Mobility Ohio

July 2022

Presenters

Chuck Dyer
Transit Administrator, ODOT

Marie Keister
Engagement, MurphyEpson

Overview

» A win for Ohio!

» Who/what Mobility Ohio is

» Why it is needed

» The details

» Our asks/next steps

» Discussion throughout

Mobility **Ohio**

Who/What Mobility Ohio is

Partner State Agencies

Ohio | Department of Aging

Ohio | Department of Developmental Disabilities

Ohio | Department of Health

Ohio | Department of Jobs and Family Services

Ohio | Department of Medicaid

Ohio | Opportunities for Ohioans with Disabilities

OHIO DEPARTMENT OF TRANSPORTATION

Mobility **Ohio**

How We Got Here

» Statewide Transit Needs Study identified need for additional coordination at local and state levels

» Six years of coordination among state agencies to identify conflicting policies, procedures, standards and for Mobility Ohio – ODOT designated lead

» OMEGA's planning efforts

» Federal Transit Administration awards Innovative Coordinated Access and Mobility grant to Mobility Ohio (other ODOT funds being used)

Mobility **Ohio**

The Maze of Human Service Transportation

Statewide Stats

3,600+
Entities **provide HST in Ohio**

88
Counties **administer HST funds locally**

14
Ohio state agencies **receive and administer federal HST $**

12+
Federal agencies **provide HST $ to Ohio via 130+ federal programs**

Mobility Ohio

Mobility Ohio

» A collaboration to coordinate community and human service transportation (HST) among funding agencies

» The goal is to improve safety, availability and quality of transportation for older adults, people with disabilities, those with lower incomes and others with transportation needs

Mobility **Ohio**

The Proposed Mobility Ohio Pilot

» A Regional Transportation Resource Center (RTRC)

   » A one-stop hub where clients and customers can conveniently schedule trips by phone or online for multiple trip purposes

   » Increases coordination among existing mobility management network to address service gaps

Mobility **Ohio**

Pilot Region

Pilot Region

The Mobility Ohio pilot is proposed in these counties:

» Coshocton
» Guernsey
» Muskingum
» Tuscarawas

A subset of Ohio Human Service Transportation Coordination (HSTC) Region 9, these four counties have their own maze of programs.

Mobility Ohio

Desired Outcomes

» Provide more convenient trips to more people

» Use the same dollars being spent today to provide more trips at lower cost per trip (through fund braiding and trip coordination)

» Reduce administrative burden to providers and administrators (one set of rules, one invoice)

» Reduce the potential for fraud (auditable)

Mobility **Ohio**

Pilot: The Details

Mobility Ohio

State and County HST Roles and Responsibilities

» Direct federal and state funding to county governments

» Contract with RTRC for Human Services Transportation

» Determine customer eligibility

» Refer customers to the RTRC to schedule their trips

» Pay one monthly invoice from the RTRC, for all services provided

» Receive/review trip data reports per funding source (from the RTRC)

Mobility **Ohio**

RTRC's Roles and Responsibilities

» Contract with for-profit, non-profit and public transportation providers

» Ensure compliance with safety and quality standards

» Serve as the region's hub for mobility management services

Mobility Ohio

Provider's Roles and Responsibilities

» Determine the fully allocated cost of a trip using one consistent methodology (in development)

» Provide and be reimbursed for trips through a contract with the RTRC

» Conform with safety, quality standards

» Implement and use DRIVES

Mobility **Ohio**

Affected Transportation Providers

✓ Transportation providers this pilot DOES apply to:	✗ Transportation providers this pilot DOES NOT apply to:
» For-hire HST providers » Public transit agencies » Non-profit agencies » For-profit companies and employers	» Drivers hired or reimbursed through a client-issued voucher program » Individuals who receive reimbursement or payment to transport a passenger for whom they are guardian or responsible » Operators of emergency ambulance services » Public transportation providers who operate fixed route vehicles only » School bus operators

Mobility **Ohio**

Decisions Yet to Be Made

» Based on expertise, experience and capacity, ODOT will select:

  » Who will operate the pilot RTRC – with input on criteria from OMEGA

  » Who will manage service coordination

  » Who will provide the software (Draft RFP under review)

» Based on county, agency, association, provider, advocate and client/customer input:

  » Details to address transportation gaps and improve the customer journey

  » How best to educate local stakeholders and constituents and market the service

  » Form an Advisory Committee to provide advisory input

Mobility **Ohio**

Your Role/Our Asks

» Promote and participate in workshops in each county

» Identify candidates for focus groups (more to follow)

» Be patient! Help us control rumors and misinformation (expect a phased implementation over the next two years, starting no earlier than at least a year from now)

» Let us know issues and opportunities that surface along the way

Mobility Ohio

Your Questions, Comments

Mobility Ohio

Your Contact

Macie Moore
Public Transit Manager
Program Management Section
ODOT Office of Transit
614.728.9609
Macie.moore@dot.ohio.gov

Mobility **Ohio**

Thank You!

Mobility Ohio

The Maze of Human Service Transportation

Pilot Region Stats

12+

Health and Human Service programs

40+

Unique transportation providers

Mobility **Ohio**