



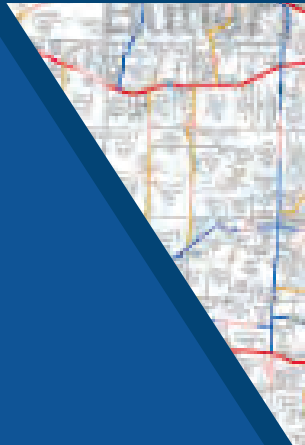
Knox County  
**MOBILITY MANAGEMENT**

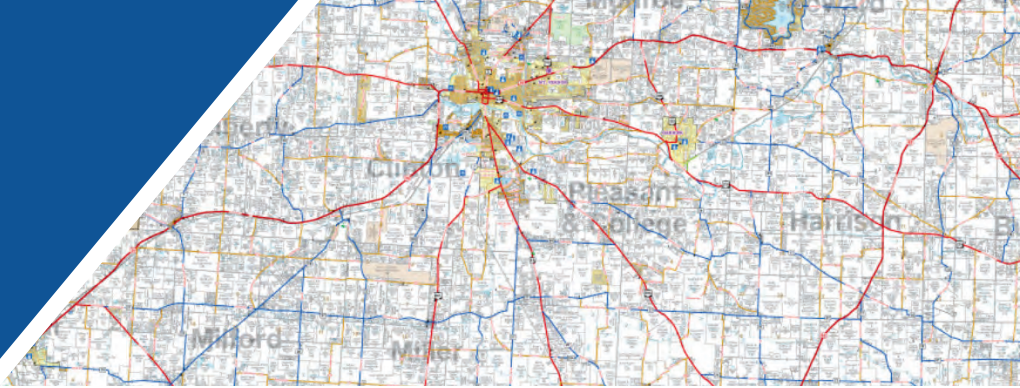


# TRANSPORTATION AND MOBILITY RESOURCE GUIDE

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**GETTING YOU**  
where you want to go





# ABOUT THE RESOURCE GUIDE

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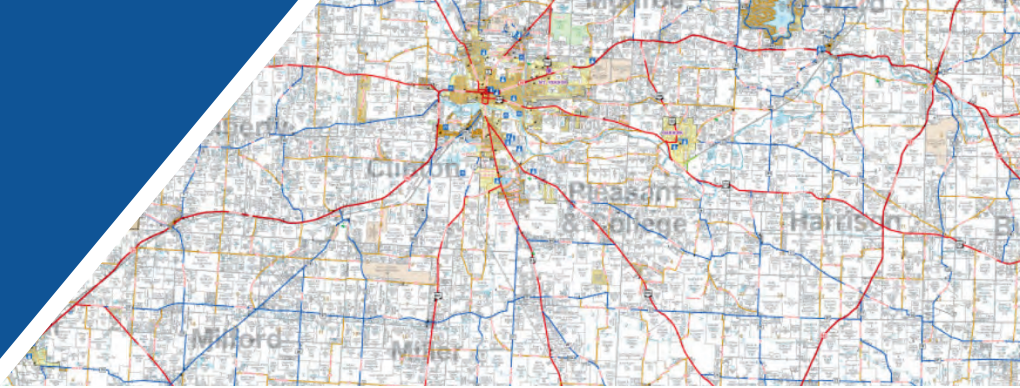
The Transportation and Mobility Resource Guide is produced by  
Knox County Mobility Management and Knox Public Health.  
11660 Upper Gilchrist Road, Mount Vernon, Ohio 43050  
740-392-2200 [knoxhealth.com](http://knoxhealth.com)

Knox County Mobility Management is a transportation resource/referral information service for  
Knox County. Services are provided at no charge to all individuals. Hours of operation are  
Monday-Friday, 8:00am-4:30pm.

## **Information regarding concerns or complaints including Title VI, reasonable modification, and ADA:**

Regarding concerns or complaints including Title VI, reasonable modification, and ADA: Knox County Mobility Management complies with all Civil Rights Laws and operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI, Reasonable Modification, and ADA may file a complaint with Mobility Management, directly to the Ohio Department of Transportation or to the Federal Transit Administration. For more information on the Mobility Management civil rights program, and the procedures to file a complaint: contact the Knox County Mobility Manager at 740-392-2200 ext 2218 (TTY 800-750-0750); email [jporter@knoxhealth.com](mailto:jporter@knoxhealth.com); visit our administrative office at 11660 Upper Gilchrist Road, Mount Vernon, OH 43050; or visit [knoxhealth.com](http://knoxhealth.com).

For general information, comments, or complaints, please contact the Mobility Management Program Coordinator at 740-392-2200 ext. 2218 or by email at [jporter@knoxhealth.com](mailto:jporter@knoxhealth.com).



# KNOX COUNTY MOBILITY MANAGEMENT

Knox County Mobility Management (KCMM) works to connect transportation needs with transportation resources.

KCMM not only works with residents to get them connected with the most appropriate transportation or mobility resource, but also works to build a customer centered approach for Knox County residents, focusing on older adults, individuals with disabilities, and lower income residents.

Knox County Mobility Management maintains the Knox County Coordinated Public Transit Services Transportation plan that includes private operators, public transit, cycling, walking, volunteer drivers, and other modes of transportation as well as being instrumental in working to improve the transportation infrastructure in Knox County.

KCMM works to deliver the transportation options that best meet Knox County's needs.

Knox County Mobility Management does not schedule nor give rides, but works to connect the consumer with the best resource to suit their transportation needs.



Department of  
Transportation

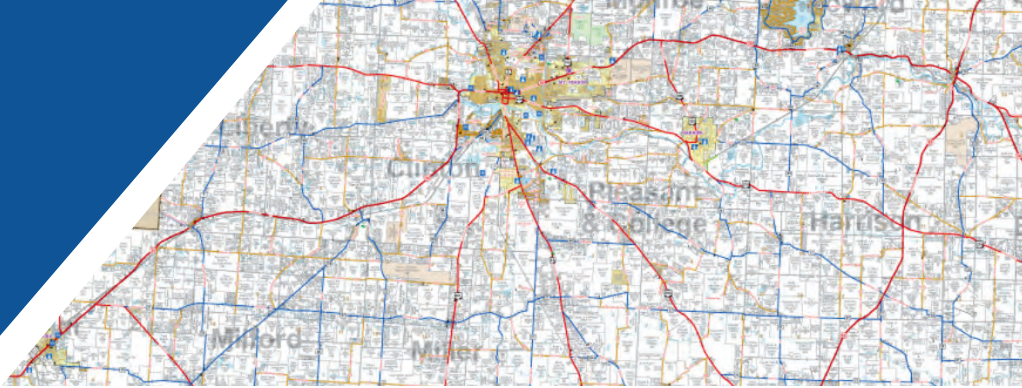
This guide is available in alternate formats upon request.  
This institution is an equal opportunity provider.



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# BASICS OF TRANSPORTATION

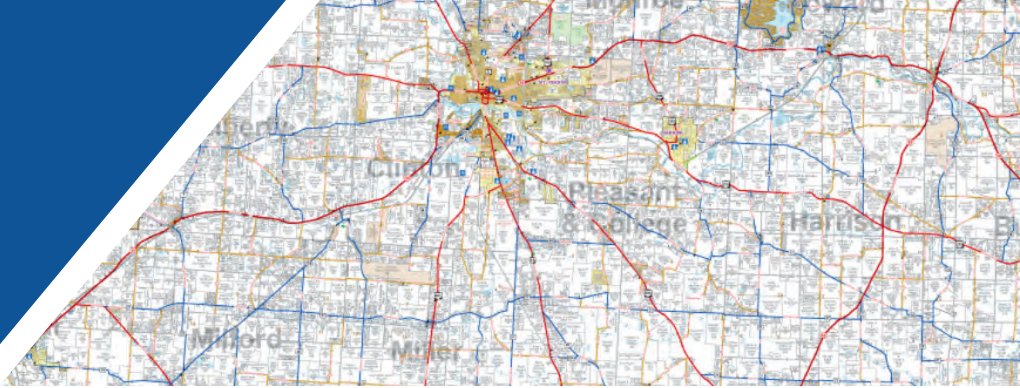
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## Planning and Scheduling

To be successful when riding with transportation providers, it is important to understand how transportation providers operate and take the following into consideration:

- Select a provider that provides the best accommodation based on your needs.
- Most transit services allow passenger care attendants and service animals to ride for free. Notify the operator when scheduling your ride that you have either a passenger care attendant or a service animal that will be accompanying you.
- Make sure the times you need to be transported are within the service hours.
- Learn about what a "pickup" window is.
- Have a backup plan, document the information, and carry it with you on your trip.
- Have your ID, fare and cell phone for your trip.
- Keep valuables with you at all times. Do not wear expensive jewelry or flash money around as this may attract unwanted attention.
- Remember, do not give your personal information to anyone you do not trust.
- Pack necessary medicines. Travelling with oxygen is allowed for most providers, but make sure you ask about the proper procedure when you schedule.
- Also remember to carry emergency contact numbers (including emergency medical instructions) with you at all times.
- If you're riding a bus and will be changing buses, make sure you have connecting route information as well as arrival and departure times documented and in hand.

Need help? Call 740-392-2200 ext. 2218



# TRAVEL TRAINING

Travel Training teaches independent travel with various approaches and on different modes of transportation.

Travel Training provides essential travel skills such as:

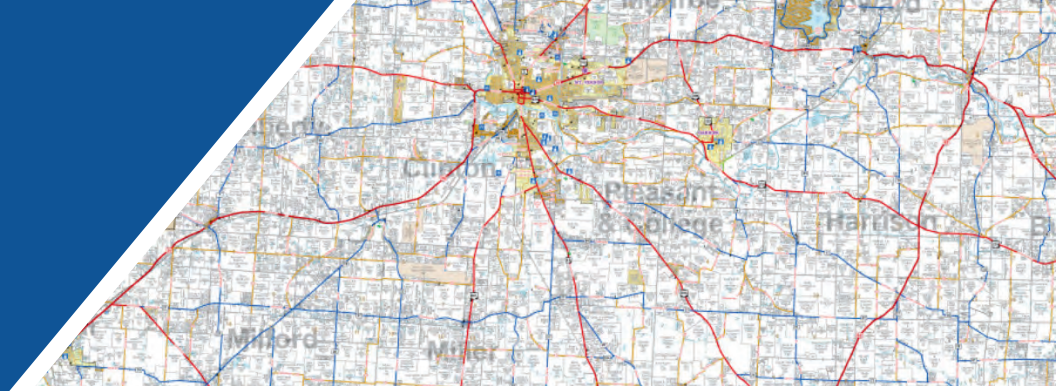
- Understanding a bus schedule.
- Knowing where and how to pay for your fare.
- Boarding and exiting a vehicle.
- Staying alert when taking the bus to your destination.
- Utilizing good safety tips and precautions when travelling.
- Making a transfer.
- Knowing how to signal the driver to stop or ask for assistance.

## **Travel Advocates**

A Travel Advocate will:

- Obtain permission from parents/guardians for travel education.
- Go to the person's home and perform a screening assessment to gauge their mobility needs.
- Assist the rider with discovering the best transportation option based upon assessment.
- Map out the best route to and from the travel destinations.
- Consult with parents/guardians and refer to the local transportation providers in the area.
- Create an individualized travel plan that will provide the rider a step-by-step plan to assist them during their transportation experience.
- Board and ride on the transportation vehicle with the person to monitor their experience.

Knox County Mobility Management can offer Travel Training in a one-on-one or group setting.  
To schedule a training call 740-392-2200 ext. 2218



# HELPFUL INFORMATION

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- When scheduling a ride repeat the date and time to the company/dispatcher.
- Ask how much fare you will need.
- Make sure to ask for other specific requests to accommodate your mobility need.
- Indicate if you have a mobility device.
- Ask if the company provides a rider guide if they do ask for a copy.
- Remember each transportation provider has specific rules to follow. Ask about guidelines.
- Ask the transportation provider to be clear about their pick up window policy. For example, this may mean a transportation service would consider a drive on-time if they are 15 minutes early or late from the scheduled pick-up time.
- Be sure to allow for a window of time when scheduling.
- Be respectful of drivers, expect the same treatment.

# TRANSPORTATION PROVIDERS\*



## Apple Lane Ambulette



Wheelchair transportation provider for Richland and Knox Counties.

Cost: Will vary. Accepts private pay and some insurance.

**Contact: 419-522-9904**



## Elite Medical Transport



Provides safe and reliable transportation for medical appointments, shopping, work, hospital procedures, surgeries, visits with friends and family, salon, and miscellaneous errands.

Cost: Will vary.

**Contact: 419-566-9611**

**[elitemedicaltransport.org](http://elitemedicaltransport.org)**

\*Transportation providers are listed in alphabetical order not in order of preference.



# TRANSPORTATION PROVIDERS\*



## Elite Transport Group

Serving Knox, Licking, Franklin, and Richland Counties.

- Provides non-ADA transportation to hospital, doctor appointments, etc.
- Offers transportation to Columbus and Cleveland airports.

Cost: Will vary.

**Contact: 740-507-6993**

**[elitetransportgroup.com](http://elitetransportgroup.com)**



## GoBus



City to city service within Ohio.

- Open to the general public.
- Fares based on mileage, 5 routes around the State of Ohio.
- Buses run 7 days a week, 365 days a year.
- Office hours:
  - Monday-Friday, 8:00am-4:00pm

Cost: Fares start at \$5 each way.

**Contact: 888-954-6287**

**[RideGoBus.com](http://RideGoBus.com)**

\*Transportation providers are listed in alphabetical order not in order of preference.



# TRANSPORTATION PROVIDERS\*

Funding for this Transportation and Mobility Resource guide is provided by a grant from the Federal Transit Administration and the Ohio Department of Transportation.



## **Independency, LLC**

Transportation to and from doctor appointments, procedures, recovery centers, and more.

Cost: Will vary.

**Contact: 740-358-7491**

**[independencyllc.com](http://independencyllc.com)**

\*Transportation providers are listed in alphabetical order not in order of preference.

# TRANSPORTATION PROVIDERS\*

## Knox Area Transit (KAT)



In county and out of county door-to-door transit service.

Hours:

- Monday-Friday, 5:00am-10:00pm
- Saturday, 5:00am-5:00pm
- Kenyon Route
  - Monday-Friday, 8:00am-10:00pm
  - Saturday, 2:00pm-10:00pm
  - No cost to Kenyon students and employees.
  - \$1 for members of the public.
- Night Bus
  - Monday-Friday 7:00pm-3:00am
  - Pick up or drop off must be in workforce zone locations:
    - Mount Vernon Industrial Park
    - Fredericktown Industrial Park
    - Coshocton Avenue



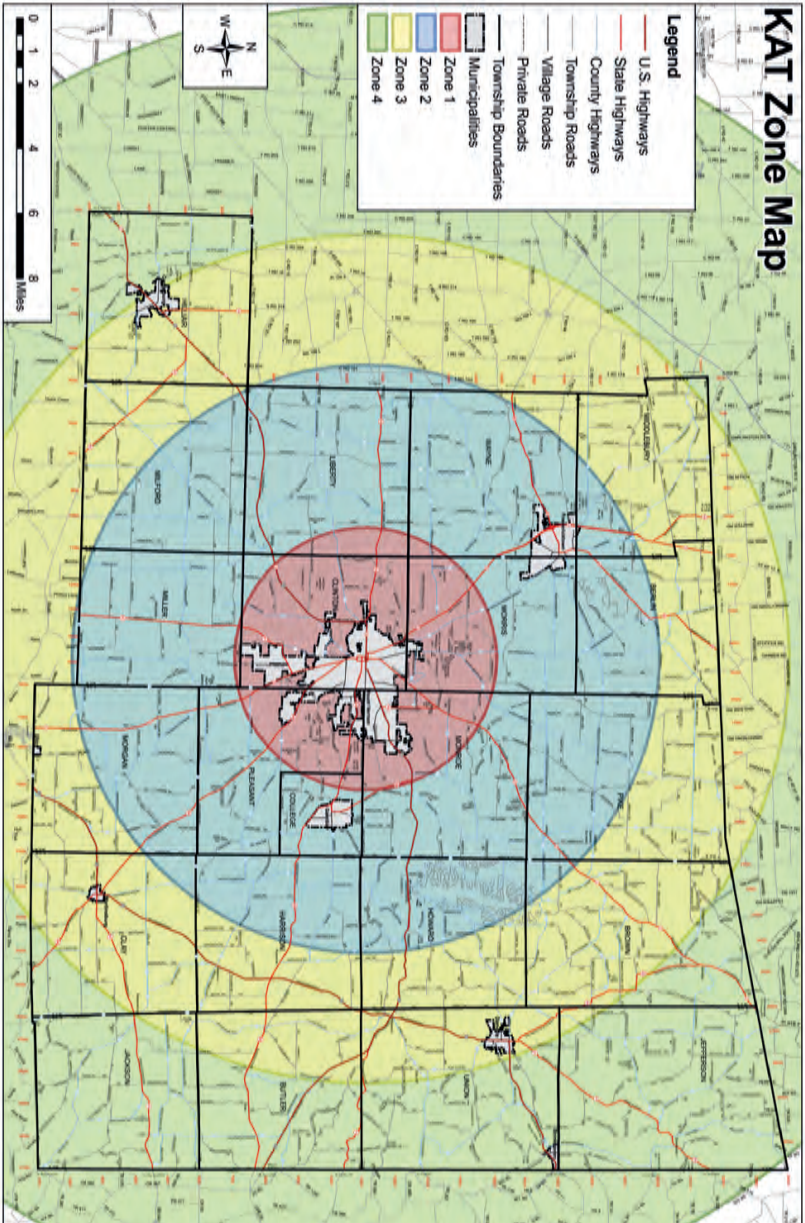
Cost: Will vary. In Knox County fares start at \$1 each way. Seniors age 60+, persons with disabilities, Veterans, students and first responders receive 50% discount. Out of Knox County rides are subject to contract rates.

**Contact: 740-392-7433**

**[co.knox.oh.us/offices/KAT](http://co.knox.oh.us/offices/KAT)**

\*Transportation providers are listed in alphabetical order not in order of preference.

# Knox Area Transit (KAT) Zone Map



# TRANSPORTATION PROVIDERS\*

## Knox County Veterans Service



Provides transportation services to veterans registered in Knox County to medical appointments to approved VA clinics.

- Schedule rides at least one week in advance.
- Gas vouchers for veterans driving to approved VA clinics.
- Wheelchair transportation provided through Knox Area Transit.

Cost: No cost to veterans.

**Contact: 740-393-6742**

**[kcvso.com](http://kcvso.com)**



## Station Break



Transportation for Knox County residents age 60+ to medical appointments, shopping and to and from the Station Break Hot Meal Program.

Cost: Donation based on destination.

**Contact: 740-397-2417**

**[stationbreak.org](http://stationbreak.org)**



\*Transportation providers are listed in alphabetical order not in order of preference.

# TRANSPORTATION RESOURCES

## **Interchurch Social Services of Knox County**

Provides vouchers for gasoline or alternative transportation. Call for eligibility.



**Contact: Centerburg 740-625-5940**

**Danville 740-599-5673**

**Fredericktown 740-694-8110**

**Mount Vernon 740-397-4825**

**[interchurchknox.org](http://interchurchknox.org)**

## **Knox County Job and Family Services**

Non-emergency transportation for Medicaid eligible clients to medical appointments that would be covered by Medicaid.

- Transportation services provided by KAT
- Gas vouchers available and issued on a reimbursement basis

**Contact: 740-393-5306 option 1**  
**[co.knox.oh.us/jfs](http://co.knox.oh.us/jfs)**

## **Knox Public Health**

Can help arrange transportation to and from Knox County Community Health Center appointments.

**Contact: 740-392-2200 ext 2310**  
**[knoxhealth.com](http://knoxhealth.com)**





# BICYCLING TIPS

For older adults, a medium-weight mountain bike or a hybrid may be the most suitable. If you have balance trouble, consider an adult three-wheeler.

- Stay hydrated. Make sure to take a bottle of water with you when you ride.
- Carry an ID and cell phone for emergencies.
- Dress according to weather conditions.
- Wear bright clothes for better visibility.
- If you are going far, let someone know where you're going and when you plan on returning.
- Carry a repair kit that includes a spare tube or patch.
- Always wear a helmet!

Since you will be a part of traffic, it is important to follow these traffic rules:

- Obey traffic signs and local laws regarding bicycles.
- Ride on the right, with the flow of traffic and monitor traffic behind you.
- While changing lanes, use hand signals. When approaching a right-turn-only lane, change lanes before the intersection. Before making a left-hand turn, look over your left shoulder.
- If you have to ride on sidewalks, watch for pedestrians, especially near intersections and driveways.
- Always stay at least 3 to 4 feet away from parked cars.
- Make eye contact with motorists, so they acknowledge you're on the road.
- In the morning and at night, use lights on both the front and back of your bike along with reflectors.





# WALKING SAFELY

Before starting a walking routine, take the following into consideration:

- Consult with your physician before starting your new exercise routine.
- Start slowly, and gradually work your way up to build your strength and endurance, make sure to warm up and cool down by stretching before and after your walk.
- Carry a cell phone and identification.
- Wear comfortable shoes with good support and tread. If necessary, use a walking stick for stability and bring water if you are going far.
- Dress according to weather conditions. Wear layers if it is cold and choose loose, light-colored clothing when it is hot.

Whenever you are out walking, it is always important to be aware of your surroundings. To stay safe while walking, please consider the following:

- Use sidewalks and paths when available. If you have to walk on the street, face oncoming traffic so you can see and be seen by motorists.
- Wear bright colors for better visibility. If you walk at night, carry a flash light and do not listen to music.
- Choose safe routes and avoid hazardous intersections.
- Obey traffic signs and signals.



# SCHEDULING WORKSHEET\*

You may use this worksheet to help you gather information needed to schedule a ride.

Name \_\_\_\_\_

I need picked up after/dropped off by \_\_\_\_\_  
(enter time and date)

I need picked up at \_\_\_\_\_  
(enter full street address)

I need dropped off at \_\_\_\_\_  
(enter full street address)

I will or I will not need a return trip  
(select one)

I need picked up after/dropped off by \_\_\_\_\_  
(enter time and date)

I need picked up at \_\_\_\_\_  
(enter full street address)

I need dropped off at \_\_\_\_\_  
(enter full street address)

My confirmation information

(Enter times from transportation provider below)

Trip 1 pick-up between \_\_\_\_\_ and \_\_\_\_\_

Trip 2 pick-up between \_\_\_\_\_ and \_\_\_\_\_

\*for personal use only do not send to providers



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Knox County  
**MOBILITY MANAGEMENT**



# GETTING YOU

## where you want to go

740-392-2200 ext. 2218

740-485-5002

[knoxhealth.com](http://knoxhealth.com)

[jporter@knoxhealth.com](mailto:jporter@knoxhealth.com)

11660 Upper Gilchrist Road, Mount Vernon, Ohio 43050

 **Knox**  
**PUBLIC HEALTH**  
PREVENT • PROMOTE • PROTECT