

## Ohio Mobility Management 2021

# The Mobility Scoop

39 Ohio Mobility Managers  
Serving 65 Counties

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## Message from ODOT Office of Transit Macie Moore, Public Transit Manager

“This year ODOT brought on a new Statewide Mobility Coordinator, Pamela Pate. Pamela joins the program as Mobility Managers across the state continue to try to respond to evolving transportation needs during the COVID-19 pandemic. Mobility Managers have seen impacts to service availability through service reduction and vehicle and driver shortages. They have been in the trenches of their communities trying to help individuals retain their mobility. Mobility Managers have also seen a change in the way that transportation planning should occur in the wake

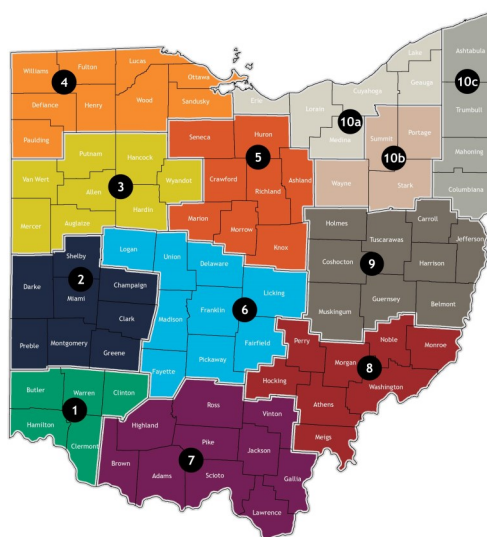
of the pandemic. They've been charged with considering disasters and pandemics in their four year coordinated transportation plans, variables that were previously only consid-

ered hypothetical. In the face of these adversities, the Mobility Management network has grown stronger together, leaning into the committees that have been stood up to

remain connected in the work they are delivering to their communities. These committees focus on advocacy, training, and peer to peer networking ensuring that we grow together as a program statewide. The role of a Mobility Manager continues to evolve in the State of Ohio, focusing more on a regional approach that considers all kinds of transportation resources from public transit to health and human service transportation. Our Mobility Management network will continue to be at the forefront of expanding mobility in the State of Ohio. ODOT looks forward to continuing to invest and develop the program so that we can continue our statewide pursuit of access and mobility for all.”



Human Services Transportation Coordination (HSTC) Regions



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## Brandi Hesson, Washington County

“An 87-year-old Washington County resident who ambulated with a walker needed transportation the next day to a health clinic to receive her COVID-19 vaccine. She was unable to use the transit system in Washington County because it is a fixed route and

“The resident called back just to say THANKS and how much she appreciated the help.”

she could not walk to the transit

stop due to her health conditions and the weather. I was able to arrange transportation with a local transportation provider to pick this individual up at her door and provide her with a ride to and from the clinic for her vaccination.”

## Marlana Long, Pike County

“On January 28, 2021, I was contacted by a social worker from the OSU James Cancer Center. She explained to me that she was inquiring about transportation for a patient that was from Pike County. She told me that he was 54 years old and had been on disability since he was 40 years old, due to an unfortunate work-related accident where he had fallen down an elevator shaft. She went on to explain to me that he would be needing to have transportation for upcoming chemotherapy, radiation, and other related appointments. However, he had Medicare and did not qualify for transportation and wanted to know if there was any way that I could help him. He and

his wife did not have a reliable automobile for the 88-mile one way trip. I informed my supervisor and she suggested that we reach out to the Outreach and Enrollment Coordinator of Community Action to see if there were any options. The coordinator reached out to the patient to see if he could get him to qualify for Medicare Part B—without any success—but would keep working with him to assist him with transportation and other qualifying programs. I followed up with the social worker to try and work out a way to get him to his first appointment. I explained to her that Community Action Transportation System of Pike County (CATS) would be going to Columbus on that Friday

and could transport him to the first day of appointments and chemotherapy. She arranged for the patient to have hotel accommodations through Sunday. The issue that arose was returning him home on Sunday, due to the CATS office being closed. The social worker then realized he also had an appointment on Tuesday and was able to extend his stay. CATS was able to pick him up on Tuesday and return him home. I was able to work with CATS and arrange transportation to and from his appointment and refer him to contacts within Community Action of Pike County to help see if he could qualify for benefits that would allow Medicaid billable trips.”

## Nicki Silver, Muskingum & Guernsey Counties



The guide covers Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum, and Tuscarawas Counties.

Your Guide To Ride  
[region9resourceguide.com](http://region9resourceguide.com)

## Lisa Leckrone, Perry County

Ohio Department of Transportation (ODOT) Region 8 Mobility Management announced a new coordinated approach to streamlining mobility solutions. The Region 8 Mobility Solution Center (R8MSC) is located in Perry County and will serve the residents of Athens, Hocking, Meigs, Monroe, Morgan, Noble, Perry, and Washington Counties. The R8MSC began fielding calls on March 17, 2021 with a grand opening in Spring 2021. Supported by ODOT funding, "The Mobility Initiative is to offer a 'One Call – One Click'

center to assist with travel or ride solutions so that we can get individuals where they need to be", states Lisa Leckrone, Perry County Mobility Manager. This will be a collaborative effort from the R8MSC to the five Mobility Managers located throughout the region. The focus is to establish an easy-to-use resource that connects residents with access to mobility solutions that will in turn, provide rural residents access to critical resources and services in their own communities and beyond. Identifying, solutioning, and connecting

The Region 8 Mobility Solution Center can be reached by calling toll free 1-833-YOU-GOGO (1-833-968-4646) or visiting [www.ohmaps.org](http://www.ohmaps.org)

transportation services with people, serves to ensure access to critical life sustaining resources such as healthcare, employment, nutrition, recreation, addiction services, and more.



## Jamie Baker, Hancock County

HATS transportation, the public transit service in Hancock County, had been providing rides all over Findlay to a special needs couple in their 60s. The couple's truck had broken down in Findlay and they were going to spend a second night in a local motel waiting for it to get fixed despite living just 25 miles away in Tiffin in adjoining Seneca County. I was working remotely as a scheduler/dispatcher for HATS Transportation when I finally spoke to them right at the end of

our shift. I talked to them about their situation and asked them if they would rather go home to Tiffin for the night if I could arrange it and come back to Findlay the following day to pick up their vehicle. I talked to them and diverted the bus from the motel to my house and drove them home in our family's minivan and told them I would arrange transportation back to Findlay the following day. The next morning, I called Seneca County's public transit provider

SCAT and arranged a ride for them to a pick up point at the Seneca-Hancock County line where I scheduled a HATS bus to pick them up and bring them to Findlay to pick up their vehicle. As it turned out, I knew the wife's brother who lives in Colorado. I messaged him on Facebook about the situation and he had no idea what was happening. He was grateful that I was able to give them the help they needed.

