



# STEERING COMMITTEE

Vision Statement: To Achieve ACCESS and MOBILITY  
Through Efficient and Effective Transportation FOR ALL

Regional Coordinated Transportation Pilot Program  
In Person and via TEAMS August 18, 2021

# Housekeeping

- This meeting is being held in person at the ODOT District 11 conference room with appropriate safety precautions in place.
- This meeting is also being live streamed via TEAMS.
- The meeting may be recorded, and if so, is recorded only in order to prepare accurate minutes.
- Presentation slides and meeting minutes will be available on the OMEGA website later this week.

# Agenda

- Welcome & Housekeeping
- Overview
- Roll Call
- ODOT
- Regional Intake Form
- Regional Survey of Needs Assessment
- Regional SWOT Analysis review
- Strategic Planning of Regional Strategies to accomplish Regional Goals
- Regional Projects Update
- Next Meeting Overview and Expectations
- Open Roundtable for the Good of the Region
- Adjourn

# Roll Call



Please unmute yourself when called and acknowledge your attendance or type in the chat box.

Anyone not called, please acknowledge yourself at the end.



ODOT has  
announced  
Federal Funding  
Awards for CY  
2022.

Any questions for  
ODOT?

# Regional In-Take Form

The objective is to standardize regional forms, obtain regionally consistent information, and standardize practices to create efficiencies in procedures and to provide ease of access to services, equity, and increased customer satisfaction to the regions' residents.

Once approved, this form would be used by all Mobility Managers and the Mobility Solutions Staff for all new calls for transportation services.

This form incorporates all current information gathered by all mobility managers, the call center, and required information by all county DJFS.

## REGIONAL INTAKE FORM – DISCUSSION FORM ONLY

### **PERSONAL:**

Date

Name : first, MI, last

Address

DOB

Current age in years

Gender M or F

Identity of Race Caucasian/African American/Hispanic/Asian others?

County of Residence

SSN

Phone and cell

How did you hear about us?

## **MOBILITY:**

Medicaid? Medicare? Insurance Carrier?

Veteran?

Are you medically disabled?

Ambulatory

Cane / Walker / Crutches / Scooter

Escort/Attendant

Lift required?

W/C power or manual? oversized?

The maximum occupancy weight for our W/C lifts is 800 pounds. Do you and your W/C combined meet that requirement? If no, ask if they meet a 1000 pound maximum combined occupancy weight limit.

Guide Dog or other Service animal? Type of service provided to client/species

Special Assistance sight impaired or blind, hearing impaired or deaf, need O2, others??

Are you concerned about the cost of your transportation? Low income?



### **APPOINTMENT:**

Time, date, address and phone number for appointment requiring transportation

Is it recurring or one time only

Do you need transportation both ways

### **ADDITIONAL INFORMATION/OTHER SERVICES OR NEEDS:**

Housing, food insecurity, recovery, living alone, need reminder calls, etc.

### **ASSIGNMENT:**

Assigned to: (example would be M/M Tusc Co)

Call attempt 1: who, date, time, result

Call attempt 2: who, date, time, result

Call attempt 3: who, date, time, result

# Regional Survey of Needs Assessment

- \*All counties using the same link, same survey = coordinated data.
- \*Link is available year-round, data to be downloaded/cleared periodically.
- \*Link will be permanent so publishing the link, QR code is acceptable.
- \*County specific data can be pulled for county level review of unmet needs.

## Web Link:

Here is the link to the survey: <https://forms.office.com/r/UWjqSVt40x>

## QR Code:




**Paper Copies:** Available from your Mobility Manager in regular print, large print, and in Latin American Spanish. Braille available upon request.










**SURVEY DATA WILL BE COLLECTED, AND CLEARED, SEPTEMBER 30, 2021.  
AFTER THAT DATE, DATA WILL ACCUMULATE FOR NEXT YEARS RECORDS.**

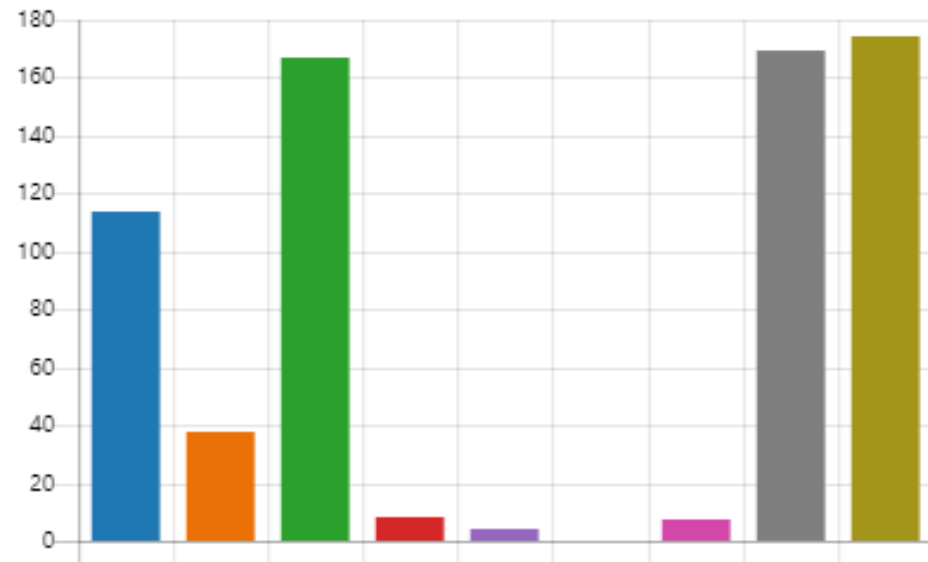
Total surveys over **1,000** now!! 706 results are shown here.

#### 14. What county do you live in?

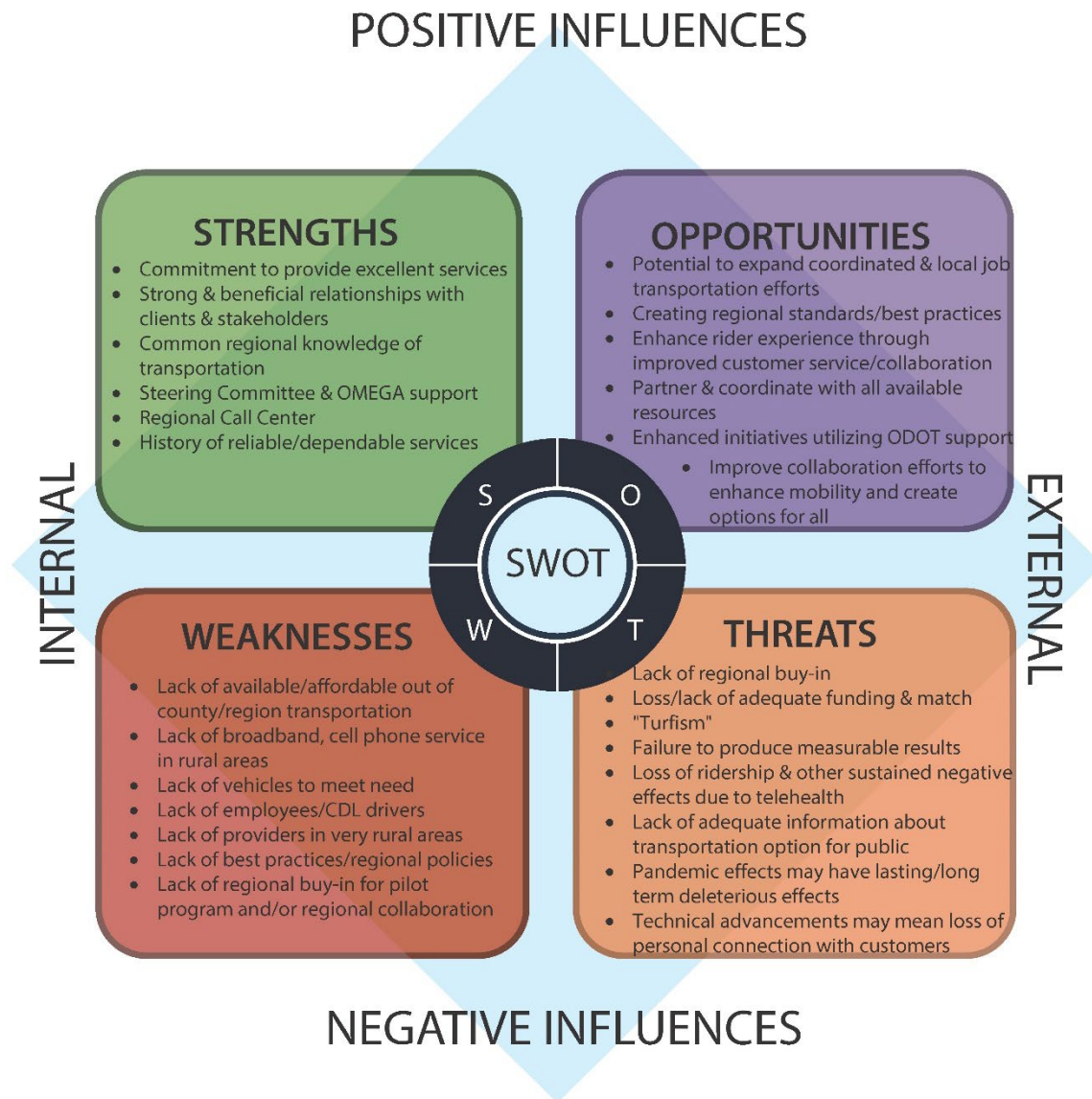
[More Details](#)

 [Insights](#)

	Belmont	114
	Carroll	38
	Coshocton	167
	Guernsey	8
	Harrison	4
	Holmes	0
	Jefferson	7
	Muskingum	169
	Tuscarawas	174



# Current 2020 Regional SWOT



## **Strengths:**

- 1. Commitment to provide excellent services
- 2. Strong and beneficial relationships with clients and stakeholders
- 3. Common regional knowledge of transportation
- 4. Steering Committee and OMEGA support
- 5. Mobility Solutions Center
- 6. History of reliable/dependable services

## **Weaknesses:**

- 1. Lack of available/affordable OOC/OOR transportation
- 2. Lack of broadband, cell phone service in rural areas
- 3. Lack of vehicles to meet need
- 4. Lack of employees/CDL drivers
- 5. Lack of providers in very rural areas
- 6. Lack of best practices/regional policies
- 7. Lack of regional buy in for pilot program and/or regional collaboration

## **Opportunities:**

1. Potential to expand coordinated and local job transportation efforts
2. Creating regional standards/best practices
3. Enhance rider experience through improved customer service and collaboration
4. Partner and coordinate with all available resources
5. Enhanced initiatives utilizing ODOT support
6. Improve collaboration efforts to enhance mobility and create options for all

## **Threats:**

1. Lack of regional buy in
2. Loss/lack of adequate funding and match
3. “Turfism”
4. Failure to produce measurable results
5. Loss of ridership and other sustained negative effects due to telehealth
6. Lack of adequate information about transportation options for public
7. Pandemic effects may have lasting/long term deleterious effects
8. Technical advancements may mean loss of personal connection with customers

# Regional Goals and Strategies

( with partial action items)

**THREE REGIONAL GOALS (Bold)**



**Strategies (Capital Letters)**



**Action Items (Lower Case Letters)**

- incomplete

## GOAL ONE

1. **To Maintain and Expand Transportation Services and Options, Including Those to Unserved and Underserved Persons.**
  - A. Support initiatives for cost effective vehicle replacement, fleet expansion, and needed safety adjustments
  - B. Increase access to affordable and available employment transportation options
    - a. Explore initiatives to create or expand employment transportation beyond the 7am-5pm M-F hours
    - b. Coordinate with job and career centers, and Ohio Means Jobs, to track employment transportation needs and provide information
  - C. Create more affordable, efficient, and available Out-Of-County (OOC) and Out-Of-Region (OOR) transportation
    - a. Decrease one person vehicle trips for all providers by coordinating rides especially for OOC and OOR trips
  - D. Create, enhance, and support regional beneficial technologies
    - a. Utilize common scheduling technologies throughout region
    - b. Share scheduling portals with medical providers to effectively schedule medical trips



## GOAL TWO

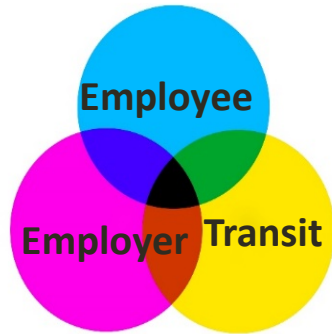
### **2. To Educate and Inform the Public, HHS Agencies and Organizations, and Other Stakeholders as to the Transportation Services and Options Available.**

- A. Support and utilize Mobility Management Program
- B. Continue quarterly RCC and monthly Steering Committee and Regional Council of Mobility Management meetings
- C. Increase marketing and advertising of transportation services and options
  - a. Increase education and awareness with the public, employers, employees and job seekers to available employment transportation services and options
  - b. Increase education and awareness within Stakeholder organizations and the public of equity and access initiatives within transportation services and options
  - c. Build collaborative network of existing HHS and healthcare providers to promote affordable available collaborative regional medical transportation access
  - d. Coordinate with job and career centers, and Ohio Means Jobs to track employment transportation needs and provide information
- D. Create, enhance, and support regionally beneficial technologies
  - a. Realign Mobility Solutions Center to function effectively for whole region
  - b. Utilize and promote Regional Resource Guide
- E. Continue O-D mapping annually for each county and the region as a whole

## GOAL THREE

3. **To ensure and increase equity, access, inclusivity and safety in transportation services and options.**
  - A. Build collaborative network of new and existing providers and other stakeholder agencies to promote affordable, available, collaborative regional transportation access for all
    - a. Meet with each county DJFS individually and in a group
  - B. Support initiatives that promote broadband, cell phone and internet access and connectivity for the region
  - C. Standardize regional forms, policies, and procedures
  - D. Examine current and alternative fare structures
  - E. Utilize and promote Mobility Solutions Center
  - F. Explore opportunities for innovative pilot programs (OOC/OOR, volunteer companions, volunteer drivers, innovative fund braiding, media outreach, etc.)
  - G. Establish and maintain infectious disease/Emergency specific responses (COVID, Natural Disasters, Etc.)

# Update: Regional Projects



## Employment Transportation Study

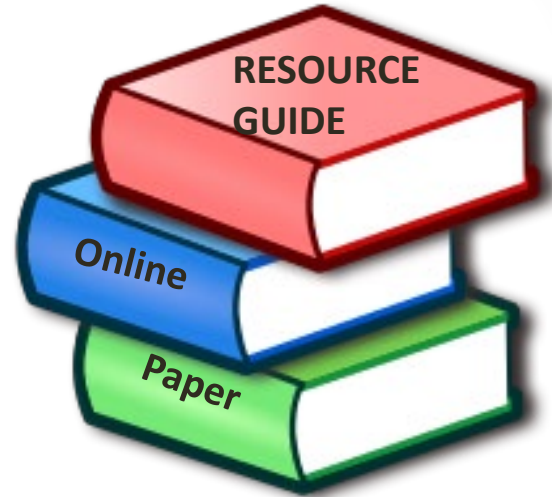
SIXMO is on track to deliver a report by the end of 2021.

## OC/OC Strategic Planning Initiative

KFH will present an update to their study at the September 22, 2021 combined RCC/Steering meeting.



# Update: Regional Projects



## Regional Resource Guide

The website will be in beta testing later in August.

A live demonstration of the site will take place at the September 22 combined RCC/Steering meeting with the site live to the public on that date. Great job Nicki!

# Update: Regional Projects

## Marketing Outreach Program



Several OMEGA counties have billboards up. Others are preparing newspaper ads. Filming for the Regional PSA concludes August 20 with the commercial to be ready to be shown on local TV stations, as well as presented in various social media formats, by the fall, All public transits in Region 9 were featured on the PSA.

# Meeting Dates for 2021

- Alter every third Steering meeting to RCC quarterly meeting to best respect everyone's time.

## MEETING DATES:

- September 22 – RCC (moved by one week because of OPTA)
- October 20 – Steering
- November 17 – RCC
- December 15 – Steering (*if needed*)

Because of state requirements that public meetings may no longer be conducted virtually, the Combined RCC/Steering meeting in September will be conducted IN PERSON ONLY.

We need to pick a day and time since virtual meetings at 8:30am are no longer acceptable. September 24<sup>th</sup>? 10-noon or noon to 2pm?

# For the Good of the Region

- For the September RCC meeting, KFH will be presenting a project update on the OC/OC Strategic Planning Study. Sixmo will also be presenting an update on the Employment Transportation Study.
- The regional strategies will be presented for adoption. The goals, strategies and action items (partial list) will be emailed to all members for review and comment before the September meeting. Action items will be added for review in October.

**Other announcements, or additions?**



## Contact information:

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