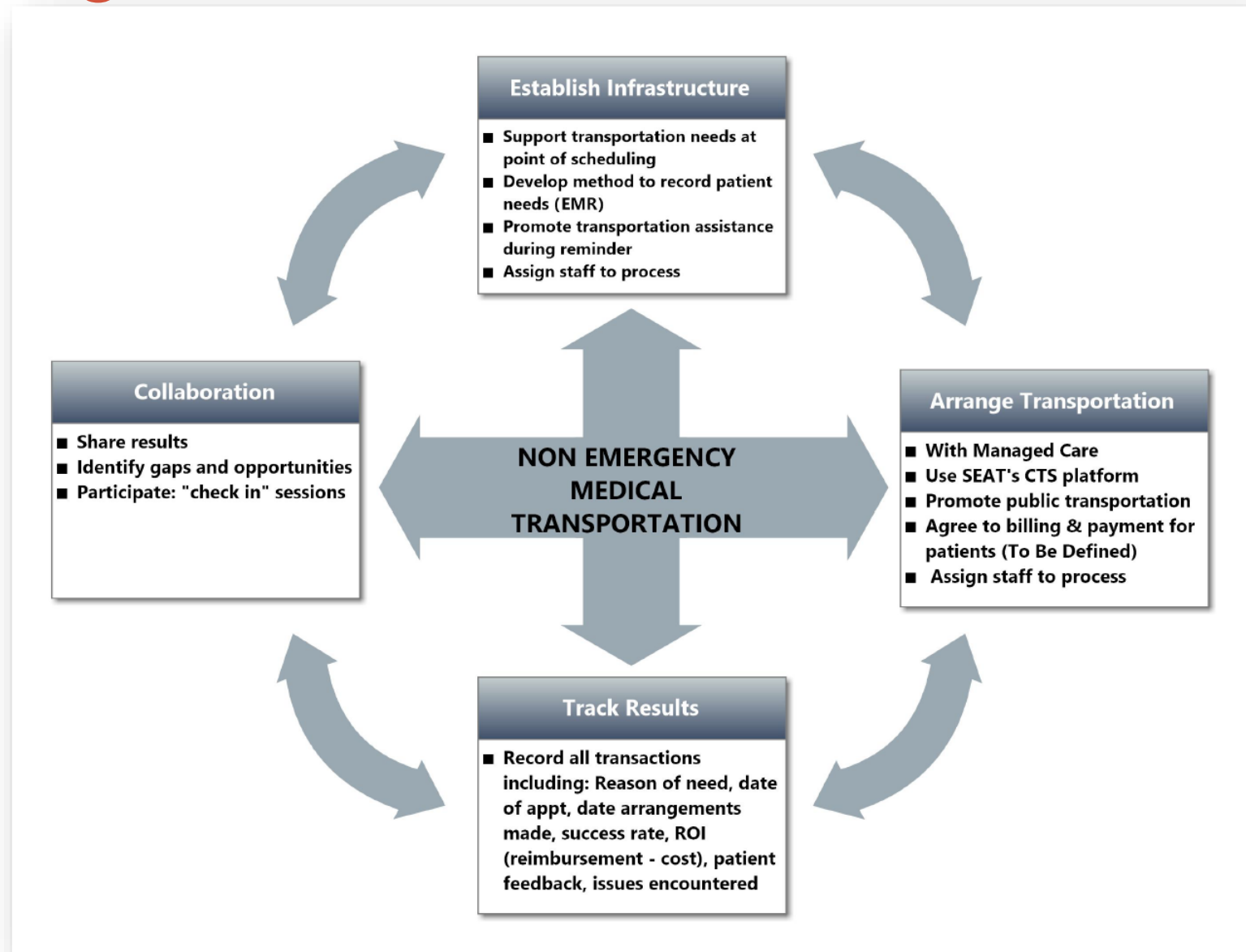
■ 0 TO 1 ■ 2 TO 4 ■ 5 TO 9 ■ 10+

## STOP FOUR

Partnership, Collaboration and Community Platform



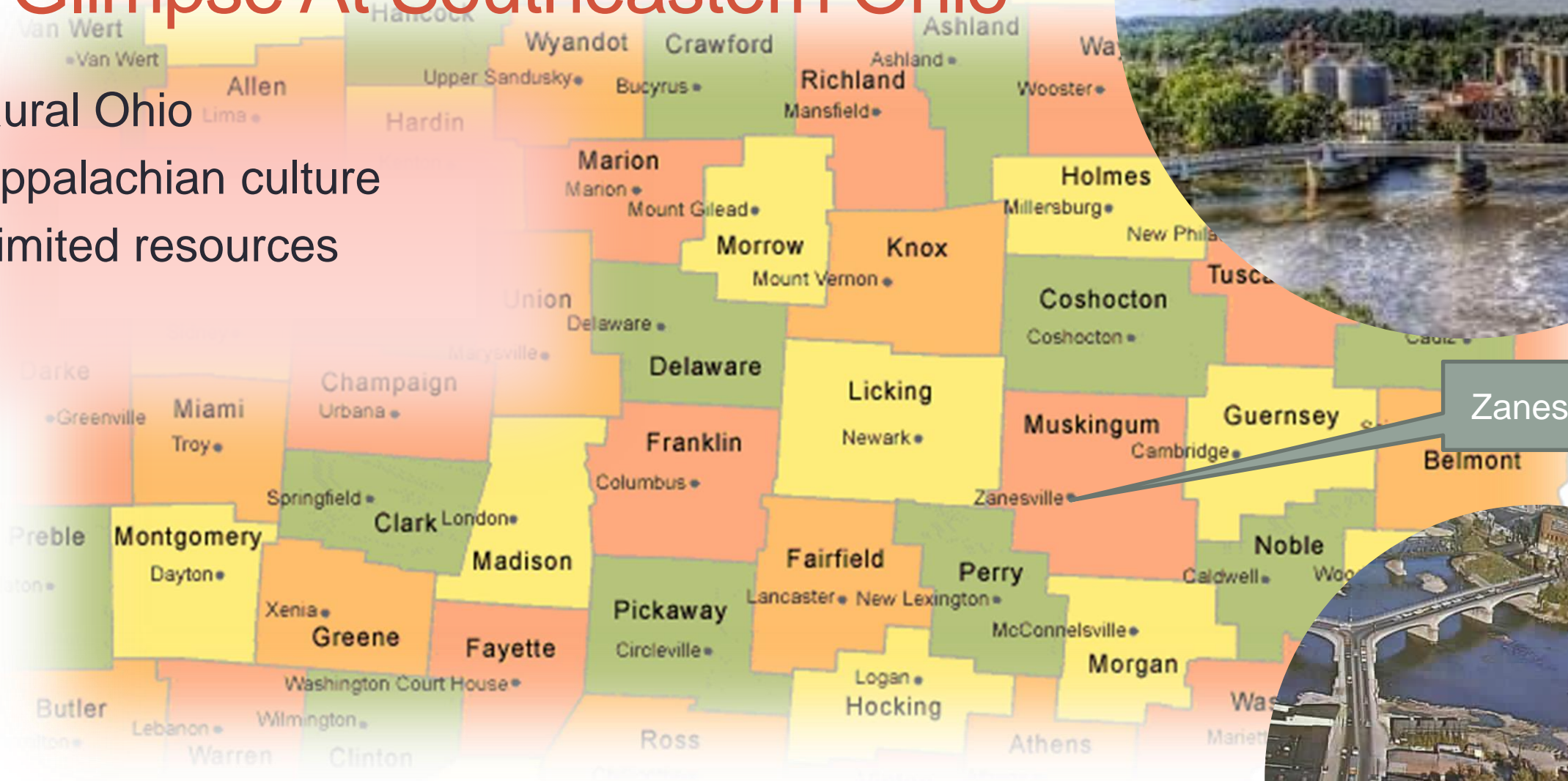
# Translating Pilot Success Into Standard Work



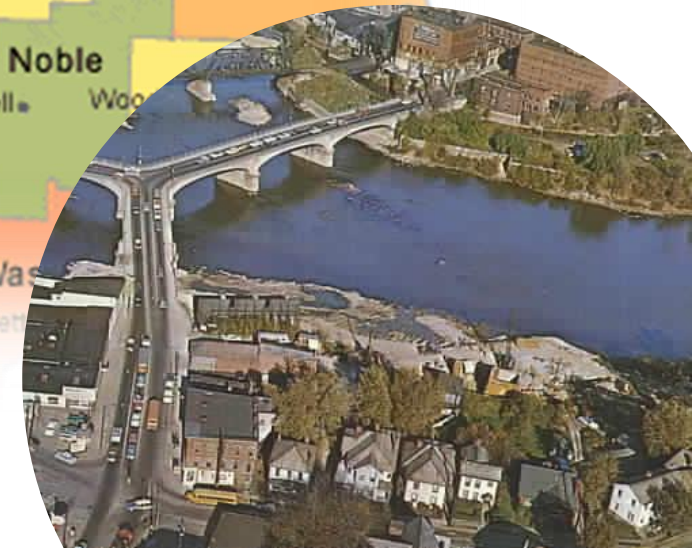


# A Glimpse At Southeastern Ohio

- Rural Ohio
- Appalachian culture
- Limited resources



Zanesville





# Catalysts for Change

- Same Day/Demand Route Need
- Limited Same Day Options
- Uber, Lyft, Liberty
- MAS Ohio
- Cab Service Limitations



## Need a Ride to an Appointment?

### We Can Help

Contact South East Area Transit (SEAT). SEAT offers transportation throughout Muskingum, Guernsey and Noble counties.

### It's easy to schedule a ride. Here's how:

- You can check with your medical provider listed below about scheduling a ride for you.

### Need more information?

- Go online to [seatbus.org](http://seatbus.org) or
- Call (740)454-8573. Select Option 1

We want to help you improve your health and make sure you get to your doctor's appointment. SEAT, along with organizations throughout the community, have a program to help you obtain transportation to your medical providers.

Our region has some of the most progressive public transportation in rural areas across the state. You can also find convenient bus stops located throughout your community. Let us do the driving for you.



# “One Stop Shop” Call Center

Muskingum  
Guernsey  
Noble



Validation/Billing

Customer Service  
Intake

Scheduling

Dispatching

STEP 1

# South East Area Transit



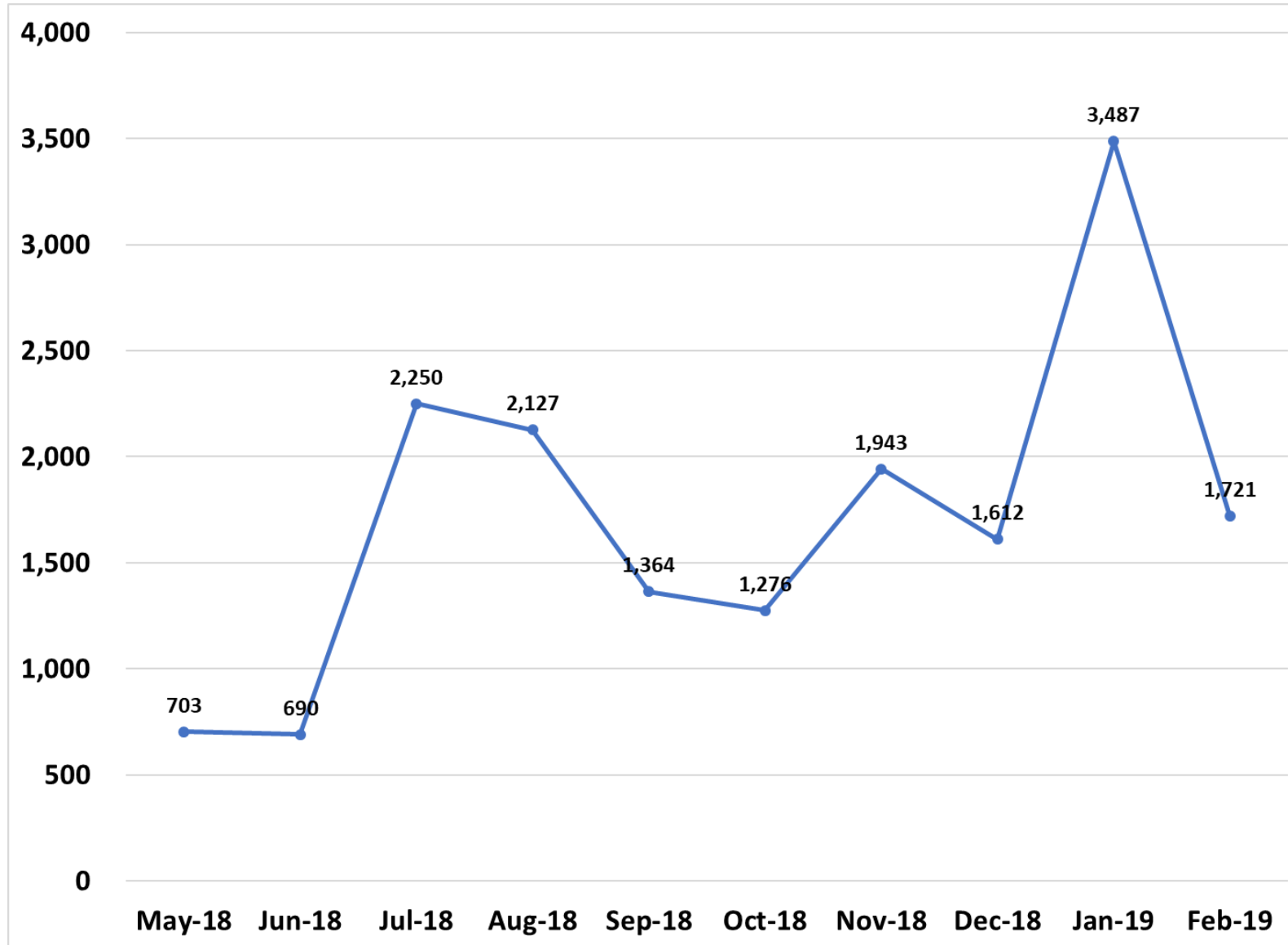
- Regional Transit Authority- Not Governed By City Or County
- “One Stop Shop” Call Center- 7 Staff Members
- Muskingum, Guernsey, Noble Counties
- SEAT Drivers, Vendor Drivers, Carr Center, Ambulance Company Vehicles
- All Employees Are Subject To Random Drug And Alcohol Testing/Training

Same Day Rides (Average) per Month	New Riders (Average) per Month	No Show Rate for Demand Route per Month	On Time to Appointment (Average)	On Time to Pick Up within 30 minutes (Average)
300	202	Decreased from 23% to approximately 3 %	Increased from 77% to 96%	86%

# Changing Lives



# Additional Scheduled Rides\*

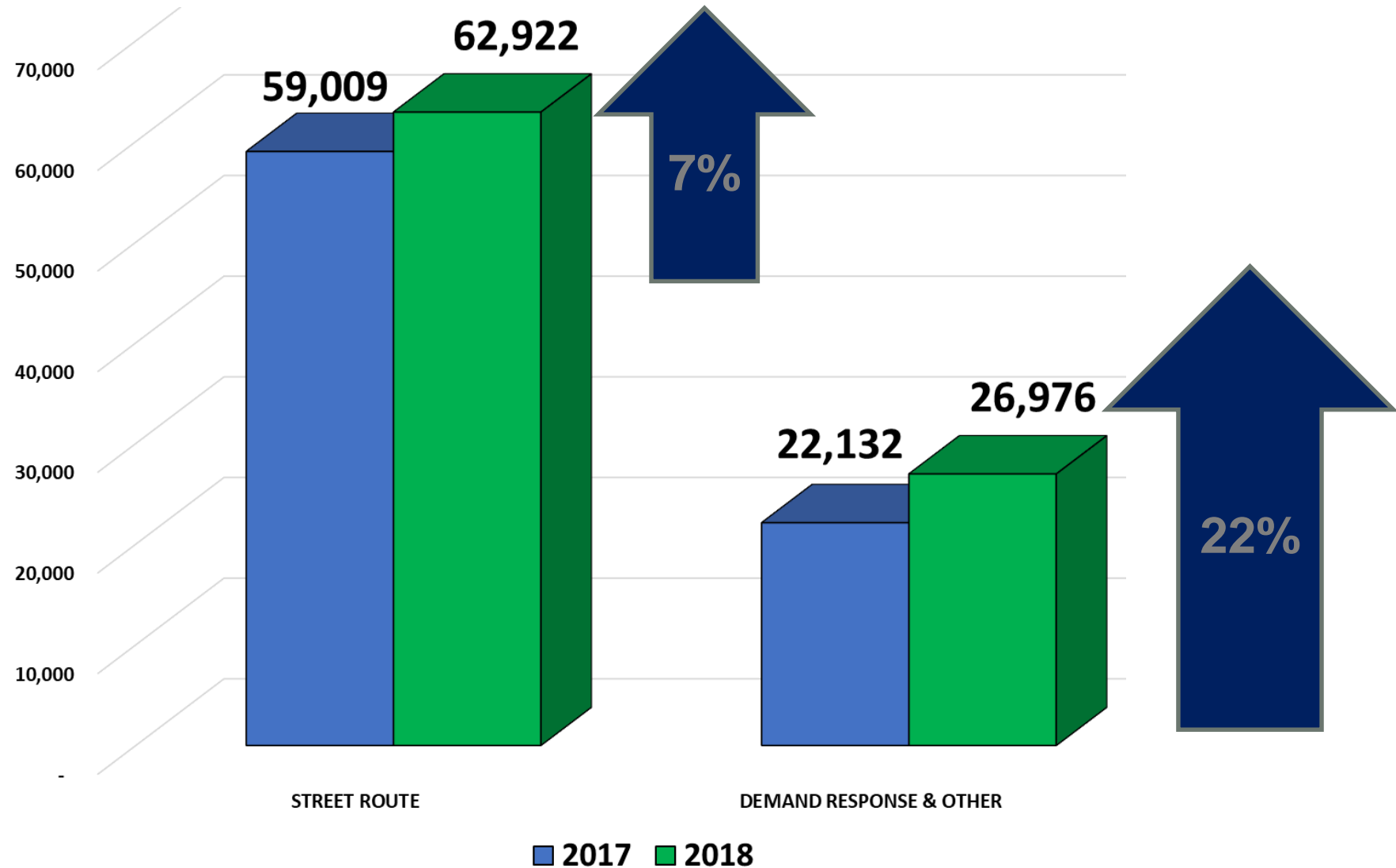


**Average Monthly Increase = 1,717**

**Cumulative Increase = 17,173**

\*Compared to the same month of the previous year

# Growth: Street Route and Demand



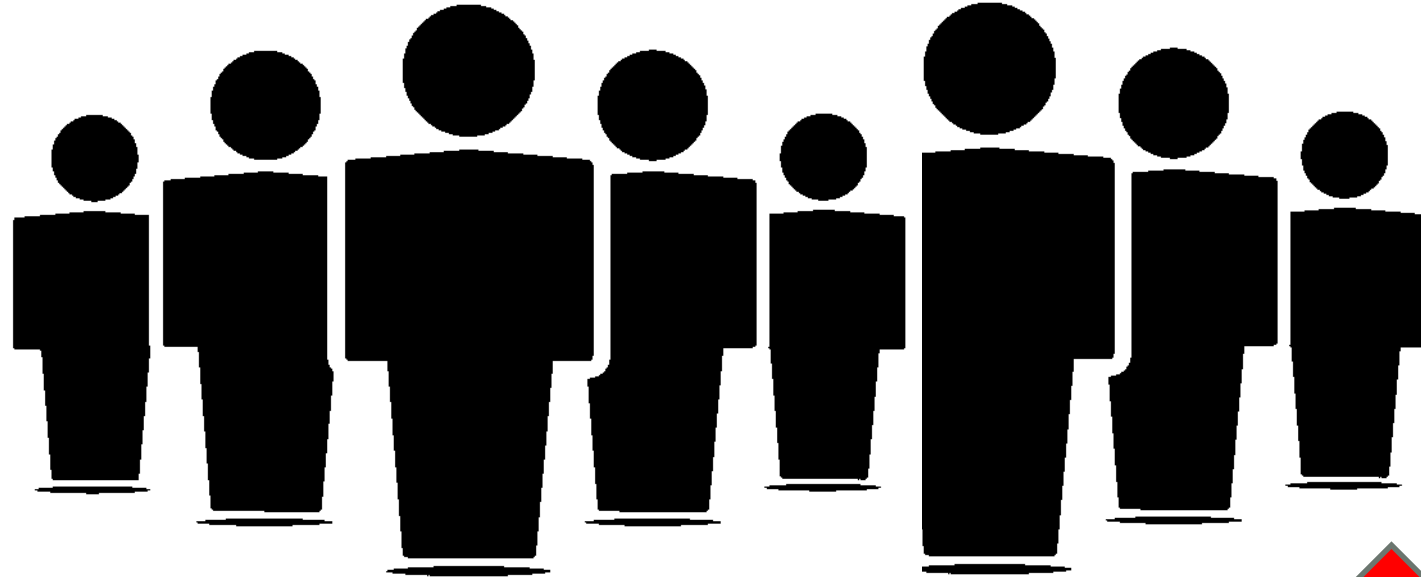


# Did We Make A Difference?



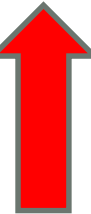
## ***MVHC Patients- 64 patients***

- ***Participated in pilot***
- ***Used the provided transportation***
- ***Had a statistically significant reduction (90% confidence) in No Show rate comparing 2017 to 2018 appointments***



## ***MVHC Patients- 26 patients***

- ***Participated in pilot***
- ***Did not complete transportation arrangement***
- ***Had an increase in their no show rate from 2017 to 2018***



# SEAT Platform for Community Transportation



## One-screen schedule control:

- Rely on one main screen as a dispatching hub
- Make on-the-fly changes to rides and routes
- View maps of rides and routes
- Pull up on-screen tracking of all vehicles
- Dramatically decrease dispatcher-to-driver radio chatter

The screenshot displays the SEAT Platform for Community Transportation interface. The top navigation bar includes tabs for Common Tasks, Master Pages, Reports, Billing, Utilities, and Help. The left sidebar contains buttons for Daily Schedule, Trip Validation, Subscription Trips, and New Reservation. The main area shows a search filter for 09/26/2014 and a table of rides. A tooltip for vehicle 100 (Dale Earnhardt Jr.) is visible, showing location, speed, and last GPS report. Below the ride table, there are two sections for vehicle status and a summary of rides in holding pen.

**Current Company:** Derek  
**Current User:** afox

**Search Filter:** Date: 09/26/2014, Search Text: , Provider: , Trips: , Rides: , Hold:

**Buttons:** AutoSchedule, Geocode Day, Refresh, Import Rides, More Options

Status	Trip #	Description	Available Times	Driver	Vehicle
Not Validated	1	Dispersed Route	07:00-11:00	Allison, Bobby - 8	None
In Transit		Location: 135 MORNINGSIDE DR, ASHEVILLE Minutes before next scheduled job: 192 Speed: 0 Last GPS Report: 9/26/2014 12:17:41 PM			
In Transit				Earnhardt Jr., Dale - 100	W/S
Validated				Patrick, Danika - 6	150
Validated				Johnson, Jimmie - 200	250
Validated				Labonte, Bobby - 7	300
Validated				Martin, Mark - 4	300

Status	Name	From	Pickup	Pickup Location	To	Dropoff Location	Dropoff	Priority	Mol	Will Call
Not Validated	Mantle, Mickey	American Legion :23 Deering	13:15	Portland, ME	Home:92 Taft Ave	Portland, ME	13:37	13:00 Pick	W	N
Not Validated	Cobb, Ty	American Legion :23 Deering	13:20	Portland, ME	Home:46 Terminal St; Suite L	Westbrook, ME	13:48	13:00 Pick	W	N
Not Validated	Lopez, Nancy	Waldo T Skillin Elementary Sc	14:30	South Portland, ME	Home:106 Hanover St.	Portland, ME	14:41	14:30 Pick	A	N
Not Validated	Street, Picabo	Waldo T Skillin Elementary Sc	14:31	South Portland, ME	Home:24 Melbourne St.	Portland, ME	14:50	14:30 Pick	A	N
Not Validated	Witt, Katarina	Falmouth Middle School:52 V	15:30	Falmouth, ME	Home:61 Belmont St	Portland, ME	16:14	15:30 Pick	A	N

No rides on trip.

Status	Name	From	Pickup	Pickup Location	To	Dropoff Location	Dropoff	Priority	Mol	Acct	Will Call
Not Validated	Henning, Peggy	Home:20 Little Ave	15:30	ME	Maine:104 Little Ave	Portland, ME	16:00	16:00 Drop	A	Pay	N
Not Validated	Fernandez, Lisa	Falmouth High School:74	15:30	Falmouth, ME	Home:58 Chase St.; Apt 1	South Portland, ME	16:00	15:30 Pick	A	OSEP	N
Not Validated	Lilly, Kristine	Community Counseling C	22:00	Portland, ME	Home:88 Monroe Ave	Brunswick, ME	22:30	22:00 Pick	A	LOG	N

35 rides in holding pen, 3 escorts, 2 children, 11 wheelchairs, 0 stretchers

**Vehicle: 100**  
**Driver: Dale Earnhardt Jr.**  
Please call passenger Picabo Street at (788)451-2511 and alert them of their scheduled pickup of 14:49.  
9/23/2014 10:43:42 AM

**Vehicle: 200**  
**Driver: Jimmie Johnson**  
Please call passenger Althea Gibson at (973)662-5131 and alert





Increased Contract Revenue by 8,685 trips

Passenger per service hours went from 1.2 to 4.6 on average (excludes OOT)

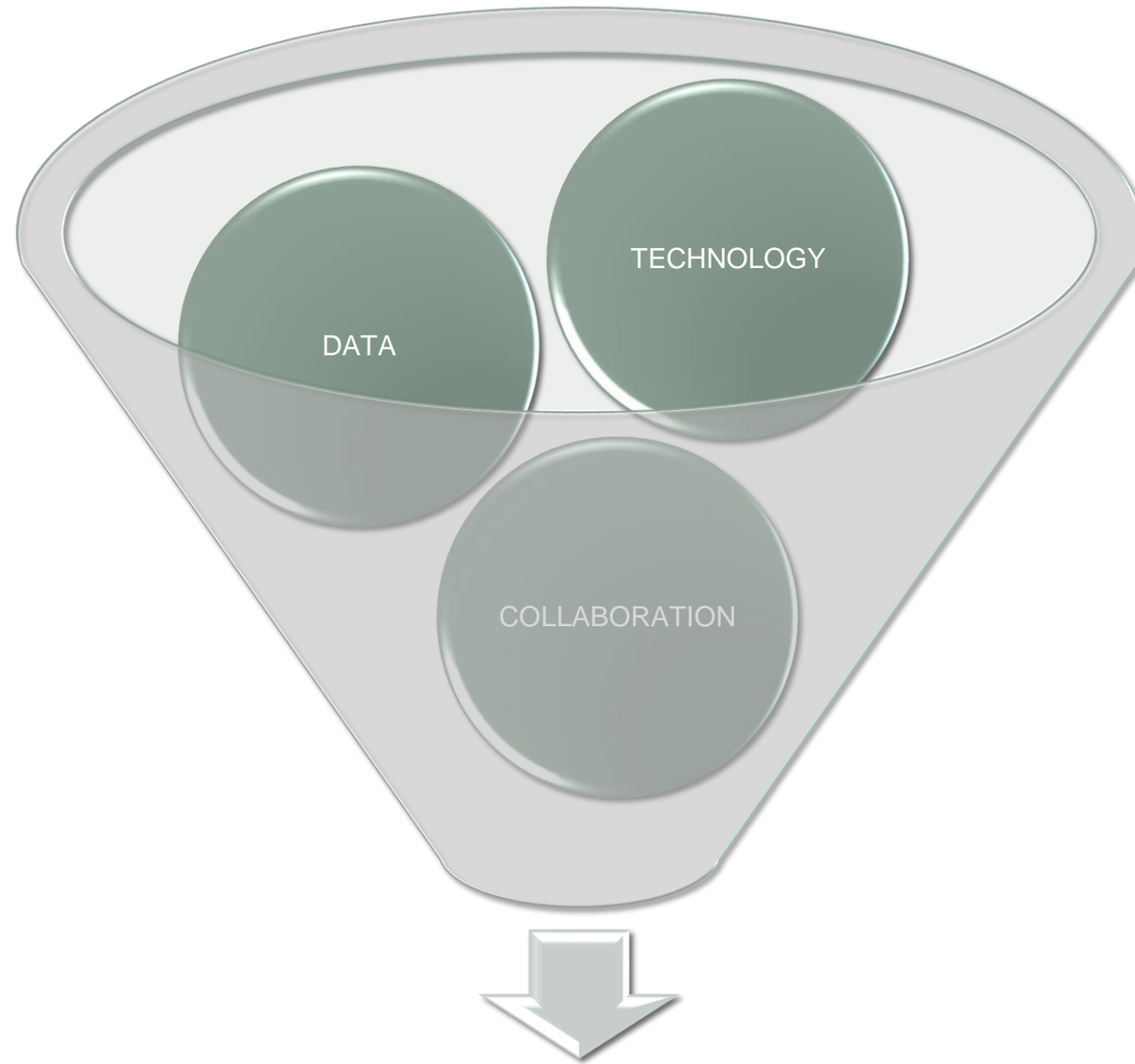
Same day trip requests added +150 per month

96% on-time performance

Growing relationships within the community.

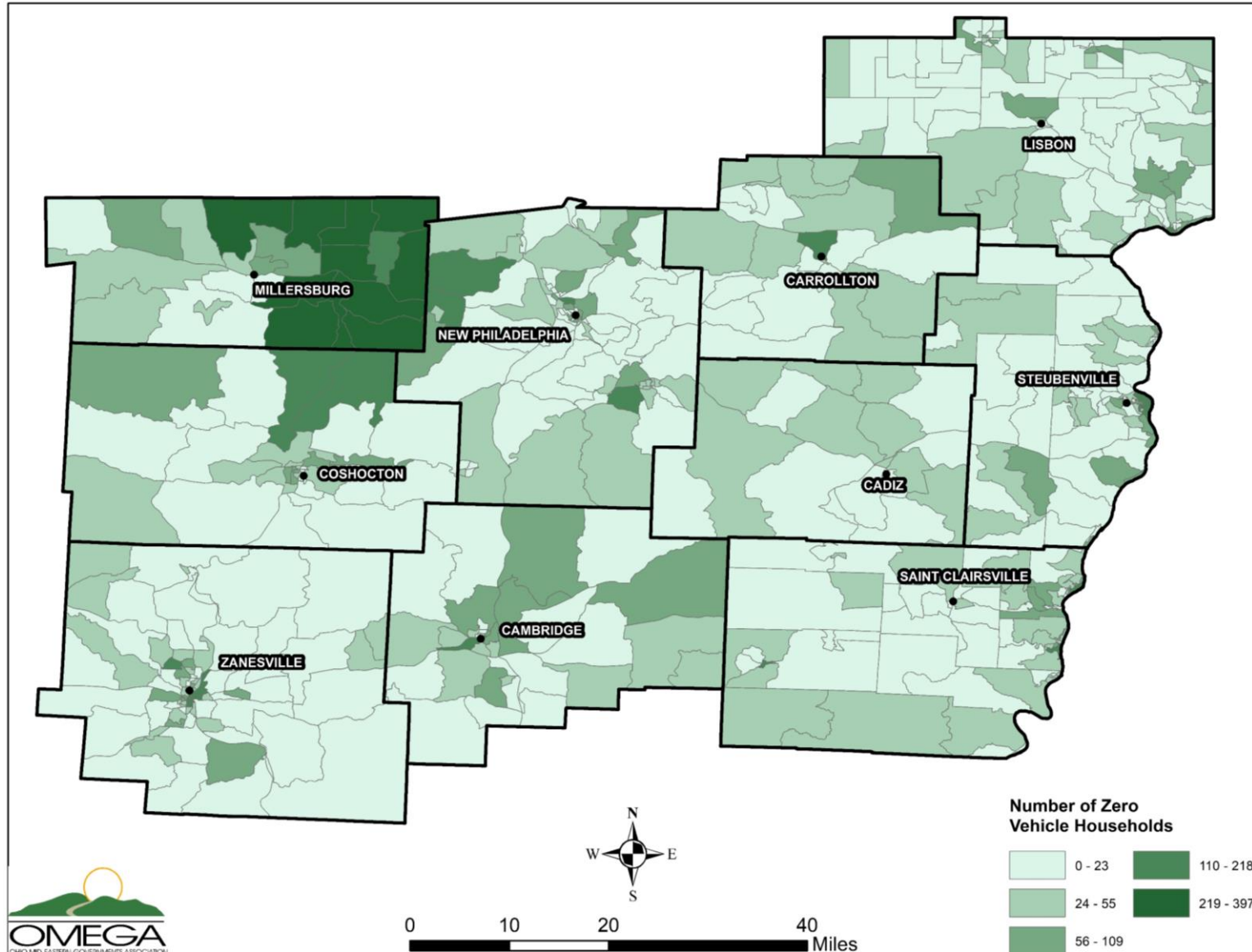
Decreased OT by \$38,368.59

# Ingredients



# RESULTS

# Future: Regional Coordinated Transportation



Thank You for Your Interest in:  
Public Transit and Community Health  
Questions and Comments

**From:** [Tracy Haines](#)  
**To:** [Shannon Hursey](#); [Sean Sammon](#); [Jeannette Wierzbicki](#)  
**Subject:** RE: Success Story for Regional Transportation  
**Date:** Friday, June 21, 2019 1:45:42 PM

---

Hi Shannon,

I just wanted to let you know Mr. Wesley Jones just stopped in to thank everyone involved in getting him to his vehicle. He was very pleased with all aspects of his ride today and appreciated the reasonable charges (\$29.12). Mr. Jones was quoted \$150 from another provider so we provided him with a much more affordable option. I gave him your information so he may reach out to you to express his gratitude as well.

Have a GREAT weekend!!!

Tracy

---

**From:** Shannon Hursey <slhursey@yahoo.com>  
**Sent:** Tuesday, June 18, 2019 10:37 AM  
**To:** 'Sean Sammon' <ssammon@omegadistrict.org>; 'Jeannette Wierzbicki' <jeannettew@omegadistrict.org>  
**Cc:** Tracy Haines <tracyhaines@coshoctoncounty.net>  
**Subject:** Success Story for Regional Transportation

Good Morning All,

Tracy Haines, Coshocton County Mobility Manager emailed me yesterday concerning options for a gentleman to get from Uhrichsville to Coshocton to pick up his automobile from a repair shop. Tracy and I emailed back and forth several times and worked out a coordinated trip. Tracy spoke with client this morning and he booked the trip. This trip is scheduled for Friday, June 21<sup>st</sup> and Horizons Rural Public Transportation will pick client up at his home in Uhrichsville and meeting Coshocton County Coordinated Transportation at the Park & Ride @ intersection of 36 & 751. Coshocton County Coordinated Transportation will then deliver him to his destination in Coshocton to pick up his car.

Shannon

Shannon Hursey  
Mobility Manager  
Tuscarawas County  
330-364-6611 Office

330-204-6524 Cell  
330-364-9291 Fax

.....ATTENTION..... The Following  
Message Was Received From Outside Our Organization. Only Open This Message and  
Attachments If You Are Expecting A Message From This Sender.....

NOTICE TO RECIPIENT: THIS E-MAIL IS MEANT FOR ONLY THE INTENDED  
RECIPIENT OF THE TRANSMISSION, AND MAY BE A COMMUNICATION  
PRIVILEGED BY LAW. IF YOU RECEIVED THIS E-MAIL IN ERROR, ANY REVIEW,  
USE, DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS E-MAIL IS  
STRICTLY PROHIBITED. PLEASE NOTIFY US IMMEDIATELY OF THE ERROR BY  
RETURN E-MAIL AND PLEASE DELETE THIS MESSAGE FROM YOUR SYSTEM.

**From:** [Sean Sammon](#)  
**To:** [Claudia Males](#)  
**Cc:** [Shannon Hursey](#)  
**Subject:** RE: transportation  
**Date:** Tuesday, June 4, 2019 2:58:00 PM

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Good afternoon Claudia,

I do remember, and thank you very much for following up with me on this. The Mobility Manager's name is Shannon Hursey. If you follow this link to our website and transit page, her contact information is listed here:

<http://omegadistrict.us/programs/transit/plans/tuscarawas/>

If you have trouble accessing this link, here's how you can reach her:

Shannon Hursey, Mobility Manager  
330-364-6611  
[slhursey@yahoo.com](mailto:slhursey@yahoo.com)

I also copied her to this email. I hope this helps and please keep in touch with how everything goes Claudia. Thank you and have a great day!



*Connecting Communities to Resources*

**Sean M. Sammon**  
**Transit Planner**  
Ohio Mid-Eastern Governments Association  
326 Highland Avenue, Suite B  
Cambridge, OH 43725  
(740) 439-4471 ext. 212 (Office)  
[ssammon@omegadistrict.org](mailto:ssammon@omegadistrict.org) | [www.omegadistrict.org](http://www.omegadistrict.org)

**From:** Claudia Males <claudia1227males@gmail.com>  
**Sent:** Tuesday, June 4, 2019 1:39 PM  
**To:** Sean Sammon <ssammon@omegadistrict.org>  
**Subject:** transportation

Mr. Sammon,

I spoke with you at the Health Fair at the Senior Citizens Center in Dover OH in May regarding transportation to and from the Akron/Canton Airport. You asked that I e-mail you for information of someone else to contact regarding this matter. My transportation need to and from the airport will be in November 2019, so I do have a little time to get my travel plans in order. Please supply me

with the name of whom I need to contact.

Thank you in advance for your assistance in this matter

Claudia Males

[claudia1227males@gmail.com](mailto:claudia1227males@gmail.com)



**From:** [Shannon Hursey](#)  
**To:** ["Howard Stewart"; athompson@seatbus.org](#); ["Karen Couch"; "Sonja Leggett, Transit Director"; "Shon Gress"; "Tracey DeMattio"](#)  
**Cc:** ["Tracy Haines"; Sean Sammon; Jeannette Wierzbicki; dmerrill@htcci.org](#)  
**Subject:** Regional coordination of trip  
**Date:** Tuesday, May 7, 2019 11:31:03 AM

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All,

I just received a phone call from a gentleman with the following situation. Matt with Go Bus told him to call me for help

Mr. Johnson is flying his small airplane into Harrison County for some painting repairs and is needing to go back home to Dayton area

June 20 or 21 is the date and he needs to be in Wheeling at the greyhound station @2:30 pm. I took Mr. Johnson phone number and told him I would call him back.

After thinking this through, I started making phone calls with a plan. We can route him out of Zanesville, working with Harrison County and Tuscarawas County meeting and then handing off to Muskingum County. Just got off the phone with Mr. Johnson to explain that we can make this happen if he is willing to catch the Greyhound in Zanesville and do it on the 20th. He was very pleased that we had a plan and could get him home. Cost of coordinated trip approximately \$26 plus the greyhound ticket. Mr. Johnson will call me back after he has finalized his plans. I told him to give me a couple of weeks to get everything set.

Shannon

Shannon Hursey  
Mobility Manager  
Tuscarawas County  
330-364-6611 Office  
330-204-6524 Cell  
330-364-9291 Fax

**From:** [Shannon Hursey](#)  
**To:** [Sean Sammon](#)  
**Cc:** [Olivia.Hook@dot.ohio.gov](mailto:Olivia.Hook@dot.ohio.gov)  
**Subject:** Regional Coordination Today  
**Date:** Friday, July 27, 2018 10:18:18 AM

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Sean,

I just had this happen and wanted to share my excitement. Social worker at Trinity Twin City Hospital in Dennison called to say they had a young man (domestic violence) in the ER and he needed to go to the domestic shelter in Carrollton. I called around in Tuscarawas County to see if we had any available. We didn't so I called Carroll County Transit and talked to Trisha and she called me back and they had a pickup in Uhrichsville around 2 pm. They are going to pick him up for \$8.50 and take him. The young man has no money so between the hospital and my small Santa fund we will coordinate funds and transportation to get him somewhere safe. It is a small win for regional coordination of transportation services.

Have a great weekend

Shannon

**Shannon Hursey**  
**Mobility Manager**  
**Tuscarawas County**  
**330-364-6611 Office**  
**330-204-6524 Cell**  
**330-364-9291 Fax**

**From:** [Howard Stewart](#)  
**To:** [Sean Sammon](#)  
**Subject:** SEAT's Fixed Route Job Buffer  
**Date:** Monday, June 10, 2019 11:24:28 AM  
**Attachments:** [Zanesville LEHD Map Half Mile Job Buffer.pdf](#)

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Hello Sean,

While going thru our redesign on our fixed route this information was plotted by the consultant.

These are the jobs within a ½ mile of our fixed route service in Zanesville.

Thanks,

**Howard Stewart, Jr.**

**Transit Director**

South East Area Transit

375 Fairbanks Street

Zanesville, Ohio 43701

740-454-8574

740-454-7449(FAX)

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

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



**From:** [Shannon Hursey](#)  
**To:** [Sean Sammon](#); [Jeannette Wierzbicki](#)  
**Subject:** Success Story for Regional Coordination Transportation  
**Date:** Thursday, June 20, 2019 11:55:13 AM

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Sean & Jeannette,

I just scheduled a short term coordination trip between Horizons Rural Public Transportation and Harrison County Rural Transit. We are transporting a 69-year-old woman for work. She works for Harcatus and needs to go from Dennison to Cadiz 4 days a week. She is trying to secure reliable transportation but till she does Horizons will pick her up in Dennison and transport to park & ride at 250/151 and Harrison County will pick her up and take her to Cadiz and then reverse trip home.

Shannon

Shannon Hursey  
Mobility Manager  
Tuscarawas County  
330-364-6611 Office  
330-204-6524 Cell  
330-364-9291 Fax

**From:** [Shannon Hursey](#)  
**To:** [Sean Sammon](#); [Jeannette Wierzbicki](#)  
**Cc:** ["Tracy Haines"](#)  
**Subject:** Success Story for Regional Transportation  
**Date:** Tuesday, June 18, 2019 10:37:19 AM

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Good Morning All,

Tracy Haines, Coshocton County Mobility Manager emailed me yesterday concerning options for a gentleman to get from Uhrichsville to Coshocton to pick up his automobile from a repair shop. Tracy and I emailed back and forth several times and worked out a coordinated trip. Tracy spoke with client this morning and he booked the trip. This trip is scheduled for Friday, June 21<sup>st</sup> and Horizons Rural Public Transportation will pick client up at his home in Uhrichsville and meeting Coshocton County Coordinated Transportation at the Park & Ride @ intersection of 36 & 751. Coshocton County Coordinated Transportation will then deliver him to his destination in Coshocton to pick up his car.

Shannon

Shannon Hursey  
Mobility Manager  
Tuscarawas County  
330-364-6611 Office  
330-204-6524 Cell  
330-364-9291 Fax

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## SVRTA to offer round-trip to Robinson Township

STEUBENVILLE — Beginning Monday, Steel Valley Regional Transit Authority will offer weekday round-trip service to Robinson Township.

*“SVRTA has been working to make this happen for a long time and is proud to offer the residents of our community new opportunities in transportation,”* the authority said in a release issued Friday. *“(We’re) excited to offer this (service) not only for the holiday season, but into 2019 as well so commuters have reliable transportation for work.”*

The Robinson route will cost \$5 each way, but those with a SVRTA yearly pass can ride free.

SVRTA’s Saturday route will operate as usual.

For information, contact Frank Bovina at (740) 282-6145 or [fbovina@svrta.com](mailto:fbovina@svrta.com), or visit [SVRTA.com](http://SVRTA.com).

Last December, SVRTA began offering Saturday service to Robinson Township, including Settler’s Ridge and the Malle at Robinson.

According to Bovina, the expanded holiday service was in response to requests.

*“This is an exciting expansion of service for us because it means so much to our riders and gives us the chance to reach riders who may get around fine locally, but don’t have access to transportation into Pittsburgh,”* Bovina stated previously.

Weekday service to Robinson Township will begin from the SVRTA Transit Center at 7:30 a.m., and from Eastern Gateway Community College at 7:40 a.m. Stops include Weirton Medical Center, Giant Eagle at Settler's Ridge, the food court entrance to the Mall at Robinson, near Ikea and Ditka's.

Saturday service leaves from the transit center at 10 a.m. and from EGCC at 10:45 a.m. Stops include WMC, Giant Eagle, the Mall at Robinson and near IKEA.



**From:** [Panini Chowdhury](#)  
**To:** [Sean Sammon](#)  
**Subject:** SVRTA Steubenville-Robinson Township PA Passenger number  
**Date:** Thursday, April 18, 2019 11:19:18 AM

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Hi Sean,

SVRTA started their Steubenville-Robinson township trips from December 2018. Until now, they carried total 444 passengers in total in this route. 54 of them in Saturday and rest of them in weekdays. If you need more information on that, please contact with Tim.

<http://www.heraldstaronline.com/news/local-news/2018/12/svrta-to-offer-round-trip-to-robinson-township/>

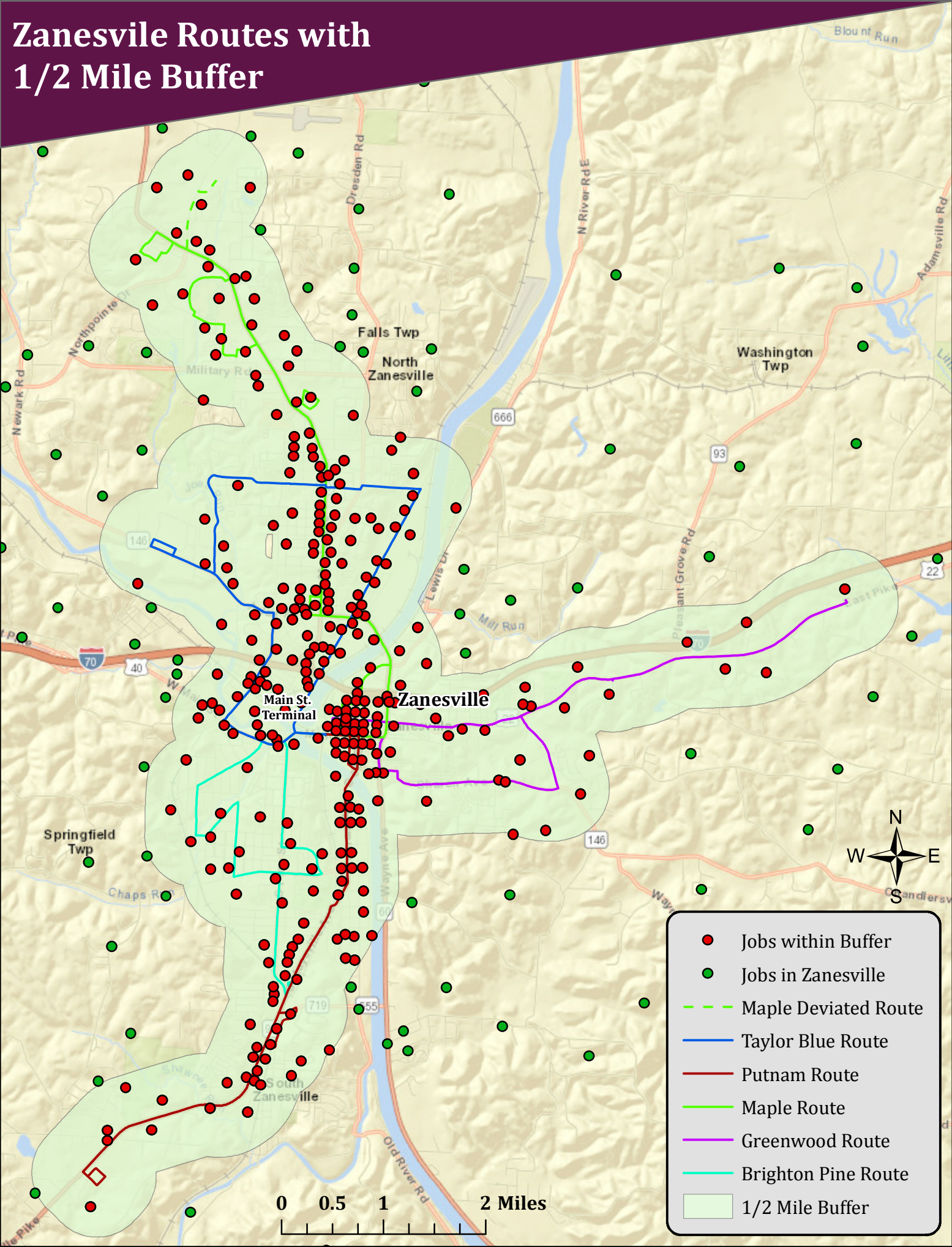
Thanks,

Panini.

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# Zanesville Routes with 1/2 Mile Buffer



# **Mid-Ohio Mobility Solutions**

## **Regional Call Center**

### **Success Stories**

- 1) Donna Bryan was previously visiting her husband 3 times a week at a nursing home in Muskingum county for \$12 a week through SEAT. Her husband was moved to a Nursing home in Morgan County. Donna wanted to continue to visit her husband multiple times a week, but wasn't going to be able to afford a huge increase in pay. Since her husband was now out of Muskingum County, we would have to look into other transportation options due to SEAT not servicing Morgan County. The Call Center was able to get in touch with Morgan County Public Transit, explain the situation, and workout a fare. We also communicated with SEAT and did the same thing. SEAT was willing to wave some fees and reduce Donna's rate to keep her fare as low as possible. The plan- On Wednesdays, SEAT would pick Mrs. Bryan up from her residence in Muskingum County and transport her to the Morgan county line where, Morgan County Public Transit would pick her up and take her to the nursing home, pick her up from the nursing home and bring her back to the county line where, SEAT would then pick her back up and take her home. On Fridays, SEAT would pick Mrs. Bryan up from her residence in Muskingum County, bring her to the SEAT bus station where, Morgan County Public Transit would pick her up and take her to the nursing home and then return her to the SEAT bus station, and then, SEAT would return her to her residence. This is a standing order with both counties. Her cost to see her husband for 2 out of county round trips is only \$16.00 a week. Mrs. Bryan was extremely pleased with the outcome of the situation and is very happy that she gets to continue her visits with her husband.

2) Joey Hunt was released from prison with a prepaid ticket for Greyhound and \$50 credit for a cab fare. The Greyhound ticket was to take Joey to Portsmouth Ohio and then he would get a cab to take him to the Kentucky state line where he would then be staying in a pre-established homeless shelter. The Greyhound bus did not show up to pick Joey up and therefore he missed very important appointments and was on the verge of losing his bed at the homeless shelter. He also had to spend the night in a town that he had never been to before and was unfamiliar with. The Call Center communicated with SEAT who did some research and found that the events that happened were in no fault to the passenger. SEAT covered the cost of a new Greyhound Bus ticket and wrote a letter on Joey's behalf stating that it was not his fault that he missed his appointments and was not at the homeless shelter at the designated time frame. The Call Center contacted the Belmont county correctional facility about the \$50 cab fare and put them in contact with Joey. Joey was able to make it to his designation and was grateful for the help that he received from the Call Center and from SEAT.

3) Zona Gabbard was sent to us from Annette at Genesis of Cambridge. Zona was diagnosed with cancer and was going to be receiving treatment in Columbus at the cancer center. Zona is a private pay patient not eligible for Medicaid or public assistance. The Call Center looked into quite a few transportation options and was not having any luck coming up with anything that would not break the bank. The cheapest option we could find in her area was SEAT with a round trip ticket costing \$190.00. Zona would need a total of 4 appointments that she was aware of for certain. The Call Center started looking into funding for the transportation and was able to communicate with the Cancer Coalition. The Call Center put Zona in contact

with them and they were able to fund all of the transportation costs for every appointment. SEAT will be transporting Zona to and from her appointments and the Cancer Coalition will be paying the fares. Now Zona can focus on what is important and put the stress of everything else behind her.

- 4) Bryan Gadd is a current SEAT passenger. He was brought to the Call Centers attention from People to People Counseling. Bryan lives in an apartment complex that is not wheelchair accessible. There is currently no wheelchair ramp installed outside of his apartment. Currently the SEAT bus driver has to carry Bryan's wheelchair to the bus while Bryan scoots down the stairs/walkway to the bus. It is the same when they return to drop Bryan back to his residence. This is unsafe for the SEAT driver and for Bryan. The Call Center was made aware that Bryan has a wheelchair ramp at his previous residence that is portable and easily transported. It would just require a large truck and a few volunteers. The Call Center started calling local Non-Profits immediately. A few dead ends were hit in the beginning, but phone call after phone call kept being made. The Call Center finally reached out to Zemba Brothers in a last attempt to get this Mr. Gadd his dignity and quality of life back. Zemba Brothers were eager to help and jumped on the opportunity. All the necessary information was given and they have been in contact with Mr. Gadd to set up arrangements for the transport and set up to take place. This will make life much easier for Bryan and give him the quality of life he deserves.