

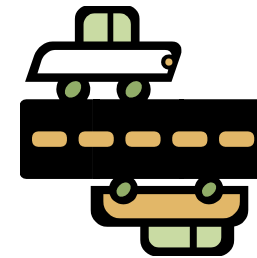
NCST

National Center on
Senior Transportation

AIRS Conference, 2013 – Portland, OR

Navigating the Road of Transportation Options

June 4, 2013



Lynn Winchell-Mendy, CIRS-A

Technical Assistance Associate, NCST

National Association of Area Agencies on Aging (n4a)



Advocacy. Action. Answers on Aging.

NCST Organization

Partnership:

Easter Seals and the National Association of Area Agencies on Aging

Funding:

Federal Transit Administration with guidance from the U.S. Administration on Aging

Mission:

To increase transportation options for older adults and enhance their ability to live more independently within their communities throughout the United States.

Functions:

Training, Technical Assistance, Outreach, Applied Research

NCST & Eldercare Locator

- **Partnership** – training, info/trend sharing
- **Data**
 - Most common
 - Refined data collection
- **NCST Workplan**
- **Support** – what can we do to support you in your work?

Family of Transportation

Modes:

- Driving
- Walking/Biking
- Public Transit: Fixed Route, Dial-a-Ride
- Paratransit
- Shuttles
- Taxi
- Volunteer Driver Programs

- Assisted Transportation
- Ride Share

Services:

- Older Driver Safety Programs
- Mobility Management/
Transportation Options
Counseling
- Travel Training
- One-Call/One-Click Resource
Centers

Initiatives

- Aging I&R/A/Aging & Disability Resource Centers
- One-call, One-click
- 2-1-1
- Veteran's Transportation Community Living Initiative (VTLCI)
- Mobility Management

Examples from the Field

National:

- Eldercare Locator
- Easter Seals Project Action

Regional/Local:

- Mid-East Area Agency on Aging - Manchester, MO
- Community Council of Greater Dallas/Dallas Area Agency on Aging/Dallas 2-1-1 - Dallas, TX
- Atlanta Regional Commission - Atlanta, GA

Navigating the Road of Transportation Options

Ken Thompson, CIRS
Easter Seals Project ACTION

AIRS June 4, 2013

WWW.PROJECTACTION.ORG



Easter Seals Project ACTION (ESPA)

- **Mission:** promote universal access to transportation for people with disabilities...
- National TA program
- Americans with Disabilities Act (ADA) assistance
- Partnered with the NCST
- Provides Training, Technical Assistance, Outreach
- **800-659-6428** or www.projectaction.org
- Aligned with Easter Seals (800-221-6827)

Common phone calls to Project ACTION

- Ride request: often medical and rural
 - ADA paratransit eligibility
- Complaints about service received and resolution process

Who calls?

About 60% transit customers
About 40% transit providers

Transportation for People with Disabilities

- Intent of the ADA to be an integrated service
- Relies on access
 - In the fleet
 - At the stop or station
 - Along the pathways to and from the stop or station
- Good customer service
- Reasonable modification of policy so people with disability can benefit from the service



Public Transportation

Fixed Route: Buses or rail that run on a predetermined route on a fixed schedule.

ADA Complementary Paratransit Service:

- For people, due to disability, cannot use the fixed route.
- Complements or similar to the fixed route in hours of operation and service area.

Options

Ride request - Questions to Consider

- Do you have any specific needs for your trip?
- Do you use a mobility device_____ (power or manual)?
- Require assistance from your house or trip origin to vehicle?
- Bring along medical equipment on your trip?
- Type of equipment?

Options

Ride request - Questions to Consider

- Do you receive Medicaid?
- Have you established ADA paratransit eligibility with your local provider?
- What is the reason for your trip? (Some providers limit trips to a certain type such as work, shopping, or medical ointments.)

Contact Information

Ken Thompson

**Coordinator, Veterans Dialogue and Technical
Assistance**

Easter Seals Project ACTION

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(800) 659-6428 or TTY (202) 347-7385

kthompson@easterseals.com

www.projectaction.org



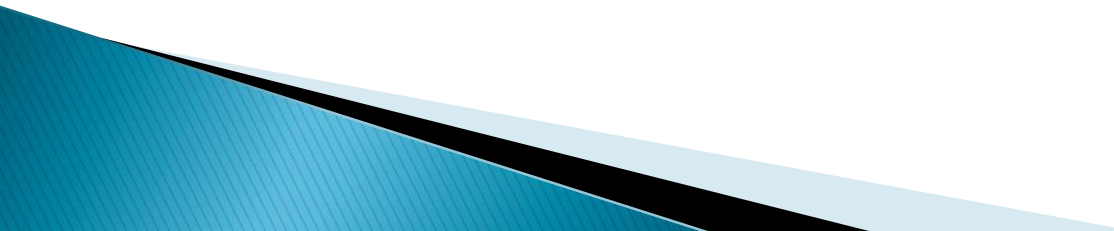
Angela Brown

Transportation Specialist



Connecting You to Community Services

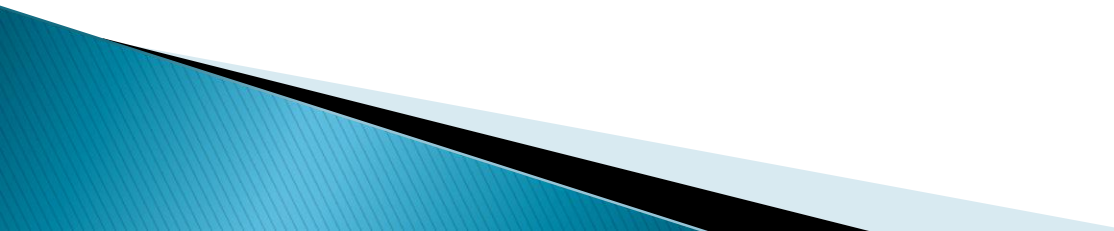
About the Eldercare Locator

- ▶ A free, public service of the U.S. Administration that connects older adults, families, caregivers, and adults with disabilities, to resources in their local community.
 - ▶ I&R for seniors and concerned individuals who inquire about available programs and services.
 - ▶ Education for callers on questions to ask when speaking with local providers.
- 


2012 Statistics

- ▶ 216,670 Contacts
 - ▶ 9,947 Spanish Calls
 - ▶ 1,233 Emails
 - ▶ 4,063 Chats
- 

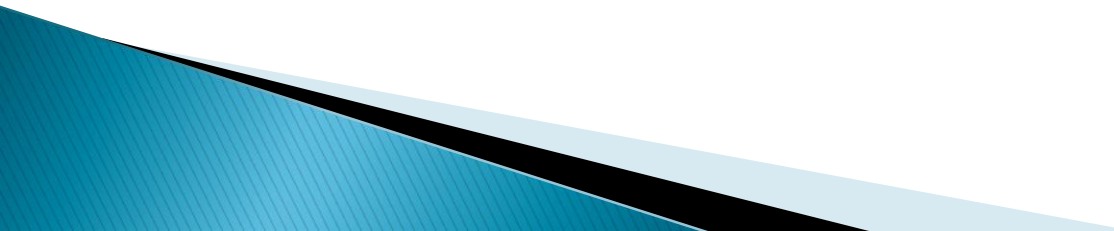
Purpose of Call – Top 5

- ▶ 33% Transportation
 - ▶ 20% Financial Assistance
 - ▶ 10% In-Home Services
 - ▶ 8% Medical Services
 - ▶ 4% Interest in available Programs and Services
- 

Transportation Specialist

- ▶ Assist callers who are need of specialized transportation services
 - ▶ Investigate additional transportation resources
 - ▶ Track and trend transportation calls
 - ▶ Collaborate with National Center on Senior Transportation (NCST) to provide I&R to callers
- 

Purpose of calls

- ▶ 53% of callers needed transportation to medical appointments
 - ▶ 26% of callers needed wheelchair accessible transportation
 - ▶ 13% of callers needed stretcher transportation
- 

Top Five States

Texas	28%
New Jersey	23%
New York	19%
California	15%
Florida	15%



Franklin County, Missouri Mobility Management Project

Funded by **NCST**
(National Center on Senior Transportation)
May – December, 2012

Franklin County Transit Committee

- Facilitated Needs Assessment
- Published Mobility Management Coordinated Plan

Franklin County Transit Committee

Stakeholders included:

- Policy makers – State Legislators and Regional Planning Commission
 - Community service providers
 - Transportation providers (for & non-profit)
 - County residents including older adults and those with disabilities
 - Missouri Highway Department
 - United Way 211
 - Area Agency on Aging
-

2 Surveys

- **Transportation providers**
 - Identified transportation providers in the area
 - Service parameters for each provider
 - **Individual Needs Survey**
 - Approximately 40% of transportation needs go unmet for area seniors (60+)
 - Of those unmet needs nearly 60% are unmet medical needs
-

Outcomes

- Partnership with St Louis Area United Way 211 to act as a One-Call/One-Click location for Franklin County transportation resources
 - Insures consistency in resource and eligibility information
 - Access to information with limited barriers
-

Outcomes

- Coordinated resource materials and outreach efforts



Outcomes

Transportation assessment tool

- Incorporation of transportation questions and related assessment into existing Options Counseling process
 - Opens the door to talk about transportation-related issues and feelings.
 - Forms
-

What is Options Counseling?

- Options Counseling is a **person-centered, interactive, decision-support** process whereby individuals receive assistance in their deliberations to make informed long-term support choices in the context of their own preferences, strengths, and values.
- Options Counseling is available to persons regardless of their income or financial assets. Options Counseling is preferably provided by one person but may be collaboratively provided by more than one person or agency.

Administration on Aging. The Options Counseling Standards Project and Other Aging and Disability Resource Center Updates from AoA . Retrieved 25, 2012 from http://www.nasuad.org/documentation/I_R/2011-Symposium/The%20Options%20Counseling%20Standards%20Project.pdf

Does the client drive? Yes No (ARMT tool)

Does the client have a vehicle? Yes No

How does the client get to medical appointments/pharmacy?

Drive Self Family Friends OATS Other:

How does the client get to essential shopping?

Drive Self Family Friends OATS Oth

Does the client have other transportation needs? _____

ARMT Tool

- The Assessment of Readiness for Mobility Transition (ARMT) is a tool to measure emotional and attitudinal readiness associated with the prospect of present &/or future mobility loss/change that accompany advancing age (Meuser, Berg-Weger, et al, 2011).
- The ARMT is designed for use as a “clinical” questionnaire in a social service, health care or supportive care encounter on mobility change and planning.
- Administration of the ARMT raises awareness concerning key issues in mobility-related appraisal and coping, and therefore serves as a starting point for active discussion and planning (i.e., mobility transition counseling).
 - http://www.umsl.edu/mhci/PDFs/ARMT_2011c.pdf

Resources

- Assessment of Readiness for Mobility Transition (ARMT) - <http://www.umsl.edu/mtci/>
 - National Center on Senior Transportation – <http://seniortransportation.easterseals.com>
 - Sarah McDonald, Transportation Coordinator/MEAAA - smcdonald@mid-eastaaa.org
-



Improving Access to Transportation Options in Dallas County, Texas



Community Council of Greater Dallas



2-1-1 Texas - Dallas Region



2-1-1 is a simple way to connect people in need to health and human services.

- A free helpline answered 24 hours, 7 days a week.
- We're here to listen—in more than 140 languages.
- The number to call for help when you don't know who to call.

MY RIDE Dallas



- One stop access to transportation options for people with disabilities and older adults in Dallas County
- Free transportation options counseling and planning
- Help with applications
- Strong advocacy component
- Data collected for service planning

Phone: (972) 855-8084

Email: myridedallas@ccgd.org

Web: www.myridedallas.org

MY RIDE Partners

Structure

- Mission: Improve access to transportation options
- Coalition meets every other month
- 1 Manager, 1 Navigator
- 150+ individuals from 90+ organizations
- Work teams meet monthly
- Seniors and people with disabilities in leadership roles



MY RIDE Partners

2-1-1
American Association of Retired Persons (AARP Texas)
ABC Behavioral Health
AET Custom Shuttle
AIDS ARMS, Inc.
AIDS Interfaith Network
Alzheimer's Association
American Cancer Society-Dallas Metro
American Foundation for the Blind
AppleCare & Companion Services
The Arc of Dallas
Armand Christopher & Company Realty
Association for Independent Living
Avalon Alzheimer's Care
Barry Berger Transportation & Errand Service
Bluitt Flowers Clinic
Carlisle Street Legal Center
Catholic Charities
Citizens Development Center
City of Dallas
City of Dallas, Senior Affairs Commission
City of Dallas, Friends of Senior Affairs
City of Lancaster
City of Mesquite
City of Richardson
City of Seagoville
CitySquare
CNC Home Care
Connect to Care (Aging and Disability Resource Center)

Dallas County Older Adult Services
Dallas County Veterans Services
Dallas Housing Authority
Dallas Area Rapid Transit
Deaf Action Center
Denton County Transportation Authority
Dickinson Place
Down Syndrome Guild
Easter Seals of Greater Dallas
EC Driving
Epilepsy Foundation of Texas
Express Employment Professionals
Fort Worth Transportation Authority (The T)
Fowler Christian Apartments, Inc.
Friendship West Baptist Church
Geriatric Wellness Center of Collin County
Goodwill Industries of Dallas, Inc.
Healthcare Committee of Collin County
Injury Prevention Center
Irving Cares, Inc.
Jewish Family Service of Greater Dallas
Kaufman Area Rural Transportation
LaunchAbility
La Voz Del Anciano
Lift Aides
Metrocare Services
Metro Transporters
MHMR of Tarrant County
Mission Accessible

Muscular Dystrophy Association
National Council of Jewish Women
Network of Community Ministries
New Friendship Caregivers Ministry
North Central Texas Council of Governments
North Texas Behavioral Health Authority
Parkland Hospital
REACH Center for Independent Living
Reading & Radio Resource
Senior Adult Services
The Senior Source
St. Philip's School & Community Center
Silver Star Medical Transport
Texas Citizen Fund
Temple Emanu-El
Texas Department of Aging & Disability Services
Texas Dept. of Assistive and Rehabilitative Services
Texas Department of Family and Protective Services
Texas Department of State Health Services
Texas Health & Human Services Commission
Texas Silver-Haired Legislature – Dallas County
TransAmerican EMS
United Cerebral Palsy of Metropolitan Dallas
University of Texas Southwestern Medical Center
University of Texas School of Public Health
Urban League of Greater Dallas
Veterans Affairs (VA Hospital)
Visiting Nurse Association
Women's Council of Dallas County - Health & Human Services Coalition

Transportation Tools



- www.myridedallas.org
- www.ccgd.org/info (2-1-1)
- Mobility 101 Training
- Get a Ride Guide
- DART Travel Ambassador Program
- Trip Planners (Google Transit)
- Phone apps

2-1-1 or MY RIDE?



- 24-hour service
- Serves the general public
- Access to all human services
- Identifies problem and its complexity
- Ensures that callers get directed immediately to the appropriate service or MY RIDE Dallas
- Reduces inappropriate calls for consumers and MY RIDE

- Mon – Fri, 8:30 a.m. to 5:00 p.m.
- Focus on options for people with disabilities, older adults, caregivers
- Access to transportation
- In-depth transportation options counseling/planning process that often builds an ongoing relationship between the consumer and navigator to assess needs, empower, identify resources, assist with applications, follow up (with each consumer), educate and advocate

What does a complex call sound like?



Collaboration



- Resource database in place and updated quarterly
- Referral process in place: 2-1-1 call specialists offer the MY RIDE telephone number to all adults age 60+ and callers who self-identify as having a disability
- Data used monthly to evaluate consistency in the quality of service and to identify opportunities to improve the resource database and update working knowledge of 2-1-1 staff.
- Managers meet quarterly to refine the process
- Cross-training for new staff
- Mobility 101 training for 2-1-1 staff on an annual basis

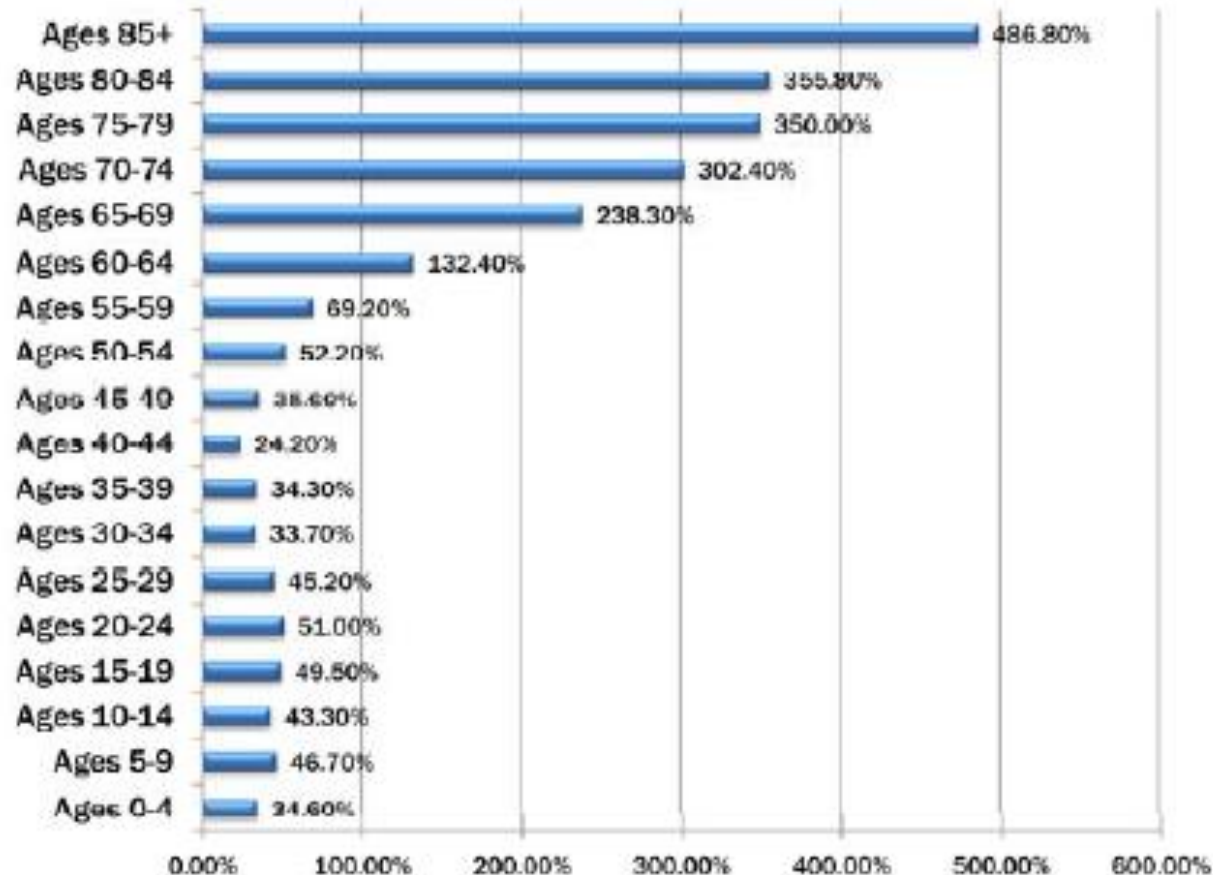
Navigating the Road of Transportation Options



**The Alliance of Information and Referral Systems
35th I&R Annual Training and Education Conference
June 4, 2013**

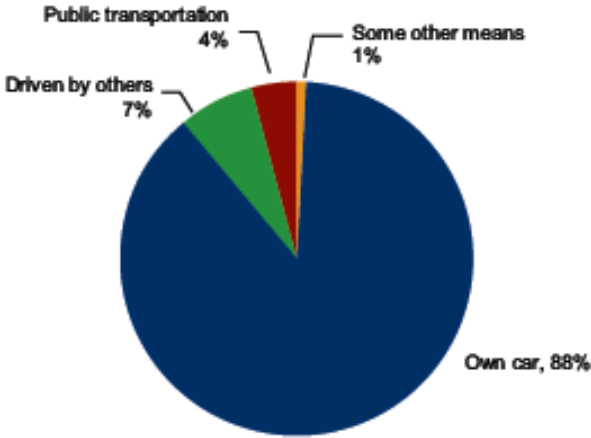


Forecast Population Age Percentage Change 2005 to 2040 20-County Forecast Area

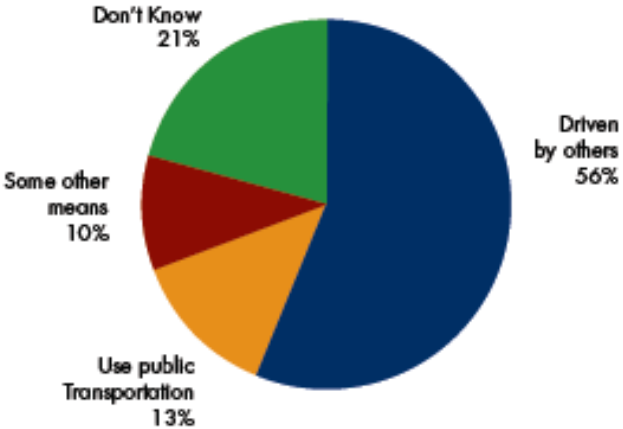


Transportation Trends of Older Adults 55+ in the Atlanta Region

Current Transportation Mode



Future Transportation Mode



Older Adults in the Atlanta Region: Preferences, Practices and Potential of the 55+ Population

ARC/Carl Vinson Institute Survey Fall 2006

What is a Lifelong Community?



Lifelong Communities
places individuals can live throughout their lifetime

Provides a full range of options to residents, ensuring a high quality of life for all.

Promote Housing & Transportation Options

Support development of wide range of housing options that are accessible, close to services, available to a full range of incomes and located within existing communities.

Encourage mobility options to ensure that as individuals age they can access basic services and remain independent.

- New Construction
- Existing Housing
- Alternatives to the Car
- Safe Roads & Safe Drivers
- Walkable Communities

Encourage Healthy Lifestyles

Create environments that promote physical activity, social interaction and easy access to healthcare.

- Physical Activity
- Access to Basic Healthcare
- Preventive Healthcare

Expand Access to Services

Increase both service options to better address the needs of a population that demands choice and opportunities to obtain counseling to evaluate alternatives.

- Strengthen information provision and linkages to resources
- Expand available service options
- Promote collaboration across health and supportive service systems

For more information on the Atlanta Regional Commission's work to create Lifelong Communities throughout the metro area, call 404.463.3243 or visit

www.atlantaregional.com/lc

Improving Transportation Mobility

**Expand Public
Information**

**Enhance Transit
Service**

**Three Methods
for
Holistic
Improvement**

**Increase Ease
of Usage**

Expand Public Information

Transportation Resource information		
SERVICE	GEORGIA	ATLANTA REGION
Bus Fares / Discounts	7	2
Driver safety Programs	33	21
Non-Emergency Transp.	226	63
Public Transportation	39	7
Transp. Voucher Programs	8	8
Vehicle Conversion	19	14
Vehicle Disability Placards	155	24

Other services options providing Transportation:

- Housing Facilities
- Private Home Care Providers
- Adult Day Care Centers
- Business Delivery Programs
- Volunteer Based Driver Programs



Role of the VTCLI Grant

One-Click Software Development



- **Project Vision:** When established, the Regional One Call – One Click Mobility Center will give older adults, persons with disabilities and those with limited incomes an easy way to find available transportation – anywhere they want to go.

- **Pilot Sites:**

- Department of Veterans Affairs Veteran's Transportation Services
- Goodwill of North Georgia
- DisAbility Link
- Cobb County Community Transit
- Agewise Connection
- ARC RideSmart
- Atlanta Region Workforce Board

- **General Concept:** Develop software that will lay the foundation to support a regional one-click/one-call center to link older adults, persons with disabilities and persons of limited income with more mobility options in the region.

Expand Public Information

Regional Mobility Management One-Click System



One-Click Fieldwork

1. Informal interviews
2. Group discussions
3. Pilot website review

Veterans Transportation and Community Living Initiative (VTCLI) Grant from Federal Transit Administration (FTA)

One-Click System – Website Inputs and Outputs

TRIP PLANNING SEARCH

Time & Place

From
 To
 Leaving
 Arriving

Accommodations (Accessibility)

- Wheelchair/Scooter
- Service Animal
- Curb-to-Curb Service
- Etc.

Discount Program (Eligibility)

- Senior (over 65)
- Medicaid Recipient
- Person with Disability
- Etc.

Trip Purpose (Eligibility)

- Medical
- Work/Employment
- Errands
- Etc.

Trip and Client Details:

Location: Marietta to the VA Medical Center in North Decatur

Time: 9:30 AM appointment on Tuesday

Client and Trip Profile: 50 year old, veteran, wheelchair-user, medical purpose trip, low income



Trip Options:



Fixed Route: GCT Express Route 101 to Five Points (38 min + 10 min transfer), MARTA rail blue line to Decatur (14 min + 10 min transfer), MARTA bus #19 (11 min) = 1 hour, 23 min



Paratransit: crosses boundaries from Cobb to MARTA service areas (transfer required) 1 hour, 30 min



VA Transportation Service: 1 hour with traffic.

Please call 404.555.5555
www.vettrans.com
 *Must book 24 hours in advance.



Ride Smart Carpooling
 (possible to get to Five Points station to replace first leg of fixed route): 1 hour, 35 min

Taxi/Volunteer Driver: 45-55 minutes

Personal vehicle: 45-55 minutes with traffic.

Enhance Transit Service

Gap-filling Transit & Services



- Transportation Vouchers
- RideSmart – On Demand model
- Walkable Community Assessments
- Volunteer Driver
- Flexible Route Shuttles

Local Community Shuttles

The Golden Shuttle – DeKalb County



- Flexibility
- Freedom
- Independence

**For Older Adults, By
Older Adults**



Increase Ease of Usage

Travel Training



Cobb County Department of Transportation and Cobb Senior Services

- Public Private Partnerships
- Mobility Management
- Transportation Vouchers
- Travel Training
- Transportation Resource Directory
- Senior Transportation Plan



COBB COUNTY DEPARTMENT OF TRANSPORTATION - PROGRAM FACT SHEET



GET ON THE BUS GUS
"TRAINING COBB COUNTY SENIORS TO NAVIGATE THEIR COMMUNITY"

Program Benefits

- Promotes senior mobility.
- Provides more independence and flexibility for seniors.
- Promotes safe and independent travel on public transit.

Supporting Facts

- Lack of transportation options leads to isolation, as well as more serious and costly health problems.
- More than 20% of seniors in Cobb County who have mobility limitations.
- Public transportation can serve as a lifeline for many older Americans.
- The program has successfully trained hundreds of seniors since its inception.

The "Get on the Bus Gus Program" is a travel training program designed especially for seniors age 55 and older who reside in Cobb County. The program was developed through a partnership between Cobb Community Transit (CCT), Cobb Senior Services (CSS) and Cobb County Department of Transportation.

The goals of the "Get on the Bus Gus" travel training program are to make public transportation more accessible, viable, safe and user-friendly for the senior transit riders.

Through classroom instruction and field exercises, the program informs seniors about the growing gap between the mobility needs of the senior population and the transportation options available to them. In addition, the program builds awareness of public transportation and its critical contribution to addressing the mobility needs of older adults throughout Cobb County.

For more information, please contact:
Cobb County DOT Planning Division
 770-528-1679

Cobb County Mobility Management Program

Cobb County's Disabled Senior
COBB *Freedom*
Transportation Voucher Program



Contact Information:

Patrice Earnest M.S., CRS., CIRS-A

Education and Resource Coordinator

Atlanta Regional Commission

40 Courtland Street NE

Atlanta, GA 30303

404.463.3229

Pearnest@atlantaregional.com

Group Activity

Topic #1: Funding/Partnerships

Topic #2: Long-term plans/building and strengthening on existing program

Topic #3: Navigation Options

Game Plan

- What are you going to do when you go home?
- How will you better serve callers seeking transportation options?

Thank You!

Questions?

Lynn Winchell-Mendy, CIRS-A

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1.866.528.NCST (6278)