



TRANSPORTATION AND MOBILITY RESOURCE GUIDE



This guide has been created to help residents and visitors to find the transportation and mobility resources that they may need to help them get from place to place and to travel around Knox County.

Knox County is abundant with transportation and mobility resources to help to meet your needs. From rural public transit with Knox Area Transit to city to city transportation with GoBus.

This guide can help “get you where you want to go!”

KNOX COUNTY MOBILITY MANAGEMENT

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

Mobility Management not only works with folks to get them connected with the most appropriate transportation or mobility resource, but also works to build a customer centered approach toward Knox County residents, focusing on older adults, individuals with disabilities, and low income residents. KCMM maintains a Coordinated Public Transit Services Transportation plan that includes private operators, public transit, cycling, walking, volunteer drivers, and other modes of transportation. Mobility Management works to deliver the transportation options that best meet Knox County's needs.

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

Call—740-485-5002

www.co.knox.oh.us/mobility-management



BASICS OF PUBLIC TRANSPORTATION

Planning and Scheduling:

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

- Make sure your address and destination address are within the transportation service area
- Select a transportation 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 dispatch when scheduling transportation that you have either a passenger care attendant or service animal that will be accompanying you to your destination
- Make sure the times you need to be transported are within their service hours
- Gain an understanding of what the “pickup” window is
- Select a backup plan, document their information, and carry it with you on your trip
- Pack identification, 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 (other than bus drivers and dispatch)
- Pack necessary medicines. Travelling with oxygen is allowed for most providers, but make sure you ask dispatch for the proper procedure before boarding the bus.
- Also remember to carry emergency contact numbers (including emergency medical instructions) with you at all times
- If you are changing buses, make sure you have connecting route information as well as arrival and departure times documented and in hand.

Need help?

Learn about transportation options in your area and more with the help of:

Mobility Management. Contact us at:

740-485-5002 josephporter@co.knox.oh.us

Co.knox.oh.us/mobility-management

Travel Training

Travel Training teaches independent travel with various approaches and on different modes of transportation. If you would like further assistance with travel education please contact **Knox County Mobility Management at 740-485-5002 or visit co.knox.oh.us/mobility-management**

Travel Training provides essential travel skills such as:

- Understanding a bus schedule
- Knowing where and how to pay your fare
- Boarding and exiting a vehicle
- Staying alert when taking the bus to your destination
- Utilizing good safety tips and precautions when traveling
- Keeping school, home, work , and travel destination emergency contact information
- Making a transfer
- Knowing how to signal the driver to stop or ask for assistance

Travel Advocates

A travel advocate will do the following:

- 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 their 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
- Provide additional assistance if needed at the rider's discretion

Schedule a Training

Knox County Mobility Management can offer Travel Training in a one-on-one or group setting.

Visit co.knox.oh.us/mobility-management

Or call

740-485-5002 for details



Knox County
MOBILITY MANAGEMENT

Knox Area Transit

Provides door to door service to Knox County within a 20 mile radius of the Mount Vernon Public Square. KAT also provides a shuttle service within the City of Mount Vernon.

- KAT is ADA (Americans with Disabilities Act) compliant. All vehicles are wheel-chair accessible
- 50% fare discount for riders 65+ and/or disabled
- Out of area service available for medical appointments. (call for fare information)
- Ohio Job and Family Services (ODJFS) Non Emergency Transport provider

- Regular Fares:

\$4.50 each way within 4 miles of public square

\$5.50 each way 4-9 miles of public square

\$6.50 each way 10-13 miles of public square

\$7.50 each way 14-20 miles of public square

\$1.00 each way shuttle service within the City of Mount Vernon.

Hours

Monday thru Friday	6 AM—7 PM
Shuttles	8 AM—4 PM
Saturday	8 AM—5 PM

Closed Sunday and Holidays

To schedule a ride, call

740-392-7433

www.co.knox.oh.us/offices/KAT

Knox Area Transit

Rider Conduct

You will be required to conduct yourself in a respectful manner during the duration of your trip. Drivers for these services have the right to remove unruly passengers, and some may contact law enforcement officials if the behavior becomes dangerous or threatening to the driver or other passengers. Each transportation provider has specific rules to follow. It is very important to review the rider's guidelines before using the transportation provider.

Pick-up windows

If applicable, make sure you understand the transportation provider's "pick-up window" policy. A pick up window means that since transit trips are typically scheduled with a 30 minute pick-up window, the vehicle is considered "on-time" when it arrives within 15 minutes before, or 15 minutes after the scheduled pick-up time. For example, if your pickup time is 9 a.m., the bus could arrive between 8:45 and 9:15 a.m. and be considered on time. Along with your travel time, make sure to allow for this additional pick-up window time. Along with your travel time, make sure to allow for this additional pick-up window time when scheduling appointments.

If you need transportation for dialysis treatment, provide dispatch your arrival, chair, and departure time for treatment.

Knox Area Transit

Talking to Dispatch

- Ask for the vehicle number
- Repeat date and time back to dispatch
- Ask how much fare you will need
- If you are an older adult or an individual with disabilities, KAT offers a discounted fare
- Make sure to ask other specific requests to accommodate your mobility needs
- Indicate if you have a mobility device
- Ask for a rider guide. A rider guide will include the specific routes of the transportation provider



STATION BREAK

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

Transportation requests must be made in advance and a suggested donation is based on destination and represents round trip service

In Mount Vernon—\$3

Centerburg, Fredericktown, Danville—\$10

Out of Town, Newark/Mansfield—\$25

Out of Town, Columbus—\$35

For out of town trips, please call at least 72 hours in advance

Contact -

740-397-2417

www.stationbreak.org



KNOX COUNTY VETERANS SERVICE

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

Also provides gas vouchers for veterans driving to approved VA clinics.

Schedule at minimum one week in advance.

Cost—No cost to veterans

Contact— 740-393-6742

www.kcvso.com



ELITE TRANSPORT GROUP

“Transportation Services You Need”

Serving Knox, Licking, Franklin and Richland Counties.

Hospital and doctor appointments (non-ADA).

Transportation to Columbus and Cleveland Airports

Cost—Rates vary

Contact— 740-507-6993 www.elitetransportgroup.com



INDEPENDENCY. LLC

Transportation to and from doctor appointments, procedures, recovery centers, shopping, etc.

Cost—Varies. Based on miles and wait time.

Contact—740-358-7491

www.independencyllc.com



ELITE MEDICAL TRANSPORT

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

ADA Compliant

Cost—Varies

Contact—419-566-9611

www.elitemedicaltransport.org



APPLE LANE WHEELCHAIR/AMBULETTE SERVICE

ADA compliant wheelchair transportation provider in Richland and Knox County

Accepts private pay and some insurance

Cost—Varies

Contact— 419-522-9904

GoBus

City to city service within Ohio.

ADA Compliant.

Cost—Varies

Call—888-954-6287

www.ridegobus.com



INTERCHURCH SOCIAL SERVICES OF KNOX COUNTY

May provide vouchers for gasoline or alternative transportation.

Contact:

Mount Vernon—740-397-4825

Centerburg— 740-625-5940

Fredericktown—740-694-8110

Danville—740-599-5673

www.interchurchknox.org

KNOX COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES NON-EMERGENCY TRANSPORTATION

The Non-Emergency Transportation (NET) Program provides transportation to Medicaid eligible consumers to medical appointments covered by Ohio Medicaid.

The NET Program is not for emergency transportation services.

Transportation Services include:

NET Ride Tickets through Knox Area Transit (KAT) for transportation in county and out of county.

Gas Vouchers—Issued on reimbursement basis

Call—740-393-5306

Scheduling Worksheet

You may use a worksheet such as this to help you gather the information needed to schedule your ride

My Name _____

I need picked up after/dropped off by _____ time and date

I need picked up at _____ full street address

I need dropped off at _____ full street address

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

I need picked up after/dropped off by _____ time and date

I need picked up at _____ full street address

I need dropped off at _____ full street address

My confirmation information

(Enter times from dispatch below)

Trip 1 pick-up Between _____ and _____

Trip 2 pick-up Between _____ and _____

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