

South East Area Transit 2023 Annual Report

Safe, Efficient, Affordable Transportation



- 289,117 one-way trips scheduled systemwide.
- 236,555 one-way trips were completed.
- 22% increase in completed transportation from 2022.
- FREE Fixed Route
Total Rides in Muskingum County- 67,769
- 20,166 same day ride requests were completed.
- 15% of riders used Mobility Devices. Average of 90 wheelchairs per day
- SEAT denied less than 2% of all requested rides
- 10% of all rides scheduled for medical were traveled to out of county to medical facilities.
- SEAT served 4,450 different individuals.

- 6 Contracted Agencies provided transportation
 - Allwell
 - MVHC
 - Ray Of Hope
 - The Carr Center
 - The Zanesville Civic League
 - Guernsey County Community Development
- 54 Private Vendors transported passengers in personal vehicles.
- Multiple Contracts assist with payment or coordination of residence
 - Job and Family Services
 - Eastside
 - Guernsey County Community Development
 - Christ Table
 - Salvation Army
 - Project Ready
 - United Way
 - Health Department
 - MVHC
 - Muskingum Behavioral Health

- Top trip purposes for SEAT riders:
 - Medical
 - Work
 - Recreational
- 40% of all medical transportation requests are to addiction recovery services.
- SEAT completed 2023 with a 99.6% on time performance.
- SEAT partnered with multiple organizations in coordination with transportation and other resources and referrals.
- SEAT works directly with Medicaid eligible passengers for approval of transportation. This eliminates them having to call JFS and request rides.
- SEAT runs a brokerage model to over 100 different vehicle options.

Transportation Data

Collaboration

Community