Connecting the Dots for Community Transportation Resources

AIRS 2017

Panel Introductions

- **Eileen Miller,** Senior Program Associate, National Aging and Disability Transportation Center (NADTC)

- **Patrice Earnest**, Director of the Eldercare Locator, CIRS-A/D, CRS

- **Melisa Lopes**, Coordinator of Information and Referral Systems, Eldercare Locator, CIRS-A/D

- **Ken Thompson**, Training and Technical Assistance Specialist, NADTC, CIRS

- **Jeff Graney**, Technical Assistance Associate, NADTC, CIRS-A/D

Setting the stage…

- The **new** National Aging and Disability Transportation Center (NADTC)

- NADTC and Eldercare Locator working together

- The Need for Transportation – How big is the problem? What challenges are we facing today? How does that impact Information & Referral/Assistance?

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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
- Communication and outreach
- Coordination and partnership strategy, including stakeholder engagement
- Investment in community solutions

Technical Assistance and Information & Referral

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.

The Challenge

➢In the U.S., transportation is often equated with driving.

➢What if you don't have access to an accessible personal vehicle?

➢ What if you outlive your ability to drive?

➢ Half of older non-drivers do not leave their homes on any given day.

The Family 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

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Back to the challenge...

- Limited or no Public Transportation

- Limited Cabs, Uber/Lyft, private options

- Crossing county lines: programs may be for residents only & may be restricted to In- County trips only

- Some limit hours of operation

- Range of fees and travel distance can make it unaffordable for individuals, especially if it is a reoccurring appointment

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Transportation Information & Assistance Services

Approaches:

- Information and Referral/Assistance ~ "Transportation Options Counseling"

- One-Call/One-Click Transportation Resource Centers

- Travel Training

- Mobility Management

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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**

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National Aging and Disability Transportation Center

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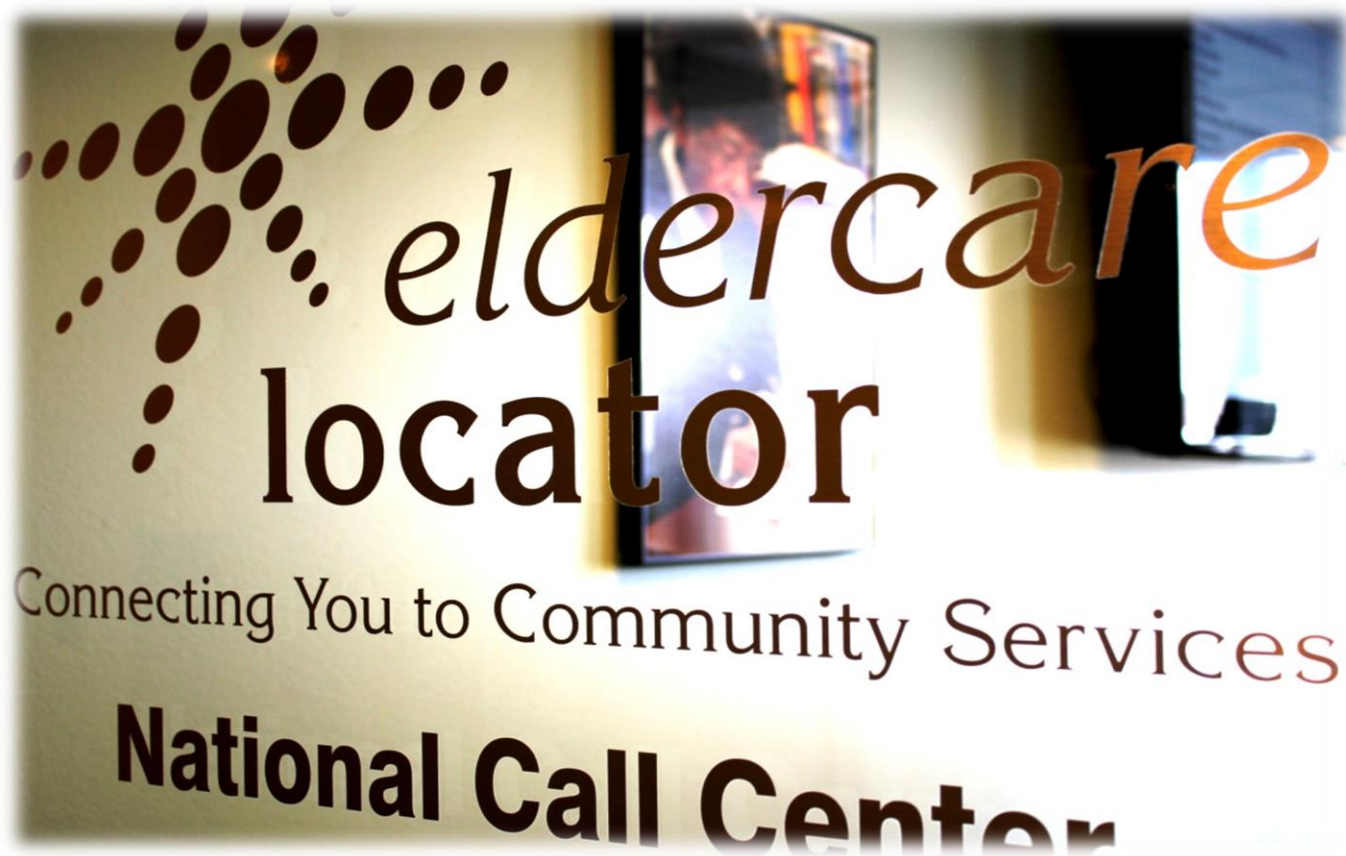
contact@nadtc.org

866-983-3222

www.nadtc.org

easterseals
taking on disability together

n4a
advocacy | action | answers on aging

DEPARTMENT OF TRANSPORTATION
UNITED STATES OF AMERICA

On the Road to Success:
Connecting and linking to Community Transportation Resources

Alliance of Information and Referral Systems
Annual Conference
May, 2017

The Eldercare Locator National Call Center

1-800-677-1116
www.eldercare.gov
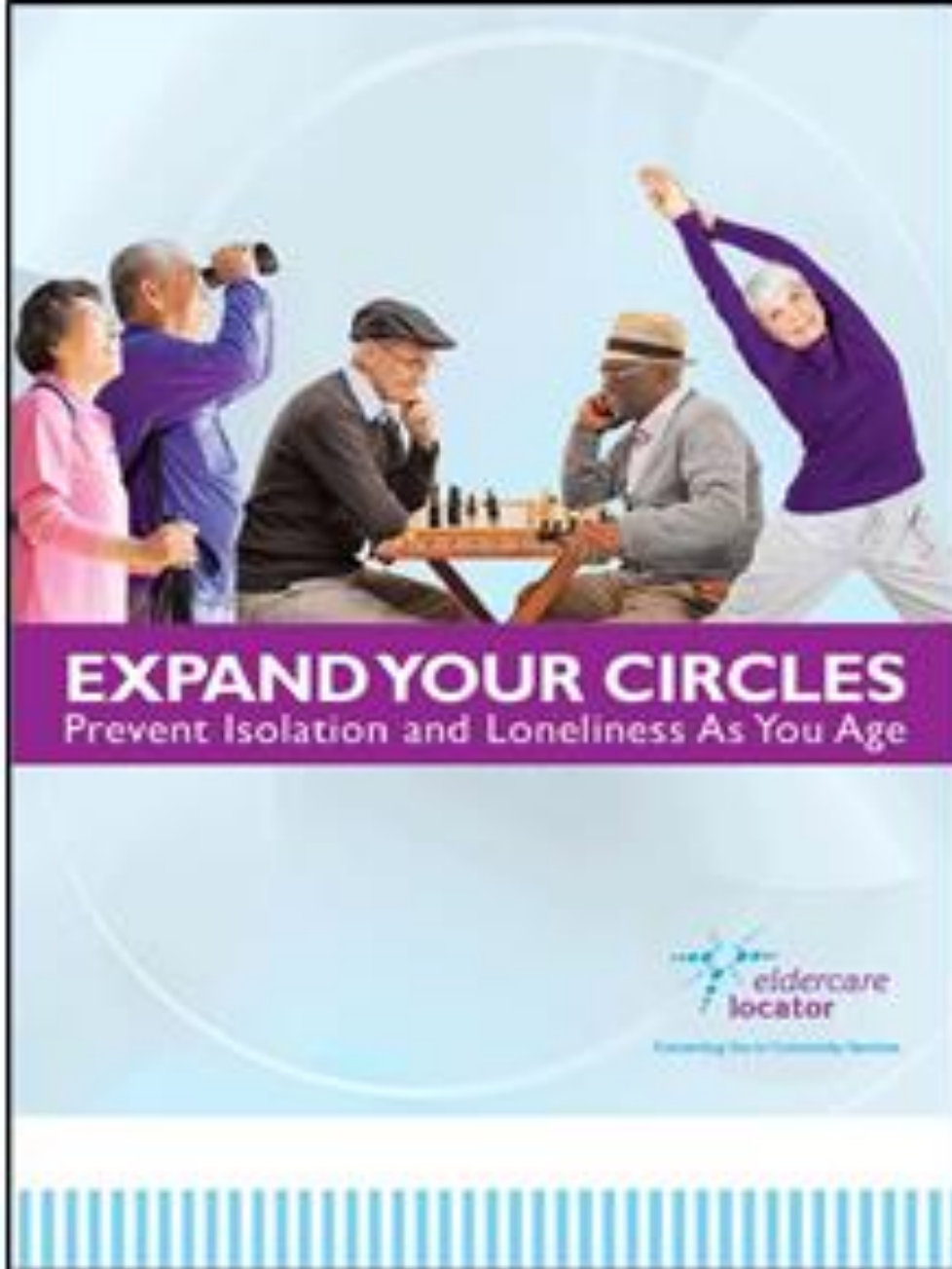
2016 Call Center Statistics

Total Calls - 308,637

EXPAND YOUR CIRCLES
Prevent Isolation and Loneliness As You Age

eldercare locator

National Association of Area Agencies on Aging

Before You Give Up the Keys

Create a Roadmap for Transportation Independence

eldercare locator
Connecting You to Community Services

National Association of Area Agencies on Aging

Caller Demographics

- **73%** Females
- **72%** Older adults seeking services
- **12%** Under 60 seeking services
- **Learned of Services (Top 5):**
  - **60%** Federal, state or local government (Social Security, Medicare, FEMA, VA, HUD, & State Medicaid office)
  - **12%** Partner/professional organizations
  - **10%** Internet Search
  - **7%** Insurance providers
  - **4%** Employer/Family/Friend

Top Transportation Requests

#1
Medical
Transportation
74%

#2
General
Transportation
8%

#3
Accessible
Transportation
5%

1-800-677-1116
www.eldercare.gov

Contact Information

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Transportation Options

Accessible

Affordable

Appropriate

Eligible

Available

Americans with Disabilities Act 1990

ADA is a civil rights law.

DISABILITY RIGHTS ARE CIVIL RIGHTS

Based on the Civil rights Act of 1964

Intended to eliminate discrimination on the basis of disability in:

- Employment
- State and local government programs
- Public and private transportation
- Private business

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ADA (Public Transportation)

➢ Regular Bus or Train (Fixed Route)

➢ Demand Response (equivalent service)

➢ **ADA Paratransit**

➢ Taxi

➢ Uber and Lyft

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DOT Reasonable Modification to Policy Final Rule

- Requires modification to policies, practices and procedures to ensure access to programs, benefits and services

- Applies to fixed-route, dial-a-ride, and ADA complementary paratransit

- Requires process to be set by the transportation provider

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DOT Reasonable Modification to Policy Final Rule

1. Information about the process and how to use it must be made available to the public.

2. The request process must be accessible.

3. The process must provide for situations in which making an advance request is not feasible –

   - Allowing operators to make a determination
   - Contacting supervisors for assistance

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DOT Reasonable Modification to Policy Final Rule

Must be done unless modification

- Would fundamentally alter the nature of the program, service or activity

- Would result in a direct threat to the health or safety of others

Examples:

- Snow and Ice Assistance

- Handling Fare

- Sedan vs. bus

- Eating and Drinking on bus

- Vehicle entering private community

- And others…

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When Calling

- **Pressing Option 1:** Eldercare Locator

- **Pressing Option 2:** Professional Seeking Information on Senior Transportation

- **Pressing Option 3:** Questions About ADA

- **Pressing Option 4:** All Other Transportation Needs

- We are here to help you create or improve your information to help people find the rides they need.

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Various Approaches

- Not all answers are simple.

- Partnerships & Coordination

- Funding & Technology

- Why is there a need for a ride?

- **If I had no car, how would I get to where I need to go, or how would I get what I need?**

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