



Overcoming the Challenge of Connecting Consumers to Transportation

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National Aging and Disability
Transportation Center/n4a



NADTC Overview

Partnership:

Easterseals and the National Association of Area Agencies on Aging

Funding:

Federal Transit Administration with guidance from the U.S. Department of Health and Human Services, Administration for Community Living

Mission: To promote the availability and accessibility of transportation options for older adults, people with disabilities and caregivers

Functions: Technical Assistance and I&R; Training; Communication and Outreach; Community Support





MISSION: To promote the availability of accessible transportation options that serve the needs of **Older Adults, People with Disabilities, Caregivers and Communities.**

MAJOR OBJECTIVES:

- Person-centered technical assistance and information & referral
- Training: webinars, online courses/forums
- Interactive communication and outreach strategy
- Coordination and partnership strategy, including stakeholder engagement
- Investment in community solutions
- Best practices, product development

KEY STAKEHOLDERS:

Transportation providers; human services providers; disability organizations; Area Agencies on Aging; State Departments of Transportation; Tribal Transit and Tribal Elder Services; FTA; ACL; and more....



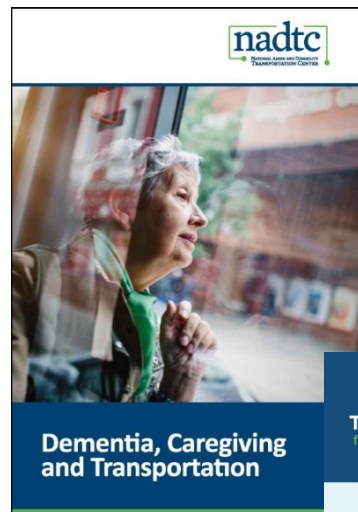
Target Audiences

- Aging, Disability and Transportation professionals
- Human services providers
- Communities
- People with disabilities
- Older adults
- Caregivers

Dementia, Caregiving and Transportation

Through various publications, promotional material and outreach events, the NADTC looks to:

- Provide an in-depth look at the transportation needs and concerns experienced by family caregivers, particularly caregivers of individuals with dementia;
- Provide guidance on community approaches for connecting transportation and caregiver networks.



The *Dementia, Caregiving and Transportation* toolkit was adapted from NADTC's *Winter 2017-2018 online course* which provided an in-depth look at transportation needs and concerns experienced by family caregivers, particularly caregivers of individuals with dementia, and offered guidance on community approaches for connecting transportation and caregiver networks.

NADTC recognizes the vital role of caregivers in providing transportation to older adults and people with disabilities, while acknowledging the challenges of providing ongoing care. It is important to help caregivers and individuals learn about how to access information about community transportation services, the range of transportation options that may be available, and important considerations for matching transportation options and specific care needs, particularly for individuals with dementia.

If older adults or people with disabilities don't have access to public transportation or don't know how to use it safely, they risk a loss of independence, isolation, and increased costs for medical care.

Based on NADTC data, transportation programs for older adults and people with disabilities are critical for maintaining their independence and quality of life.

KEY FACTS

- Nearly 60% of people with dementia live in their own homes and communities.
- 44 million caregivers in the U.S.
- On average, 78% of caregivers provide or arrange transportation.
- Nearly 9 in 10 Asian American caregivers help with transportation, compared to 78% of White caregivers and 72% of African American caregivers.
- Despite need for support, only 23% of caregivers have used transportation services.

Source: *Eventhru Family America*, AARP & National Alliance for Caregiving, *Caregiving in the U.S., 2015*.

Sections 1 and 2 were developed as a comprehensive review of individual presentations as well as the two sections may be viewed



The impact of not having access to transportation

- Older people often outlive their ability to drive: women by 10 years, men by 7 years
- Older adults who stop driving take 15% fewer trips to the doctor, 59% fewer shopping trips and 65% fewer social, family, religious and other life-enhancing trips
- Half of older non-drivers do not leave their homes on any given day
- 3.6 million Americans miss or delay non-emergency medical care because of lack of transportation
- Only 10% of the Medicaid population uses NEMT (nonemergency medical transportation), representing @ 1% of total Medicaid spending
- 78% of family caregivers provide or arrange transportation; caregivers provided 1.4 billion rides to older adults in 2011
- Transportation is the #1 reason people call the Eldercare Locator, often to find a ride for a medical appointment

Increasing Accessibility through I&R

Email us at
contact@nadtc.org
or call us at
866.983.3222.

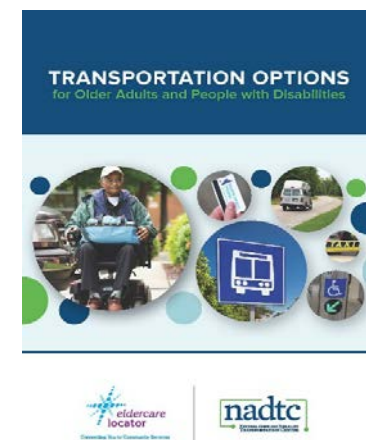
Monday-Friday,
9 a.m. to 5 p.m.
Eastern time.

The toll-free phone line offers all callers four options:

- 1** Press 1 for older adults, people with disabilities, and caregivers: Speak to an Eldercare Locator Transportation Specialist to connect to local transportation options and resources.
- 2** Press 2 for professionals seeking information on senior transportation.
- 3** Press 3 for professionals seeking information on the ADA.
- 4** Press 4 for all other calls: Speak to an NADTC Technical Assistance Specialist who will help direct your call to the most appropriate place.

A Winning Partnership

- Longstanding partnership with the Eldercare Locator
- Transportation is the #1 call (21% of all calls in 2016)
- Joint publications promoting transportation options



Increasing Accessibility through I&R

- Information and Referral Specialists are major players in connecting people to transportation
- Personalized human connection is KEY!
- Challenge: Needing to provide the answers, but not knowing all the answers
- Charge: Equipping I&R with the tools to effectively support callers with transportation needs

A Network of Transportation Options

Friends and Family
Fixed Route Public Transit
Paratransit
Volunteer Services
Transportation with Assistance
Private-Pay Transportation
(Taxi service, Uber, Lyft)
Transportation Vouchers
Neighborhood Shuttles
Driving
Walking/Biking
Medicaid Non-Emergency
Medical Transportation



Connecting Consumers to Transportation I&R/A



- Information and Referral/Assistance ~ “Transportation Options Counseling”
- One-Call/One-Click Transportation Resource Centers
- Travel Training
- Mobility Management

Information and Referral: NADTC Blog Post Resources

- [Transportation Information and Assistance – An Introduction](#)
- [What Does Information & Referral Mean to Mobility Management?](#)
- [I&R/A: A Trusted Network of Transportation Information](#)
- [Michigan’s Statewide Approach to Connecting Transportation & Information](#)

Community Transportation Innovations

**Find out how your communities
are developing innovations in
accessible transportation!**

Community Transportation Innovations

2018 Grants Programs

- Getting Ready to Innovate
- Inclusive Coordinated Transportation Partnership Project

Grant program goals:

- Strengthen the connections between transit and human services
- Build bridges between transportation and community programs that support community living
- Demonstrates the value that inclusive processes can bring to transportation efforts
- Supports communities nationwide in adopting...
 - Proven, sustainable, scalable, and replicable models
 - Participation of people with disabilities and older adults in the design and implementation of responsive, coordinated transportation systems

Connecting the Dots

- Many community services and opportunities depend on affordable, accessible transportation to locations outside of the homes.
- Transportation is related to health outcomes, isolation, employment, housing, etc.
- Data can inform practice: **Secondary call reason may become a future primary reason**

Overcoming the Challenge

- Identify the most relevant and most widely requested transportation services in your area
- “Get to know” your local transportation options
- Familiarize yourself with travel training and transportation planning approaches

The better educated you are the better equipped you will feel in handling transportation calls.

Other Resources

- **Before You Give up the Keys...Create a Roadmap for Transportation Independence** http://www.nadtc.org/wp-content/uploads/GivingUpTheKeys_Final_508_AcrobatXI.pdf
- **Identifying and Overcoming Transportation Barriers for Clients** http://www.nadtc.org/wp-content/uploads/NADTC_InfoBrief_DesignFinal.pdf
- **Transportation Options for Older Adults and People with Disabilities** <http://www.nadtc.org/wp-content/uploads/NADTC-Transportation-Options-Booklet-2018.pdf>
- **Dementia, Caregiving and Transportation** http://www.nadtc.org/wp-content/uploads/Dementia_Caregiving_and_Transportation.pdf

nadtcc

NATIONAL AGING AND DISABILITY
TRANSPORTATION CENTER

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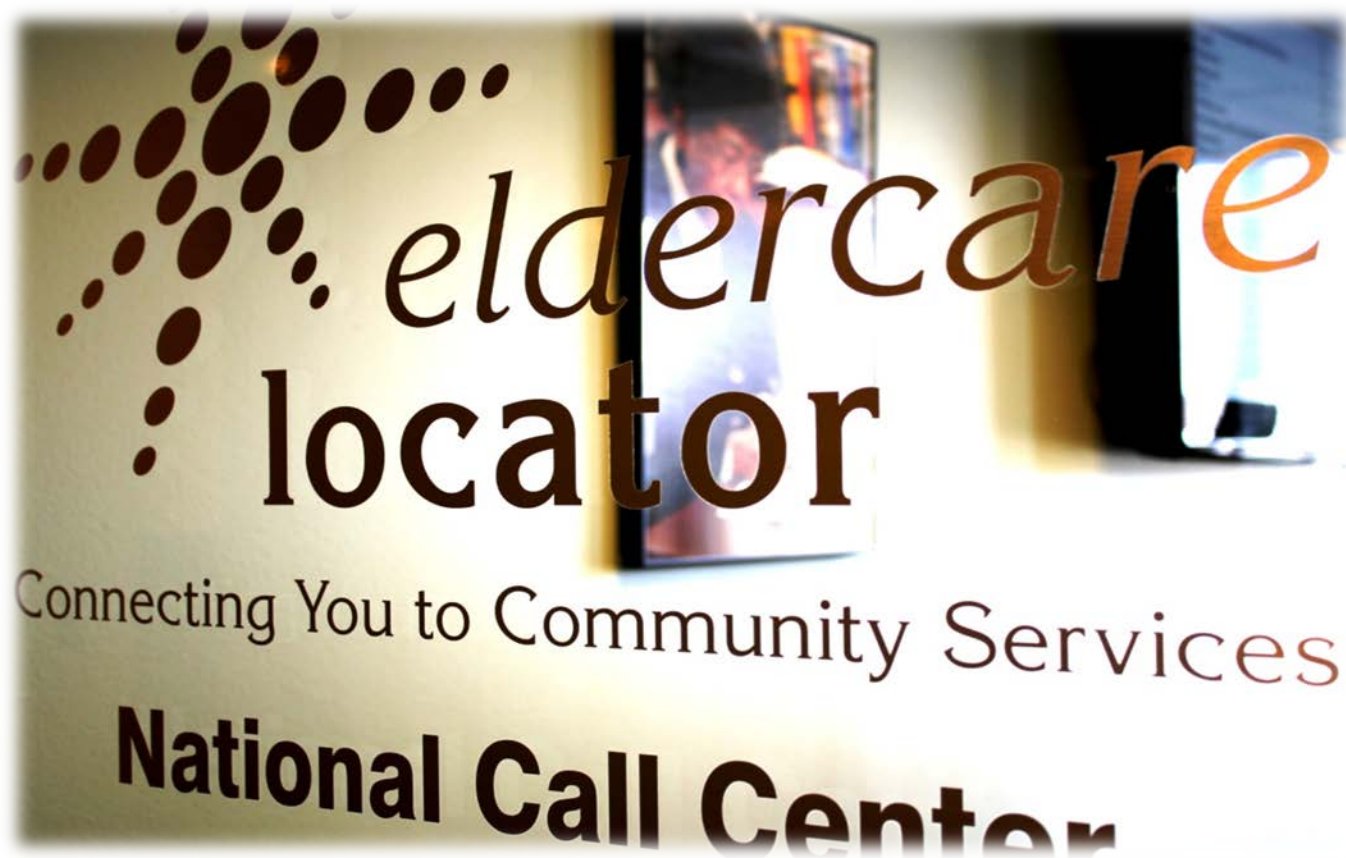


Connecting You to Community Services

Overcoming the Challenge of Connecting Consumers to Transportation

Alliance of Information and Referral Systems I&R Training
and Education Conference
Dallas, Texas
June, 2018

The Eldercare Locator National Call Center



Eldercare Locator Caller Demographics 2017

- **357,605 Total Calls**
- **73%** Female
- **75%** Older adults seeking services
- **9%** Under 60 years of age
- **Learned of Services (Top 5)**
 - **58%** Federal, state or local government (Social Security, Medicare, FEMA, VA, HUD, and State Medicaid office)
 - **13%** Partner/professional organizations
 - **8%** Internet search
 - **4%** Insurance providers

Eldercare Locator Number #1 Requested Service: Transportation



A snapshot of top transportation requests to the Eldercare Locator: April 2018

Total Requests: 3,014



#1

Medical

Transportation

2,090 contacts

#2

General

Transportation

332 contacts

#3

Wheelchair/
Scooter

138 contacts

Transportation Requests: Callers to the Eldercare Locator: April 2018

1. California
2. Florida
3. Texas
4. New York
5. Georgia



Transportation Requests: How Did Caller Learn of Service: April 2018

1. Medicare
2. Social Security
3. AARP
4. Internet
5. Insurance



Transportation Requests: Top Agency Referrals: April 2018

1. Local Area Agency on Aging
2. State Unit on Aging
3. CIL
4. ADRC
5. Social Service Agency



Before You Give Up the Keys Create a Roadmap for Transportation Independence



Connecting You to Community Services

Road Testing



Information and Referral Transportation Services

- Bus fares
- Bus discount programs
- Non-emergency transportation
- Public transportation
- Shared ride service programs
- Transportation voucher programs
- Vehicle conversion
- Driver rehabilitation programs
- Vehicle disability placards
- Travel training programs
- Educational training sessions

Information and Referral Transportation Inclusion/Exclusion Criteria

- Review of database inclusion criteria
- Licensure requirements
- Legislative requirements
- Volunteer transportation services and protections
- Stand alone service vs. a secondary service
- Complaint process



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Connecting You to Community Services

1-800-677-1116
M-F 9:00 am – 8:00 pm est

www.eldercare.acl.gov



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Connecting You to Community Services

Contact Information

Patrice Earnest, CIRS-A/D, CRS

Director, Eldercare Locator

pearnest@n4a.org

My Ride Dallas

AIRS Conference
June 2018

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
- ▶ Data collected for service planning, shared with our Metropolitan Planning Organization- North Central Texas Council of Governments

My Ride Dallas

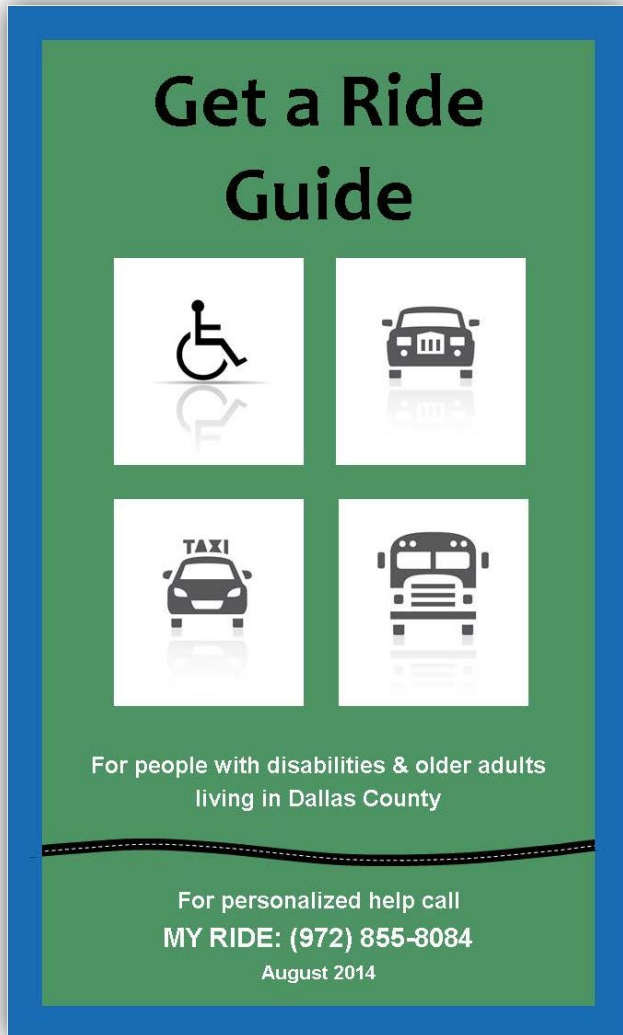


Community Council

Advancing Solutions...Empowering Lives



Resources



Get a Ride Guide

The graphic features four icons in a 2x2 grid: a wheelchair, a car, a taxi, and a bus. Below the icons, it states: "For people with disabilities & older adults living in Dallas County". At the bottom, it provides contact information: "For personalized help call MY RIDE: (972) 855-8084" and "August 2014".

For people with disabilities & older adults living in Dallas County

For personalized help call
MY RIDE: (972) 855-8084
August 2014

Get a Ride Guide

- Available in Spanish
- Print booklet or online

Online

- Up-to-date
- www.myriedallas.org

Structure

- ▶ Lean program staff: 1 Manager, 1 Navigator
- ▶ Partners: 150+ individuals representing 90+ organizations and businesses
- ▶ Coalition meets quarterly with our sister program, My Ride Tarrant
- ▶ Funded by a Federal Transit Administration (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities Program (FTA 5310)



Transportation information and assistance

- ▶ “Transportation information and assistance” is a broad term meant to encompass the varied approaches that communities may adopt to respond to ride requests and answer questions about transportation options. These include specialized transportation information services as well as general information and assistance programs, and may include the following:
 - ▶ One-Call/One-Click Transportation Resource Centers
 - ▶ Mobility Management
 - ▶ Aging and Disability Resource Centers (ADRCs)
 - ▶ Area Agency on Aging (AAA) or Center for Independent Living (CIL) Information and Referral/Assistance Programs
 - ▶ 2-1-1

One Call, One Click

- ▶ A service that enables customers to make one phone call or search one website to receive information about all transportation services available in the community
- ▶ A more advanced version would allow customers to schedule, receive confirmation of, and pay for rides
- ▶ One call-one click resource centers were created to provide information specifically about transportation
- ▶ Mobility Managers who may be employed by transit agencies or work in human services agencies *provide one-on-one assistance to individuals seeking transportation, help them identify the ride options best suited to meet their needs and may even make referrals to transportation providers or arrange rides*
- ▶ Staff with the title of *Transportation Resource Specialist* or *Travel Coordinator* generally perform similar functions

Source: <http://nationalcenterformobilitymanagement.org/onecall-oneclick/>


Resource: <http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2428&z=101>


Source: <http://www.nadtc.org/news/blog/ira-a-trusted-network-of-transportation-information/>

My Ride North Texas

QRyde Select Language ▾ Login

Where would you like to go?

 Mobility Options Search



My Ride North Texas
Mobilizing North Texas. One community at a time.

Discover My Ride North Texas

[About Us](#) | [Contact Us](#) | [Feedback](#) | [Terms and Conditions](#) | [Web Browsers](#)
Copyright © 2017 QRyde Corp, Patent Pending, All rights reserved. Version (Beta): 1.1.0.21a A+ A A-

Mobility Management



Person-centered Mobility Management is defined at two levels:

- ▶ **Individual Level** — one-on-one or group education and counseling on transportation options and alternatives to driving
- ▶ **Systems Level** — intended to ensure the availability of a range of transportation options and modes to support older adult mobility in communities throughout the U.S.

Source: National Center on Senior Transportation (2013), [Older Adults and Mobility Management Poster Presentation](#) presented by Lynn Winchell-Mendy.

Transportation Options Counseling

- ▶ The more in-depth communication provided by I&R/A Programs is sometimes referred to as “options counseling”
- ▶ Options counseling is defined as an interactive decision-support process whereby consumers and family members are supported in their deliberations to determine appropriate long-term support choices in the context of the consumer’s needs, preferences, values, and individual circumstances



Source: I&R/A: A Trusted Network of Transportation Information

<http://www.nadtc.org/news/blog/ira-a-trusted-network-of-transportation-information/>

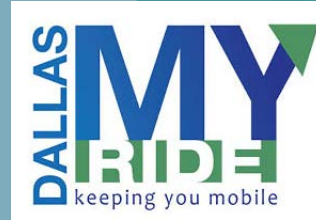
- ▶ To stay connected to their communities and continue living independently, older adults and people with disabilities need access to:
 - ▶ Information on available, relevant transportation services
 - ▶ Guidance on how to navigate and use public transportation and whenever possible, access to a travel training program
 - ▶ Information and assistance to access publicly funded and private pay transportation options, including such specialized transportation services as volunteer transportation, assisted rides, transportation network companies or taxi services
 - ▶ Assistance with developing an individual transportation plan



Source: I&R/A: A Trusted Network of Transportation Information

<http://www.nadtc.org/news/blog/ira-a-trusted-network-of-transportation-information/>

Dallas County Transportation



- ▶ 1 large public transit provider - DART
 - ▶ Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Plano, Richardson, Rowlett, University Park
- ▶ 1 smaller public transit provider - STAR Transit
 - ▶ Balch Springs, DeSoto, Mesquite, Seagoville, Kaufman and Rockwall counties plus two small shuttles in Rowlett and Hutchins
- ▶ City run/funded programs for city residents
 - ▶ Grand Prairie, Richardson, Sachse, Wilmer and Coppell (SPAN): any trip type
 - ▶ Most stay within their city
 - ▶ A few go into Dallas for medical only trips
 - ▶ Dallas and Garland: medical trips only
- ▶ Dallas County only has a few nonprofit providers

AARP®

Real Possibilities

On average, Transportation features are rated the most important among livable community domains for Dallas AARP members. Specifically, survey respondents consider it important to have special transportation services for seniors and people with disabilities. It is also considered highly important to ensure streets are well-maintained, intersections are well-lit and safe for all users, and traffic signs are easy to read.

Source: **Livability For All in Dallas, An Age-Friendly Community Survey of AARP Members Age 50-plus, 2016**

Draft Dallas Transportation Goals

1. Ensure modes of transportation are safe, affordable and accessible for residents of all ages and abilities, particularly older adults.
 1. Ensure older adults can navigate the streets safely.
 2. Help older adults be informed about Driver Safety.
 3. Bring awareness of Safe Driving via a Dallas Safe Driving Month.
 4. All new street construction to follow Dallas' Complete Streets manual.
 5. Support DART's Paratransit Accessibility Advisory Group (PAAG)
 6. Older Adults have accessible transportation within walking distance from their homes.

Draft Dallas Transportation Goals

1. Provide residents with the information and tools they need to make informed travel choices through a wide range of transportation training.
 1. Older Adults will receive support in planning their trips.
 2. More 50+ understand how to use public transportation
 3. More older adults understand how to use ride share services
 4. Seniors can get rides to medical appointments.

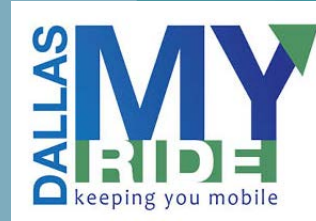


Draft Dallas Transportation Goals



1. Develop additional transportation options for older adults.
 1. Dallas will have an Independent Transportation Network

Mobility Management



Mobility management supports communities by:

- Helping people make informed choices about transportation
- Supporting self-direction and personal responsibility
- Facilitating connections to friends, family and community services
- Identifying gaps in transportation options
- Supporting the use of transit (Travel Training)
- Fostering creative solutions to transportation challenges

Source: National Center on Senior Transportation (2013), [Older Adults and Mobility Management Poster Presentation](#) presented by Lynn Winchell-Mendy.

Transportation Information Riders Need

- ▶ Service area of the transportation provider
- ▶ Eligibility requirements
 - ▶ Age
 - ▶ Disability
 - ▶ Type of insurance
 - ▶ Residency- city, county, etc.
- ▶ Provider hours of operation
- ▶ Require advance notice/trip booking
 - ▶ If yes, how much
- ▶ Accessibility - lift, ramp, etc.

- ▶ Has the rider used providers in the past? Were there issues, likes, dislikes, etc.

Who are you working with?



- ▶ One-Call/One-Click Transportation Resource Centers
- ▶ Mobility Managers
- ▶ Transit Agencies
- ▶ Aging and Disability Resource Centers (ADRCs)
- ▶ Area Agency on Aging (AAA)
- ▶ Center for Independent Living (CIL) Information and Referral/Assistance Programs
- ▶ 2-1-1
- ▶ Disability agencies
- ▶ Workforce agencies

Contact



Brittney Tree

Manager | My Ride Dallas

Community Council

Dallas Area Agency on Aging

(214) 954-4243 | btree@ccadvance.org

www.myriedallas.org



Thank you!

Group Activity

- Break up into groups of three (3)
- Each group of 3 will be provided a I&R caller scenario.
- Based on the scenario, the group will need to answer the following questions and report out to the full group:
 - What questions would you ask the caller?
 - How would you help? What services or programs would you refer to the caller? *(You can use the MyRide Dallas local transportation guide as a tool for your responses)*