



UC MOVES Coalition Meeting
March 6th, 2024, 12pm-1:30pm
UCHD Board Room, 900 London Ave., Ste 1100, Marysville, OH

Welcome and Introductions

- Complete sign-in sheet
- Andrew Binegar- Bridges, Ashley Garver- City of Marysville, Beth- Goodwill, Emily Brown- MORPC, Holly Zweizig- MHRBUC, Sean COAAA, Val Lindon-Memorial Health/COAAA, Maria Radcliff- Bridges

Comfort Keepers, Terri King, Inside Sales Coordinator

- Interactive Senior Care, Inc. | Comfort Keepers
5761 Chandler Ct. Westerville, Ohio 43082
Direct: (614) 263-1998
Website: comfortkeepers.com
 - Background on the company
 - Services we offer (Transportation)
 - Financial resources available
 - Our community commitment
 - Fees based on hours of car (4 hours or more- \$33 per hour; one hour = \$60; two hours = \$50)
 - For transportation, there is an additional \$.63 per mile for the caregivers vehicle
 - Veteran services can go anywhere; CK is paid directly through VA, client doesn't have to pay anything
 - Scheduling time 24-48 hours
 - Care assessment would need to be completed (pets are included in the care plan);
 - Immediate care can be provided and then care plan can be created later
 - Individuals can request the same caregivers
 - Provide cross-county, even out-of-state services
 - Union, Franklin, Fairfield, Delaware, Morrow
 - Open on holidays

Union County Coordinated Plan Goals

Review Goals and Strategies for 2024 (see attached Goals and Strategies)

- Summary of what was accomplished in 2023 (see attached)

- Looking forward to 2024-205
 - What needs to be updated?
 - What needs to remain?
 - What needs removed/added?
 - **Note**if the goal/strategy is not achievable, then it needs to be removed**

Current Goal 1:	Strategies
<p>Goal 1: Provide safe and reliable transportation for older adults and people with disabilities (UCATS, Legends, A Way Out)</p>	<p>Strategy 1.1: Evaluate the need for improvement of current services to include improvement of current vehicle replacement programming and encouragement of the expansion of available transportation options and services. Strategy</p> <p>1.2: Assess additional opportunities to provide services to people with disabilities who are not currently served through existing programs.</p>

Summary of Work Completed in 2023:

Strategy 1.1: UCATS received their new Ford Transit in September 2023. It is in work rotation and working well. UCATS submitted for 2 additional vehicles through ODOT. UCATS created part-time positions to try and fill the lack of drivers. Currently have 5 full-time drivers and 2 part-time drivers. The goal is to have 8 drivers.

Strategy 1.2: UCATS has a grant through ODOT that allows them to take individuals with disabilities to nearly any type of appointment that they request, as long as they are a Union County resident, have a doctor’s note or other form or identification of their permanent or temporary disability, their trip is within Union County or the contiguous counties surrounding Union County (Not to exceed 50 miles from the UCATS office @ 940 London Avenue), and as long as UCATS has the driver availability for their trip. Any time UCATS is full, or a person with a disability requests a trip outside of UCATS services, UCATS will direct individuals to the Union County Mobility Manager.

Suggestions/Changes for 2024-2025?

Strategy 1.1:

Strategy 1.2:
Add UCN2N Mary Go Round Implementation

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Goal 2: Increase in flexible and accessible transportation options (UC MOVES)

Strategy 2.1: Initiate planned public outreach to determine the most needed transportation education programs for the county.

Summary of Work Completed in 2023:

The Regional Mobility Plan survey launched on June 30th and ended on August 31st. Results were tabulated and analyzed. Results were provided to the coalition for review.

The MM presented at community events such as monthly visits to senior meal sites at Richwood Civic Center and Windsor, community events, Richwood Fair for Senior Day, Our Lady of Lourdes, senior health fair, and the Impact Station event (new homeless shelter in Union County). Outreach to the public also includes informational pieces in the form of flyers, rack cards, magnets, social media, website, monthly newsletter, poster, etc. The community is educated on the ways to contact the MM via the website, email, phone calls, and physical location. The MM is working to re-establish the Monthly Mobility which is a Newsletter that will highlight current projects as well as provide ways to contact the MM and information on upcoming UC MOVES Coalition meetings for individuals who would like to be a part of these meetings.

MM established monthly meetings with transportation providers as an outreach initiative to address concerns and feedback as well as get updates for information that can be provided to individuals seeking transportation resources and information. These monthly meetings continue as a way to address concerns and feedback as well as get updates for information that can be provided to individuals seeking transportation resources and information. Data is collected from transportation providers as far as successful rides, unsuccessful rides and why, number of riders, number of drivers, and number of days worked in that month. This data is kept in a Google spreadsheet and available for review at any time.

Suggestions/Changes for 2024-2025?

Strategy 2.1:

- Ask yourself: What is needed based on data that has been received through surveys, talking to community, RMP survey, etc?
 - Is there a voice coming out of the survey that states _____?
 - Car Fit?
 - Cell phone app education
 - etc?
- Older Adult Falls Prevention project: Age Friendly Spaces (transportation is a piece of this) More information to follow about this. (Partner with Age Friendly Innovations- they have support services for go through the process- let Noel know)
- Note: Look @ data from 2023 and conduct a trends analysis

Current Goal 3:	Strategy
<p>Goal 3: Improve access to workforce transportation (UC MOVES Workforce Committee)</p>	<p>Strategy 3.1: Implement outreach to identify the most needed <u>transportation initiatives</u> to support <u>workforce transportation</u>.</p> <p>Strategy 3.2: Pursue vanpooling and research other transportation resources for workforce mobility.</p> <p>Strategy 3.3: Pursue partnerships with major employers in coordination with regional goals to support workforce transportation.</p>

Summary of work completed in 2023

3.1: MM continued to follow up with partners from the Mobility Summit hosted in February 2023. Workforce Committee meets on a monthly basis to discuss ways to improve capacity for the workforce. MM in collaboration Bridges, A Community Action Organization now contracted with A Way Out Employment Services has been able to continue providing individuals with disabilities to their work sites.

Union County is part of a regional coordinated transportation plan process with MORPC/Franklin County MM (Emma Strange) as the lead entity. Therefore, the Union County MM will not be leading the planning process but will serve an integral role in facilitating meetings and discussions to move the Union County plan updates and strategies forward. Content from these meetings and discussions will be provided to the regional coordinator to use as part of the regional planning process. The MM and Josh Brady is part of the Regional Mobility Plan Steering Committee to act as a participant in the planning process of updating and approving changes to the Regional Mobility Plan.

3.2: Gohio Commute car/vanpooling was supported and advocated for through educational sessions held at community events, the Mobility Summit, phone calls to the MM, the Monthly Mobility newsletter, and flyers.

MM presented at the Business Impact Breakfast regarding workforce transportation and the issues it faces.

Members of UC MOVES (TAC) workforce committee met with the Director of Delaware Public Transit to discuss their possible expansion into Union County to pick up residents as they travel from Delaware to Union County/Logan County employment sites i.e., Honda and various Honda suppliers

Outreach conducted resulted in the launch of Ride UC led by Union County's Economic Development Director, in coordination and collaboration with UC MOVES Workforce Committee for the purpose of expanding workforce transportation in the 43040 zip code. Data is collected on a weekly basis by Economic Development and shared with the Workforce Committee.

3.3: Emily Brown and Patty Olmstead (MORPC) reached out to some large companies in Marysville/Union County to assess workforce transportation needs. Emily and Patty have been on-site at these employers to promote car/vanpooling.

MORPC Emergency Ride Home (ERH) program is in place to assist individuals with rides to and from work in an instance of an emergency.

Suggestions/Changes for 2024-2025?

Strategy 3.1:

- Establish transport for Honda 3rd shift

Strategy 3.2:

Strategy 3.3:

- Present or share information at Safety Council (Take the one-page Cartvertising to pass out; **push out the Ride UC at local restaurants**)
- Establish private/public partnerships for funding (Uber for Ride UC)

Add LinkUS Phase 3 COTA expansion into the NW corridor work

Current Goal 4:	Strategies
<p>Goal 4: Collaborate for service delivery and efficiency (Mobility Manager)</p>	<p>Strategy 4.1: Build local awareness for existing mobility initiatives through mobility management work.</p> <p>Strategy 4.2: Initiate conversations to assess the possibility of developing cooperative agreements and public-private partnerships to increase efficiency and improve service delivery.</p> <p>Strategy 4.3: Utilize and market the statewide transportation search tool, Gohio Commute, in coordination with Union County Mobility Management and UCATS.</p> <p>Strategy 4.4: Create a data system that will close referral loops, increase multi-agency collaboration, increase client satisfaction, and quantify success and areas of improvement within the Union County transportation landscape.</p>

Summary of work completed in 2023:

4.1: MM presented at the Business Impact Breakfast.

The MM has been promoting the need for volunteers for RideConnect program during business association meetings, UC MOVES Coalition meetings, as well as distributing the RideConnect flyer throughout the community as well as placing flyers up in common areas of public buildings.

Developed a marketing plan for Ride UC, Mary-Go-Round utilizing Cartvertising

The Monthly Mobility newsletter was re-established as a way to reach the target audience of the individuals that subscribe to the newsletter. The newsletter provides contact information for the MM as well as a list of transportation resources within Union County. The newsletter is in digital format and allows viewers to interact within the document to review previous UC MOVES Coalition meetings and an opportunity for subscribers to see what the MM has been working on to advocate for additional transportation resources.

4.2: Members of the Workforce Committee attempted to collaborate with a non-profit to utilize an idle

vehicle to increase the availability of a wheelchair-accessible vehicle. In parallel, another solution was found. The plan for idle vehicles will continue in 2024.

Refer back to 3.2 (Uber/Ride UC)

During Q2, Union County Neighbor to Neighbor partnered with Ohio State University to conduct a transportation survey; twelve residents completed daily transportation surveys on challenges, barriers, and successes for two weeks. Union County is one site and the data will be compared to a report that was released in the fall and the Mary-Go-Round was a result of the report.

4.3: The MM promoted the Gohio Mobility website and the role of the MM. The MM will continue to promote Gohio Mobility throughout 2024-2025

4.4: MM met with the majority of the transportation providers to complete the introduction and review the referral process including shared documents and feedback components. Apricot Software Solutions has been investigated as a possible closed-loop referral system. Unfortunately, the software is not feasible financially. Future meetings will be held with the transportation providers to inquire if a software program will be utilized if implemented. Currently, a Google spreadsheet is being used for a referral process to providers. Investigated Monday.com which is used by another MM. More work will go into this in 2024.

Aside from a data system, multi-agency collaboration continues to improve and is a focus in the work in Union County.

Suggestions/Changes for 2024-2025?

Strategy 4.1:

Strategy 4.2:

- Pursuing idle vehicles

Strategy 4.3:

Strategy 4.4:

- Investigating software program to be utilized by MM and transportation provides to provide a closed-loop referral system. Monday.com will be investigated by the MM.

Current Goal 5:	Strategies
<p>Goal 5: Provide transportation at an affordable cost (UCATS/UC MOVES)</p>	<p>Strategy 5.1: Research the potential ability to decrease the current per-trip cost to individuals, reduce cost per passenger mile, and cost per hour by supporting county coordination of existing transportation services and an analysis of UCATS operations and maintenance for potential cost efficiencies.</p> <p>Strategy 5.2: Increase ridership through targeted marketing and the pursuit of supportive funding opportunities for existing transportation programs.</p>
<p>Summary of work completed in 2023:</p> <p>5.1: Trips through UCATS are free for individuals at this time, working on reducing costs for organizations, analyzing trips, minimizing cancelations, more ppl per ride, and trying to spread clusters within the county. Budget process yearly.</p> <p>5.2: Senior Services Newsletter and UCATS newsletter used to increase ridership, UC MOVES newsletter, Cartvertising, social media, MM 2024/25 Grant Award.</p> <p>Senior services applied for grant money.</p>	
<p>Suggestions/Changes for 2024-2025?</p> <p>Strategy 5.1:</p> <p>Strategy 5.2:</p>	

Committee Updates:

- Workforce: Andrew
 - Ride UC Updates? Uber report provided
 - MORPC Updates?
 - Patty and Emily have been out tabling at various businesses in Union County; carpooling signs in the area
 - Bridges/A Way Out: 131 households helped thru the partnerships
 - Next Meeting: March 26th @ 4pm
- Medical/Healthcare Committee: Chair: Vacant
 - No updates
 - A Way Out has been working with Memorial on release from care rides;
 - Memorial is still utilizing A Way Out, Legends, UCATs
 - Next Meeting 3/18/24 @ 9am
- Marketing Committee: Holly
 - Cartvertising:
 - Working with Uber to get the marketing piece
 - Getting the contract completed
 - Looking at pharmacy bags through Dave's Pharmacy
 - Digital kiosks thru MHRB and UCHD
 - Next Meeting: 3/7/24 @ 9:30am

Roundtable from Transportation Providers

- UCATS- nothing addition to add
- A Way Out- nothing additional to add
- Legends and Lift- Bonnie is retiring; son, daughter-in-law (Jenna) and sister taking over the business

Transit Driver Appreciation Day is March 18th- please celebrate drivers

Open Discussion

- MORPC-
 - NW Regional Collaboration Meeting- March 27
 - Rural Forum in Marysville- April 25
 - Mobility and Access (Mike prodded for Eric or Andrew to talk about the Ride UC Uber collaboration)
 - MORPC working with Congressional districts FF2025- programmatic or capital programs funding; proposal can be sent to MORPC

Next meeting is May 1st, 2024 12pm-1:30pm @ UCHD Board Room