

Ohio Mobility Management 2020

The Mobility Scoop

**39 Ohio Mobility Managers
Serving 65 Counties**

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Message from ODOT Office of Transit Chuck Dyer, Administrator

The Ohio Emergency Management Agency (OEMA) is responsible for coordinating activities to prepare and respond to disasters. The COVID-19 pandemic fit this bill. In March, transportation quickly became an activity that OEMA began to coordinate. The OEMA reached out to ODOT to understand what transportation service resources were available in each county. While ODOT understood those projects that we funded, we also knew there were additional transportation services available. To understand what all resources existed, ODOT reached out to Ohio's



Mobility Managers to help create a more complete inventory. Ohio's mobility managers have mobilized the level of service for all providers identified within the coordinated plans, and any additional service that may exist within the county. With the COVID-19 pandemic starting, service was often impacted. The information provided by the mobility managers was assembled and provided to OEMA to share with other state resources. We know collection of information, useful to OEMA is equally valuable for Ohio's residents

who are looking for transportation. As a result, and working with Ohio's Metropolitan Planning Organizations, together with using an existing platform, we are creating a one-stop-shop for understanding what transportation services exist in any county in Ohio. This integration of information, while simple in theory, was and is a challenging task. This is also the first level of the Mobility As A Service (MAAS) Topology. We thank Ohio's Mobility Managers for working on getting this information collected and off to OEMA. We are excited to continue working together to make this information available to all Ohioans.

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Message from Statewide Mobility Coordinator Olivia Hook

This year the Ohio Mobility Managers established five committees to combine efforts into significant areas of the program. These committees serve Ohioans through advocacy, onboarding, education, organization, and social media. The Mobility Management Program created a social media platform to provide essential communications using strategic marketing methods. New mobility managers established support through a

robust mentor program, and public relations set foundations for clear and precise communications. Mobility Managers create a blueprint for local transportation coordination with all providers addressing unmet needs while meeting State and Federal requirements. Consideration of special needs and the complex access to transportation is the mobility manager's area of expertise. Mobility Management connects individuals with

transportation options that often the person is not aware they exist. Communication is essential when it comes to coordinating transportation between awareness and addressing unmet needs with providers. The program nurtures the individual's unmet needs through passenger travel training and understanding the demands of transportation providers. Ohio is leading the way with the Mobility Management program.

Carmen Rhoades, Belmont County

Story 1: “I received referral from a transportation provider to assist their client attain a car seat. The client's 4-year-old son had a doctor's appointment and was approved for transportation through Medicaid but did not have a car seat. I called the local health dept after researching where to find a car seat. The health dept allowed me to pick up and receive the required training. I delivered the car seat to the client and gave her the training I had

received. I had the mother complete the necessary paperwork and I returned the paperwork back to the health department.”

“The mother and son were able to attend their doctor's appointments and now the mother has a new car seat for her son.”

Story 2: “I received a referral from a young couple. They had lost custody of their 3-month-old baby. The court mandated both of them to attend weekly parenting classes for 10 consecutive weeks. They had no transportation, very limited financial resources to be able to pay for a cab privately and do not live near the bus-line. I was able to secure free transportation for them for all 10 weeks through a grant.”

Sharon Pearson, Lorain County

“As a result of promoting the 2020 Lorain County Transportation Needs Survey, I received about 3 calls from older adults in need of transportation. One gentleman stood out. He is about 75 or 80 years old and last Fall had to be without a car for 5 months. He needs to get to a doctor's appointment to get a shot in his back. He

was unable to go because he did not have transportation, nor did he know about what was available. I was able to identify that he lived close to the transit route. Also, I was able to let him know he can request a para-transit ride for as little as a \$1 each way. He was not aware of this. In appreciation, he offered to let others

know about the service. He informed me that when he didn't have a vehicle how expensive it was to take a trip with a local transportation provider. It would have cost him over \$100 roundtrip to drive him about 20 miles. He pays \$400 in rent and his income is a little over \$800 so that would not work for him.”

Beca Sheidler; Allen, Auglaize, Hardin, Mercer, Putnam & Van Wert Counties

“I had a 67-year-old lady call our agency absolutely frantic that her son had been in a car accident and she needed to get from Findlay to Columbus ASAP. Within 3 hours our call center had made arrangements for a Find A

Ride provider to pick her up at 2:00pm and take her to see her son. The driver was even willing to stay until 8:00pm to ensure she had plenty of time to spend with him.

“This would not be possible without the Find A Ride project and the money we receive from ODOT to provide this absolutely vital service to the community!”

Traci Harris, Ross County

Story 1: “The local Board of Developmental Disabilities contacted me about a client that needed non-emergency medical transportation (NEMT). Her weight combined with the fact that she uses a wheelchair was making it difficult for her to receive any transportation services and made it impossible for her to receive medical care. After calling our usual transportation providers that offer NEMT services (i.e. ambulette services) and even the local fire department with no luck, I felt defeated. Several days later, a provider that we have worked closely with but had been out of the office each time I called, finally returned my call. The agency had just received four new buses with lifts that could accommodate the client. We both knew that there had to be other residents facing the same or similar barriers. The provid-

er stated that his agency was looking to implement new services and that they were going to research the requirements to become an NEMT provider.”

Story 2: “I received my most challenging call to date. I was in a meeting and had to let the call go to voicemail. I had to listen to the message several times as I had a difficult time understanding the man who left the message. When I called back, he was not home, and I talked with his sister. Both siblings could neither read nor write and he had been diagnosed with cancer but had been missing medical appointments at the cancer center. He is insured by a managed care provider, which provides transportation, but they were unable to clearly communicate with him the times

and dates of his appointments. They completely dropped the ball. I called the cancer center and spoke to a social worker who confirmed he was a patient and that he had missed several appointments. She told me that she had already spoken with him and had given him my number after she herself saw one of our social media posts and thought that we actually provided transportation. After explaining the situation to her she agreed to start calling the managed care provider herself to set up his transportation and will call him the evening before and the day of to remind him of his appointment. In the end, I was able to help the patient get transportation and educate the cancer center about Mobility Management services.”

Lauree Gregg, Fayette County

“A woman, who uses a wheelchair, needed it either fixed or replaced. Both wheel locks were broken, and it was in terrible shape. She lives with elderly parents, who could probably use assistance as well. I contacted the local Board of Developmental

Disabilities office and they took over getting assistance for this entire family. Although I was merely the middleman in this situation, that was all that was needed of me. I am satisfied that I was able to find the right person to help.”

“My goal is to make everyone aware, that is in need of service, what is available. If the service is not available, I will find out why and try to rectify it.”

Jessie Schmitzer, Athens & Hocking Counties

“Thanks to the CARES Act funding we were able to purchase three hundred bags, 5000 masks branded with the Mobility Manage-

ment information on it, 300 mini sanitizers with the same branding, and 20 large sanitizers. These have been distributed

throughout Athens and Hocking counties to schools, homeless shelters, villages, townships, and transit providers.

