



STEERING COMMITTEE

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

Regional Coordinated Transportation Pilot Program

May 19, 2021

Zoom Housekeeping

- This meeting is being recorded to prepare minutes.
- Presentation slides will be available on the OMEGA website later today, and meeting minutes will be available by week's end.

Agenda

- Welcome & Zoom Housekeeping
- Overview
- Roll Call
- Introduction of New Member
- Regional Performance Measures
- Presentation by SEAT
- Regional Projects Updates
- Next Meeting Overview
- 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.



Michael McBride

Transportation Administrator, Senior Services of Belmont County

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Mike has been with Senior Services for about 13 years, serving as Transportation Administrator for the last three years.

Regional Performance Measures



9 Regional Performance Goals

1. Increase general ridership by 3% per year.
2. Increase Senior Citizen ridership by 3% per year.
3. Increase Disabled/Otherly Abled ridership by 2% per year.
4. Decrease “No Shows” by 2% per year.

“No Show” being defined as: Any trip that is not taken, not due to provider error, but due solely to passenger- controlled unavailability for pick-up of a scheduled trip within the transit agency’s written policy pick-up window, and who has not notified the transit agency within that transit agency’s written policy cancellation window to cancel that trip. Trips in which passengers will not be picked up due to circumstances related to the provider/provider vehicle/provider service will NOT be considered a no-show.

Additionally, this data to be reported as No Shows by Medicaid customers and No Shows by all other customers.

9 Regional Performance Goals

5. Decrease Trip Denials by 2% per year. “Trip Denial” being defined as: a trip which cannot be provided within the one hour window before and after the requested trip time. Trip times that are negotiated with the passenger within the one hour prior to the requested time or one hour past the requested time are NOT trip denials. A trip is a denial even if it is taken, but occurs outside the one hour window.
6. Decrease Trip Refusals by 2% per year. “Trip Refusal” being defined as: Trips requested outside the hours of service or service area provided by the transit system.
7. Decrease Overtime hours by 3% per year. (Some systems do not permit overtime hours.)
8. Increase On-Time trips by 3% per year. “On-Time” being defined as being within 15 minutes of scheduled pick-up time.
9. Increase same day trips by 3% per year.

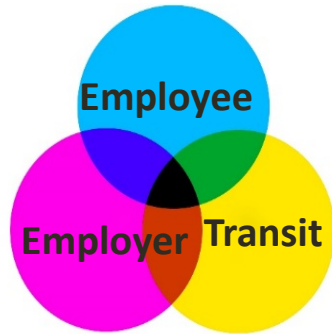
Presentation by SEAT

Strategies Used by SEAT to Expand Transportation Service Hours

- Contract Driver Force
- 24/7 service for employment transportation and other needs
- Contract Services and Scheduling Portal Access with Medical Providers

Howard Stewart, Transportation Director
Andrea Dupler, Operations Manager

Update: Regional Projects



Employment Transportation Study

SIXMO has requested initial information and is preparing a kick-off meeting to occur in the next few weeks.

OC/OC Strategic Planning Initiative

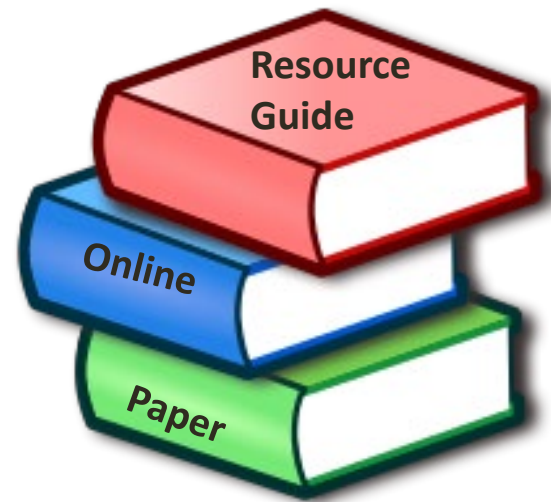
KFH has requested initial information and will have a kick-off meeting next month involving both the Steering Committee and the RCC.



Update: Regional Projects

Regional Resource Guide

Website development is currently underway. Mobility Managers have already been contacted to begin to provide the information needed to populate the website initially. Expected completion by end of summer.



Update: Regional Projects

Marketing Outreach Program



County agreements are expected to go out this week. Each county has an equal apportionment of \$3,812.50.

There was also an apportionment for regional marketing, roughly between \$7,500 and \$11,000 – two video examples of potential marketing efforts will now be shown for comment.

Comments on regional marketing campaign:

- Combination of both approaches
 - Pick representatives/vehicles from each county
- Definitely keep the jingle
- School, YMCA, and other “non-traditional” destinations
- Utilize more diverse group of people (age, race, etc.) for commercial
- WTC used Channel 9 for commercial
- Since we are in primarily rural areas, show that we are also outside of town providing service
- Tie in the Regional Resource Guide?
 - Website link?
 - One-call/one-click #?
- Market what is out there to start?

Meeting Dates for 2021

- Cancel September 15 meeting (OPTA), move to September 22.
- Alter every third Steering meeting to RCC quarterly meeting to best respect everyone's time.

MEETING DATES:

- **June 16 – RCC**
- July 21 – Steering
- August 18 – Steering
- **September 22 – RCC**
- October 20 – Steering
- **November 17 – RCC**
- December 15 – Steering (*if needed*)

June 16 Meeting:

KFH, the consultants for the One Call/ One Click Strategic Planning Study will host a kick-off meeting.

They will be looking for input from stakeholders as to what the region would like a regional OC/OC center to “look like”:

- What functions you want it to provide?
- How you want it to interact with customers?
- How does it interact with the counties and with all transit agencies?
- What reporting is required?
- How is transparency accomplished?
- How does the region want to have input on the functions and direction of the OC/OC center?

For the Good of the Region

- Open Roundtable for Announcements, Questions, Comments

A new mobility manager for Tuscarawas, Harrison and Carroll counties has been hired by the Tuscarawas Senior Center. Her name is Jill Cunningham, and she began her new position this week on the 17th.

Other announcements, or additions?

NEWS TO WATCH:

Buried in the HR2 bill is a provision that vehicles for eight passengers or more would now require a CDL license to be operated. We need to watch how this develops as it could adversely affect rural transits and the availability of drivers who would be qualified to provide services.

Thank you for the privilege of your time.



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