

Portage County Health District Transportation and Health Care

Portage County Health District
January 2018



HEALTH DISTRICT

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Introduction

After a multi-step Community Health Assessment process in 2014-2016, the Portage County Combined General Health District, Kent City Health Department, University Hospitals Portage Medical Center, and key community leaders participated in the Community Health Improvement Planning (CHIP) process to create a community-wide strategic plan focused on improving the health of Portage County residents. The process resulted in five major priorities for community-wide focus for 2016-2019:

- 1) Decreasing Obesity;
- 2) Increasing Mental Health Services;
- 3) Decreasing Substance Abuse;
- 4) Increasing Access to Healthcare; and
- 5) Increasing Injury Prevention.

Assessing transportation needs for the county was identified as an action step to improve access to healthcare. In response, a three-year plan was included in the CHIP.

During that time, Portage County Combined General Health District was awarded funding by the Ohio Department of Health Maternal and Child Health (MCH) Program to assess the transportation needs of families in Portage County and recommend strategies for action. Thus, the CHIP plan demonstrates intentional alignment with the MCH grant-funded initiative.

In November 2016, a coalition was convened to steward the Transportation Needs Assessment (TNA) process. The coalition, consisting of transportation providers, healthcare providers, hospitals, community organizations, and community representatives, met four times from November 2016 – September 2017. Participants guided the TNA process by providing insight into client and organizational needs, lending expertise to the survey design process for primary data collection, and actively reaching out across Portage County to ensure wide survey distribution.

The results in this report provide additional data supplemental to that found in the Portage County Community Health Assessment relevant to this area, and are intended to inform the development of an action plan for Year 2 of the CHIP process, wherein strategies to increase access to care by improving transportation needs will be proposed for future funding. To the best of our knowledge, this is the first time a multi-organizational collaboration to address this need has taken place in Portage County.

The Transportation Needs Assessment would not exist without the expertise and collaborative spirit of the Portage County Transportation Coalition members and the financial support of Ohio Department of Health Maternal and Child Health Program. We would also like to thank the local residents and representatives of transportation, healthcare, and community organizations for

taking the time to distribute and return surveys. Your contribution is helping to improve the daily lives of Portage County families.

Sincerely,

The Portage County Transportation Coalition

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Portage County Transportation Coalition Member List

Portage County Health District would like to acknowledge the following organizations for participating in the planning that lead to the creation of this report, and for their commitment to helping improve transportation access for the residents of our community.

- Portage Area Regional Transportation Authority (PARTA)
- Emerald Transportation
- Northeast Ohio Medical University (NEOMED)
- University Hospitals Portage Medical Center
- Portage County Women, Infants, and Children (WIC)
- AxessPointe Kent
- Reed Memorial Library
- Family and Community Services
- Portage County Veterans Service Commission

Methods

In order to obtain an initial sense of the resident needs in Portage County secondary data was obtained and evaluated from the sources such as The Nielson Company and the American Community Survey (ACS). Factors such as age distribution, education, poverty status, number of cars per household, etc. were evaluated (see County Demographics and County Information section). These evaluations were useful for further insight to the distribution of residents and demographics throughout the county.

Primary data was obtained using surveys. The decision was made by the Transportation Coalition to have four target respondents for surveys: residents, community organizations/programs, healthcare providers, and transportation service providers. In recognition that these goal respondents could provide different insights based on the kind of questions they were asked, the surveys targets of healthcare providers and transportation service providers were further tailored into the following categories:

- Healthcare providers:
 - Community – Outpatient offices/pharmacies
 - Hospital – Diagnostic/laboratories
 - Hospital – Emergency departments/urgent care
- Transportation service providers
 - Agency
 - Driver

With these survey categories in mind, research was done finding and evaluating other transportation assessments from other locations. This research, coalition collaboration, and the demographic information helped form the seven targeted surveys that were used to create this report (Appendix). These surveys were distributed in paper form and online by Portage County Health District and with the help of the Transportation Coalition from March to July of 2017.

Key Findings

- Number of surveys received from each target area:
 - 356 resident surveys
 - 26 healthcare provider/pharmacy surveys
 - 14 diagnostic/laboratory surveys
 - 3 transportation service providers (agency)
 - 23 transportation service providers (driver)
- 58% of residents reported having transportation problems monthly.
- 69% of residents reported that they had never used public transportation.
- The top 15 cities/townships that residents reported were the cities/townships that they currently receive medical care in were among the cities that were also listed as the most difficult to reach due to lack of transportation.
- 65% of community organizations/programs report that half of their clients or more report transportation issues related to making or keeping health-related appointments.
- 67% of healthcare providers/pharmacies reported that half of their clients or more had experienced transportation issues in the last month that affected their ability to make or keep appointments.
- 77% of healthcare providers/pharmacies reported that their patients had indicated that they had trouble accessing other health-related services such as therapy, social services and healthy food due to lack of transportation.
- The most repeated barrier reported throughout all categories of surveys was residents lack of knowledge of available services.

County Demographics and County Information

Population

Age	Total	Percent
Under 5 years	7,486	4.6%
5-17 years	24,462	15.1%
18-24 years	26,657	16.5%
25-44 years	35,786	22.1%
45-64 years	44,701	27.6%
65 years and more	22,805	14.1%
Total Population	161,897	100.0%

*Data obtained from 2011-2015 ACS

Poverty Status

Age	Total Population	Estimate Below Poverty	Percent Below Poverty
Under 18 years	31,543	6,643	21.1%
18-64 years	101,315	16,317	16.1%
65 years and over	22,245	1,259	5.7%
Total Population for whom poverty status is determined	155,103	24,219	15.6%

*Data obtained from 2011-2015 ACS

Poverty Ratio	Estimate Below Poverty
50% of poverty	12,262
100% of poverty	23,822
125% of poverty	30,268
150 % of poverty	35,565
185% of poverty	44,808
200% of poverty	48,599

*Data obtained from 2011-2015 ACS

Disability Status by Age

Age	With Disability	Percent With Disability
All ages with one or more disability	19,442	12.10%
Under 18 years	1,740	5.40%
18-64 years	10,786	10.10%
65 years and over	6,916	31.10%
No disability	141,414	87.90%

*Data obtained from 2011-2015 ACS

Population by Location

Table 5. Portage County municipalities by population			
Location	Total Population	Location	Total Population
Atwater Township	2,722	Nelson Township	3,113
Aurora City	15,663	Palmyra Township	2,907
Brady Lake Village	458	Paris Township	1,666
Brimfield Township	10,385	Randolph Township	5,279
Charlestown Township	1,846	Ravenna City	11,642
Deerfield Township	2,806	Ravenna Township	9,103
Edinburg Township	2,582	Rootstown Township	8,190
Franklin Township	5,502	Shalersville Township	5,646
Freedom Township	2,824	Streetsboro City	16,222
Garrettsville Village	2,937	Suffield Township	6,307
Hiram Village	1,279	Sugar Bush Knolls Village	172
Hiram Township	2,305	Tallmadge City	209
Kent City	29,563	Windham Village	1,852
Mantua Village	1,248	Windham Township	1,738
Mantua Township	4,811	Portage County	161,897
Mogadore Village	920		

*Data obtained from 2011-2015 ACS

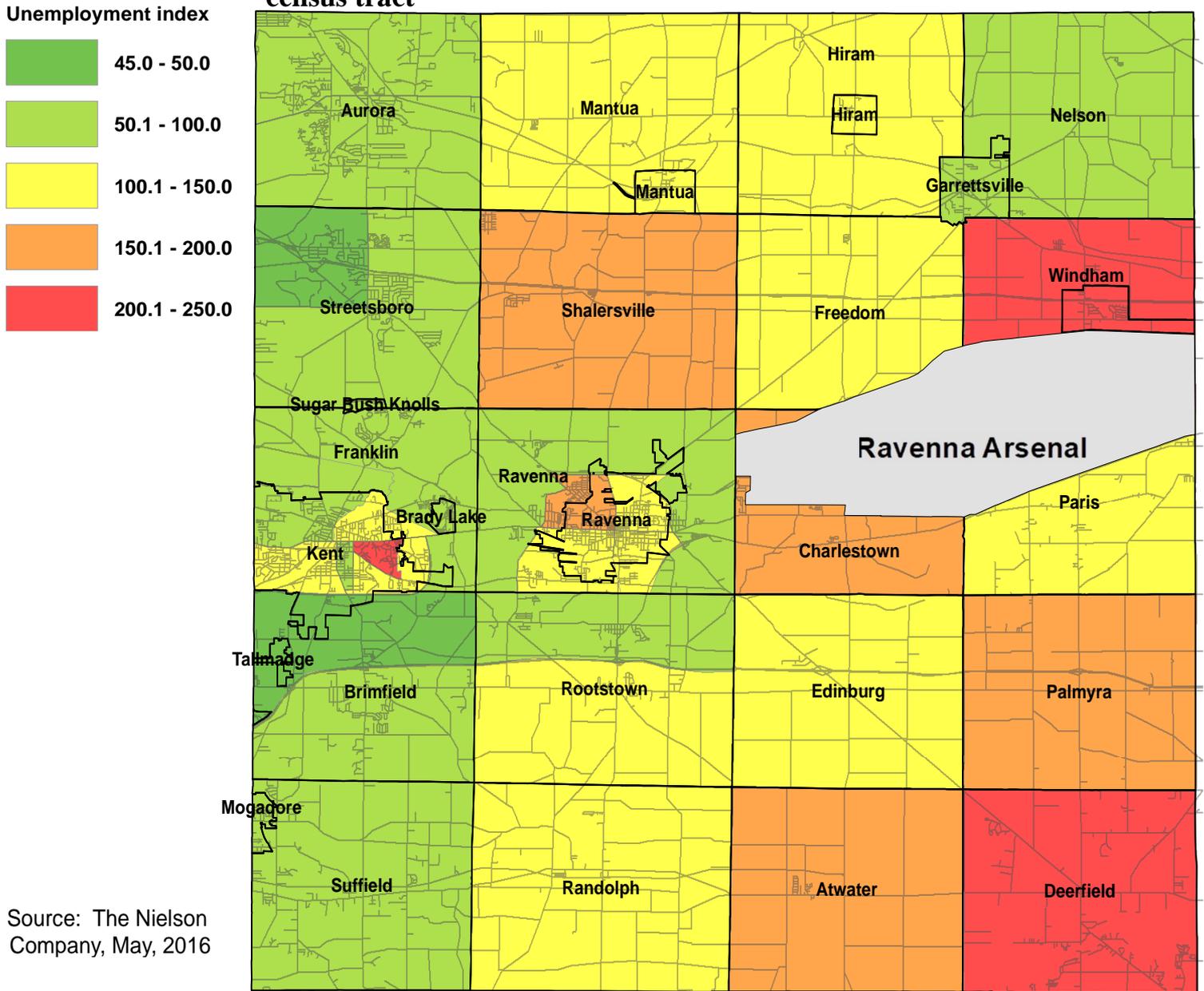
Vehicles Available

Table 6. Vehicle availability by household in Portage County		
Available Vehicles	Total Households	Percent of Households
Occupied Housing Units	61,055	100.0%
No Vehicles Available	3,653	6.0%
1 Vehicle Available	18,304	30.0%
2 Vehicles Available	24,584	40.3%
3 or more Vehicles Available	9,345	15.3%
4 or more vehicles Available	5,169	8.5%

*Data obtained from 2011-2015 ACS

The following figures show Portage County demographics such as poverty, unemployment, educational attainment, etc. by location and index. These indices are based off of a national average of 100. An index below 100 signifies the area is less likely to have/partake in that indicator. An index above 100 signifies the area is more likely to have/partake in that indicator.

Figure 1. Portage County index for unemployment, ages 16 and over, by census tract



Source: The Nielson Company, May, 2016

Figure 2. Portage County index of families with children living below the poverty line, by census tract

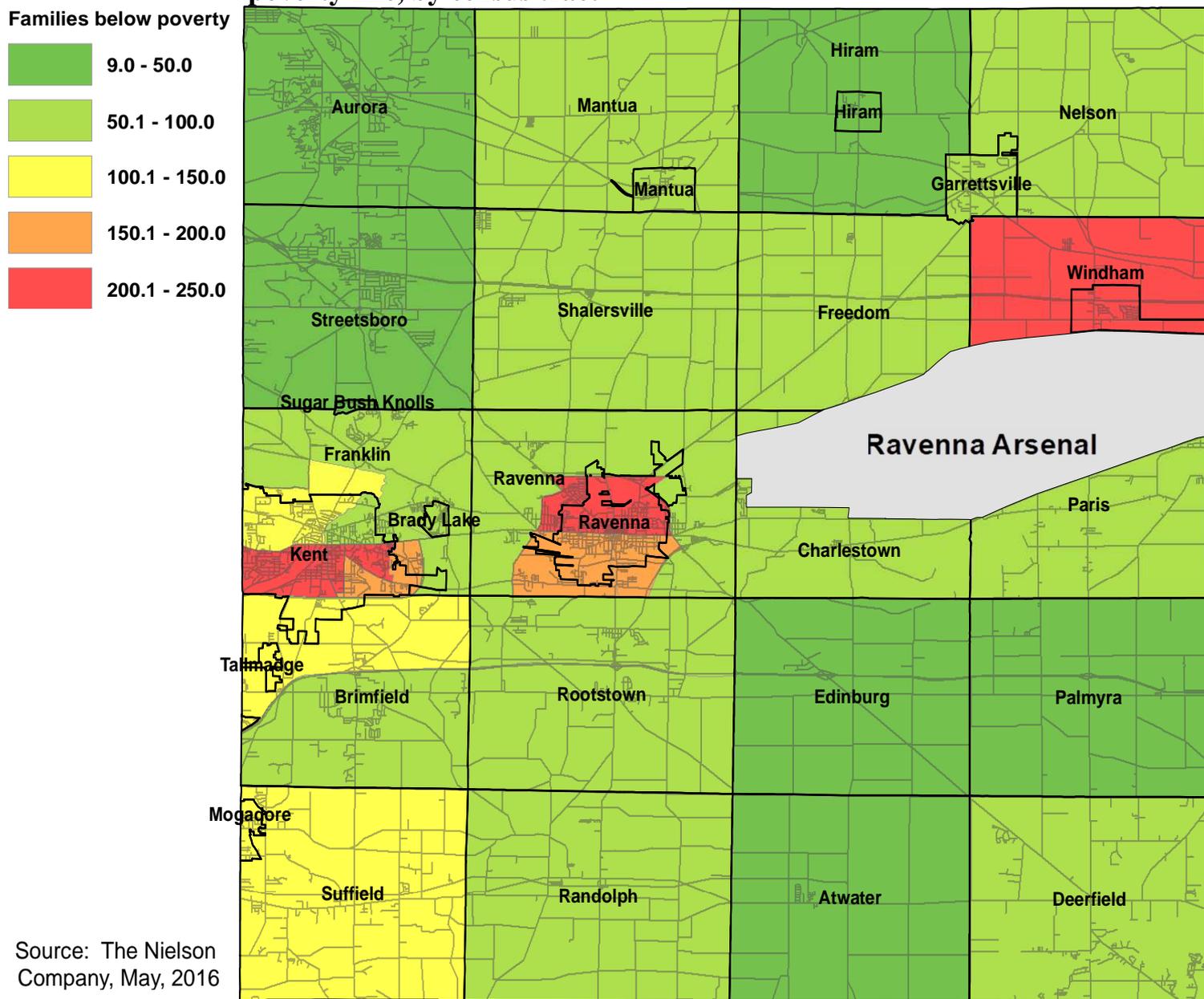
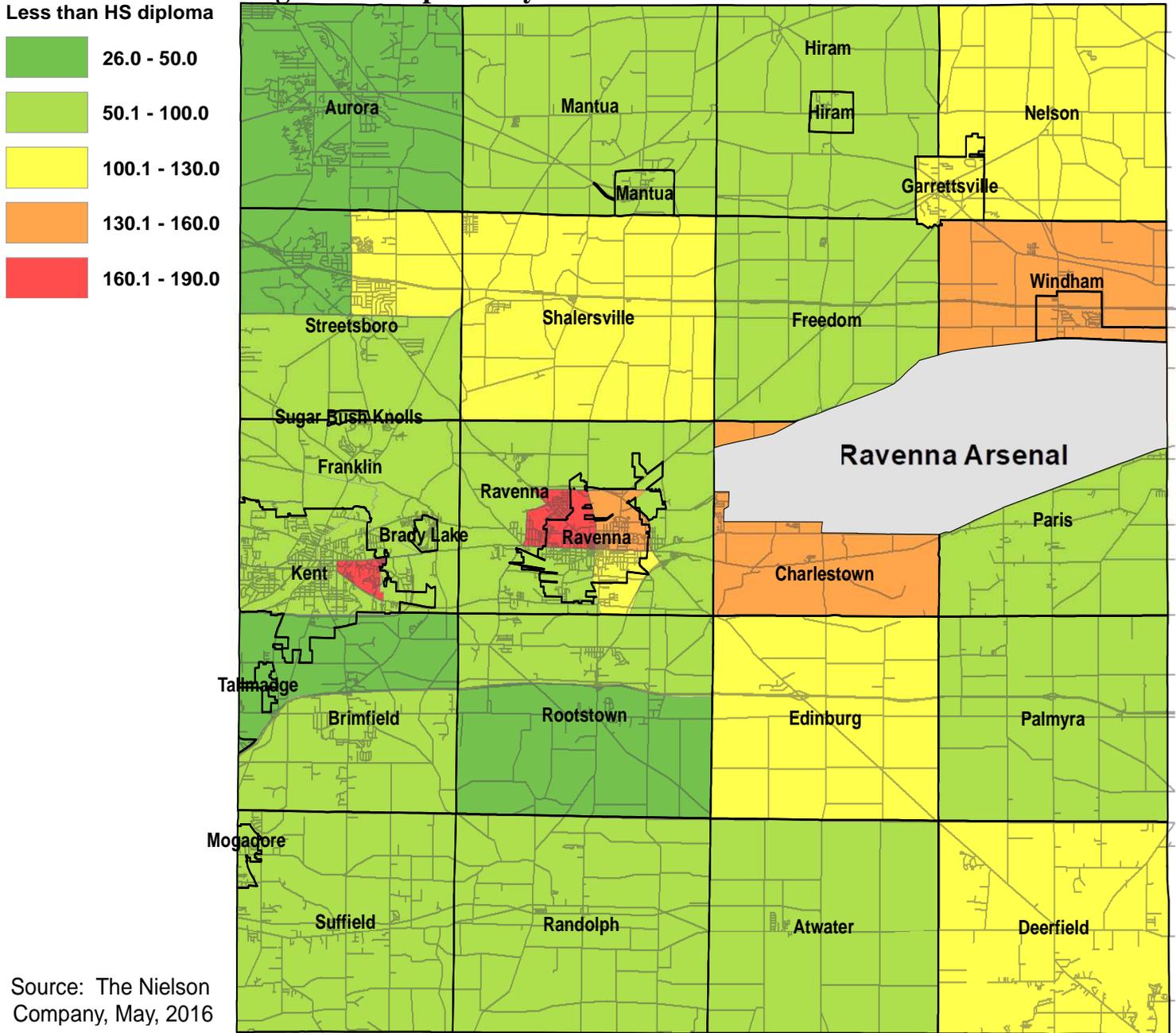


Figure 4. Portage County index of residents 25 years and older without a high school diploma by census tract



Source: The Nielson Company, May, 2016

Figure 5. Portage County index of households without a vehicle, by census tract

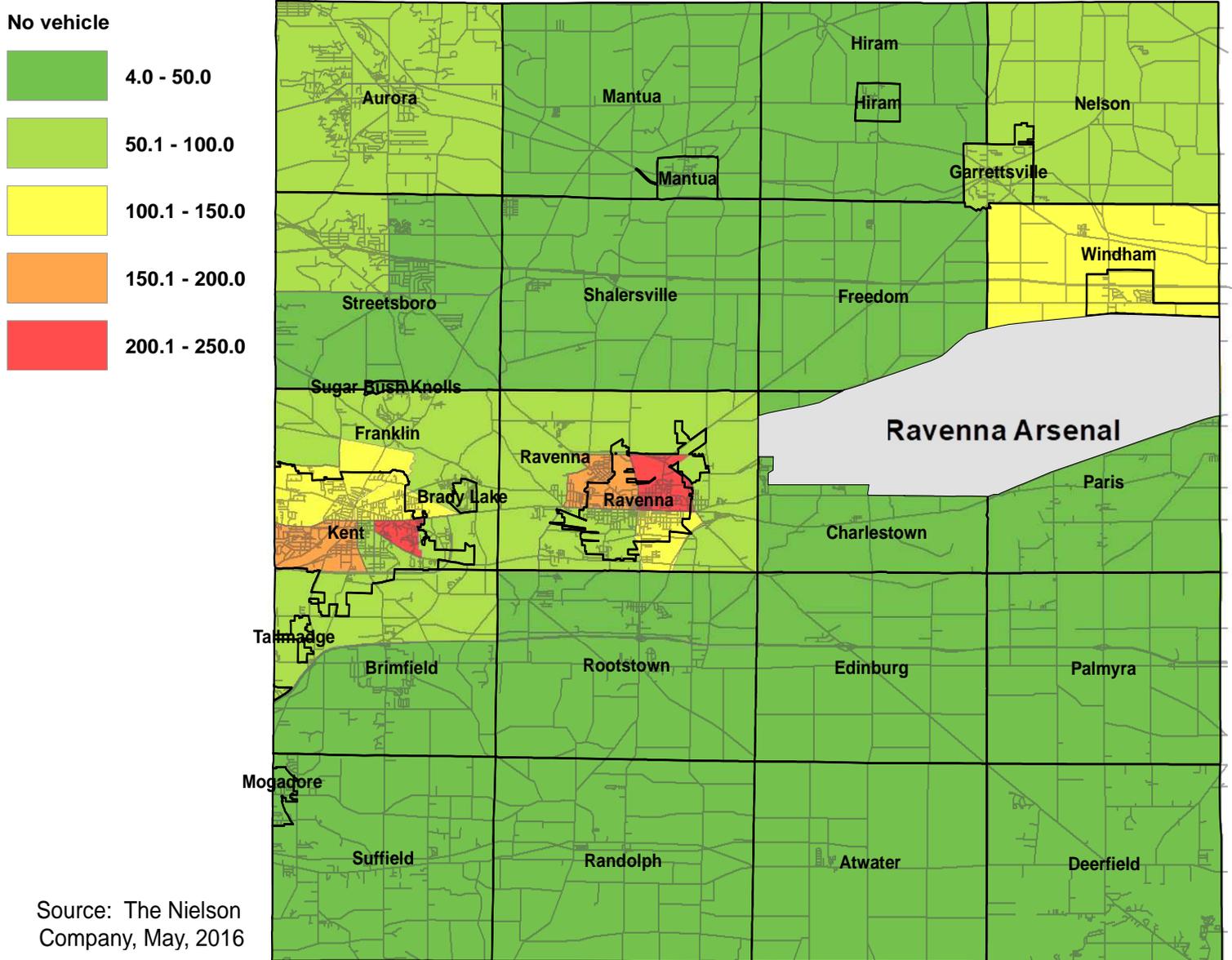
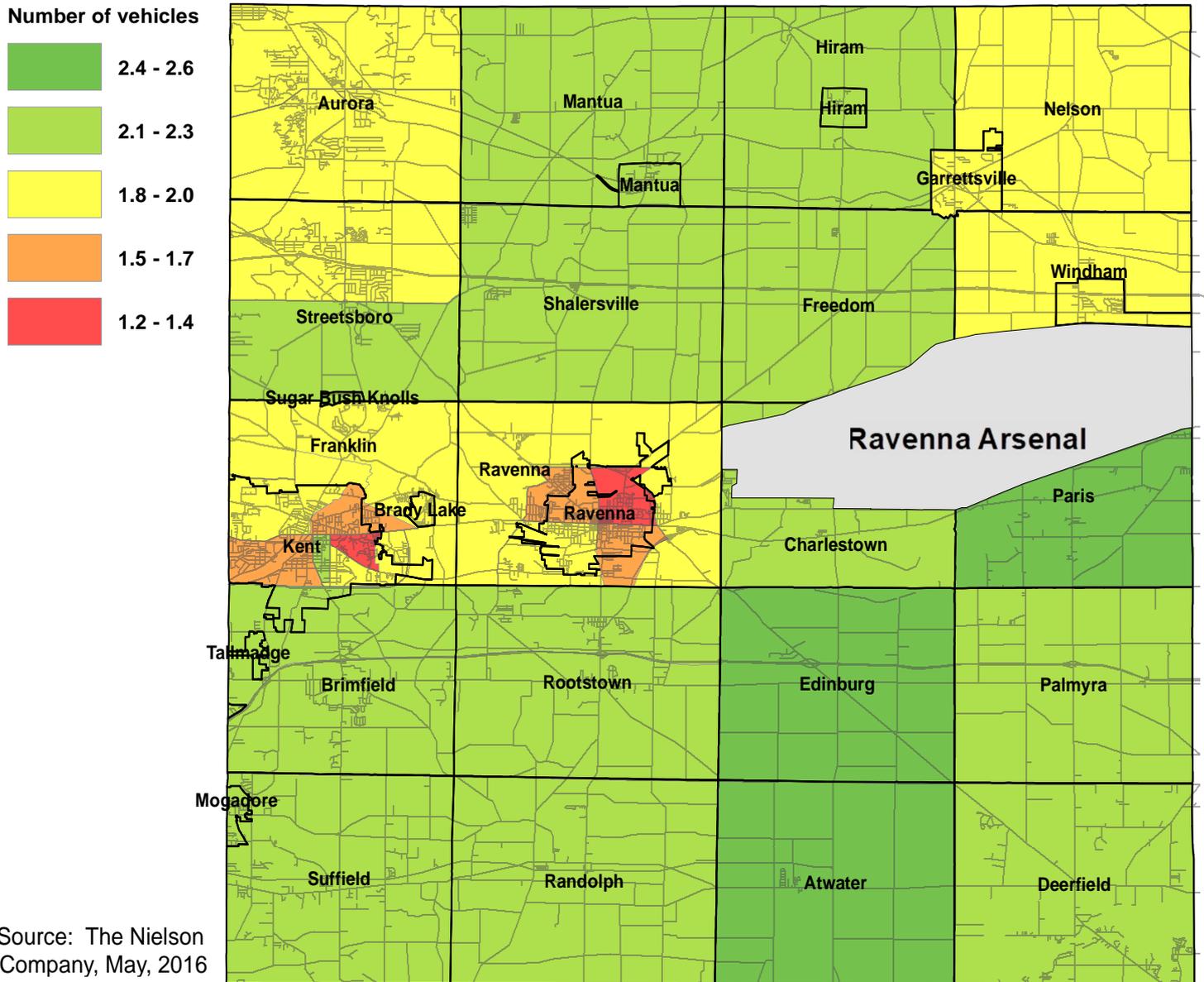


Figure 6. Portage County number of vehicles available per household, by census tract



Health Transportation Resources

The following is a compilation of transportation resources available to residents of Portage county who are seeking to access healthcare. This list was last updated in April of 2017.

Organization	Services	Phone Number
<p>Portage Area Regional Transportation Authority (PARTA)</p>	<p>Dial-A-Ride Dial-A-Ride services are available anywhere in Portage County. All transportation is provided on small buses with the equipment needed to help those with disabilities such as wheelchair lifts. Operators have been trained to ensure the safe travel of all our passengers. If you are interested in this service, we encourage that all trips be scheduled one to three days in advance. Schedulers are available Monday through Friday from 8:00 a.m. to 4:30 p.m. except for holiday.</p> <p>Fixed Route PARTA currently operates 15 fixed routes that service Akron, Brimfield, Cleveland, Franklin Township, Garrettsville, Hiram, Kent, Ravenna, Ravenna Township, Rootstown, Stow, Streetsboro, Twinsburg and Windham. Routes run Monday through Friday from 6 a.m. to 11 p.m. and on Saturday from 8 a.m. to 7:30 p.m.</p> <p>Campus Bus Service Kent State University has contracted with PARTA to provide transportation services for students on campus. There are five (5) fixed routes that provide transportation to students throughout campus. KSU students can use their FLASHcard to ride any of those routes and all other PARTA buses in Portage County at no cost.</p> <p>ADA PARTA complies fully with the American with Disabilities Act. To review all our policies and procedures click here. If you have any questions about our services, please contact our Travel Trainer at 330-678-7745 x 119 for additional information or training.</p>	<p>Click here for more information about passes and how to contact our scheduling department or call PARTA at 1-877-RIDE-RTA (7433-782).</p> <p>If you have any questions about our services, please contact our Travel Trainer at 330-678-7745 x 119 for additional information or training.</p> <p>Fees: \$4 each way, seniors or persons with disabilities \$2 each way, 10 - ride passes \$30 or \$15</p> <p>Single: \$1 single trip, \$9 10-ride passes, \$45 monthly unlimited</p> <p>Persons with disabilities: \$0.50 per trip, \$4.50 10-ride passes, \$22.50 monthly unlimited, \$2 daily pass</p>

Emerald Transportation	<p>Non-emergency medical and non-medical transportation serving Portage County residents</p> <p>Has wheelchair accessible vehicles</p>	<p>Call for service. Provider is usually contacted via local agencies (such as Medicaid/Medicare Insurance providers listed below); does not take individual client calls</p> <p>Fees: \$24.32 each way, plus \$2.31 per mile. Taxi Cab Service throughout Portage County.</p>
Portage County Veterans Services	<p>Transportation for eligible veterans to Veterans Administration Medical Centers.</p>	<p>449 South Meridian St., 3rd Floor, Portage County Administration. Bldg. Ravenna, Ohio 44266 Phone: 330-297-3545 Fax: 330-297-3544 Office Hours: 8:00 a.m. to 4:30 p.m., Monday through Friday</p>
Portage County Job and Family Services Gas Cards via NET (Non-Emergency Transportation) Services	<p>Portage County Job & Family Services (JFS) provides help with securing transportation for doctor, dental, hearing, and counseling appointments (list is not exclusive) for adults and children. This includes:</p> <ul style="list-style-type: none"> - PARTA – tickets/tokens for rides within Portage County (mailed to recipient). Needs 10 day advanced notice. - Curb to Curb Vendor Service – rides within Portage & surrounding counties. Needs 10 day advanced notice. - Gas cards – Picked up at Portage JFS Administration Building address BEFORE appointment. Gas card value based on mileage and current gas prices. Needs 7 days advance notice. 	<p>You can request services by calling (330)297-3785.</p> <p>Required for NET request:</p> <ul style="list-style-type: none"> - Social security # - All Medicaid categories eligible EXCEPT MPAP-Medicare Premium Assistance Program - Medical provider information (contact info, office address, appointment date/time/ purpose) <p><i>Gas card pickup:</i> Portage County JFS Public Assistance/Administration 449 S. Meridian Street, 3rd Floor Ravenna, OH 44266 (330) 297-3750</p>
Molina Healthcare	<p>Non-emergency medical transportation</p> <p>Molina Medicare Options Plus HMO SNP Plan offers a supplemental non-emergency transportation benefit to get you to and from health care appointments.</p>	<p>LogistiCare Contact Information: Reservation (Schedule Ride) (866) 475-5423 Ride Assist (Where's My Ride?) (866) 474-5331</p>

	<p>Clients must call LogistiCare to verify eligibility before using service.</p>	<p>(TTY/TDD:) (866) 288-3133 Customer Service Hours 24/7, 365 Days a Year, www.logisticare.com.</p> <p>Requests for ROUTINE reservations will not be accepted on national holidays. New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas. This does not apply to URGENT/same day appointments, facility DISCHARGES, and RIDE ASSIST – these calls can be made 365 Days/Year</p>
<p>Buckeye Health Plan</p>	<p>Non-emergency medical transportation</p> <p>Buckeye provides round trip coverage for covered services 30+ miles away. In addition, Buckeye offers up to 15 round-trip visits (30 one-way trips) per member per 12- month period to covered healthcare/dental appointments, WIC appointments, and redetermination appointments with your CDJFS caseworker.</p>	<p>Members can call directly 48 hours (two business days) in advance at 1-866-246-4358 (TDD/TTY: 1-800-750-0750) to schedule transportation. Members with questions or problems with transportation services may call Buckeye Member Services at 1-866-246-4358 (TDD/TTY: 1-800-750-0750).</p>
<p>Caresource</p>	<p>Non-emergency medical transportation</p> <p>Medicaid managed-care plan that provides health care services to Ohio residents eligible for Aged, Blind or Disabled and Covered Families and Children (including Healthy Start and Healthy Families).</p> <p>Need a ride to a medical appointment for a service that Medicaid covers or to let us know about a transportation complaint or issue</p>	<p>Member Services: 1-800-488-0134 (TTY: 1-800-750-0750 or 711) 7 a.m. – 7 p.m., Monday – Friday</p>

UnitedHealthcare Community Plan	<p>Non-emergency medical transportation</p> <p>Provides up to 30 one way or 15 round trip rides to medical appointments and other needed services. Rides are available to:</p> <ul style="list-style-type: none"> • Dental and vision appointments • Pharmacies • Women, infants, and children (WIC) visits. • Job and Family Services offices for benefits redetermination 	
Paramount Advantage	<p>Non-emergency medical transportation</p> <p>Medicaid-covered appointments including:</p> <ul style="list-style-type: none"> • Medical appointments • Pharmacy • WIC appointments • CDJFS (County Department of Job and Family Services) re-determination appointments <p>Options:</p> <ul style="list-style-type: none"> - Vehicle transportation - driver provides non-emergency cab, share-a-ride, or ambulette service) - Public transit – mailed bus tokens/pass - Gas reimbursement – Repayment for self-drive to appointments 	<p>Phone: 1-866-837-9817 (TTY call 1-800-750-0750)</p> <p>Call Monday through Friday, 8:30 am to 5:00 pm, at least 2 business days before your Medicaid-covered appointment.</p> <p>Be ready to provide:</p> <ul style="list-style-type: none"> • Your Paramount Advantage ID number • The date and time of your appointment • Your current address and phone number for pickup • The appointment address and the phone number for drop-off
American Cancer Society Road to Recovery Program	<p>Volunteer-driver service that provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves.</p> <p>Patients must be traveling to an appointment required to begin or complete cancer treatment, or to an appointment for complementary therapy during cancer treatment. Transportation cannot be provided for follow-up appointments after treatment has been completed.</p> <p>Patients must be ambulatory, able to walk unassisted to and from the vehicle, or have an accompanying caregiver to assist. Patients under the age of 18 must be accompanied by a legally responsible adult such as a parent or caregiver. A 4-business day advance notice is required; not including the date transportation is needed.</p>	<p>Call the American Cancer Society at 1-800-227-2345 to be matched with a volunteer, or search online for programs in your area. <u><i>Depends on volunteer availability.</i></u></p>

Transportation Barriers for Health-Related Appointments

Below is a summary of comments from residents, community organizations, healthcare providers (outpatient offices, pharmacies, hospitals, labs, clinics, and diagnostic centers), and transportation providers (agency and drivers) that were obtained through surveys distributed from March to July 2017.

Note: Emergency department/urgent care surveys were distributed. However, no responses were received.

Residents (Demographics)

A total of 356 Portage County residents responded to surveys. The surveys had 25 questions regarding transportation, with a focus on transportation to and from healthcare. These surveys helped gain insight to residents' access to reliable vehicles, public transportation use, healthcare locations, and how they travel to and from their healthcare locations.

Respondents were from 14 of the 25 zip codes in Portage County. The majority of respondents were from the 44266 and 44240 zip codes (Figure 7). Approximately 64% of the respondents were female and 34% were male. The largest age group was 25-44 years of age, which comprised 46% of those who responded. This is closely followed by 45-64 years of age group, which consisted of 42% of the respondents (Table 7).

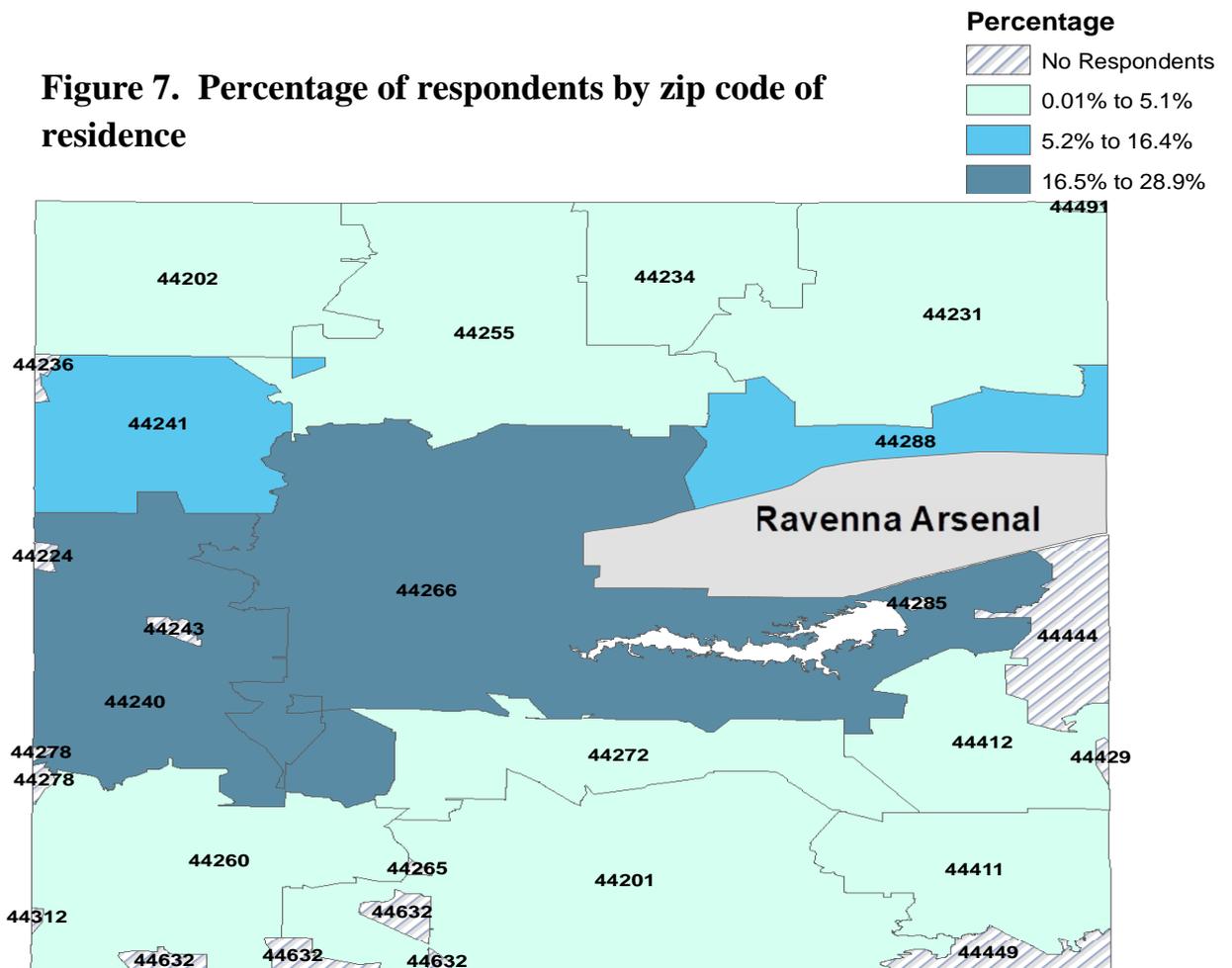
Table 7. Gender and age of respondents		
Gender	Total	Percent
Male	120	33.7%
Female	227	63.8%
Age		
15-24 years	22	6.2%
25-44 years	165	46.4%
45-64 years	151	42.4%
65 years and over	7	2.0%
*2.5% and 3.0% of data was unanswered in gender and age, respectively		

Those who identified as white were the largest percentage of the overall respondents making up approximately 87%. Those who identified as black/African American making up about 5% of respondents followed this. Additionally, those who had a high school degree or equivalent comprised almost 50% of the respondents. Those who had vocational or trade school and those who had a bachelor's degree made up the least percentages with 2.5% and 7.3% respectively (Table 8).

Table 8. Race and educational attainment of respondents		
Race	Total	Percent
White	308	86.5%
Black/African American	19	5.4%
Blended Race	6	1.7%
Hispanic/Latino	3	0.8%
White/Hispanic/Latino	3	0.8%
Other	4	1.1%
Educational Attainment		
Less than a high school graduate	66	18.5%
High school graduate or equivalent	172	48.3%
Vocational or Trade School	9	2.5%
Some college or associate's degree	55	15.4%
Bachelor's degree or higher	26	7.3%

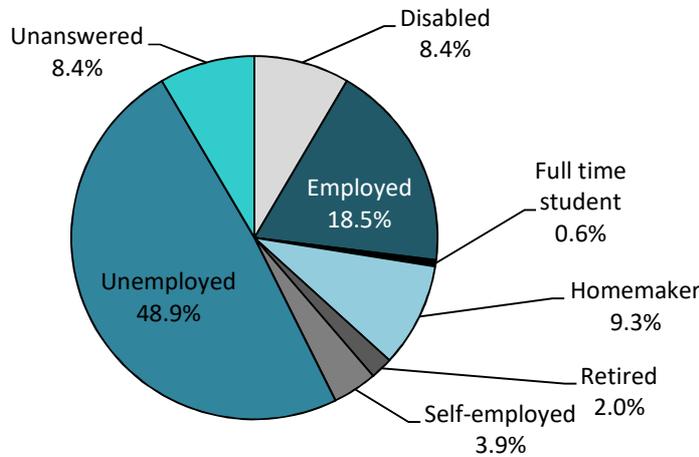
*3.7%, 7.9% of data was unanswered in gender, age, race, and educational attainment respectively.

Figure 7. Percentage of respondents by zip code of residence



*7.3% of respondents had an unknown zip code

Figure 8. Respondents employment status



Out of all the individuals who took the survey about 49% were unemployed. The employment statuses with the least number of participants included full time student, retired and self-employed (Figure 8).

The majority of participants reported having health insurance (87.7%). Of those with health insurance the most

abundant type was Medicaid. This was followed by those with private insurance, those who are uninsured, those with Medicare, and then those with combinations of each of the previous types of insurance (Figure 9). Additionally, 143 of the participants reported having a disability. Of this 143, approximately 29% reported a mild disability, 50% reported a moderate disability, and 21% reported a severe disability.

When asked how many children the respondents had, about 36% were childless, 29% had one child, 16% had two children, and 11.2% had three or more children. Respondents were asked to list all of the

social services they used. The top service used was Medicaid, followed by WIC/SNAP, child support enforcement and employment programs (Figure 10).

Figure 9. Respondents health insurance type

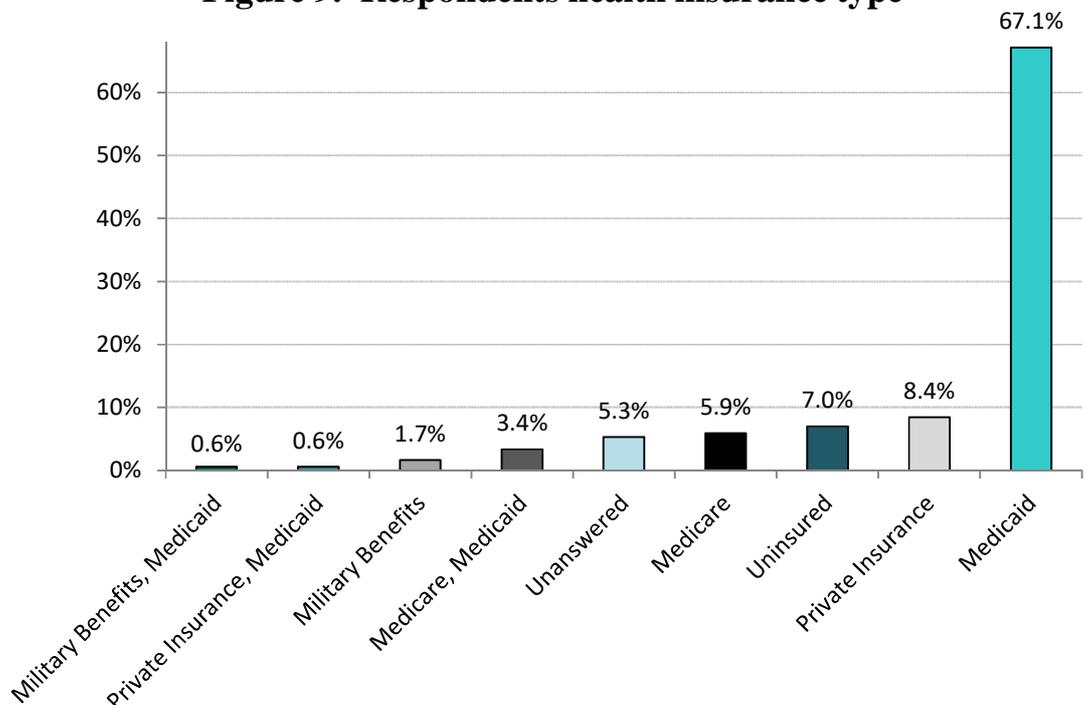
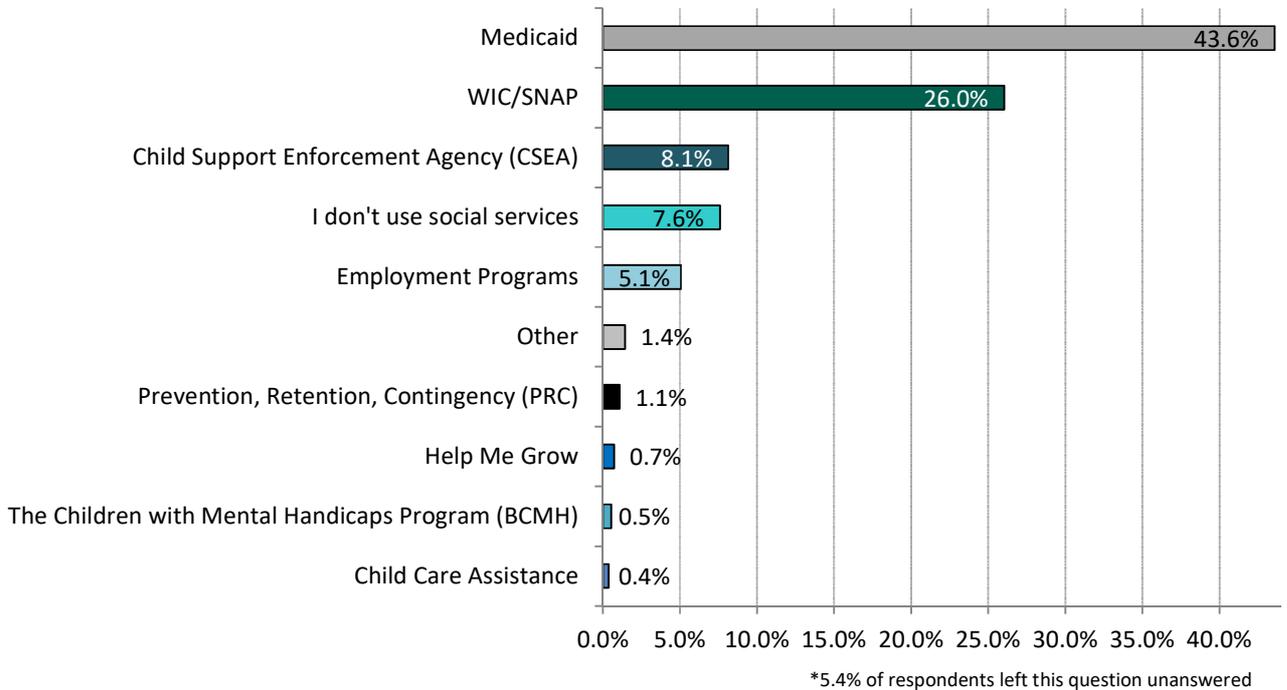


Figure 10. Social services used by respondents



Residents (Transportation Questions)

Approximately, 38% of respondents reported that they did not have a working or reliable car. Additionally, 51% of respondents reported that they have some sort of car trouble regularly. Despite the reported decreased car reliability, a surprising 69% of participants reported never using public transportation (Figures 11 & 12). Participants were asked, “If you use public transportation, what do you use it for?” Of those that reported that they used public

Figure 11. Transportation problems in a month

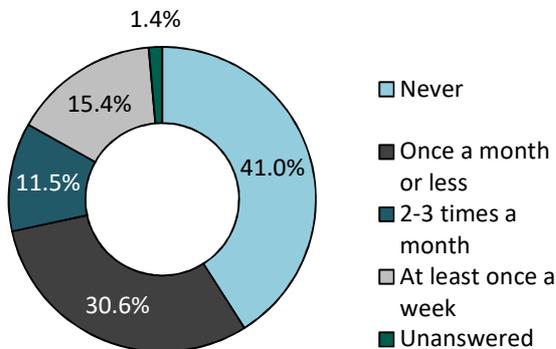
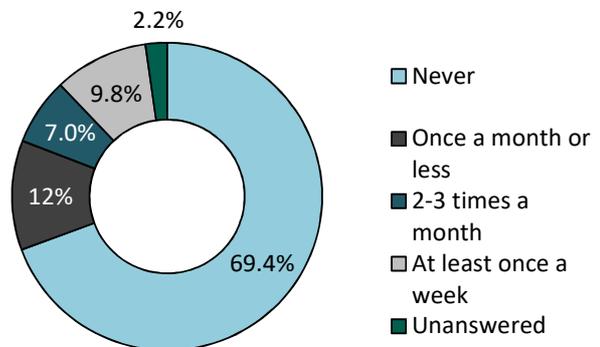


Figure 12. How often public transportation is used



transportation, the highest percentage activity it was used for was transportation to and from health care appointments.

This was followed by shopping and groceries, errands and other activities (Figure 13).

Respondents were asked if they had a health condition that required regular or frequent healthcare appointments and 46% responded with, “Yes”.

When asked how often they worried about transportation to and from healthcare visits

27% reported that they never worry. This was followed by 23% reporting sometimes, 18% reporting rarely, 16% reporting usually, and 13% reporting always worrying.

Many participants responded that when they travel to receive health care, they used their own car (45%). The next most abundant methods of travel were having family, friends, or caregivers to drive them (27%), and using public transit (10%) (Table 9). When asked if they used public transportation to travel to a healthcare facility how long the trip would take, 69% reported not using public transportation, 12% reported it took 20 to 40 minutes, 10% reported it took more than 40 minutes, and 6% reported that it took less than 20 minutes. Most respondents found it not

Figure 13. Public transportation uses

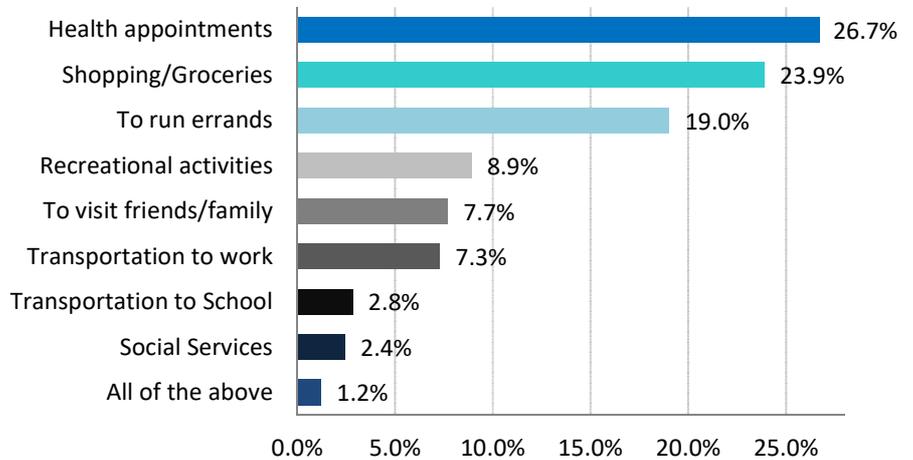
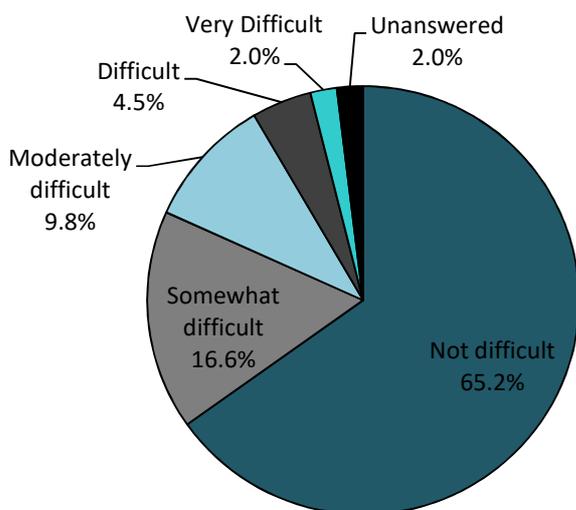


Figure 14. Difficulty in getting to a healthcare center



difficult to get to a healthcare center. About 17% thought it was somewhat difficult, and only 6% thought it was difficult or very difficult (Figure 14).

Saturday was reported as the most difficult day to get to a medical appointment or receive medical care. Monday closely followed Saturday as the most difficult day (Table 9).

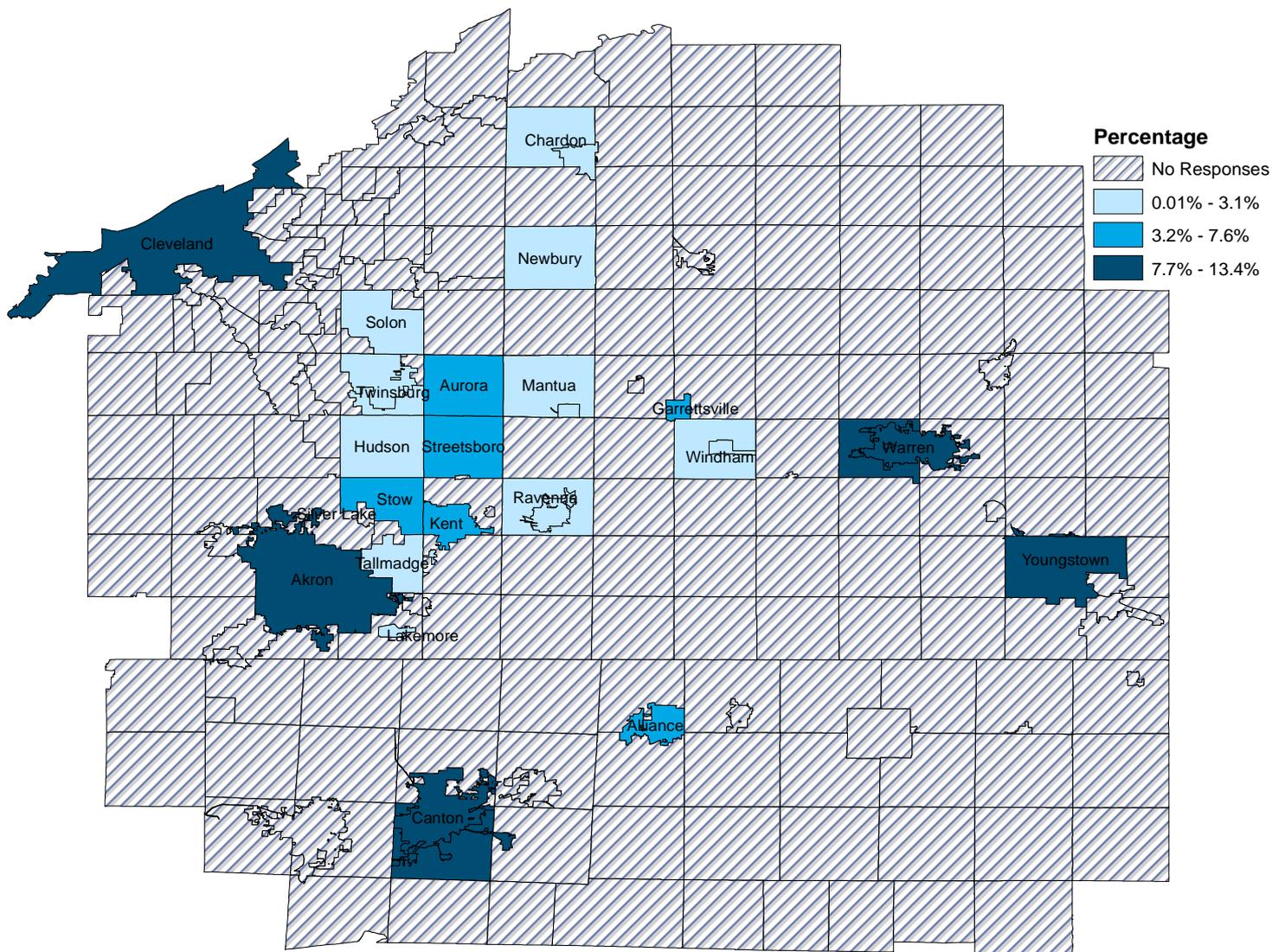
Participants were also asked to report the most difficult time of day to get themselves or their family to medical care, early morning (5:00 AM – 8:30 AM)

was reported as the most difficult time. Night (6:00 PM – 5:00 AM) was the time with the least amount of responses for being difficult (Table 9). Respondents were also asked if a lack of transportation has ever led to a healthcare condition worsening and requiring a trip to the emergency department for them or their families, and 9.8% responded with yes. Of those who responded “yes”, 69% reported that it has occurred at least 1 to 2 times and 31% reported that it has occurred 3 to 4 times.

Table 9. Methods of travel to receive healthcare, and days of the week and times of day it's most difficult to get to a medical appointment		
Method of Travel	Total	Percent
Drive own car	203	44.8%
Family/friends/caregiver	122	26.9%
By public transit (e.g. PARTA/Emerald)	44	9.7%
Borrow a car	29	6.4%
Walked/biked	22	4.9%
Call health insurance provider	16	3.5%
Call a social service provider	7	1.5%
Taxi/Uber	5	1.1%
Most Difficult Day of the Week		
Monday	84	16.3%
Tuesday	43	8.4%
Wednesday	46	8.9%
Thursday	38	7.4%
Friday	64	12.5%
Saturday	89	17.3%
Most Difficult Time of the Day		
Early Morning (5:00 AM - 8:30 AM)	131	26.4%
Late Morning (8:30 AM - Noon)	69	13.9%
Early Afternoon (Noon - 3:00 PM)	55	11.1%
Late Afternoon (3:00 PM - 6:00 PM)	78	15.7%
Night (6:00 PM - 5:00 AM)	66	13.3%
* Respondents were asked to check all responses that apply to the above questions. *1.1%, 29.2%, and 19.7% of questions were left unanswered in the travel, day and time questions, respectively		

Respondents were asked to report all areas in Northeast Ohio that they found it most difficult to travel to for medical reasons due to lack of transportation. The highest reported area was Cleveland with about 13.4% of responses followed by Akron with about 12.0% of responses (Figure 15).

Figure 15. Locations in Northeast Ohio where respondents found it hardest to reach for medical reasons due to lack of transportation



*Data was obtained from 154 of the survey participants. All other participants either left this question unanswered or cited a location outside of Northeast Ohio

Participants listed all of the cities, townships, or counties they currently receive medical care in. Ravenna, Kent, Streetsboro, and Akron were cited as some of the most visited areas for the respondents to receive medical care (Table 10).

Table 10. The cities, townships, or counties that participants reported they currently receive medical care in					
Location	# Responses	% Responses	Location	# Responses	% Responses
Ravenna	125	21.82%	Lake Milton	1	0.17%
Kent	92	16.06%	Lakemore	1	0.17%
Streetsboro	52	9.08%	Louisville	1	0.17%
Akron	37	6.46%	Bedford Heights	1	0.17%
Twinsburg	19	3.32%	West Lake	1	0.17%
Cleveland	18	3.14%	Uniontown	1	0.17%
Stow	16	2.79%	Medina	1	0.17%
Garrettsville	13	2.27%	Euclid	1	0.17%
Warren	13	2.27%	Middlefield	1	0.17%
Alliance	8	1.40%	Newbury	1	0.17%
Windham	8	1.40%	Howland	1	0.17%
Hudson	8	1.40%	Niles	1	0.17%
Mantua	6	1.05%	Diamond	1	0.17%
Aurora	6	1.05%	North Jackson	1	0.17%
Tallmadge	5	0.87%	Hartville	1	0.17%
Green	4	0.70%	Orange	1	0.17%
Chardon	4	0.70%	Franklin	1	0.17%
Beachwood	4	0.70%	Rocky River	1	0.17%
Cuyahoga Falls	4	0.70%	Austintown	1	0.17%
Youngstown	3	0.52%	Rootstown	1	0.17%
Fairlawn	3	0.52%	Portage County	28	4.89%
Canton	3	0.52%	Summit County	8	1.40%
Mayfield Heights	2	0.35%	Trumbull County	3	0.52%
Solon	2	0.35%	Stark County	3	0.52%
Brimfield	2	0.35%	Cuyahoga County	2	0.35%
Lynchburg	1	0.17%	Geauga County	1	0.17%

*50 of the participants or 8.73% of the responses to this question were left unanswered

Finally, participants were asked to report their opinion on what they believe is the biggest transportation issue keeping Portage County residents from getting the healthcare they need. Participants had similar themes to the comments. The comments are summarized below:

- Times, days of the week, routes and overall availability of transportation providers

- Cost of car maintenance, gas, public transportation, and other methods of transportation to healthcare providers
- Difficulty getting insurance to pay for transportation
- Uncertainty and stubbornness surrounding using public transportation
- Weather and road conditions

Community Organizations/Programs

There were 17 Portage County community organizations/programs who responded to surveys with 12 questions regarding Portage County residents’ transportation to and from healthcare. These surveys helped gain insight into what these organizations and programs experience with their clients in relation to transportation to and from healthcare.

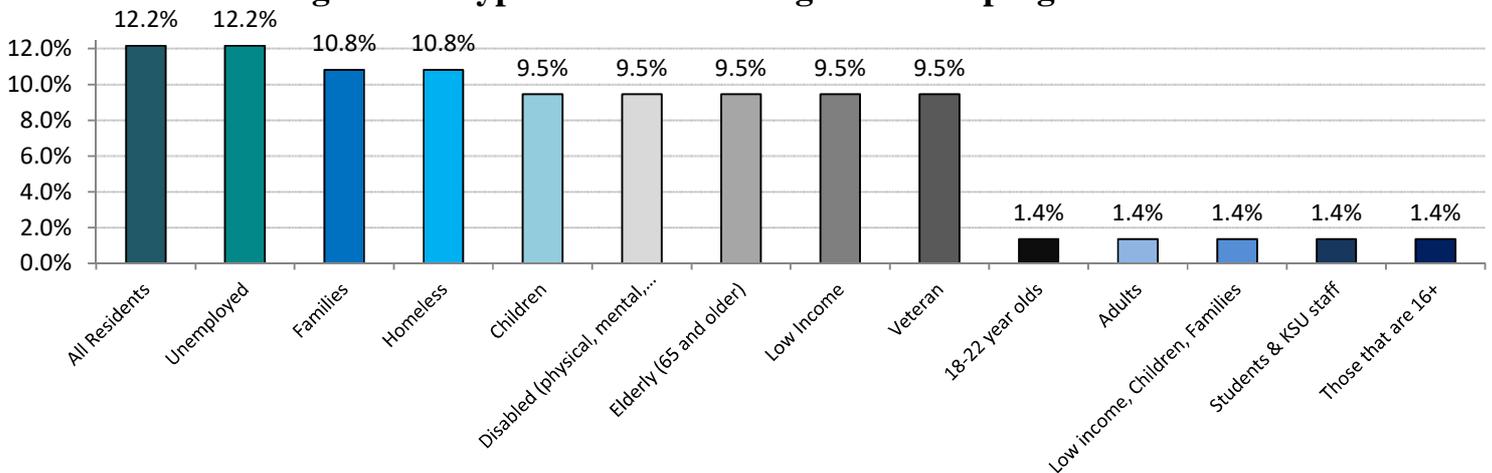
Table 11. Organizations/programs who replied to the transportation survey and role of respondent	
Organization/Program Name	# of Respondents
Adult Basic & Literacy Education	1
AxessPointe	2
Community Action Council	1
Family and Community Services	1
Job and Family Services	1
Kent State University (KSU)/Kent State Health Center	2
King Kennedy Community Center	1
Northeast Ohio Medical University (NEOMED) and the SOAR Student-Run Free Clinic	2
Portage County Health District	1
The Children's Advocacy Center	1
University Hospitals	1
Veterans Service Commission	1
Women, Infants, and Children	2
Type of Organizations/Program	Percentage
Nonprofit	52.9%
Educational Institution	17.6%
Social Service Agency	17.6%
Local Government	11.8%
Role of Respondents	Percentage
Administrator	23.5%
Director	17.6%
Program/Site Manager	17.6%
Coordinator (Grants/Outreach/Able)	11.8%
Nursing Manager/Nursing Director	11.8%
Executive Officer	5.9%
Physician Liaison	5.9%
Victim Advocate	5.9%

Table 11 shows a list of the names and types of organizations/programs that replied, along with the role of the respondents within each organization/program. When asked to report what type of organization /program they worked for, the most selected answer was nonprofit (53% of responses). Finally, the most common role of respondents was an administrator with almost a fourth of respondents reporting that title.

Table 12. Types of services offered by the organizations/programs

Organization/Program Name	Service
Adult Basic & Literacy Education	GED preparation, transition to post-secondary education, English for speakers of other languages, medical readiness
AxessPointe Community Health Center	Primary care, dental, behavioral health, insurance/marketplace assistance
Community Action Council of Portage County	Home Energy Assistance Programs, home weatherization programs, community technology center, Community Action Council Youth & Family Center, 21st Century Community Learning Center and after school programs
Family and Community Services	Housing Assistance
Kent State/Kent State University Health Center	Acute & chronic care, psychological care, immunizations, women’s contraceptive care, pharmacy, physical therapy, X-rays
Northeast Ohio Medical University (NEOMED) and the SOAR Student-Run Free Clinic	Primary care, basic labs, preventative screening & medication management
University Hospitals	Medical services
King Kennedy Community Center	Youth programs, adult programs
The Children’s Advocacy Center	Assistance for sexually abused children
Portage County Health District	Adult and child immunizations
Job and Family Services	Public assistance, child welfare, child support, Ohio means jobs
Veterans Service Commission	Veterans benefits counseling, transportation to VA Medical Center Wade Park/Akron and Canton, Emergency Financial Assistance
Women, Infants, and Children	Nutrition education, breastfeeding education/promotion, supplemental foods, referrals for healthcare/social services, immunization & screening referral

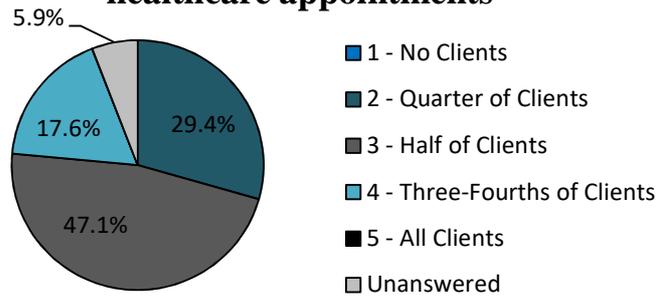
Figure 16. Types of clients the organizations/programs serve



Each program/organization was asked to write a description of the types of services they provide to help further understand their services and the members of the community that they serve. The descriptions are provided in Table 12. Respondents were also asked to report each type of client they served, such as elderly, low income, veteran, etc. The majority of respondents reported serving all Portage County residents and those who are unemployed. This was closely followed by families and the homeless (Figure 16).

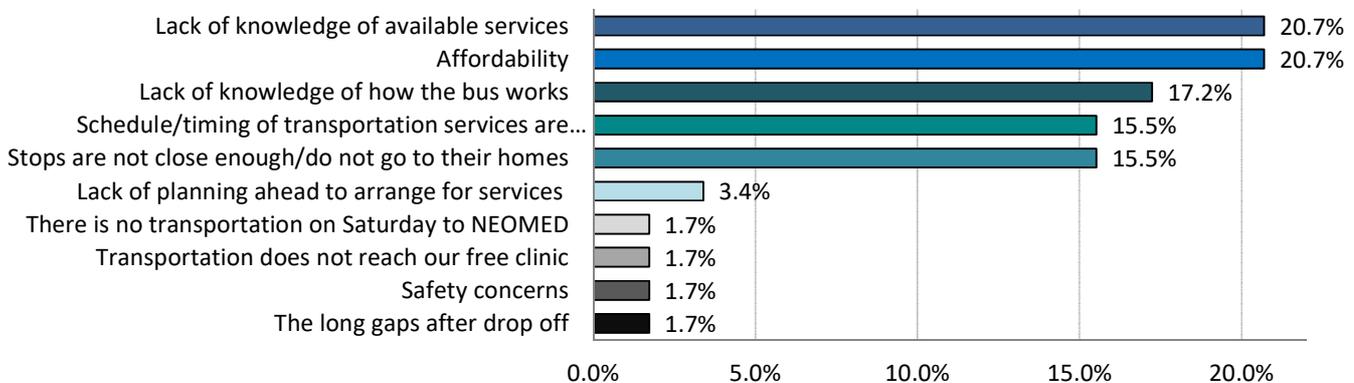
Respondents were asked the question, “On a scale of 1 to 5 (1 = “No clients” and 5 = “All clients”), how many of your clients have transportation problems when it

Figure 17. On a scale of 1 to 5, how many clients have transportation issues related to making and keeping healthcare appointments



comes to making and keeping health-related appointments?” Almost half of respondents (47%) cited half of their clients have transportation problems when it comes to making and keeping health appointments. Approximately 30% of respondents reported that a quarter of their clients have transportation problems, and 18% of respondents reported that three-fourths of clients have transportation problems (Figure 17). Furthermore, participants were asked to report all of the barriers that make it difficult for residents to find and utilize transportation for healthcare purposes. The most reported answers were affordability and lack of knowledge of available services making up over 40% of responses. This was followed by lack of knowledge of how the bus works, stops are not close enough/do not go to the residents’ homes, and the schedule/timing of public transportation is not convenient (Figure 18). Four organizations (Axess Pointe, Community Action Council, Job and Family Services and Veterans Service Commission) reported that their agency purchases transportation on behalf residents. Additionally, 47% of

Figure 18. Biggest barriers For residents to find transportation to and from healthcare reported by organizations/programs



organizations/programs believe their staff understands transportation options that are available to help Portage County residents. About 18% reported that they did not believe their staff understands the transportation options and approximately 29% of respondents reported they were unsure or left the question unanswered. Finally, the organizations were asked if they had any comments that could be helpful regarding providing transportation to Portage County residents. Ten responses were suggested providing more information regarding public transportation services such as:

- Schedules/scheduling
- Cards and fliers with contact information
- Summary of costs
- Maps of services, routes, and times
- Discount tickets
- Staff trainings on how to use and inform clients about public transportation
- Transportation information specifically targeted at low income, Medicaid, Medicare and uninsured.
- Getting transportation to NEOMED on Saturdays for the SOAR Student Run Clinic
- Help getting students to specialists and to the emergency department when an ambulance is not required.

Healthcare Provider/Pharmacy

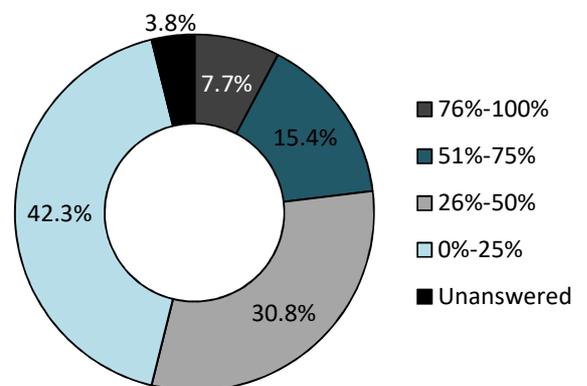
There were 26 Portage County healthcare providers/pharmacies who responded to surveys with a total of 11 questions regarding Portage County residents' transportation to and from healthcare. These surveys helped gain insight into what these providers and/or pharmacies experience with their clients in relation to transportation to and from healthcare.

The majority of respondents who took the survey were nurses making up about 23% of the total. This was followed by case managers making up about 19% and doctors, nurse practitioners, and physician assistants making up 15%. When respondents were asked how many patients are treated at their facility in a month, approximately 39% reported at least 100 patients or more and about 27% report treating 20 to 50 patients per month. Overall, 73% of respondents reported that 76% to 100% of the patients they see are from Portage County (Table 13).

Table 13. Role of respondent from hospitals, outpatient offices and/or pharmacies, number of patients their facilities treat in a month and percentage of patients from portage county	
Role of Respondents	Percentage
Nurse	23.1%
Case manager	19.2%
Doctor/Nurse Practitioner/Physician Assistant	15.4%
Victim Advocate	11.5%
Therapist	7.7%
Clinical Director	3.8%
Counselor/Case Manager	3.8%
Medicaid Provider Employee	3.8%
Mental health manager	3.8%
Advocate/Counselor	3.8%
Medical Assistant	3.8%
Number of Patients Seen In A Month	Percentage
100 or Greater	38.5%
20 to 50	26.9%
50 to 99	11.5%
Less than 20	11.5%
Varies	11.5%
Percentage of Patients From Portage County	Percentage
76%-100%	73.1%
51%-75%	11.5%
26%-50%	3.8%
0%-25%	11.5%

Participants were asked, “In your opinion, do you believe that your patients have a transportation issue when it comes to making and keeping health-related appointments or getting their prescriptions filled?” Approximately, 85% of respondents reported that they felt patients had difficulty with this. Survey respondents were then asked to estimate what proportion of appointments or prescriptions were missed due to transportation difficulties in the past month. The majority of respondents reported 0% to 25% of their patients missed appointments or prescriptions due to transportation and about 31% of participants reported that about 26% to 50% of their patients missed appointments/prescriptions (Figure

Figure 19. Percentage of appointments/prescriptions missed in the last month due to transportation problems



19). Fifty percent of respondents reported that a low percentage of their patients use public transportation to get to and from their facility. Almost 31% of respondents reported that 26% to 50% of their patients use public transportation to get to and from their facilities (Figure 20). Additionally, participants were asked if patients ever indicated that they had problems accessing other health-related services such as therapy, social services, healthy food, etc. while in their office or pharmacy. Approximately, 77% of respondents reported that patients had indicated this in the past. When asked how many times in the past month someone has reported this problem answers ranged from one to ten times. The majority of respondents reported that they thought public transportation stops were not close enough/do not go to residents' homes as a barrier for residents to receive health care. The schedule /timing of services and affordability of services were also among the top cited reasons residents may find it difficult to use public transportation to get to and from healthcare (Figure 21).

Figure 20. Percentage of patients that use public transportation to travel to and from pharmacy/healthcare provider facilities

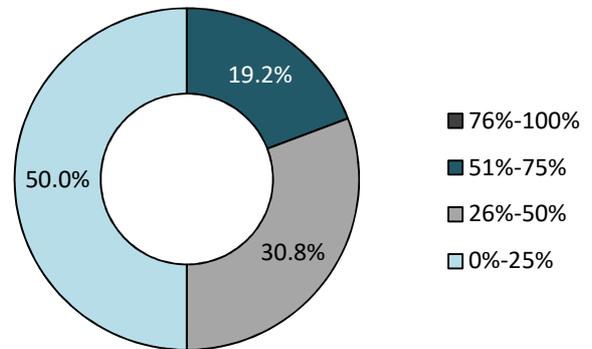
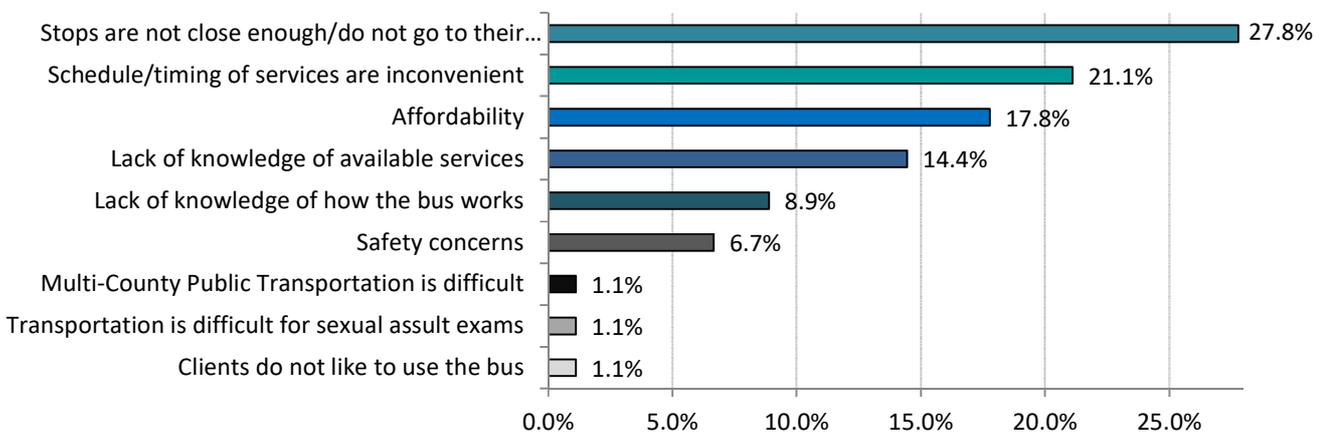


Figure 21. Biggest barriers for residents to find transportation to and from healthcare reported by healthcare providers/pharmacies



When asked if they thought the employees in their facilities understand the transportation options available to help Portage County residents, 62% reported “yes” and 38% of respondents reported “no” or that they were unsure. Respondents conveyed that materials/activities such as brochures, emails, presentations, handouts, and any information regarding transportation would be helpful to their staff. Finally, the healthcare providers/pharmacies were asked if they had any comments that could be helpful regarding providing transportation to Portage County residents.

Comments cited included:

- A wider range of hours services are offered
- Decreased wait time for those being picked up
- Decreased cost to residents especially those who have weekly appointments
- Ensuring essential downtown areas in cities such as Streetsboro are on fixed routes.

Diagnostic/Laboratories

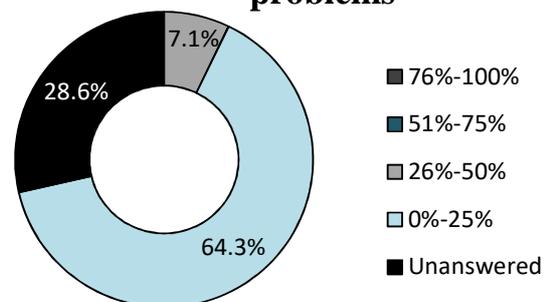
There were 14 Portage County employees of diagnostics/laboratories who responded to surveys with nine questions regarding Portage County residents’ transportation to and from healthcare. These surveys helped gain insight into what these labs and diagnostic centers experience with their clients in relation to transportation to and from healthcare.

Approximately 29% of the respondents were phlebotomist, followed by cytotechnologists, secretaries, and those who work in registration each making up about 14% of respondents (Table 14.).

Table 14. Role of respondents from diagnostics/labs	
Role of Respondents	Percentage
Phlebotomist	28.6%
Cytotechnologist	14.3%
Secretary	14.3%
Registration	14.3%
Coordinator	7.1%
Finance Counselor	7.1%
Lab Coordinator	7.1%
Radiology Clerical Supervisor	7.1%

Participants were asked, “In your opinion, do you believe that your patients have a transportation problem when it comes to making and keeping health-related appointments or getting urgent care?” Approximately, 29% of respondents reported that they felt patients had difficulty with this. Participants were then asked to estimate what proportion of appointments was missed due to transportation difficulties in the past month. The majority of respondents reported 0% to 25% of their patients miss appointments and about 7% of participants reported that about 26% to 50% of

Figure 22. Percentage of laboratory/diagnostic appointments missed in the last month due to transportation problems



their patients miss appointments (Figure 22).

About 43% of respondents reported that 26% to 50% of Portage County patients use public transportation to get to and from their facility. A similar proportion, 36%, reported that 0% to 25% of residents use public transportation to travel to and from their facility (Figure 23). When asked in their experience what factors they thought were the biggest transportation barriers for Portage County residents to get to and from healthcare, about 28% reported that lack of knowledge of about available services.

Additionally they felt the affordability and schedule/timing is a deterrent. A few respondents reported that pick up times were a major problem at their facilities. They reported many patients will wait hours for ambulance service pick up, even if their healthcare services only took 30 minutes to carry out (Figure 24).

Figure 23. Percentage of patients that use public transportation to travel to and from laboratory/diagnostic facilities

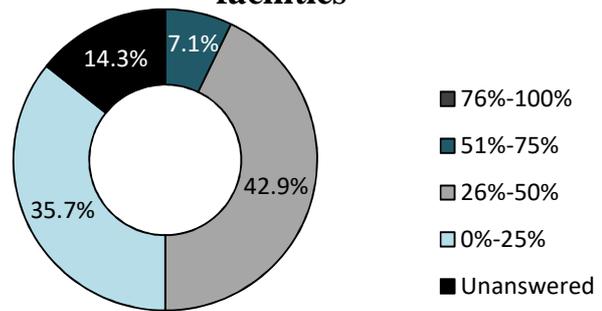
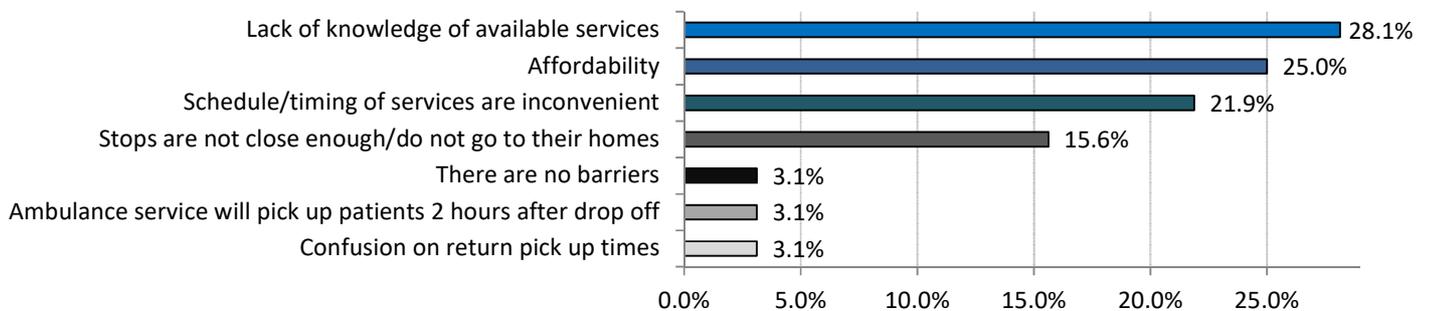


Figure 24. Biggest barriers for residents to find transportation to and from healthcare reported by laboratories/diagnostics



Half of the respondents reported that they did not feel that their staff understands the transportation options available to help Portage County residents and cited more information, such as flyers with phone numbers and bus schedules would be helpful. Additionally when asked if their workplace purchased transportation on behalf of patients, 86% reported “no” while 14% either left the question unanswered or reported that they did not know. Finally, when asked if they had any comments regarding transportation to their facility, respondents again reported that more information for their staff would be useful, and repeated their frustration with how long ambulance services take to pick up patients after healthcare services.

Transportation Service Provider (Agency)

There were 3 Portage County transportation service providers who responded to surveys with ten questions regarding Portage County residents’ transportation to and from healthcare. These surveys helped gain insight into what transportation service providers experience with their clients in relation to transportation to and from healthcare.

All three of the respondents to this survey work in management for their company. Two respondents work for Emerald Transportation and one respondent works for PARTA. Below are summaries of the services each agency reported they offer.

Table 15. PARTA services	
Types of Transit	Yes/No
Fixed Route	Yes
Flexible Route	No
Demand Response (Advance Notice)	Yes
On Demand (No Advanced Notice)	No
Operation Days	Times
Monday	5:30 AM - 11:00 PM
Tuesday	5:30 AM - 11:00 PM
Wednesday	5:30 AM - 11:00 PM
Thursday	5:30 AM - 11:00 PM
Friday	5:30 AM - 11:00 PM
Saturday	8:00 AM to 7:30 PM
Sunday	-
Level of Passenger Assistance	Yes/No
Curb to Curb (Assisting in and out of Vehicle)	No
Door to Door (Assisting Passengers from Origin to Destination)	Yes
Door through Door (Assisting in and out of Buildings)	No
Provide personal care attendants to passengers who need it	No
Passengers are permitted to travel with personal care attendants	Yes

When asked in what manner each agency provides transportation PARTA reported:

- Organized program with vehicles and staff designated specifically for transportation
- Providing information and referral about other community and public transportation resources
- Purchasing tickets, tokens, passes from other modes of para-transit/transit
- Agency employees who are not “drivers” using agency owned fleet vehicles
- Using personal vehicles of agency staff

Table 16. Emerald Transportation services	
Type of Transit	Yes/No
Fixed Route	Yes
Flexible Route	Yes
Demand Response (Advance Notice)	Yes
On Demand (No Advanced Notice)	No
Hours of Operation	Times
Monday	7:00 AM - 5:00 PM
Tuesday	7:00 AM - 5:00 PM
Wednesday	7:00 AM - 5:00 PM
Thursday	7:00 AM - 5:00 PM
Friday	7:00 AM - 5:00 PM
Saturday	-
Sunday	-
Level of Passenger Assistance	Yes/No
Curb to Curb (Assisting in and out of Vehicle)	Yes
Door to Door (Assisting Passengers from Origin to Destination)	Yes
Door through Door (Assisting in and out of Buildings)	Yes
Provide personal care attendants to passengers who need it	Yes
Passengers are permitted to travel with personal care attendants	Yes

Emerald Transportation reported using the following methods of transportation:

- Organized program with vehicles and staff designated specifically for transportation

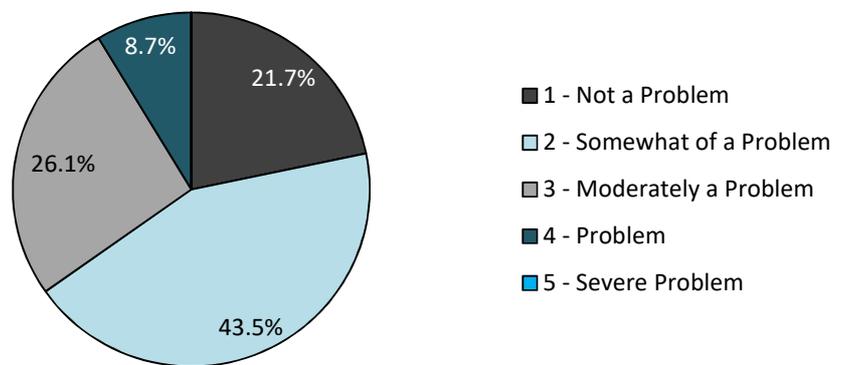
When asked, “Of those who are repeat monthly users of your transportation service, please estimate the average amount of time in a month that these people use your services” all representatives from both PARTA and Emerald Transportation reported that they use their services greater than 9 times a month. Additionally, the providers were asked what they believed are the biggest barriers for Portage County residents who need to using their company’s services for healthcare access. The most cited reason was lack of knowledge of available services. Additionally, lack of knowledge of how the bus works and eligibility of social service resources to use public transit services were also cited. When asked if they had any thoughts or suggestions that would improve Portage County residents’ access to healthcare transportation better coordination was cited.

Transportation Service Provider (Driver)

There were 23 Portage County transportation service drivers who responded to surveys with five questions regarding Portage County residents' transportation to and from healthcare. These surveys helped gain insight into what these drivers experience with their clients in relation to transportation to and from healthcare.

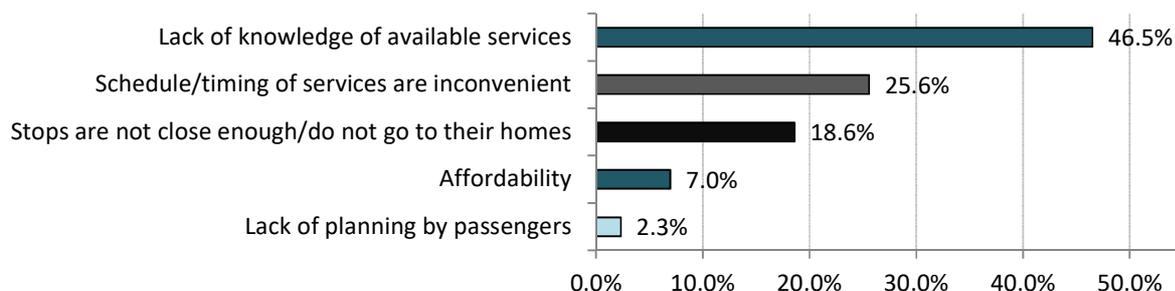
All of the participants in this survey worked for PARTA. The majority of drivers (44%) reported of those who are repeat users of their transportation services, they typically utilize services 9 or more times a month. Only about 18% of respondents reported that repeat users utilize

Figure 25. On a Scale of 1 to 5, how problematic is access to transportation for Portage County residents



their services 4 times a month or less. A large proportion of respondents felt that transportation to healthcare services was only somewhat of a problem for Portage County residents. Only about 9% of respondents considered transportation a problem in Portage County (Figure 25). Drivers felt that lack of knowledge of available services was one of the biggest barriers for transportation to and from healthcare. This was followed by inconvenient timing/schedules and stops not being close enough to their homes (Figure 26). Respondents were asked if they had any further comments regarding transportation to healthcare for Portage County residents. The

Figure 26. Biggest barriers for residents to find transportation to and from healthcare reported by transportation service drivers



following is a summary of their comments:

- Longer evening hours and Saturday service
- Increased dissemination of information regarding services
- Decreased cost and easier access with a focus on elderly, veterans, disabled, and low income families
- More fixed routes in other areas of the county such as Streetsboro, Rootstown, Randolph, etc.
- Overall better coordination between transportation providers, healthcare providers, and the county

Findings

A large majority of the residents, about 58%, who took the survey, reported having transportation problems either occasionally or multiple times per month. Approximately 33% of these respondents report that they have never used public transportation. Additionally, about 33% of resident respondents cite that they have difficulty traveling to healthcare centers. Respondents report some of the most difficult areas to reach for healthcare purposes are Cleveland, Akron, Canton, Warren, and Youngstown. Surprisingly, even areas such as Stow, Kent, and Streetsboro are reported by respondents as difficult to travel to for their healthcare needs. Furthermore, the top 15 cities/townships that participants reported they currently receive medical care in were also listed by participants as some of the most difficult cities to reach due to lack of transportation.

Sixty-seven percent of healthcare providers reported half or more of their clients experience transportation issues that affect their ability to make or keep appointments. Furthermore, about 35% of drivers reported that access to transportation in Portage County is moderately a problem or a problem. Reasons for what they believed were barriers to transportation varied among each type of survey. However, lack of knowledge of available services was cited the most by transportation service agency and drivers, those who work in laboratories/diagnostic centers, and by those who work for organizations/programs as the biggest barrier for residents to find transportation to and from healthcare.

Overall, despite the many resources that Portage County has, it seems that transportation to and from healthcare is a problem for residents. The invaluable information, experiences, and recommendations provided by all of the participants and reported in the above summary will help in the next step of trying to improve healthcare transportation for all residents.

The initial draft of this report was opened for public comment via survey on the Health District website from November 15, 2017 through January 2, 2018. Having received no responses, this assessment report is final as presented herein.

Appendix: Transportation Surveys

Portage County Health Transportation Survey for Portage Residents

This survey is designed to improve Portage County's transportation services, especially in the area of getting residents to and from health care services. All survey information will be kept confidential. Thank you for participating.

1. **Do you own a working and reliable car or truck?** Yes No
2. **In a typical month, how often do you have problems with transportation?**
 At least once a week 2-3 times a month Once a month or less Never
3. **How often do you use public transportation?**
 At least once a week 2-3 times a month Once a month or less Never
4. **If you use public transportation, what do you use it for? (Check all that apply)**
 Shopping/Groceries Health appointments Transportation to work Transportation to School
 To run errands To visit friends/family Recreational activities
 I do not use public transportation Other (Specify) _____
5. **In the last year, how often have you worried about your ability to pay for transportation to or from a health care visit? (Gas cost, bus fare, parking fees, etc.)** Never Rarely Sometimes Usually Always
6. **How do you usually travel to receive health care?**
 Drive own car Borrow a car Family/friends/caregiver
 Call a social service provider Walked/biked Call health insurance provider
 Taxi/Uber By public transit (e.g. PARTA/Emerald)
 Other (specify) _____
7. **How much time do you usually spend on the public transportation to travel from your home to a health care facility?**
 Less than 20 min 20-40 min More than 40 min I don't use public transportation
8. **How difficult is it for you to get to a health care center?**
 Not difficult Somewhat difficult Moderately difficult Difficult Very Difficult
9. **On what day of the week do you find it hardest for you to get to a medical appointment? (Check all that apply)**
 Monday Tuesday Wednesday Thursday Friday Saturday
10. **What time(s) of day is it hardest for you to get you or your family to medical care? (Check all that apply)**
 Early Morning Late Morning Early Afternoon Late Afternoon Night
(5:00 AM – 8:30 AM) (8:30 AM – Noon) (Noon – 3:00PM) (3:00PM-6:00PM) (6:00PM-5:00AM)
11. **Has a lack of transportation ever led to a health care condition worsening and requiring a trip to the emergency room for you or your family?** Yes No If yes, how many times? _____
12. **Are there any areas of Northeast Ohio that you find it hard to reach for medical reasons due to lack of transportation? (Check all that apply)**
 Warren Youngstown Aurora Streetsboro Alliance Garrettsville
 Kent Ravenna Stow Akron Cleveland Canton
 Other (specify) _____

TURN OVER

**Portage County Transportation Survey:
COMMUNITY ORGANIZATIONS/PROGRAMS**

This survey is designed to improve Portage County's transportation services, especially in the area of getting residents to and from health care services. All survey information will be kept confidential. Thank you for participating.

1. **What is the name of your organization/program? (If you work with multiple programs with differing transportation needs, please fill out a survey for each program)**

2. **What type(s) of organization/program do you work for? (Check all that apply)**
 Local government Education Institution
 Assisted Living / Nursing Home Social Service Agency
 Nonprofit Privately owned business, industry
 Other (Specify) _____
3. **Describe the services provided by your organization/program (e.g. housing, employment, etc.).**

4. **How would you best describe your clients? (Check all that apply)**
 Elderly (65 and older) Veteran Low Income Disabled (physical, mental, visual or other)
 Children Families Unemployed Homeless All Residents
 Other (Specify) _____
5. **On a scale of 1 to 5 (1 = "None of your clients" and 5 = "All of your clients"), how many of your clients have transportation problems when it comes to making and keeping health related appointments? (Circle your answer)**

1 2 3 4 5
6. **What do you think are the biggest barriers for Portage County residents when it comes to finding transportation to access health care? (Check all that apply)**
 Lack of knowledge of available services
 Affordability
 Stops are not close enough to their homes or do not go to their homes
 The schedule or timing of services that are available is not convenient
 Lack of knowledge of how the bus works
 Safety concerns
 There are no barriers
 Other (Specify) _____
7. **What is your role/job title within your organization/program (e.g. administrator, case manager, etc.)?**

8. **Do you feel your staff understands the transportation options available to help Portage County residents?**
 Yes No Don't know

Turn Over

9. What transportation resources would be helpful in informing your staff? _____

10. Does your agency purchase transportation from other transportation providers (i.e. bus passes, taxi fares, other public transit providers, ambulances for Medicaid eligible individuals, etc.) on behalf of consumers?
____ Yes ____ No

11. Please add any other comments or suggestions here: _____

12. Please provide the contact information for your organization and/or program:
Address _____

Email _____

Phone number _____

Thank you for taking the time to help Portage County families!

Portage County Transportation Survey for Healthcare Provider/Pharmacy

This survey is designed to improve Portage County's transportation services, especially in the area of getting residents to and from health care services. All survey information will be kept confidential. Thank you for participating.

1. **Approximately how many Portage County patients do you see/treat in a month?** _____
2. **Approximately what percentage of your patients are Portage County residents?**
___ 0%-25% ___ 26%-50% ___ 51%-75% ___ 76%-100%
3. **In your opinion, do you believe that your patients have a transportation problem when it comes to making and keeping health related appointments or getting their prescriptions filled?** ___ Yes ___ No
4. **Please estimate what portion of appointments or prescriptions, if any, were missed due to transportation difficulties in the past month.**
___ 0%-25% ___ 26%-50% ___ 51%-75% ___ 76%-100%
5. **What percentage of your Portage County patients use public transportation to get to or from their appointments/pharmacy?**
___ 0%-25% ___ 26%-50% ___ 51%-75% ___ 76%-100%
6. **What do you think are the biggest barriers for Portage County patients when it comes to using public transport to access healthcare? (Check all that apply)**
___ Lack of knowledge of available services
___ Affordability
___ Stops are not close enough to their homes or do not go to their homes
___ The schedule or timing of services that are available is not convenient
___ Lack of knowledge of how the bus works
___ Safety concerns
___ There are no barriers
___ Other (Specify) _____
7. **During their time in your office or pharmacy, have patients indicated that they have difficulty accessing other health-related services because of transportation barriers? (e.g. prescriptions, healthy food, therapy, social services)**
___ Yes ___ No If yes, how many times in the past month? _____
8. **Do you feel your staff understands the transportation options available to help Portage County residents?**
___ Yes ___ No ___ Don't know
9. **What resources would be helpful in informing you or your staff about Portage County's available transportation options (informational pamphlets, emails, etc.)?**

10. **What position do you hold?**
___ Doctor/NP/PA ___ Nurse ___ Pharmacy Technician ___ Aide/caregiver ___ Administrative staff
___ Other (Specify) _____

Turn over

11. Do you have any additional comments or suggestions regarding healthcare transportation?

Thank you for taking the time to help Portage County families!

Portage County Transportation Survey:
DIAGNOSTIC/LAB

This survey is designed to improve Portage County's transportation services, especially in the area of getting residents to and from health care services. All survey information will be kept confidential. Thank you for participating.

1. In your opinion, do you believe that your patients have a transportation problem when it comes to making and keeping health related appointments or getting urgent care?
 Yes No Do not know

2. What percentage of Portage County patients use public transportation to get to or from your facility?
 0%-25% 26%-50% 51%-75% 76%-100%

3. What do you think are the biggest barriers for Portage County patients when it comes to using public transport to access health care? (Check all that apply)
 Lack of knowledge of available services
 Affordability
 Stops are not close enough to their homes or do not go to their homes
 The schedule or timing of services that are available is not convenient
 Lack of knowledge of how the bus works
 Safety concerns
 There are no barriers
 Other (Specify) _____

4. Please estimate what portion of appointments, if any, were missed due to transportation difficulties in the past month.
 0%-25% 26%-50% 51%-75% 76%-100%

5. Do you feel your staff understands the transportation options available to help Portage County residents?
 Yes No If no, what resources would be helpful to your staff (Informational pamphlets, emails, etc.)?

6. Does your workplace purchase transportation from transportation providers (i.e. bus passes, taxi fares, other public transit providers, ambulances for Medicaid eligible individuals, etc.) on behalf of patients?
 Yes No

7. What position do you hold at the health facility where you are employed? _____

8. Has your facility and/or healthcare network ever considered providing non-emergency medical transportation to its patients? Yes No Do not know If yes, could you provide more detail?

9. Do you have any other comments or suggestions regarding transportation?

Thank you for taking the time to help Portage County families!

Portage County Transportation Survey for Transportation Service Providers:
Agency

This survey is designed to improve Portage County's transportation services, especially in the area of getting residents to and from health care services. All survey information will be kept confidential. Thank you for participating.

1. **What is your role as a transportation provider?**
 Office Staff Management Other (Specify) _____

2. **What type of transit service does your agency provide? (Check all that apply)**
 Fixed-route Demand response (Advanced notice) On-demand (No advance notice required)
 Flexible route Other (Specify) _____

3. **What are your typical hours of operation?**

Monday	_____ to _____	Closed _____
Tuesday	_____ to _____	Closed _____
Wednesday	_____ to _____	Closed _____
Thursday	_____ to _____	Closed _____
Friday	_____ to _____	Closed _____
Saturday	_____ to _____	Closed _____
Sunday	_____ to _____	Closed _____

4. **In what manner does your organization directly provide or operate transportation? (Check all that apply)**
 Personal vehicles of agency staff
 Agency employees who are not "drivers" using agency owned fleet vehicles
 Purchase tickets, tokens, passes from other modes of para-transit/transit
 Reimbursement of mileage or auto expenses paid to employees, clients, families, or friends
 Volunteers
 Information and referral about other community and public transportation resources
 Organized program with vehicles and staff designated specifically for transportation
 Other (Specify) _____

5. **Of those who are repeat monthly users of your transportation service, please estimate the average amount of time in a month that these people use your services.**
 Once a month 2 to 4 times a month 4 to 8 times a month >9 times a month

6. **What do you believe are the biggest barriers for Portage County residents who need to use your company's services for healthcare access? (Check all that apply)**
 Lack of knowledge of available services
 Affordability
 Stops are not close enough to their homes or do not go to their homes
 The schedule or timing of services that are available is not convenient
 Lack of knowledge of how the bus works
 Safety concerns
 There are no barriers
 Other (Specify) _____

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7. Does your company have programs to help Portage County residents with healthcare access?
 Yes No If yes, please describe _____

8. Define the level of passenger assistance provided for users of your transportation service. (Check all that apply)
 Curb to curb (i.e., drivers will assist passengers in and out of vehicle only)
 Door-to-door (i.e., drivers will assist passengers to the entrance of their origin or destination)
 Door through door (i.e., drivers assist passengers in and out of buildings)
 We provide personal care attendants or escorts to those passengers who require such services.
 Passengers are permitted to travel with their own personal care attendants or escorts.
9. In your opinion, what are the greatest transportation issues that keep Portage County residents from getting the healthcare they need? Do you have other thoughts or suggestions regarding healthcare transportation in Portage County?

10. The Portage County Combined General Health District is assembling a Health Transportation Resource Inventory and Directory. Please add your organization's information below.
 Name: _____
 Address: _____
 Owner/Manager: _____
 Phone number: _____
 Fax Number: _____
 Email: _____
 Website address: _____

Thank you for taking the time to help Portage County families!

Portage County Transportation Survey: Drivers

This survey is designed to improve Portage County’s transportation services, especially in the area of getting residents to and from health care services. All survey information will be kept confidential. Thank you for participating.

1. What is the name of the transportation service you work for?

2. On a scale of 1 to 5 (1 = “Not a problem” to 5 = “Very problematic”), In general, how serious of a problem do you think accessing transport is for residents of Portage County? (Circle your answer)

1 2 3 4 5

3. What do you believe are the biggest barriers for Portage County residents who need to use your company’s services for health care access? (Check all that apply)
 Lack of knowledge of available services
 Affordability
 Stops are not close enough to their homes or do not go to their homes
 The schedule or timing of services that are available is not convenient
 Lack of knowledge of how the bus works
 Safety concerns
 There are no barriers
 Other (Specify) _____

4. Do you have any other thoughts or suggestions regarding health care transportation in Portage County?

Thank you for taking the time to help Portage County families!

Portage County Transportation Survey: Emergency Room/Urgent Care

This survey is designed to improve Portage County's transportation services, especially in the area of getting residents to and from health care services. All survey information will be kept confidential. Thank you for participating.

1. **In your opinion, do you believe that your patients have a transportation problem when it comes to getting urgent care?** Yes No Do not know

2. **What do you think are the biggest barriers for Portage County patients when it comes to using public transport to access health care? (Check all that apply)**
 Lack of knowledge of available services
 Affordability
 Stops are not close enough to their homes or do not go to their homes
 The schedule or timing of services that are available is not convenient
 Lack of knowledge of how the bus works
 Safety concerns
 There are no barriers
 Other (Specify) _____

3. **Do you feel your staff understands the transportation options available to help Portage County residents?**
 Yes No **If no, what resources would be helpful to your staff (Informational pamphlets, emails, etc.)?**

4. **Does your workplace purchase transportation from transportation providers (i.e. bus passes, taxi fares, other public transit providers, ambulances for Medicaid eligible individuals, etc.) on behalf of patients?**
 Yes No Do not know

5. **Has your facility and/or healthcare network ever considered providing non-emergency medical transportation to its patients?**
 Yes No Do not know **If yes, could you provide more detail?** _____

6. **What position do you hold?**
 Doctor/NP/PA Nurse Aide/caregiver Administrative staff
 EMT/Paramedic Other (Specify) _____

7. **Do you have any other comments or suggestions regarding transportation for access to your facility?**

Thank you for taking the time to help Portage County families!