

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. These adjustments will improve the network of transportation resources and services in Belmont, Carroll, Columbiana, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum, and Tuscarawas counties and across county lines.

OMEGA and the Regional Coordinated Council identified stakeholders to participate in the assessment of available transportation services. These stakeholders include representatives from each county's lead agencies, transit agencies, human service transportation organizations, mobility managers, job & family services, senior centers, board of developmental disabilities, metropolitan planning organizations, and members from the public which include seniors and people with disabilities.

Interviews were conducted with or information was collected from 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.

All Transportation Service Provider Information Tables located are in **Appendix E**. For the sake of efficiency, that information was summarized for use by the regional transportation service providers as well as the general public. The information is summarized on the following pages in the *Regional Transportation Service Provider List, Existing Transportation Service, and Inventory of Available Transportation Service Providers*. This is followed by an analysis of the community support of available services, the overall safety of the transportation providers in the region, and a general overview of the vehicle support in the region. This will then lead into an analysis of Origin-Destination Analysis from 2017 submitted by transportation service providers volunteering their trip data for annual comparisons for the future.

TRANSPORTATION SERVICE PROVIDERS	
BELMONT COUNTY	• Barnesville Taxi Service*
	• Belmont County Dept of Job & Family Services (BCDJFS)
	• Eastern Ohio Regional Transit Authority (EORTA)/ Ohio Valley Regional Transit Authority (OVRTA)
	• Martins Ferry EMS
	• National Church Residences
	• Neffs Fire Department
	• Senior Services of Belmont County (SSOBC)
CARROLL COUNTY	• Carroll County Board of Developmental Disabilities - Carroll Hills School (CCBDD)
	• Carroll County Board of Developmental Disabilities – Community Employment (CCBDD)
	• Carroll County Council on Aging
	• Carroll County Jobs & Family Services (Carroll Co JFS)
	• Carroll County Transit
COLUMBIANA COUNTY	• Alpha Care
	• ASI (Ambulance Service Inc)
	• Calcutta Health Care Center
	• CARTS- Community Action Agency
	• Change, Inc
	• Checker Transportation
	• Columbiana County Educational Service Center
	• Columbiana County Veterans Service Commission
	• Covington Skilled Nursing
	• EDI
	• EMT (Emergency Medical Transport)
	• Essex of Salem
	• Head Start – Community Action Agency
	• KLG Mobile Intensive
	• Lifeteam EMS
	• North Star Critical Care
	• The Orchards of East Liverpool
	• Parkside Health Care
	• Paul's Cab Company
	• Quaker Cab Company
	• Tri-State Cab Company
	• Vista Center
	• We Are Blessed Transportation
	• Wee The People
COSHOCKTON COUNTY	• Coshockton County Coordinated Transportation Agency (CCCTA)
	• Coshockton Senior Center
	• Hopewell Industries, Inc.

COSHOCTON COUNTY (continued)	<ul style="list-style-type: none"> Residential Home for the Developmentally Disabled (RHDD) Veteran's Service Commission
GUERNSEY COUNTY	<ul style="list-style-type: none"> Countryview Assisted Living Guernsey County Department of Job and Family Services Guernsey County Senior Citizens Center Guernsey County Veteran's Services South East Area Transit Society for Equal Access
HARRISON COUNTY	<ul style="list-style-type: none"> Harrison County Department of Jobs and Family Services (HCDJFS) Harrison County Public Transit Harrison County Veteran Services Commission
HOLMES COUNTY	<ul style="list-style-type: none"> Holmes County Board of Developmental Disabilities (HCBDD) Holmes County Council on Aging, Inc. Holmes County Jobs & Family Services (HCJFS) Holmes County Veterans Services Lynn Hope Industries Precious Angel Transportation
JEFFERSON COUNTY	<ul style="list-style-type: none"> Checker Transportation/Ambulance Services, Inc. PALS, Chrysalis Health Prime Time Office on Aging Steel Valley Regional Transit Authority TranSmart USA
MUSKINGUM COUNTY	<ul style="list-style-type: none"> Allwell Behavioral Health Genesis HealthCare System Muskingum County Board of Developmental Disabilities Muskingum County Center for Seniors Muskingum County Job & Family Services Quality Care Partners South East Area Transit The Carr Center Zanesville-Muskingum County Health Department
TUSCARAWAS COUNTY	<ul style="list-style-type: none"> Community Mental Healthcare Inc Horizons of Tuscarawas & Carroll Counties Inc Society for Equal Access (SEA) Tuscarawas County Job & Family Services Tuscarawas County Senior Center

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 71 different organizations provided information about their services.

Mobility Management Program

LIST OF MOBILITY MANAGERS					
County	Name	Agency	Address	Phone	Email
Current Coverage (2019)					
Carroll, Guernsey, Harrison, Muskingum** Tuscarawas	Shannon Hursey	Senior Center of Tuscarawas County	425 Prospect St, Dover, OH 44622	330-364-6611	slhursey@yahoo.com
Columbiana†	Deb Hill	Community Action Agency of Columbiana County (CAAofCC)	7880 Lincoln Pl, Lisbon, OH 44432;	330-870-4345	Deb.Hill@caaofcc.org
Coshocton	Tracy Haines	Coshocton County Coordinated Transportation Agency (CCCTA)	401 Main Street, Coshocton, OH 43812	740-623-2564	tracyhaines@coshoctoncounty.net
Future Addition Determination (2020)					
Belmont*	TBD	National Church Residences Transportation Services, LLC	485 North Street, Barnesville, Ohio 43713	740-619-0239	PHickenbottom@nationalchurchresidences.org
Muskingum County**	TBD	South East Area Transit (SEAT)	375 Fairbanks Street, Zanesville, Ohio 43701	740-454-8574	director@seatbus.org

*Muskingum County is currently covered by Shannon Hursey until responsibilities are transferred to a representative from SEAT

**Belmont County has been selected by ODOT Office of Transit to begin Mobility Management services in 2020, a representative will be named at that time

Transportation Service Providers Details

BELMONT COUNTY

Agency Name: Barnesville Taxi Service

Transportation Service Type: Taxi service contracted with BCDJFS

Other Services Provided: Airport Transportation, Courier & Delivery Service

Contact Information: 611 Bond Ave., Barnesville, OH 43713; (740) 425-9900/(740) 425-9850, Aaron Wildman, Director, barnesvilletaxi@yahoo.com

Hours: Monday – Friday, 9:00 am to 5:00 pm

Service Area: Belmont County

Eligibility Requirements: None

Website: <https://www.facebook.com/pages/Barnesville-Taxi-Service/110822622315968>

Agency Name: Belmont County Department of Job and Family Services (BCDJFS)

Transportation Service Type: Contract with Transportation Service Providers (Barnesville Taxi, Martins Ferry EMS, National Church Residences, Neffs Fire Department)

Other Services Provided: Jobs and Family Services, Gas Vouchers, Bus Tokens, Gas Cards

Contact Information: 310 Fox Shannon Pl, Saint Clairsville, OH 43950; (740) 695-1074, Vince Gianangeli, Director, vince.gianangeli@jfs.ohio.gov

Hours: Monday – Friday, 8:30 am to 4:30 pm

Service Area: Belmont (Primary)

Eligibility Requirements: Medicaid Eligible

Website: www.jfs.ohio.gov

Agency Name: Eastern Ohio Regional Transit Authority (EORTA)/Ohio Valley Regional Transit Authority (OVRTA)

Transportation Service Type: Transportation Service and Options/Buses/Fixed Routes

Other Services Provided: None

Contact Information: 21 S. Huron Street, Wheeling, WV 26003; (304) 232-2190, Lisa Weisher, Director, weisher@ovrta.org

Hours: Monday – Saturday, 6:00 am to 6:30 pm

Service Area: Eastern Belmont County and Wheeling, WV area (both sides of the river)

Eligibility Requirements: None

Website: <http://www.ovrta.org/>

Agency Name: Martins Ferry EMS

Transportation Service Type: Demand response and BCDJFS

Other Services Provided: Emergency medical care to patients suffering illness or injury within the city of Martins Ferry and surrounding communities; also provides Non-Emergency Medical Transportation for clients/patients to and from medical appointments

Contact Information: 640 S. Zane Hwy, Martins Ferry, OH 43935; (740)633.0515, Chief Mike Cooper, chiefcooper@comcast.net

Hours: Monday – Friday, 8:00 am to 5:00 pm; weekends and after hours by appointment only

Service Area: Martins Ferry and surrounding communities

Eligibility Requirements: Contracts/Medical Necessity

Website: N/A

Agency Name: National Church Residences

Transportation Service Type: Public Not-for-Profit/On Demand

Other Services Provided: Affordable Housing, Service Coordination, and Transportation

Contact Information: 485 North St., Barnesville, OH 43713; (740) 425-9001, Peggy Hickenbottom, Director of Community and Housing-Based Transportation, phickenbottom@nationalchurchresidences.org

Hours: 24/7

Service Area: Belmont County

Eligibility Requirements: None

Website: www.nationalchurchresidences.org

Agency Name: Neffs Fire Department

Transportation Service Type: Demand response and BCDJFS with wheelchair and courtesy vans

Other Services Provided: Fire Response and EMS Services to residents in their coverage area

Contact Information: 54044 Pike St, Neffs, OH 43940; (740) 676-5563, Chief Mike Knowlton, nsdchief32@gmail.com

Hours: When needed by clients

Service Area: Belmont County

Eligibility Requirements: General public eligible for medical trips and BCDJFS eligible

Website: <http://www.neffsfire.org/>

Agency Name: Senior Services of Belmont County (SSOBC)

Transportation Service Type: Public Nonprofit/On Demand

Other Services Provided: Home bound and congregate nutrition services, homemaking, personal care, Non-Emergency Medical Transportation, and senior centers

Contact Information: 67650 Oakview Drive, Saint Clairsville, OH 43950; (740) 695-4142, Michael McBride, Center Director, Michael.mcbride@ssobc.com

Hours: Monday – Friday, 7:00 am to 3:00 pm

Service Area: Belmont County

Eligibility Requirements: 60 years old and a resident of Belmont County

Website: www.ssobc.com

CARROLL COUNTY

Agency Name: CCBDD - Carroll Hills School

Transportation Service Type: Student busing for school

Other Services Provided: Field Trips

Contact Information: 540 High St. NW, Carrollton, OH 44615; (330) 627.6555; Ray Heaston, rheaston@carrollhills.com

Hours: Monday – Friday, 8 a.m. to 4 p.m.

Service Area: Carroll

Eligibility Requirements: 3-21 age enrolled student with Individualized Education Program (IEP)

Website: <http://www.carrollhills.com>

Agency Name: CCBDD - Community Employment

Transportation Service Type: Adult Commute to/from employment

Other Services Provided: None

Contact Information: 540 High St. NW, Carrollton, OH 44615; (330) 627-6555, Ray Heaston,
rheaston@carrollhills.com

Hours: Monday – Saturday, 7:00 am to 8:00 pm

Service Area: Carroll

Eligibility Requirements: Must have a developmental disability

Website: <http://www.carrollhills.com>

Agency Name: Carroll County Council on Aging

Transportation Service Type: Transit services around Carrollton for general errands, transit services for medical appointments

Other Services Provided: Home-delivered meals, site meals, transit services around Carrollton for general errands, transit services for medical appointments, assistance paying for legal services, information and referral assistance, and a variety of social activities.

Contact Information: 100 Kensington Rd. NE, Carrollton, OH 44615; (330) 627.7017, Tonya Myers,
tmyers@carrollcountyohio.us

Hours: Monday – Friday, 8:00 am to 4:00 pm

Service Area: Carroll

Eligibility Requirements: Age 60 or above. Appointments for doctor's visits only for out of town. In village is general errands.

Website: <http://carrollcountyohio.us/agencies-and-departments/senior-citizens-friendship-center/>

Agency Name: Carroll County Jobs & Family Services

Transportation Service Type: Vouchers for Non-Emergency Medical Transportation (NEMT)

Other Services Provided: Jobs and Family Services, Gas Vouchers, Bus Tokens, Gas Cards

Contact Information: 95 E. Main St., Carrollton, OH 44615; (330) 627-2571, Kate Offenberger,
Kate.Offenberger@jfs.ohio.gov

Hours: Monday – Friday, 7:45 am to 4:30 pm

Service Area: Carroll

Eligibility Requirements: County resident – NEMT Vouchers

Website: <https://www.carrollcountyjfs.com/>

Agency Name: Carroll County Transit

Transportation Service Type: Demand response, origin to destination, advanced reservations, shared ride transportation services; transit is open to the public including persons with disabilities

Other Services Provided: None

Contact Information: 2205 Commerce Dr., Carrollton, OH 44615; (330) 627-1900, Sonja Leggett, Director; sleggett@carrollcountyohio.us

Hours: Monday – Friday, 6:00 am to 6:00 pm

Service Area: Carroll

Eligibility Requirements: None

Website: <http://carrollcountyohio.us/agencies-and-departments/carroll-county-transit/>

COLUMBIANA COUNTY

Agency Name: Alpha Care

Transportation Service Type: Closed system for sheltered workshop participants only

Other Services Provided: Some limited trips for medical reasons for participants

Contact Information: 16808 St. Clair Ave., East Liverpool, Ohio 43920; (330) 368-0285

Hours: Monday – Friday, 9:00 am to 3:00 pm

Service Area: To and from center from all of Columbiana County

Eligibility Requirements: Medicaid funded, closed system for agency clients only

Website: none

Agency Name: Calcutta Health Care Center

Transportation Service Type: Closed system for residents only: medical, dialysis and activity transportation for residents

Other Services Provided: None

Contact Information: 48444 Bell School Road, East Liverpool, Ohio 43920; (330) 385-7100

Hours: Monday – Friday, 6:00 am until finished and occasionally weekend trips for activity outings or medical appointments

Service Area: Columbiana County and nearby medical centers (Pittsburgh, Beaver, Cleveland, Akron)

Eligibility Requirements: Resident of the center

Website: www.chccompanies.com/calcutta

Agency Name: CARTS- Community Action Agency

Transportation Service Type: Origin to Destination, Fixed Route, Fixed Route with Deviation Service, public transit system

Other Services Provided: Passenger assistance when requested

Contact Information: 7880 Lincole Place, Lisbon, Ohio 44432; (330) 424-4015

Hours: Monday – Friday, 5:30 am to 6:00 pm; 6:00 pm to 10:00 pm in E. Liverpool/ Wellsville; Sat 8:30 am to 4:00 pm in Salem/Columbiana/East Liverpool/Wellsville; Monday – Friday 7:00 am to 8:30 pm for Deviated Fixed Route

Service Area: Columbiana County or within 50 miles of the pick-up location without crossing state lines

Eligibility Requirements: Trip must originate or terminate within Columbiana County

Website: www.cartsonline.org

Agency Name: Change, Inc

Transportation Service Type: Contract and non-emergency transportation (part of CAA in Newel, WV contracted for NET trips through CARTS)

Other Services Provided: None

Contact Information: 1151 Washington Street, Newell, WV 26050; In OHIO call (330) 424-1637; (304) 459-4010

Hours: Monday – Friday, 8:00 am to 8:00 pm and trips by appointment to Saturday dialysis centers

Service Area: In Ohio, Columbiana and Jefferson counties; in WV, Hancock, Brooke, Ohio and Marshall counties

Eligibility Requirements: Can only access through CARTS in Ohio for NET trips only

Website: www.changeinc.org

Agency Name: Checker Transportation
Transportation Service Type: Taxi Service
Other Services Provided: none
Contact Information: 1439 Sunset Blvd., Steubenville, Ohio 43952; (740) 283-1757
Hours: 24/7
Service Area: Tri-county area
Eligibility Requirements: None, but medical only trips need to be contracted through insurance or managed care providers
Website: none

Agency Name: Columbiana County Educational Service Center
Transportation Service Type: School bus and education bus system for their own students and Lisbon schools
Other Services Provided: Might consider providing trips for others on case by case basis
Contact Information: 38720 Saltwell Road, Lisbon, Ohio 44432; (330) 424-9591
Hours: Monday – Friday, 6:30 am to 5:00 pm on school days with an occasional weekend field trip
Service Area: Columbiana County but can leave county for field trips
Eligibility Requirements: Children enrolled in one of the school programs or attending Lisbon schools
Website: www.ccesc.k12.oh.us

Agency Name: Columbiana County Veterans Service Commission
Transportation Service Type: Closed system for medical appointments for Veterans only
Other Services Provided: None
Contact Information: 7989 Dickey Drive, Ste1, Lisbon, Ohio 44432; (330) 424-7214
Hours: Monday – Friday, 8:00 am until finished
Service Area: From four locations within Columbiana County to VA clinics in Cleveland and Youngstown
Eligibility Requirements: Must be a Veteran and have appointments at the clinics within certain hours
Website: www.columbianacountyvets.org

Agency Name: Covington Skilled Nursing
Transportation Service Type: Closed system for residents only
Other Services Provided: None
Contact Information: 100 Covington Drive, East Palestine, Ohio 44413; (330) 426-2920
Hours: Monday – Friday, 9:00 am to 5:00 pm or by appointment
Service Area: Columbiana County and surrounding area for medical appointments and activity outings
Eligibility Requirements: Residents of facility only
Website: www.covingtonskilled.com

Agency Name: EDI
Transportation Service Type: Closed system, transport to and from sheltered workshop
Other Services Provided: Occasionally trip to workplace for client
Contact Information: 15529 Sprucevale Road, East Liverpool, Ohio 43920; (330) 385-2970
Hours: Monday – Friday, 6:30 am to 5:30 pm
Service Area: Columbiana County
Eligibility Requirements: Medicaid paid trips, for clients of the workshop only
Website: none

Agency Name: EMT (Emergency Medical Transport)
Transportation Service Type: Emergency and non-emergency medical transport
Other Services Provided: None
Contact Information: 44 North Nelson Ave, Lisbon, Ohio 44432; (330) 424-7474
Hours: 24/7
Service Area: Mostly northern Columbiana County
Eligibility Requirements: N/A
Website: none

Agency Name: Head Start – Community Action Agency
Transportation Service Type: School buses
Other Services Provided: None
Contact Information: 7880 Lincole Place, Lisbon, Ohio 44432; (330) 424-6693
Hours: Monday – Friday, when school is in session
Service Area: Columbiana and Jefferson Counties
Eligibility Requirements: Enrolled school children
Website: www.ccjcheadstart.org

Agency Name: KLG Mobile Intensive
Transportation Service Type: Emergency and non-emergency medical transport
Other Services Provided: None
Contact Information: 1516 South Lincoln Ave #B, Salem Ohio 44460; (330) 337-4554 and 125 North Market Street, Lisbon, Ohio 44432; (330) 337-4554
Hours: 24/7
Service Area: Columbiana and limited Mahoning Counties, also Tri-State and longer distance for medical transport
Eligibility Requirements: Medicaid or other insurance
Website: none

Agency Name: Lifeteam EMS
Transportation Service Type: Emergency and non-emergency medical transport
Other Services Provided: Local and long-distance medical transport
Contact Information: PO Box 362, East Liverpool, Ohio 43920; (330) 386-5505
Hours: 24/7
Service Area: Mostly Columbiana County but can do out of county and out of state and long-distance transport
Eligibility Requirements: Must meet medical necessity requirements for ambulance transportation
Website: www.lifeteamems.com

Agency Name: North Star Critical Care
Transportation Service Type: Emergency services – 911 response
Other Services Provided: Stand-by for local sporting events
Contact Information: 16356 State Route 267, East Liverpool, Ohio 43920; (330) 386-9110
Hours: 24/7
Service Area: Columbiana County but can transport to Youngstown and Cleveland medical centers
Eligibility Requirements: N/A
Website: www.northstar-critical-care.com

Agency Name: The Orchards of East Liverpool

Transportation Service Type: Closed system for residents of facilities

Other Services Provided: None

Contact Information: 709 Armstrong Lane, East Liverpool, Ohio 43920; (330) 382-0101

Hours: Monday – Friday, as needed for transport between facilities, Saturday for Dialysis only for residents

Service Area: Only from one facility location to another or to dialysis appointments within Columbiana County

Eligibility Requirements: Residents of the facilities only

Website: www.foxcrest.com

Agency Name: Parkside Health Care

Transportation Service Type: Closed system only for residents of facility

Other Services Provided: None

Contact Information: 930 East Park Ave., Columbiana, Ohio 44408; (330) 482-5547

Hours: Monday – Friday, 9:00 am to 5:00 pm, very limited Saturday for scheduled medical appointments or facility activity

Service Area: No restrictions, Tri-State region

Eligibility Requirements: Only for residents of the facility

Website: www.WHParkside.com

Agency Name: Paul's Cab Company

Transportation Service Type: Taxi service

Other Services Provided: None

Contact Information: 127 South Broadway, Salem, Ohio 44460; (330) 337-7777

Hours: 24/7

Service Area: All of the Tri-State region

Eligibility Requirements: Cash unless account established with owner

Website: none

Agency Name: Quaker Cab Company

Transportation Service Type: Taxi service

Other Services Provided: None

Contact Information: PO Box 944, Salem, Ohio 44460; (330) 332-5120

Hours: 24/7

Service Area: Columbiana and southern Mahoning Counties, but also Tri-State area especially medical centers

Eligibility Requirements: Cash or debit card or accounts established through owner

Website: www.quakercab.com

Agency Name: Salem Healthcare Centers (North and West)

Transportation Service Type: Closed system for residents of facility only

Other Services Provided: None

Contact Information: (West) 2511 Bentley Drive, Salem, Ohio, 44460 or (North) 250 Continental Drive, Salem, Ohio, 44460; (330) 337-9503

Hours: 24/7

Service Area: Mainly Columbiana County and surrounding medical facility sites but can leave the state for medical trips

Eligibility Requirements: Must be a resident of facility or staff, no family members of residents are transported

Website: www.atriumlivingcenters.com

Agency Name: Tri-State Cab Company

Transportation Service Type: Taxi service

Other Services Provided: Parcel and pharmacy delivery

Contact Information: 113 West 6th Street, East Liverpool, Ohio 43920; (330) 385-0200

Hours: 24/7

Service Area: Tri-State Area with no restrictions

Eligibility Requirements: Cash only service

Website: none

Agency Name: Vista Center

Transportation Service Type: Closed system for patients only

Other Services Provided: None

Contact Information: 100 Vista Drive, Lisbon, Ohio 44432; (330) 424-5852

Hours: Monday – Friday, normal business hours

Service Area: Columbiana County

Eligibility Requirements: Must be resident/patient of the facility

Website: www.vistacarecenters.com

Agency Name: We Are Blessed Transportation

Transportation Service Type: Non-emergency wheelchair medical transportation

Other Services Provided: None

Contact Information: 2006 Allison Road, Chester, West Virginia 26034; (304) 387-4175

Hours: Monday – Friday, normal business hours (phone answers 24 hours), weekend by appointment or emergency only

Service Area: Tri-State area with pick up being in Ohio or WV

Eligibility Requirements: Cash preferred

Website: none

Agency Name: Wee The People

Transportation Service Type: Closed system for children enrolled in their centers

Other Services Provided: Summer field trips for daycare, trips from daycare to local schools

Contact Information: 15893 St. Clair Ave., East Liverpool, Ohio 43920; (330) 385-5452

Hours: Monday – Friday, during school year 1:45 pm to 4:00 pm and possibly 9:00 am to 10:00 am, no weekend transportation

Service Area: Between centers and to and from local schools as needed, Columbiana County field trips in summer

Eligibility Requirements: Must be registered in one of their centers

Website: none

COSHOCTON COUNTY

Agency Name: Coshocton County Coordinated Transportation Agency (CCCTA)

Transportation Service Type: Demand based

Other Services Provided: Medical Appointments, AAA Program for Seniors, Daily living needs

Contact Information: 401 Main St., Coshocton, OH 43812; (740) 622-7139, Valerie Shaw, Director,

ValerieShaw@coshoctoncounty.net

Hours: Monday-Friday 8:00 am to 4:00 pm

Service Area: Coshocton County

Eligibility Requirements: Register with office, JFS, AAA, and Veteran Services

Website: www.coshoctoncounty.net/transportation

Agency Name: Coshocton Senior Center (Kno-Ho-Co-Ashland CAA)

Transportation Service Type: Available to seniors to attend meals and weekly grocery shopping

Other Services Provided: Travel club, exercise classes, computer & wi-fi, home delivered meals, supplemental food programs, weekday lunches

Contact Information: 201 Browns Ln, Coshocton, OH 43812; (740) 622-4852 Shawne Quinn

Hours: Monday – Friday, 8:00 am to 4:30 pm

Service Area: Coshocton County

Eligibility Requirements: Senior Residents of Coshocton County, 60 years old and older

Website: <http://www.knohoco.org/index.php/services/senior-services/senior-center>

Agency Name: Hopewell Industries, Inc.

Transportation Service Type: Department of Developmental Disabilities transportation provider

Other Services Provided: Adult Day Services, Homemaker/Personal Care Services

Contact Information: 637 Chestnut St., Coshocton, OH 43812; (740) 622-3563, Mary Thompson-Hufford, ext. 107

Hours: Monday – Friday, 8:00 am to 4:00 pm

Service Area: Coshocton, Licking, Muskingum

Eligibility Requirements: Intellectual and/or developmental disability

Website: <http://www.hopewellindustries.org/> or www.fuseoh.net

Agency Name: Residential Home for the Developmentally Disabled (RHDD)

Transportation Service Type: Non-medical and medical transportation. On demand and scheduled

Other Services Provided: Residential, Day Habilitation, Employment

Contact Information: 1830 Cassingham Hollow Dr., Coshocton, OH 43812; (740) 622-9778, Lisa Reed, Executive Director, lreed@rhdd.org

Hours: Monday – Friday, 8:00 am to 4:00 pm offices. Transportation hours are upon request

Service Area: Southeastern Ohio/ Holmes, Coshocton, Guernsey, Muskingum, Washington, Athens, Noble, Belmont

Eligibility Requirements: Must be determined to have a disability/waiver client

Website: <https://www.rhddinc.org/>

Agency Name: Veteran's Service Commission

Transportation Service Type: Transport Veterans to VA medical care facilities

Other Services Provided: Assist with compensation claims for service-related disabilities; pension programs for eligible veterans, their spouses, their dependents, and their widows and orphans; provide temporary financial assistance, and act as an agent in obtaining assistance from federal, state, or local agencies; assist with retrieving military records and documents; burial benefits; and enrollment into VA medical services.

Contact Information: 318 Main St, Coshocton, OH 43812; (740) 622-2313; Fax: (740) 623-6507, Jim Barstow, jimbarstow@coshoctoncounty.net

Hours: Monday – Friday, 8:00 am to 4:00 pm

Service Area: Coshocton County

Eligibility Requirements: Veterans (and/or dependents)

Website: <https://www.coshoctoncounty.net/veterans/>

GUERNSEY COUNTY

Agency Name: Countryview Assisted Living

Transportation Service Type: N/A

Other Services Provided: Countyhome

Contact Information: 62825 County Home Rd., Lore City, OH 43755; (740) 489-5351, Shannon Bennett

Hours: Monday – Friday, 8:00 am to 4:00 pm

Service Area: N/A

Eligibility Requirements: N/A

Website: <http://www.ohiocountyhomes.org/guernsey.html>

Agency Name: Guernsey County Department of Job and Family Services (GCDJFS)

Transportation Service Type: Non-Emergency Medical Transportation, Medicaid

Other Services Provided: *Not provided*

Contact Information: 324 Highland Ave., Cambridge, OH 43725; (740) 432-2381, Elizabeth Watson, Transportation Coordinator, Sue Sikora, Supervisor

Hours: Monday – Friday, 7:30 am to 4:00 pm

Service Area: 150-mile radius from Medicaid recipient household

Eligibility Requirements: Determined eligible for Ohio Medicaid coverage and requested transportation services

Website: www.guernseycountyjfs.org

Agency Name: Guernsey County Senior Citizens Center (GCSCC)

Transportation Service Type: Demand Response

Other Services Provided: Homemaking, Information/Outreach, Legal, Nutrition, Telephone Reassurance, Transportation

Contact Information: 1022 Carlisle Ave., Cambridge, OH 43725; (740) 432-3838, Shon Gress

Hours: Monday – Friday, 8:00 am to 8:00 pm

Service Area: Guernsey County

Eligibility Requirements: Age 60 or older

Website: www.guernseysenior.org

Agency Name: Guernsey County Veteran's Services

Transportation Service Type: Demand Response

Other Services Provided: Financial Aid & Assistance, Veteran Affairs Benefits Application Assistance, Transportation to & from VA Medical Centers in Service Area

Contact Information: 627 Wheeling Ave., Ste #102, Cambridge, OH 43725; (740) 432-9295, Karen Johnson, Mary Libergore

Hours: Monday – Friday, 8:00 am to 4:00 pm

Service Area: VA medical facilities in Cleveland, Canton, Columbus, and Chillicothe, Ohio

Eligibility Requirements: Guernsey County Resident, Veteran

Website: <http://guernseycounty.org/veterans-service/>

Agency Name: South East Area Transit

Transportation Service Type: Demand Response & Fixed Route

Other Services Provided: *Not provided*

Contact Information: 224 Main St., Zanesville, OH, 43701; (740)-454-8573, Option #1

Hours: Monday – Friday, 8:00 am to 5:00 pm

Service Area: Guernsey County, Muskingum County, Trips one-way up to 150 miles

Eligibility Requirements: None

Website: <http://seatbus.org/>

Agency Name: Society for Equal Access

Transportation Service Type: Passport program based

Other Services Provided: N/A

Contact Information: 1458 Fifth Street NW, New Philadelphia, OH; (330) 343-9292, Ada Mears

Hours: Monday – Friday, 8:00 am to 5:00 pm

Service Area: Tuscarawas County and elsewhere as instructed

Eligibility Requirements: Just need payment

Website: <https://seailc.org/>

HARRISON COUNTY

Agency Name: Harrison County Department of Jobs and Family Services (HCDJFS)

Transportation Service Type: Contracted with Harrison County Public Transit

Other Services Provided: Adult and Child Protective Reports and Referrals; Family Support provides service and financial assistance aimed at promoting self-support and maintaining self-sufficiency including nutrition, medical assistance, workforce development, and employment search services.

Contact Information: 520 N. Main St., Cadiz, OH 43907; (740) 942-6025, Deb Knight, Assistant Director

Hours: Monday – Friday, 8:30 am to 4:30 pm, extended hours by appointment

Service Area: For Non-Emergency Medical Transportation (NEMT), area can be from Harrison County to Cleveland, Cambridge, Pittsburgh, Morgantown, Steubenville, Wheeling, or within Harrison County. For Work Experience Program, transportation is all within Harrison County.

Eligibility Requirements: NEMT – Medicaid eligibility

Work Experience Program – SNAP (Food Assistance) or Ohio Works First (OWF) eligible work activity required individuals

Website: <http://www.harrisoncountyohio.org/departments-of-job-family-services>

Agency Name: Harrison County Public Transit

Transportation Service Type: Demand Responsive, advanced reservations, shared ride transportation service

Other Services Provided: Safe public transportation service to area residents in a timely, courteous, and cost-effective manner; Contracted with **Harrison County Veteran Services, Harrison County Nursing Homes, Harrison County Jobs & Family Services**

Contact Information: 536 N. Main St., Cadiz, OH 43907; (740) 942-1369, Karen Couch, Director of Transit

Hours: Monday – Friday, 5:00 am to 5:00 pm, except Holidays

Service Area: Limited based on fares past 40 miles out of county

Eligibility Requirements: Harrison County Residents & Shared Rides are Required (same time same direction)

Website: <http://www.harrisoncountyohio.org/rural-transit>

Agency Name: Harrison County Veteran Services Commission

Transportation Service Type: Van transportation for veterans

Other Services Provided: DAV

Contact Information: 100 West Market St. Cadiz, Ohio 43907; (740) 942-8441; Jim Thompson

Hours: Monday – Friday, 8:00 am to 4:00pm

Service Area: Harrison County

Eligibility Requirements: Veteran and Harrison County Resident

Website: <https://www.harrisoncountyohio.org/veterans-service-office-hours-of-operation>

HOLMES COUNTY

Agency Name: Holmes County Board of Developmental Disabilities (HCBDD)

Transportation Service Type: Accessible transportation for students and adults attending HCBDD programs

Other Services Provided: School, adult day program, employment, case management

Contact Information: 8001 Twp Rd. 574, Holmesville, OH 44633; (330) 674–8045, Marianne Mader, mmader@holmesdd.org

Hours: Monday – Friday, 8:00 am to 5:00 pm

Service Area: Holmes County

Eligibility Requirements: Have qualifying disability and functional limitations

Website: www.holmesdd.org

Agency Name: Holmes County Council on Aging, Inc.

Transportation Service Type: Senior transportation

Other Services Provided: None

Contact Information: 170 Parkview Dr., Millersburg, OH 44654; (330) 674–0580; Penny Hamilton, westfork@ymail.com

Hours: Monday – Friday, 7 am to 2:30 pm

Service Area: Holmes County

Eligibility Requirements: 60 years old or greater

Website: <https://www.facebook.com/MillersburgSeniorCenter/>

Agency Name: Holmes County Job and Family Services (HCJFS)

Transportation Service Type: Contracted with *Thompson Taxi*, a private provider for NEMT trips

Other Services Provided: Mileage reimbursement to eligible individuals driving their private vehicle

Contact Information: 85 North Grant Street, Millersburg, OH; (330) 674-1111

Hours: Monday – Friday, 7:30 am to 4:30 pm

Service Area: Holmes County

Eligibility Requirements: Families receiving Ohio Works First assistance while spending 20 – 35 hours per week working, in school, or volunteering in order to receive assistance

Website: <http://www.holmescountydjfs.com/>

Agency Name: Holmes County Veterans Services

Transportation Service Type: Van

Other Services Provided: None

Contact Information: 75 E. Clinton St., Ste #104, Millersburg, OH 44654; (330) 674-4806 Jason Brooks;; jbrooks@co.holmes.oh.us

Hours: Monday – Friday, 8:30 am to 4:30 pm

Service Area: Canton, Parma, Cleveland VA medical Centers

Eligibility Requirements: Veteran

Website: <https://www.co.holmes.oh.us/veterans-services-overview>

Agency Name: Lynn Hope Industries

Transportation Service Type: Transportation for adults with disabilities attending Lynn Hope Industries

Other Services Provided: Adult day program, employment

Contact Information: 8001 Twp Rd. 574, Holmesville, OH 44633; (330) 674–8045, Sheri Martin, smartin@holmesdd.org

Hours: Monday – Friday, 8:00 am to 5:00 pm

Service Area: Holmes County

Eligibility Requirements: Eligible for HCBDD services

Website: www.lynnhope.com

Agency Name: Precious Angel Transportation

Transportation Service Type: Private customized transportation and for special needs populations

Other Services Provided: Special events such as airport trips, weddings, funerals, sporting events

Contact Information: 8229 County Road 245, Holmesville, OH 44633; (330) 601–0345, Roger Masters, info@preciousangeltransport.com

Hours: Monday – Friday, 6am to 5pm; Weekend trips only if available

Service Area: Holmes and Wayne County

Eligibility Requirements: HCBDD clients ride alone, anyone else has combined trips, must pay with cash or check.

Website: www.preciousangeltransport.com/

JEFFERSON COUNTY

Agency Name: Checker Transportation/Ambulance Services, Inc.

Transportation Service Type: Non-Emergency Medical Transport, Courier Services, Airport Transportation provider.

Other Services Provided: Van/Wheelchair accessible/Ambulance Service; Contracted with *Jefferson County Department of Jobs & Family Services* for majority of their transportation services

Contact Information: 1439 Sunset Blvd., Steubenville, OH 43952; (740) 283-3681/ (740) 283-1757, Karen D'Anniballe, kmd@danniballecg.com

Hours: 24/7/365 Pre-scheduled trips, Same Day if available

Service Area: Eastern Ohio, Northern West Virginia, and Western Pennsylvania

Eligibility Requirements: No restrictions

Website: N/A

Agency Name: PALS, Chrysalis Health

Transportation Service Type: Non -Medical Transportation –Medicaid (NMT)

Other Services Provided: Contracted with *Jefferson County Board of Developmental Disabilities* for adults with disabilities

Contact Information: Tracey Thomas CEO Jeffco Services, Inc. (740) 266-6167 ext. # 2121, tthomas@jeffco-services.com

Hours: NMT 5:45 am to 9:00 am and 2:00 pm to 5:30 pm

Service Area: Jefferson County

Eligibility Requirements: Developmental Disability over 21

Website: <https://www.palschrysalishealth.com/>

Agency Name: Prime Time Office on Aging

Transportation Service Type: Handicap accessible and regular transportation vans

Other Services Provided: Health and wellness; recreational; arts programs; educational, volunteer, community action opportunities; information and assistance; intergenerational programs; support groups; and special services for local needs

Contact Information: 300 Lovers Lane, Steubenville, Ohio 43953; (740) 314-5197, Judy Owings jowings@trinityhealth.com

Hours: Monday, Wednesday, Friday: 5:00 am to 3 pm; Tuesday, Thursday 7:00 am to 3:00 pm

Service Area: Jefferson County

Eligibility Requirements: 60 years old, Jefferson County resident, not income based

Website: <http://www.primetimejeffersoncounty.com/>

Agency Name: Steel Valley Regional Transit Authority

Transportation Service Type: Public Transportation

Other Services Provided: Contracted with *Jefferson County Department of Jobs & Family Services* for necessary trips

Contact Information: 555 Adams St., Steubenville, OH 43952; (740) 282-6145, Tim Turner, tturner@svrta.com / contact@svrta.com

Hours: Monday – Friday, 6:30 am to 6:15 pm; Saturday, 9:00 am to 5:00 pm

Service Area: Steubenville, Mingo Junction, Wintersville OH

Eligibility Requirements: Designated recipient – 5307, Steubenville/Weirton Urban Area

Website: www.svrta.com

Agency Name: TranSmart USA

Transportation Service Type: Non-Emergency Medical Transport provider, Area and Local Courier Services, Airport Transportation.

Other Services Provided: Courier Service

Contact Information: 315 Market St., Brilliant, OH, 45913; 1-866-693-6900/(740) 535-8016, Jeannine Sawon, jeannine@transmartusallc.com

Hours: Monday – Friday, 5:00 am to 7:00 pm; Saturday – Sunday, as needed

Service Area: Tri-State Jefferson, Brook Co, WV, Hancock, Co, WV, parts of Harrison Co

Eligibility Requirements: None

Website: <http://transmartusallc.com/>

MUSKINGUM COUNTY

Agency Name: Allwell Behavioral Health

Transportation Service Type: Demand response (includes one-time and standing order appointments and group trips for agency consumers attending program activities)

Other Services Provided: Mental Health Provider

Contact Information: 2845 Bell St., Zanesville, OH 43701; (740) 454-9766

Hours: Monday-Friday, 8:00 am to 5:00 pm

Service Area: Coshocton, Guernsey, Morgan, Muskingum, Noble and Perry Counties

Eligibility Requirements: Only clients of Allwell participating in either Mental Health Day Treatment groups or Case Management Services

Website: www.allwell.org

Agency Name: Genesis HealthCare System

Transportation Service Type: Coordinates transportation with transportation service providers

Other Services Provided: Genesis HealthCare System is an integrated health care delivery system based in Zanesville, Ohio. The system includes a not-for-profit hospital, Genesis Hospital, in Zanesville, an extensive network of more than 300 physicians and multiple outpatient care centers throughout the region.

Contact Information: 2951 Maple Ave. Zanesville, OH 43701; (740) 454-4000

Hours: 24/7

Service Area: Muskingum County

Eligibility Requirements: Genesis Service Recovery (Genesis 24 Patient Experience) oversees the distribution of assistance for rides on an as needed basis, once other options have been considered. For the Genesis Providence Fund: will assist anyone whose needs have been made known through Genesis and who has not been able to obtain immediate funds or services from any other sources A maximum of \$300 for each applicant may be allocated from the Providence Fund each calendar year.

Website: <https://www.genesishcs.org/>

Agency Name: Muskingum County Board of DD

Transportation Service Type: Does not provide direct support transportation but does authorize the cost for individuals to access transportation through other resources. Service coordinators will provide occasional 1:1 transportation for individuals to appointments

Other Services Provided: Working in partnership with individuals with developmental disabilities and their families providing opportunities utilizing public and private supports to live, learn, work, and play in the community.

Contact Information: 655 Zane St, Zanesville, OH 43701; (740) 453-4829

Hours: Monday – Friday, 8:30 am to 4:00 pm

Service Area: Muskingum County

Eligibility Requirements: Riders must be eligible for their services; support individuals with developmental disabilities, their families, and providers

Website: <http://www.muskingumdd.org>

Agency Name: Muskingum County Center for Seniors

Transportation Service Type: Demand response (includes one-time and standing order appointments and group trips for agency consumers attending program activities)

Other Services Provided: Meals-on-Wheels, Activities, Health Assessments

Contact Information: 160 N. 4th St., Zanesville, OH, 43701; (740) 454-9761

Hours: Monday-Friday, 8:00 am to 4:00 pm

Service Area: Muskingum County

Eligibility Requirements: Must be over the age of 60 and live in Muskingum County

Website: www.mccfs.org

Agency Name: Muskingum County Job & Family Services

Transportation Service Type: Don't directly operate transportation; buy bus passes or purchase transportation on behalf of the consumers; SNAP, OWF, TANF, Medicaid & WIOA

Other Services Provided: Medicaid, Food assistance, Ohio Works First (OWF), Child Care

Contact Information: 445 Woodlawn Ave Zanesville, OH 43701; (740) 454-0161;

muski_info@jfs.ohio.gov

Hours: Monday – Friday, 7:00 am to 5:00 pm

Service Area: Muskingum County

Eligibility Requirements: Individuals must be a Medicaid recipient, attending a Medicaid covered service & meet requirements of the NET Plan.

Website: <https://www.muskingumcountyjfs.com/>

Agency Name: Quality Care Partners

Transportation Service Type: Refers patients to transportation service providers

Other Services Provided: Physician-hospital organization (PHO) located in Southeastern Ohio

Contact Information: 33 South 5th St. Zanesville, OH 43701; (740) 455-5199 or (888) 258-7621;

info@qualitycarepartners.com

Hours: Monday – Friday, 8:00 am to 4:30 pm

Service Area: Muskingum County and Provider Network in Ohio

Eligibility Requirements: Determined by personal health insurer

Website: <https://www.qualitycarepartners.com/>

Agency Name: South East Area Transit

Transportation Service Type: Human Services Agency Fixed Route (fixed path, schedule, stops)/Demand response (one-time & standing order appointments & group trips for agency consumers attending program activities)

Other Services Provided: Outreach (On-The-Go), Travel Training, Greyhound Bus Terminal

Contact Information: 224 Main St., Zanesville, OH, 43701; (740) 454-8573, Option #1

Hours: *Muskingum County:* Monday – Friday, 6:00 am to 6:00 pm; *Guernsey & Noble County:* Monday – Friday, 8:00 am to 5:00 pm

Service Area: Muskingum, Guernsey & Noble Counties
Eligibility Requirements: None. Open to the General Public
Website: www.seatbus.org

Agency Name: The Carr Center
Transportation Service Type: Human service agency fixed route (fixed path, fixed schedule, designated stops)
Other Services Provided: Adult Day Care for Developmentally Disabled Individuals
Contact Information: 1035 Beverly Ave., Zanesville, OH, 43701; (740) 453-5417
Hours: Monday-Friday, 7:00 am to 5:00 pm
Service Area: Muskingum and Guernsey County
Eligibility Requirements: All Transportation is provided for Carr Center clients only
Website: www.carrcenter.org

Agency Name: Zanesville-Muskingum County Health Department
Transportation Service Type: Don't directly operate transportation but buy bus passes or transportation on behalf of their consumers
Other Services Provided: Environmental Health, Healthy Communities & Families, Birth & Death Certificates, Disease Prevention
Contact Information: 205 N. 7th St. AND 333 Putnam Ave. Zanesville, OH 43701; 740-454-9741; help@zmchd.org
Hours: Tuesday – Friday, 8:00 am to 4:00 pm
Service Area: Muskingum County
Eligibility Requirements: Clients of their services who need transportation for related services.
Website: <http://www.zmchd.org/>

TUSCARAWAS COUNTY

Agency Name: Community Mental Healthcare Inc
Transportation Service Type: Client based mental health group therapy only
Other Services Provided: Mental Health, substance abuse and crisis services
Contact Information: 201 Hospital Dr., Dover, OH, 44622; (330) 343-6631, J.J. Boroski, Executive Director
Hours: Monday – Tuesday, 8:00 am to 8:00 pm; Wednesday – Thursday, 8am to 5pm; Friday, 8am to 12pm Office; Transportation, Monday – Thursday, 7:30 am to 1:30 pm
Service Area: Tuscarawas County
Eligibility Requirements: Clients only
Website: www.cmhdoover.org

Agency Name: Horizons of Tuscarawas & Carroll Counties Inc
Transportation Service Type: Demand Response
Other Services Provided: Developmentally Disabled Group Homes & workshop
Contact Information: 220 W. 4th Street, Dover, OH, 44622; (330) 364-5415, Donna Merrill, Executive Director
Hours: Monday – Saturday, 6:00 am to 11:00 pm; Sunday, 7:00 am to 2:00 pm

Service Area: Tuscarawas County
Eligibility Requirements: 16 years or older
Website: www.horizonsofcarrollandtusc.org

Agency Name: Society for Equal Access (SEA)
Transportation Service Type: Demand Response
Other Services Provided: Independent Living Center Inc
Contact Information: 1458 Fifth Street NW, New Philadelphia, OH; (330) 343-9292, Kevin Hannahs, Executive Director
Hours: Monday – Friday, 5:00 am to 5:00 pm; Saturday & Sunday by Appointment
Service Area: Tuscarawas County
Eligibility Requirements: Resident of Tuscarawas County
Website: www.seailc.org

Agency Name: Tuscarawas County Job & Family Services (Tusc County JFS)
Transportation Service Type: Demand Response
Other Services Provided: Public Assistance and Children Services
Contact Information: 389 16th Street SW, New Philadelphia, OH 44663; (330) 339-7791, David Haverfield, Executive Director; Transportation Department (330) 308-7716
Hours: Monday – Friday, 8:00 am to 4:00 pm Office; Transportation Monday – Friday, 7:00 am to 5:00 pm
Service Area: Tuscarawas County
Eligibility Requirements: Transportation Medicaid eligible
Website: www.tcjfs.org

Agency Name: Tuscarawas County Senior Center (Tusc County SC)
Transportation Service Type: Demand Response for Tuscarawas County residents over 60
Other Services Provided: Five satellite centers, in home services, minor home repair, volunteer options, nutritious meals, education programs, telephone reassurance, income tax preparation through AARP, Medicare consultation/prescription drug assistance, fitness center
Contact Information: 425, Prospect St., Dover, OH, 44622; (330) 364-6611, Pam Ferrell, Executive Director, pferrell@tuscsc.org
Hours: Monday – Thursday, 8:00 am to 6:30 pm & Friday 8:00 am to 4:30 pm; *Transportation* Monday – Friday, 8:15 am to 3:45 pm, Tuesday & Thursday 1:30 pm to 8:00 pm & Saturday, 8:00 am to 4:00 pm
Service Area: Tuscarawas County
Eligibility Requirements: Senior Center Tuscarawas County resident 50 years old & older; Programs Tuscarawas County resident 60 years old & older
Website: www.tuscsc.org

Inventory of Available Transportation Service Providers
 OMEGA Region Transportation Service Provider Inventory

Agency	Phone Number	Website	Service Hours	Fare Structure	Handicap Accessibility	Open to Public or Human Service Only	Service Area	Mode of Transportation Service	Eligibility
BELMONT COUNTY									
Barnesville Taxi Service	(740) 425-9900	https://www.facebook.com/pages/Barnesville-Taxi-Service/110822622315968	M – F 9:00a – 5:00p	Cash Only	No	Open to Public	Belmont County	On-Demand	None
Belmont County JFS	(740) 695-1074	www.jfs.ohio.gov	M – F 8:30a – 4:30p	Bus Tokens, Gas Vouchers/ Cards	Depends on TSP Vehicle	Human Service Only	Belmont County	Other: <i>Contracts Transportation</i>	Medicaid Eligible
EORTA/OVRTA	(304) 232-2190	http://www.ovrta.org/	M – Sat 6:00a – 6:30p	\$1.30 Base Fare/ \$2.60 Demand-Response	Yes	Open to Public	Eastern Belmont Co & Wheeling, WV	Fixed Route	None
Martins Ferry EMS	(740) 633-0515	N/A	M – F 8:00a – 5:00p	Per Contract	Yes	Open to Public	Martins Ferry & surrounding communities	Other: <i>Demand-Response</i>	Contracts/Medical Necessity
National Church Residences	(740) 425-9001	www.nationalchurchresidences.org	24/7	Miles, wait time, load fee	Yes	Open to Public	Belmont County	On-Demand	None
Neffs Fire Department	(740) 676-5563	http://www.neffsfire.org/	When Needed by Clients	Per Contract	Yes	Open to Public	Belmont County	Other: <i>Demand-Response</i>	Public eligible for medical trips & BCDJFS eligible
SSOBC	(740) 695-4142	www.ssobc.com	M – F 7:00a – 3:00p	Donations	Yes	Open to Public	Belmont County	On-Demand	60 Years Old & Belmont Co. Resident
CARROLL COUNTY									
CCBDD – Carroll Hills School	(330) 627-6555	http://www.carrollhills.com	M – F 8:00a – 4:00p	Call for Info	Yes	Human Service Only	Carroll County	Other: <i>School</i>	3-21 age enrolled student with IEP
CCBDD – Community Employment	(330) 627-6555	http://www.carrollhills.com	M – Sat 7:00a – 8:00p	Call for Info	No	Open to Public	Carroll County	Other: <i>Community Employment</i>	Must have a developmental disability
Carroll County Council on Aging, Inc.	(330) 627-7017	http://carrollcountyohio.us/agencies-and-departments/senior-citizens-friendship-center/	M – F 8:00a – 4:00p	Call for Info	N/A	Open to Public	Carroll County	Other: <i>Transit service for Medical appointments</i>	Age 60 Years & Older
Carroll Co JFS	(330) 627-2571	https://www.carrollcountyjfs.com	M – F 7:45a – 4:30p	Call for Info	N/A	Human Service Only	Carroll County	Other: <i>Vouchers for NEMT</i>	County resident – NEMT Vouchers
Carroll County Transit	(330) 627-1900	http://carrollcountyohio.us/agencies-and-departments/carroll-county-transit/	M – F 6:00a – 6:00p	In Carrollton - \$3.50 In County - \$5.50 Out-of-County - \$8.50 Extra Stops - \$1.00 ea 40+ miles - \$.35/mi Out-of-county to Carroll Co \$15; Children ≤ 5yr FREE Personal Care Asst - FREE	Yes	Open to Public	Carroll County	Other: <i>Demand-Response</i>	None

Agency	Phone Number	Website	Service Hours	Fare Structure	Handicap Accessibility	Open to Public or Human Service Only	Service Area	Mode of Transportation Service	Eligibility
COLUMBIANA COUNTY									
Alpha Care	(330) 368-0285	None	M – F 9:00a – 3:00p	Call for Info	Yes	Human Service Only	Columbiana County	Fixed Route	Medicaid Funded
Calcutta Health Care	(330) 385-7100	www.chcccompanies.com/calcutta	M – F 6:00a until Finished	Call for Info	Yes	Human Service Only	Columbiana Co + other Medical Centers	Other: Medical & Dialysis for Residents	Center Residents Only
CARTS	(330) 424-4015	www.cartsonline.org	M – F/Sat 5:30a – 6:00p/8:30a – 4:00p	Fixed \$1.80 – \$20 one-way w/ reduced fare if qualify	Yes	Open to Public	Columbiana Co + 50 mi of pick-up within Ohio	Fixed Route, Deviated, Demand Response	Trip begins or ends in Columbiana County
Change, Inc.	(304) 459-4010	www.changeinc.org	M – F 8:00a – 8:00p (Sat dialysis appts)	Call for Info	Yes	Human Service Only	Ohio (Col & Jeff Counties) WV (Hancock, Brooke, Ohio & Marshall Counties)	Other: <i>Contract & NEMT, Demand Response</i>	Can only access through CARTS in Ohio for NET trips only
Checker Transportation	(740) 283-1757	None	24/7	Call for Info	Yes	Open to Public	Tri-State Area	On-Demand	Only contracted trips through insurance or managed care providers
Columbiana Co Educational Service Center	(330) 424-9591	www.ccesc.k12.oh.us	M – F 6:30a – 5:00p	Call for Info	Yes	Human Service Only	Columbiana County	Other: <i>School Transportation</i>	Children enrolled in school programs
Columbiana Co Veterans Service Commission	(330) 424-7214	www.columbianacountyvets.org	M – F 8:00a until Finished	Call for Info	No	Human Service Only	Columbiana County to VA Clinics (Cleveland/Youngstown)	Other: <i>Veterans Transportation Only</i>	Veteran with VA Clinic Appointments
Covington Skilled Nursing	(330) 426-2920	www.covingtonskilled.com	M – F 9:00a – 5:00p	Call for Info	Yes	Human Service Only	Columbiana County & Surrounding Area	Fixed Route, Demand Response	Facility Residents Only
EDI	(330) 385-2970	None	M – F 6:30a – 5:30p	Call for Info	Yes	Human Service Only	Columbiana County	Fixed Route	Medicaid & Workshop Clients Only
Emergency Medical Transport (EMT)	(330) 424-7474	None	24/7	Call for Info	Yes	Open to Public	Northern Columbiana County	Other: EMT/ Ambulance	N/A
Head Start	(330) 424-6693	www.ccjcheadstart.org	M-F School Hours	Call for Info	Yes	Human Service Only	Columbiana & Jefferson Counties	Fixed Route, <i>School Transportation</i>	Enrolled School Children
KLG Mobile Intensive	(330) 337-4554	None	24/7	Call for Info	Yes	Open to Public	Columbiana Co & Out-of-State Medical Trips	Other: <i>EMT/ Ambulance</i>	Medicaid & Other Insurance
Lifeteam EMS	(330) 386-5505	www.lifeteamems.com	24/7	Call for Info	No	Open to Public	Columbiana Co & Out-of-County/State Medical Trips	Other: <i>EMT/ Ambulance</i>	Medical Necessity Requirements
North Star Critical Care	(330) 386-9110	www.northstar-critical-care.com	24/7	Call for Info	No	Open to Public	Columbiana Co, Cleveland & Youngstown	Other: <i>EMT/ Ambulance</i>	N/A

Agency	Phone Number	Website	Service Hours	Fare Structure	Handicap Accessibility	Open to Public or Human Service Only	Service Area	Mode of Transportation Service	Eligibility
The Orchards of East Liverpool	(330) 382-0101	www.foxcrest.com	M – F/ Sat As Needed/ Dialysis	Call for Info	Yes	Human Service Only	Columbiana Co including dialysis appointments	Fixed Route, Demand Response	Residents of Facilities Only
Parkside Health Care	(330) 482-5547	www.WHParkside.com	M – F 9:00a – 5:00p	Call for Info	Yes	Human Service Only	Tri-State Region, no restrictions	Fixed Route, Demand Response	Residence of Facilities Only
Paul’s Cab Company	(330) 283-7777	None	24/7	Call for Info	No	Open to Public	All of the Tri-State Region	On-Demand	Cash unless account established with owner
Quaker Cab Company	(330) 332-5120	www.quakercab.com	24/7	Call for Info	No	Open to Public	Tri-State Area, especially medical centers	On-Demand	Cash/Debit Card or account with owner
Salem Healthcare Centers (North & West)	(330) 337-9503	www.atriumlivingcenters.com	24/7	Call for Info	Yes	Human Service Only	Columbiana Co & Out-of-State Medical Trips	Fixed Route, Demand Response	Resident of facility & staff, not for family
Tri-State Cab Company	(330) 385-0200	None	24/7	Call for Info	No	Open to Public	Tri-State Area, no restrictions	On-Demand	Cash Only Service
Vista Center	(330) 424-5852	www.vistacarecenters.com	M – F 9:00a – 5:00p	Call for Info	Yes	Human Service Only	Columbiana County	Fixed Route, Demand Response	Resident/patient of the facility
We Are Blessed Transportation	(304) 387-4175	None	M – F 9:00a – 5:00p	Call for Info	Yes	Open to Public	Tri-State, pick-up only in Ohio or WV	On-Demand, Demand Response	Cash preferred
Wee The People	(330) 385-5452	None	M – F 1:45p – 4:00p	Call for Info	No	Human Service Only	Columbiana County	Fixed Route	Must be registered in one of the centers
COSHOCTON COUNTY									
CCCTA	(740) 622-7139	www.coshoctoncounty.net/transportation	M – F 8:00a – 4:00p	One-way trips in county \$19.12 Out-of-county trips \$1.99/mile	Yes	Open to Public	Coshocton County	On-Demand	Register with office, JFS, AAA, or Veterans
Coshocton Senior Center	(740) 622-9778	http://www.knohoco.org/index.php/services/senior-services/senior-center	M – F 8:00a – 4:30p	Donations/ Reimbursements	Yes	Human Service Only	Coshocton County	Other: <i>Senior Transportation for meals & grocery</i>	Coshocton County Residents 60 years & over
Hopewell Industries, Inc.	(740) 622-3563	http://www.hopewellindustries.org/ or www.fuseoh.net	M – F 8:00a – 4:00p	Call for Info	Yes	Human Service Only	Coshocton, Licking, Muskingum	On-Demand	Intellectual/Developmental Disability
RHDD	(740) 622-2313	https://www.rhddinc.org/	M – F 8:00a – 4:00p	Waiver Rate	Yes	Human Service Only	SE Ohio, Holmes, Coshocton, Guernsey, Muskingum, Washington, Athens, Noble, Belmont	On-Demand or Scheduled	Must be determined to have a disability/waiver clients
Veteran Service Commission	(740) 622-4852	https://www.coshoctoncounty.net/veterans/	M – F 8:00a – 4:00p	Government reimbursement	No	Human Service Only	Coshocton County	Other: <i>Veteran Transportation to VA</i>	Veterans and/or dependents
GUERNSEY COUNTY									
Countryview Assisted Living	(740) 489-5351	http://www.ohiocountyhomes.org/guernsey.html	M – F 8:00a – 4:00p	Call for Info	No	Open to Public	Call for Info	Call for Info	Call for Info
GCDJFS	(740) 432-2381	www.guernseycountyjfs.org	M – F 7:30a – 4:00p	Call for Info	N/A	Human Service Only	150 mi radius from Medicaid pers household	Other: <i>Contracts Transportation</i>	Eligible for Ohio Medicaid coverage

Agency	Phone Number	Website	Service Hours	Fare Structure	Handicap Accessibility	Open to Public or Human Service Only	Service Area	Mode of Transportation Service	Eligibility
Guernsey County Senior Citizens Center	(740) 432-3838	www.guernseysenior.org	M – F 8:00a – 8:00p	Call for Info	Yes	Open to Public	Guernsey County	Demand Response	Age 60 or older
Guernsey County Veteran Services	(740) 432-9295	http://guernseycounty.org/veterans-service/	M – F 8:00a – 4:00p	Call for Info	No	Open to Public	VA facilities Cleveland, Canton, Columbus & Chillicothe, OH	Fixed Route, Demand Response	Veteran and Resident of Guernsey County
South East Area Transit	(740)-454-8573	http://seatbus.org/	M – F 8:00a – 5:00p	Destination location (\$0.50 - \$16.00 range)	Yes	Open to Public	Muskingum & Guernsey County and Trips one-way up to 150 mi	Fixed Route, ADA Paratransit, Demand Response	None
Society for Equal Access	(330) 343-9292	https://seailc.org/	M – F 8:00a – 5:00p	Call for Info	Yes	Open to Public	Tuscarawas, Guernsey County & PassPort areas	Demand Response and JFS	Just need payment
HARRISON COUNTY									
HCDJFS	(740) 942-6025	http://www.harrisoncountyohio.org/department-of-job-family-services	M – F 8:30a – 4:30p	Call for Info	No	Open to Public	NEMT Area Harrison Co + Tri-State Area	Other: <i>Contracts Transportation</i>	NEMT – Medicaid Eligibility
Harrison County Public Transit	(740) 942-1369	http://www.harrisoncountyohio.org/rural-transit	M – F 5:00a – 5:00p	\$4 one-way in county; \$10 one-way ≤40 mi out-of-county; 25¢/mi > 40 mi. Kids ≤ 5 free; PCAs Free	Yes	Open to Public	Harrison County + 40 miles	Demand Response	Harrison County Residents & Shared Rides are Required (same time same direction)
Harrison County Veteran Services	(740) 942-8441	https://www.harrisoncountyohio.org/veterans-service-office-hours-of-operation	M – F 8:00a – 4:00p	Call for Info	No	Human Service Only	Harrison County	Other: <i>Veteran Transportation</i>	Veteran and Harrison County Resident
HOLMES COUNTY									
HCBDD	(330) 674–8045	www.holmesdd.org	M – F 8:00a – 5:00p	Call for Info	Yes	Human Service Only	Holmes County	Other: <i>Human Service Door to Door Route</i>	Have qualifying disability/functional limitations
Holmes Co Council on Aging	(330) 674–0580	https://www.facebook.com/MillersburgSeniorCenter/	M – F 7:00a – 2:30p	Varies Per Trip	No	Open to Public	Holmes County + 20 miles within	Other: <i>Van Service</i>	Age 60 or older
HCJFS	(330) 674-1111	http://www.holmescountydjfs.com/	M – F 7:30a – 4:30p	Call for Info	N/A	Human Service Only	Holmes County	Other: <i>Contracts Transportation</i>	Ohio Works First Assistance, 20+ hrs/wk
Holmes Co Veterans	(330) 674-4806	https://www.co.holmes.oh.us/veterans-services-overview	M – F 8:30a – 4:30p	Free for Veterans	No	Human Service Only	Holmes Co + VA facilities in Canton, Parma, and Cleveland	Other: <i>Veteran Van Service</i>	Veteran, Holmes County Resident
Lynn Hope Industries	(330) 674–8045	www.lynnhope.com	M – F 8:00a – 5:00p	Call for Info	Yes	Human Service Only	Holmes County	Other: <i>Human Services Trips</i>	Eligible for HCBDD services
Precious Angel Transportation	(330) 601–0345	www.preciousangeltransport.com	M – F 6:00a – 5:00p	Call for Info	Yes	Open to Public	Holmes and Wayne Counties	On-Demand	HCBDD ride alone; others combined trips and must pay cash
JEFFERSON COUNTY									
Ambulance Service, Inc.	(740) 283-1757	N/A	24/7	Varies per Trip	Yes	Open to Public	Tri-State Area	On-Demand	None
Checker Transportation	(740) 283-3681	N/A	24/7	Varies per Trip	Yes	Open to Public	Tri-State Area	On-Demand	None
PALS, Chrysalis Health	(740) 266-6167 x2121	https://www.palschrysalishealth.com/	5:45a – 9:00a; 2:00p – 5:30p	Call for Info	Yes	Open to Public	Jefferson County	Van Transportation	Developmental Disability over 21

Agency	Phone Number	Website	Service Hours	Fare Structure	Handicap Accessibility	Open to Public or Human Service Only	Service Area	Mode of Transportation Service	Eligibility
Prime Time Office on Aging	(740) 314-5197	http://www.primetimejeffersoncounty.com/	MWF 5:00a – 3:00p T Th 7:00a – 3:00p	Free	Yes	Open to Public	Jefferson County	Van Transportation w/ Handicap Access	Jefferson Co Resident 60 years and older
SVRTA	(740) 282-6145	www.svrta.com	M – F /Sat 6:30a – 6:15p/9:00a – 5:00p	\$0.50 – Adult \$0.25 – Senior \$30 annual pass	Yes	Open to Public	Steubenville, Mingo Junction, Wintersville	Fixed Route, Paratransit	None
TranSmart USA	(740) 535-8016	http://transmartusallc.com/	M – F/SatSun 5:00a – 7:00p/Appt	Varies per Trip	Yes	Open to Public	Tri-State & Harrison Co	On-Demand	None
MUSKINGUM COUNTY									
Allwell Behavioral Health Services	(740) 588-6484	http://allwell.org/	M – F 8:00a – 5:00p	Call for Info	No	Human Service Only	Muskingum County	Other: <i>Demand Response</i>	Allwell Clients Only
Genesis HealthCare System	(740) 454-4000	https://www.genesishcs.org/	24/7	Call for Info	Yes	N/A	Muskingum County	Other: <i>Coordinates with Transportation Providers</i>	Genesis Patient
Muskingum County Board of DD	(740) 453-4829	http://www.muskingumdd.org	M – F 8:30a – 4:00p	Call for Info	Yes	Human Service Only	Muskingum County	Other: <i>Coordinates with Transportation Providers</i>	Eligible riders with developmental disabilities, their families, and providers
Muskingum County Center for Seniors	(740) 454-9761	www.mccfs.org	M – F 8:00a – 4:00p	Call for Info	Yes	Open to Public	Muskingum County	Other: <i>Demand Response</i>	Muskingum Co seniors 60 years or older
Muskingum County Job & Family Services	(740) 454-0161	https://www.muskingumcountyjfs.com/	M – F 7:00a – 5:00p	No charge/fee for providing transportation	Yes	Human Service Only	Muskingum County	Other: <i>Contracts transportation & offers bus passes</i>	Medicaid Recipient and NET plan requirements
Quality Care Partners	(740) 455-5199	https://www.qualitycarepartners.com/	M – F 8:00a – 4:30p	Call for Info	N/A	N/A	Provider network in Ohio	Other: Refers passengers to providers	Determined by personal health insurer
South East Area Transit	(740) 454-8573	www.seatbus.org	M – F Musk 6:00a – 6:00p Guernsey/ Noble 8:00a – 5:00p	Destination location (\$0.50 - \$16.00 range)	Yes	Open to Public	Muskingum County, Guernsey County, Noble County 150 mi radius Med Appt	Fixed Route, Demand Response	None
The Carr Center	(740) 453-5417	www.carrcenter.org	M – F 7:00a – 5:00p	\$1.75/loaded mile or fee reimbursable rates	Yes	Human Service Only	Muskingum and Guernsey County	Fixed Route	Carr Center Clients Only
Zanesville-Muskingum County Health Department	(740) 454-9741	http://www.zmchd.org/	T – F 8:00a – 4:00p	Call for Info	N/A	Open to Public	Muskingum	Other: <i>Demand Response and offers bus passes</i>	Muskingum County Resident
TUSCARAWAS COUNTY									
CMH	(330) 343-6631	www.cmhdoover.org	M – Th 7:30a – 1:30p	No Fares	No	Human Service Only	Tuscarawas County	Other: <i>Client Group Only</i>	Clients of CMH

Agency	Phone Number	Website	Service Hours	Fare Structure	Handicap Accessibility	Open to Public or Human Service Only	Service Area	Mode of Transportation Service	Eligibility
Horizons Rural Public Transit	(330) 364-5415	www.horizonsofcarrollandtusc.org	M – Sat/Sun 6:00a – 11:00p/7:00a – 2:00p	\$6 Round Trip; \$4 One Way; Out of County per mile fee	Yes	Open to Public	Tuscarawas County	Demand Response	Tuscarawas Resident
SEA	(330) 343-9292	www.seailc.org	M – F/SatSun 5:00a – 5:00p/by Appt	Call for Info	Yes	Open to Public	Tuscarawas County	Demand Response	None
Tusc County JFS	(330) 308-7716	www.tcjfs.org	M – F 7:00a – 5:00p	Call for Info	No	Human Service Only	Tuscarawas County	Demand Response	Tuscarawas Resident & qualifies for NEMT transportation
Tusc County SC	(330) 364-6611	www.tuscsc.org	M – Sat 8:15a – 3:45p	Donations Only	Yes	Open to Public	Tuscarawas County	Demand Response	Resident of Tuscarawas County & Age 60 and older

ANALYSIS OF REGIONAL TRANSPORTATION SERVICE PROVIDERS

Assessment of Community Support for Transit

In total, there are 71 transportation service providers, human service agencies, and transit agencies that operate in the 10 counties of the OMEGA region. The service providers and agencies consist of: Mobility Managers, Department of Jobs & Family Services, Senior Services, Veteran Services, Board of Developmental Disabilities, Area Agency on Aging Region 9, five transit authorities/agencies, several career centers, community action agencies, Community Improvement Corporations, taxi services, colleges, non-profit and for-profit providers, and planning agencies such as BELOMAR and BHJMPC.

Regarding technology, of the 71 providers, 14 agencies do not currently utilize or have a website to share their information online. There are several human service agencies, which contract for transportation services but do not have information concerning the transportation service providers on their website. This can be very useful to coordinate transportation service by using technology efficiently.

More technology features that aid in service to transportation are located in Table 9 of **Appendix E**. A total of 24 agencies use a scheduling software to schedule trips; however, one schedules trips by hand, one uses outlook, and one uses other Microsoft Office programs to schedule trips. Holmes County is the only county in the region that reports no scheduling software. Nineteen agencies use dispatching software to manage their trips while one agency uses Microsoft Office to dispatch and another uses a mobile phone or on-view. Thirteen agencies use automated vehicle location (AVL) or geographic position systems (GPS) for use in their fleet vehicles. Currently, applications for riders to schedule trips are not available in the region.

Most of the transportation providers and human service agencies operate Monday through Friday during normal business hours. Some operate on the weekends for a few hours or by appointments only. There are several providers that operate on Saturday, Sunday, or both. Transportation service providers which offer Saturday and/or Sunday service are listed in **Exhibit 3-1**.

Aside from weekend service, there are many transportation providers that work around the clock, see **Exhibit 3-1**. Eleven transportation providers operate 24/7 and include four taxicab companies, five EMT Ambulance services, one on-demand nonprofit transportation provider and one healthcare system that coordinates with other transportation providers. Nine of the 24/7 transportation providers are located in Columbiana County, and the others are located in Belmont, Jefferson and Muskingum County.

County	Weekend by Appointments	Saturday and/or Sunday Service	24/7 Transportation Service
BELMONT	➤ Neffs Fire Department	➤ EORTA/OVRTA	➤ National Church Residences
CARROLL	N/A	➤ CCBDD – Community Employment	N/A
COLUMBIANA	<ul style="list-style-type: none"> ➤ The Orchards of East Liverpool (<i>Dialysis</i>) ➤ Change Inc. (<i>Dialysis</i>) 	N/A	<ul style="list-style-type: none"> ➤ Checker ➤ EMT ➤ KLG Mobile ➤ Intensive ➤ Lifeteam EMS ➤ Northstar Critical Care ➤ Paul's Cab Co. ➤ Quaker Cab Co. ➤ Salem Healthcare Centers (North & West) ➤ Tri-State Cab Co.
JEFFERSON	➤ TranSmart USA	➤ Steel Valley RTA	➤ Checker/ASI
MUSKINGUM	N/A	N/A	➤ Genesis HealthCare System
TUSCARAWAS	➤ SEA Inc.	<ul style="list-style-type: none"> ➤ Horizons Rural Public Transit ➤ Tuscarawas Senior Center 	N/A

EXHIBIT 3-1: OMEGA REGIONAL TRANSPORTATION SERVICE PROVIDERS THAT OPERATE ON WEEKENDS OR 24/7

Thirty-eight transportation service providers are open to the public; 15 operate on a fixed route, 14 operate on an on-demand type of service, and the rest of the providers have other modes of service. Of these other modes of service, 22 transportation service providers operate a demand response service, nine provide only medical or NEMT trips, and eight offer vouchers or passes to their clients or have contracts with transportation providers.

There are many transportation service providers that have specific eligibility standards. Eleven providers do not have any eligibility requirements and are completely open to the public. There are currently six providers that require the customer to pay with cash as the only acceptable form of payment. Twenty-eight organizations are limited to only their residents in the county, or clients, patients, or veterans that use their services. Five agencies require the person to have a disability in order to use their transportation service. Eight agencies provide transportation services only to persons who are 60 and older.

The fare structure varies per agency and especially per type of ride. No consistent fare rate is used throughout the region; however, this is a goal strategy that the Regional Coordinated Council as well as ODOT is looking to possibly solve with a cost-allocation model. Depending on the structure, the organizations can have different types of primary funding sources, either by Medicaid, levies, FTA, ODOT 5310/5311 grants, Title IIIB, Area Agency on Aging, Passport, VA, or general revenue. The transportation

service providers also have different primary sources of match funding either by levies, contracts, donations, boards of developmental disabilities, local grants, or their own program income. The guidelines and regulations imposed by these varied funding agencies may impede cost-effective coordination to the transportation service providers.

Safety

Of the 71 transportation service providers in the region, 46 offer handicap access to the public. Thirty-three agencies offer services only to their human service clients only. Tables 3, 10-12 of **Appendix E** relate directly to overall safety of service that is offered to the public through transportation. Of the 71 providers, 41 did not offer a response to the information being asked. According to Table 3, a total of 25 transportation service providers have defensive driving and perform a pre and post-trip vehicle inspection, 23 offer passenger assistance, bloodborne pathogens training, first aid and CPR training, 21 train for emergency procedure and evacuation, 20 have consumer rights and HIPAA training, and 19 offer drug and alcohol awareness training. For all the providers that responded, 23 require all new employees to complete safety training, only 13 providers require a refresher training, and only 15 providers have refresher training required for some of the training that they provide.

According to Table 10, a total of 25 transportation service providers have a vehicle preventive maintenance plan. Twenty-two providers have a vehicle ADA equipment preventive maintenance plan. Twenty-six providers require a pre-trip vehicle inspection whereas only 17 require a post-trip vehicle inspection. Twenty-one providers require a pre-trip ADA accessibility equipment test. Only 24 have an on-board communications equipment and 26 providers have on-board safety equipment such as a fire extinguisher, biohazard kit, or first aid kit. Regarding a 4-Point Restraint System for 3- and 4-Wheeled Mobility Devices there is a total of 21 providers that have this system for their transportation service.

According to Table 11, regarding drug and alcohol testing, 26 providers require a pre-employment drug test and 20 providers perform random drug tests. Twenty-three providers perform post-accident testing of drivers and 25 providers perform testing if they have any reasonable suspicion.

According to Table 12, regarding criminal background and motor vehicle record checks, for new employee criminal history checks, 24 transportation providers check, whereas only 20 have current periodic criminal history checks and only one checks every five years. Twenty-two providers perform a new employee driver's license record check and 22 providers periodically check their employee's driver's license record. Twenty-three providers perform a new employee sex offender database check; whereas only 19 providers do this periodically and only one provider checks every five years. Twenty-three transportation service providers have a new employee abuse registry check; whereas 19 providers check periodically and only one every five years. Regarding a New Employee System of Award Management (SAM) Registry Check, 14 transportation service providers perform this; whereas, only 13 providers perform this periodically and only one agency does every five years.

On the regional scale, of the 30 providers that completed their tables, adequate safety protocols and training appear to be in place. The only areas that appear to be lacking are drug and alcohol awareness training as well as refresher courses. Additional effort in post-trip vehicle inspections, as well as random drug tests, periodic database checks for sex offenders, new employee abuse registries, and system of award management can also improve across all providers. Data requested in these tables is not

applicable for the human service agencies that contract with transportation providers and do not provide direct transportation services.

Vehicles

The 59 transportation service providers for which data is available list a combined total of **504** vehicles. Approximately 60% of the vehicles are wheelchair accessible, which is a total of 303 vehicles. A vehicle utilization table (Table 13) is provided in **Appendix E**.

Some transportation service organizations have an entire fleet of wheelchair accessible vehicles. To determine the overall wheelchair capacity in the region, most providers reported how many wheelchairs fit per vehicle. Others listed the overall vehicle capacity and responded 'yes' if they did have wheelchair access. For these vehicles, there was an assumption of one wheelchair per five available seats based on the comparisons of other transportation service provider wheelchair capacities. Based on this information, 569 spaces are available for wheelchairs on the vehicles in the region. According to the data in the demographic section, 15% of the population in the region are people with disabilities, which is more than 80,000 people. What is unknown is the number of people with a disability who have a need for a wheelchair as well as how many of them need transportation services. What is known is that the population is aging and the demand for services to assist with people of disabilities is growing. Therefore, the demand for wheelchair access is expected to increase.

County	Transportation Service Providers	Total Vehicles (Reported)	Wheelchair Access Vehicles	Number of Wheelchair Seats
Belmont	5	51	24	43
Carroll	5	21	16	34
Columbiana	18	140	90	170
Coshocton	6	41	16	34
Guernsey	1	10	6	9
Harrison	4	12	10	13
Holmes	5	31	24	70
Jefferson	5	77	31	51
Muskingum	5	40	28	49
Tuscarawas	5	81	58	96
TOTAL	59	504	303	569

EXHIBIT 3-2: OMEGA REGIONAL TRANSPORTATION SERVICE PROVIDERS WITH WHEELCHAIR ACCESS

As vehicles age, additional maintenance is required; vehicles may break down more often and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided. The average age of the vehicles recorded and reported in the inventory is 6.36 years. Eleven vehicles are considered brand new, 2019 model. Six vehicles in the region are older than 20 years and the oldest vehicle is 25 years old. Eighty vehicles (16%) in the region are older than 10 years and 165 vehicles (33%) in the region are older than the average of the 6.36 years for the vehicle age. The next exhibit, **Exhibit 3-3**, lists the average age of the vehicles for the fleets in each county.

County	Transportation Service Providers	Total Vehicles (Reported)	Average Age of Vehicles (Years)
Belmont	5	51	5.96
Carroll	5	21	5.09
Columbiana	18	35	4.03
Coshocton	6	41	6.73
Guernsey	1	10	11
Harrison	4	12	3.42
Holmes	5	31	10.39
Jefferson	5	77	5.55
Muskingum	5	40	7.58
Tuscarawas	5	81	6.27
TOTAL	59	399	6.36 (avg)

EXHIBIT 3-3: OMEGA REGIONAL TRANSPORTATION SERVICE PROVIDERS VEHICLE'S AVERAGE AGE

The other indicator for vehicle maintenance is mileage. However, odometer readings have only been reported for 312 vehicles, which is 61.9% of all reported or recorded vehicles in the region. As shown in **Exhibit 3-4**, the total mileage of these 312 vehicles in the region is 38,328,443 miles with an average of 122,848 miles per vehicle. The greatest number of miles for any vehicle reported in the region is 446,643 miles. Six vehicles in the region have more than 300,000 miles, 51 vehicles have over 200,000 miles, and 180 vehicles have well over 100,000 miles which equals 57.7% of the vehicles reported. Only 42.3% of the vehicles have less than 100,000 miles, 60 vehicles (19.2%) with less than 50,000 miles and only 14 vehicles (4.5%) with less than 10,000 miles. The majority of the vehicles that have been reported and are in use in the region have over 100,000 miles with an average age of 6.36 years. Each vehicle has a demand of nearly 20,000 miles a year which requires good and regular maintenance and stable funding just to keep a well-maintained fleet in service for the public.

County	Transportation Service Providers	Total Vehicles (Reported)	Total Vehicle Miles	Avg Miles Per Vehicle w/ Odometer Readings
Belmont	5	51	6,629,345	129,987
Carroll	5	21	1,882,088	89,623
Columbiana	18	35	4,385,793	125,308
Coshocton	6	32	3,367,688	105,240
Guernsey	1	10	1,291,290	129,129
Harrison	4	12	1,210,351	100,863
Holmes	5	16	2,207,201	137,950
Jefferson	5	27	2,753,822	101,993
Muskingum	5	27	3,386,397	125,422
Tuscarawas	5	81	11,214,468	138,450
TOTAL	59	312	38,328,443	122,848 (avg)

EXHIBIT 3-4: OMEGA REGIONAL TRANSPORTATION SERVICE PROVIDERS VEHICLE ODOMETER TOTALS BY COUNTY

As shown in **Exhibit 3-5**, the following rankings were used by each transportation service provider to indicate vehicle conditions:

- 5: Excellent – brand new; no major problems exist, only routine maintenance
- 4: Good – elements are in good working order; requiring only nominal or infrequent minor repairs (greater than six months between repairs)
- 3: Fair – requires frequent minor repairs (less than six months between repairs) or frequent major repairs (more than six months between major repairs)
- 2: Bad – requires frequent major repairs (less than 6 months between major repairs)
- 1: Poor – in poor condition that continued use presents potential problems

The average ranking for vehicles in the region was 3.86, which is narrowly below good meaning most of the fleets in our region require frequent major and minor repairs. This can become a strain on the funds for transportation service providers which may benefit from any grant funding that can help with vehicle maintenance. The average service days for the vehicles reported is 5.73 days in a week, with little weekend service but still slightly more than a regular work week. Regular maintenance and a sustainable funding mechanism are an on-going challenge for many transportation service providers.

County	Transportation Service Providers	Total Vehicles (Reported)	Avg Vehicle Condition	Avg Vehicle Days of Service/Week
Belmont	5	51	4.08	6.09
Carroll	5	21	4.29	5
Columbiana	18	140	4	5.88
Coshocton	6	32	3.19	5.88
Guernsey	1	10	3.9	5
Harrison	4	12	4	5
Holmes	5	31	3.68	5
Jefferson	5	77	3.91	6.25
Muskingum	5	40	4.1	5.03
Tuscarawas	5	81	3.75	5.88
TOTAL	59	495	3.86	5.73

EXHIBIT 3-5: OMEGA REGIONAL TRANSPORTATION SERVICE PROVIDERS VEHICLE CONDITIONS AND SERVICE DAYS

It is an important indicator to look at the various transportation conditions as it relates to the vehicle fleets in the region. If the public is being served and transported by the coordinating service agencies, then the conditions of the vehicles need to be good for passengers to ride with space for handicap access and wheelchair capacity. The longer the vehicles are in service the mileage increases, and increased maintenance is required to keep the vehicles in service.

Origin-Destination Study, Methodology & Analysis

Another good analysis to include is to view where the transportation service providers are going. During the initial phase of the Regional Coordinated Plan, OMEGA organized a Regional Coordinated Council of participating transportation service providers, human service agencies, and any other stakeholders that are impacted by regional transportation. To begin to analyze the need for coordination between the stakeholders, OMEGA requested annual trip data from the transportation service providers. Origin and Destination data for 2017 was requested from each provider. To protect privacy, all that was required from each provider was the Origin Zip Code to the Destination Zip Code. A template was provided to all participating stakeholders; no transportation provider was required to participate.

Origin-Destination Data

- Date of Trip
- Trip Origin Zip Code
- Trip Destination Zip Code
- No Personal Information
- OMEGA will apply zip codes to correct block group to show detailed travel patterns
- Deadline: **June 30, 2018**

Date	Origin City	Origin State	Origin Zip	Dest City	Dest State	DestZip
17-Jul-17	St. Clairsville	OH	43950	Wheeling	WV	26003
5-Jan-18	Steubenville	OH	43952	Zanesville	OH	43701

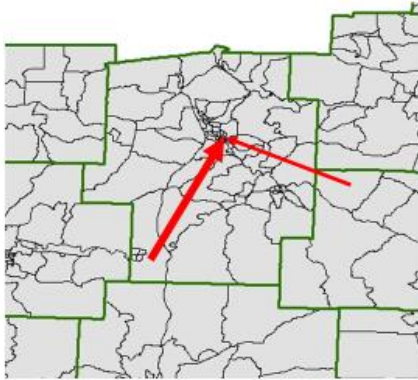
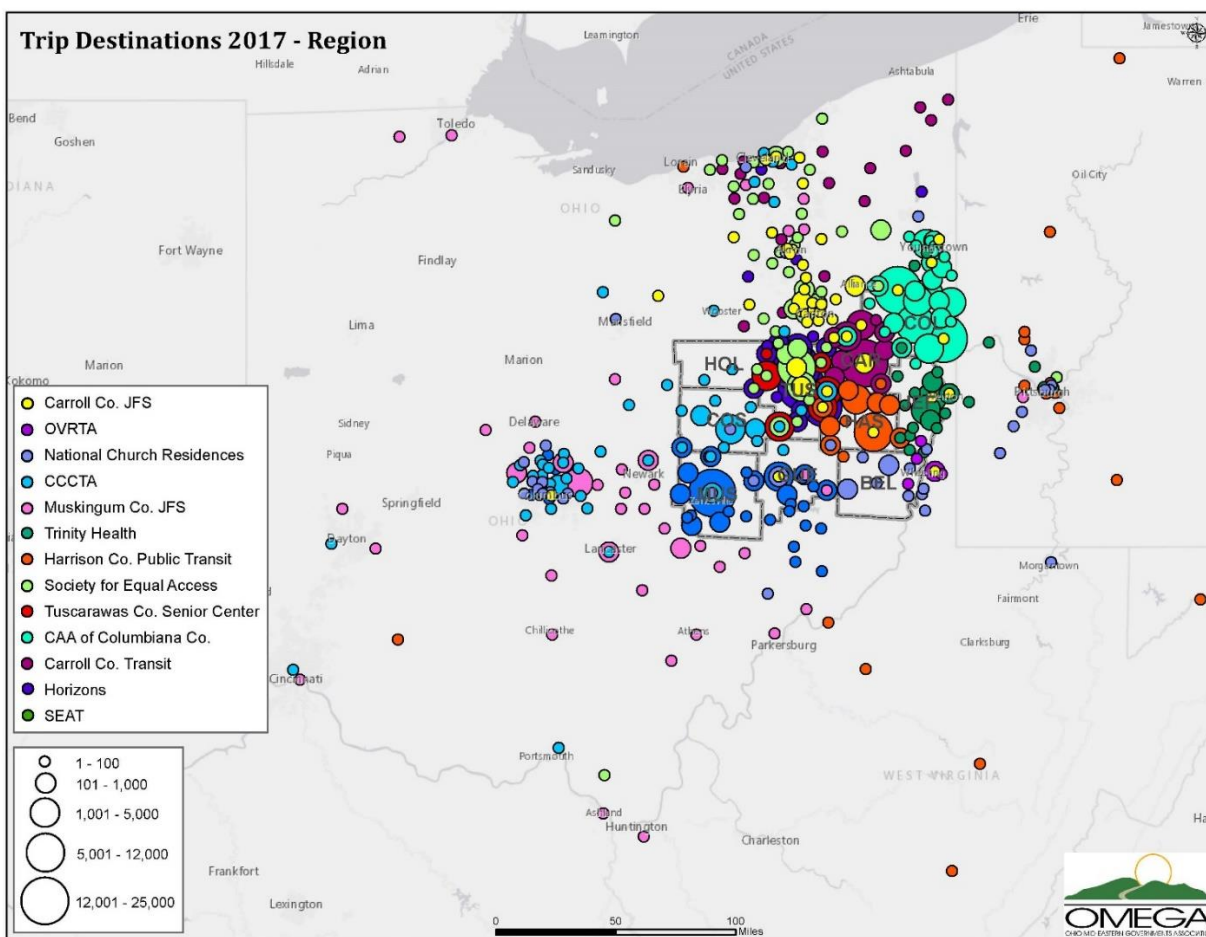


IMAGE 3-1: ORIGIN-DESTINATION DATA PRESENTATION AND REQUEST

Nineteen transportation service providers in the region submitted trip data for the calendar year 2017. Four providers had data that wasn't able to be mapped for reasons that they either couldn't electronically store the data, transfer it over to the template, or only operate in one zip code which would not be properly represented on the map. This study indicated that there may be a need for more technology to be available for the providers primarily when it comes to scheduling trips. Some transit agencies and human service agencies still schedule and log trips by hand which made it difficult to transfer and map data. This is a goal strategy that will be discussed in the Goals & Strategies section.

Of the 15 transportation service providers which provided data, 220,915 trips occurred in calendar year 2017. The agency that had the most trips was Community Action Agency of Columbiana County (CAAofCC) with 56,062 trips in total and the least number of trips submitted was from Quality Care

Partners with 10. Many agencies that run on a fixed route were not able to be mapped since most are within the same zip code. However, some of the agencies offer paratransit service as well as long distance medical trips such as South East Area Transit (SEAT) which made 23,110 trips. Across all 15 agencies that submitted trips, the average number of trips per agency is 14,728. Knowing that the average days of service in the region is 5.73 days, this equates to 50 average trips per service day for just the transportation agencies in the region that participated in this study. **Map 3-1** illustrates the origin – destination data for 2017. For an interactive map, see: <https://arcg.is/1y8GS5>.



MAP 3-1: OMEGA REGIONAL TRANSPORTATION SERVICE PROVIDERS ORIGIN-DESTINATION DATA POINTS MAP

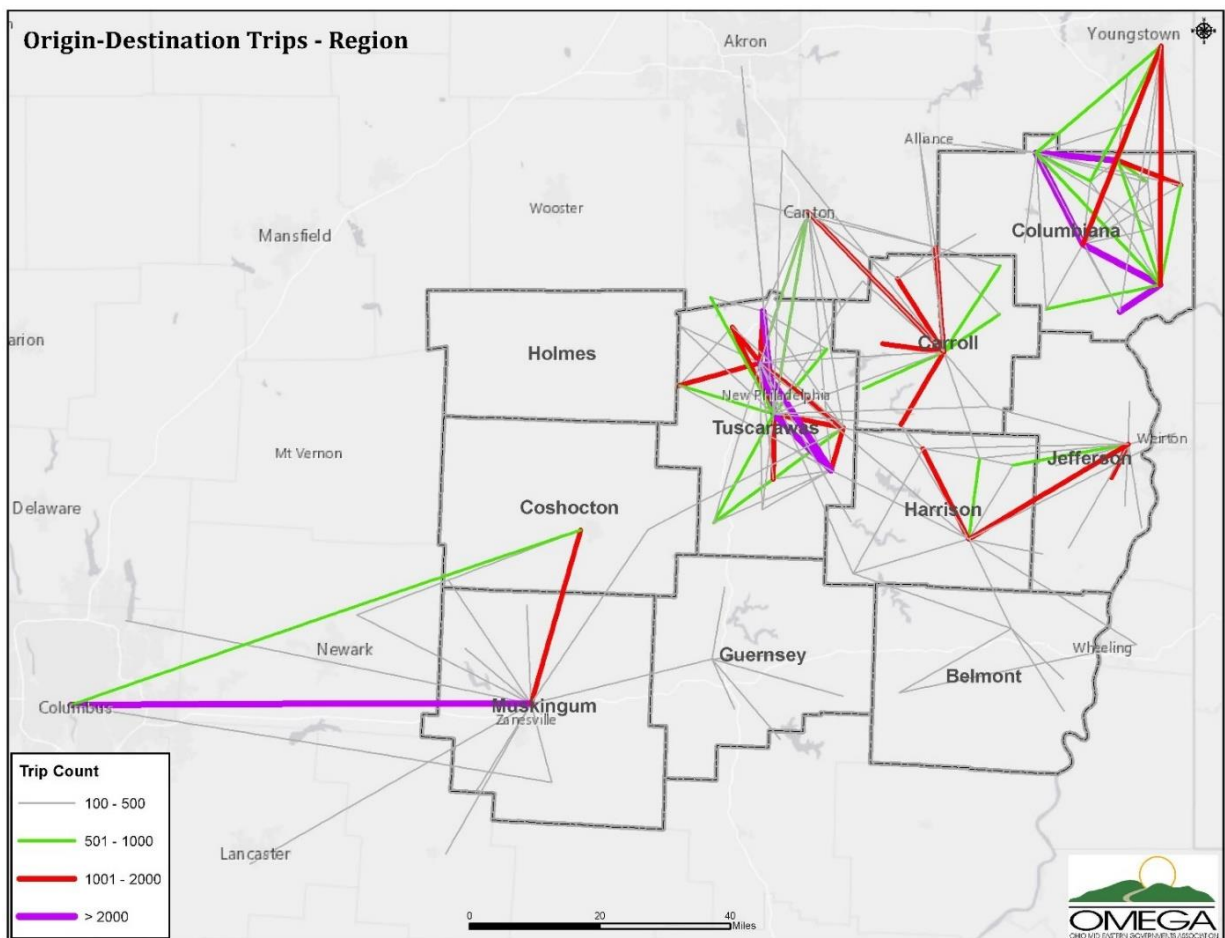
The majority of the total trips stay in the region, but many providers cross county lines and jurisdictional boundaries based on the needs of the public whether it's for a medical appointment, employment, or commercial purposes. Many trips leave the region daily and many span the state of Ohio and cross into the neighboring states of West Virginia and Pennsylvania. This can be a challenge for providers because of how they are funded or the public because of eligibility requirements. **Exhibit 3-6** shows the top destinations for Out-of-Region Trips.

Top Out-of-Region Destinations, 2017	
City, State	Number of Trips
Akron, OH	535
Canton, OH	4,205
Cleveland, OH	385
Columbus, OH	5,625
Pittsburgh, PA	95
Youngstown, OH	1,730

EXHIBIT 3-6: TOTAL OUT-OF-REGION TRIPS BY TOP DESTINATIONS

From **Exhibit 3-6**, most trips are going to Columbus, OH followed by Canton, OH the least number of Out-of-Region trips leave the state and go into Pittsburgh, PA. There may be reasons for all these trips such as primary care medical trips; however, that was not disclosed. There are also regular trips by providers to Wheeling, WV and Weirton, WV, but no significant mappable data was submitted.

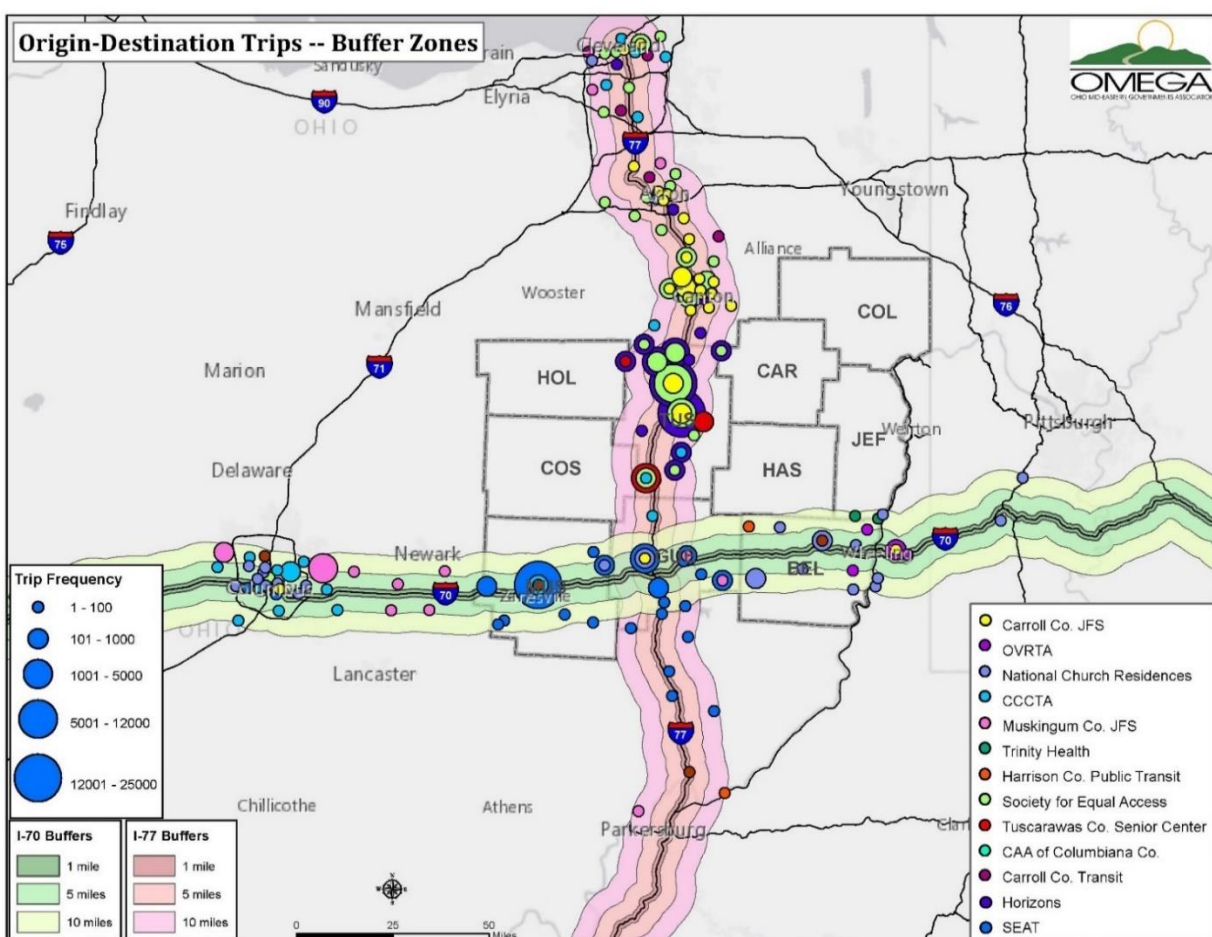
Another good map to view, **Map 3-2**, to capture the trip flow is the following Origin-Destination Lines map. For an interactive map, see: <https://arcg.is/1KXe5i>.



MAP 3-2: ORIGIN-DESTINATION DATA LINES MAP

As shown in **Map 3-2**, more than half of the trips that go to the top destination, Columbus, OH, originate from Coshocton and Muskingum Counties indicating a potential for cost-effective coordination among the transportation service providers in these two counties. More than half the trips to Canton, OH originated in Carroll and Tuscarawas Counties. The transportation providers that are based in these counties may want to consider coordinating their trips to reduce costs and improve efficiency. Reducing the number of trips to and from a common destination can begin to reduce the duplications of trips and save on vehicle maintenance.

Another important data to analyze in relation to trip flow is what similar transportation infrastructure (highways, US routes, state routes) is used by the transportation providers. In the region, the common routes are I-70, I-77, US 22, SR 30, and SR 7. **Map 3-3** represents this data for the major Interstates I-77 and I-70 with 1 mile, 5 miles, and 10 miles buffers. For an interactive map, see: <https://arcg.is/0jfrKS>.



MAP 3-3: ORIGIN-DESTINATION MAJOR HIGHWAYS BUFFER MAP

The following exhibits, **Exhibit 3-7** and **Exhibit 3-8**, represent the majority of trips by agency that frequent I-70 and I-77 to travel to destinations that are within a few miles from the routes both in and out of the region. This may also be useful to promote coordination among agencies. For future planning purposes, the only piece of data that can help make analyzing these trips more efficiently is to know trip

types, why they are going where they go. Certain assumptions can be made about the providers alone based on the types of transportation service they offer since these maps can only show general destinations.

TOTAL IN-REGION TRIPS ALONG I-70			
Transportation Provider	1 Mile	5 Miles	10 Miles
CAA of Columbiana County	-	-	-
Carroll County JFS	-	5	5
Carroll County Transit	-	-	-
CCCTA	-	697	697
Harrison County Public Transit	-	342	394
Horizons	-	57	62
Muskingum County JFS	-	831	850
National Church Residences	-	857	1,184
OVRTA	-	19	25
Primetime Office on Aging	-	24	32
Quality Care Partners	-	3	3
SEAT	16	21,182	21,431
Society for Equal Access	-	68	72
Tuscarawas County Senior Center	-	-	-
TOTAL	16	24,085	24,755
TOTAL OUT-OF-REGION TRIPS ALONG I-70			
Transportation Provider	1 Mile	5 Miles	10 Miles
CAA of Columbiana County	-	-	-
Carroll County JFS	1	2	2
Carroll County Transit	-	4	4
CCCTA	20	198	459
Harrison County Public Transit	15	143	152
Horizons	-	7	12
Muskingum County JFS	-	88	4,416
National Church Residences	14	488	508
OVRTA	1	254	254
Primetime Office on Aging	1	81	85
Quality Care Partners	-	-	1
SEAT	37	234	355
Society for Equal Access	3	33	44
Tuscarawas County Senior Center	-	-	-
TOTAL	92	1,532	6,292

EXHIBIT 3-7: TOTAL IN AND OUT-OF-REGION TRIPS WITHIN 10 MILES OF I-70

Based on the I-70 In-Region and Out-of-Region Trips exhibits and from **Map 3-3**, most of SEAT's In-Region trips can be associated with their fixed route and in-county service in Muskingum County.

Second most trips come from National Church Residences (NCR) which perform trips across county lines, along with Coshocton County Coordinated Transportation Agency (CCCTA) and Muskingum County JFS. For Out-of-Region trips, the majority of these trips are going to Columbus and being led by Muskingum County JFS in contract with SEAT, followed by NCR and CCCTA. These are the transportation service providers that may be able to manage longer distance trips from I-70.

TOTAL IN-REGION TRIPS ALONG I-77			
Transportation Provider	1 Mile	5 Miles	10 Miles
CAA of Columbiana County	-	-	-
Carroll County JFS	-	376	376
Carroll County Transit	5	542	550
CCCTA	8	178	182
Harrison County Public Transit	-	532	534
Horizons	3,787	41,867	44,149
Muskingum County JFS	-	513	531
National Church Residences	-	106	106
OVRTA	-	-	-
Primetime Office on Aging	-	-	-
Quality Care Partners	-	-	-
SEAT	331	4,273	4,401
Society for Equal Access	130	12,009	12,131
Tuscarawas County Senior Center	444	10,882	11,118
TOTAL	4,705	71,278	74,078
TOTAL OUT-OF-REGION TRIPS ALONG I-77			
Transportation Provider	1 Mile	5 Miles	10 Miles
CAA of Columbiana County	-	8	8
Carroll County JFS	54	617	667
Carroll County Transit	202	1,575	1,740
CCCTA	12	88	97
Harrison County Public Transit	27	65	101
Horizons	116	926	1,632
Muskingum County JFS	61	61	125
National Church Residences	1	4	7
OVRTA	-	-	-
Primetime Office on Aging	-	61	2
Quality Care Partners	2	2	2
SEAT	27	102	207
Society for Equal Access	318	2,220	2,443
Tuscarawas County Senior Center	-	-	-
TOTAL	820	5,729	7,031

EXHIBIT 3-8: TOTAL IN AND OUT-OF-REGION TRIPS WITHIN 10 MILES OF I-77

The top transportation service providers for In-Region trips on I-77 are Horizons, Society for Equal Access (SEA Inc.), Tuscarawas County Senior Center, and SEAT. The rest of the providers, other than SEAT, are based in Tuscarawas County where I-77 runs through. Most Out-of-Region trips on I-77 are provided by SEA Inc., Carroll County Transit, and Horizons. Most of these trips are going north to Canton, where Carroll County Transit regularly frequents medical trips, Akron and Cleveland where SEA Inc. and Horizons travel to which may also be medical trips as well.