

MOBILITY MANAGEMENT



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**Department of
Transportation**

MOBILITY MANAGEMENT GOALS

- Increase understanding and awareness of community transportation needs
- Increase awareness of current community transportation options and programs
- Ensure that transportation considerations are included in local and regional planning activities
- Increase local capacity for transportation services
- Assist individuals with accessing all community transportation options



MOBILITY MANAGEMENT PROJECTS

- Includes Local, State, and Federal funded programs
- 66 counties with local mobility management
- 3 (8-10 county) regional projects covering 27 counties
- 1 (4 county) human services transportation resource center

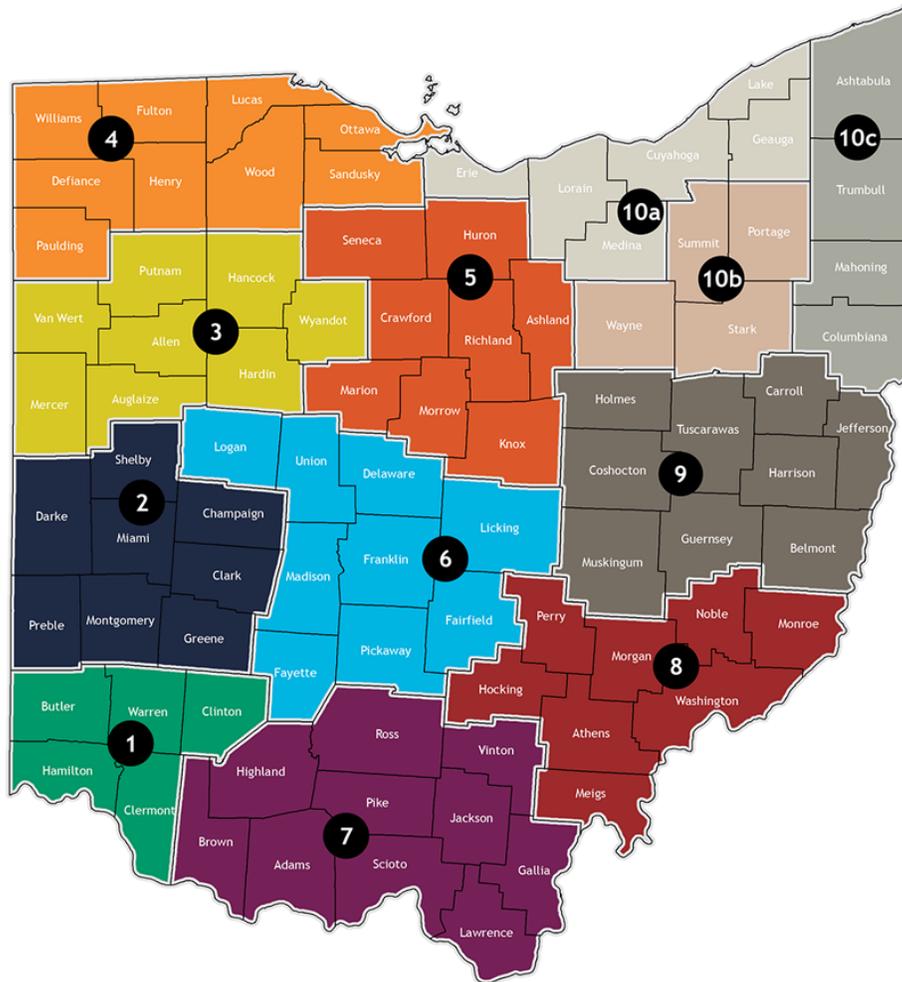


WHAT DOES MOBILITY MANAGEMENT DO?

- Host Transportation Advisory Committee (TAC) meetings
- Annual Coordinated Transportation Plan, with a re-write every 4 years
- Advocate in communities
- Facilitate collaboration between agencies
- Involvement in planning at local and regional levels
- Assist in identification of funding sources
- Connect community with transportation resources



LOCAL MOBILITY MANAGEMENT



- Single County
- Multi-County Programs
- Funded with 5310 or 5311 funds and 20% local match
- Includes Mobility Managers and Mobility Coordinators/Navigators



SINGLE COUNTY MOBILITY MANAGEMENT

- 21 Counties funded with ODOT Mobility Management funding
- Average Federal per program \$80,000
- Typically, only a Mobility Manager
 - will allow Mobility Navigator/Coordinator in Sub-urban or urbanized areas
- 7 Counties are not ODOT funded
 - Include other FTA funds (5307 Urban) or transit funded



MULTI-COUNTY MOBILITY MANAGEMENT

- 10 programs covering 35 counties funded with ODOT Mobility Management funding
- Average widely varies per program
 - 6 county program Federal cost \$75,500
 - 9 county program Federal cost \$305,252
 - 6 programs are 2 county with Federal cost \$773,411 (\$42,767 low and \$156,015 high)



MULTI-COUNTY MOBILITY MANAGEMENT

- Programs are allowed no more than one full time MM staff per county.
- Some programs operate with a Mobility Manager serving multiple counties. Sometimes they have a Mobility Navigator/Coordinator, generally part time to assist.
- Some programs have multiple Mobility Managers serving one or two counties each.
- The largest program of 9 counties has a Mobility Manager leading the program and 2 Mobility Coordinators that supervise different aspects of the program. All 3 employees operate in all 9 counties.



REGIONAL MOBILITY MANAGEMENT

- In SFY2026, the regional program was reduced from 6 to 3 programs
- The most effective programs with fewer local MM coverage were selected
- One program selected had solid local coverage but was maintaining a regional coordinated transportation plan with no local coordinated transportation plans in place. This program also developed a statewide specialized transportation tool, Gohio Mobility.
- Average Federal cost \$135,000



REGIONAL MOBILITY MANAGEMENT POSITIVES

- Considered an extension of the Local MM program.
- Allows MMs to accomplish more by removing the burden of completing a local coordinated transportation plan.
- Develops initiatives and tools to make MMs more effective.
- Assists in training and collaboration of MMs.
- Often at a planning organization that has other relationships that are useful in this work



REGIONAL MOBILITY MANAGEMENT NEGATIVES

- The relationship between local and regional is often contentious.
- Tend to have higher administrative costs.
- Unable to provide individual assistance or focus on single county needs.



MOBILITY MANAGEMENT PROJECTS



Mobility Ohio

COSHOCTON
TUSCARAWAS
MUSKINGUM
GUERNSEY



MOBILITY OHIO



Mobility Ohio coordinates transportation for multiple human service agencies.

With one call, agencies and individuals can arrange transportation between over 100 eligible transportation providers.

All rides most either originate or end within the four counties. Providers include a mix of public transportation, for profit, and non-profit providers.



MOBILITY OHIO



Mobility Ohio

About the Pilot Project:

The Mobility Ohio Pilot is advancing a more coordinated, efficient, and equitable transportation system in a four county pilot. At the heart of this effort is the Regional Transportation Resource Center (RTRC)—a one-stop solution that simplifies access to mobility services.

- One Call, One Solution: The RTRC enables individuals to make a single call to:
 - Be screened for eligibility across multiple transportation programs.
 - Schedule a ride during the same call—eliminating the need for multiple contacts or agencies.
- Technology-Driven Coordination: The DRIVES database—a centralized provider eligibility system—and the NEMT Cost Sharing Tool have both been soft-launched. These tools ensure fair, transparent ride pricing and streamlined provider coordination.
- Impact Highlights:
 - The number of participating transportation providers has grown from 30 to over 100.
 - Trip denials within the four-county pilot region have dropped by 25%.
 - Customer satisfaction is at an impressive 98%.
 - In two counties, annual trips have doubled—from 150,000 to over 300,000.





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THANK YOU!

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