

Senior Transportation: Models & Innovations in the U.S.

Aging Successfully in the Community
Howard County Citizens Association
Fall Forum

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NCST

MISSION: *To increase transportation options for older adults to support their independence and continued ability to live in the community.*

- A partnership between n4a and Easter Seals
- Funded by the Federal Transit Administration (FTA)
- Supported by AoA/ACL
- Began operation in 2006; NEW Center effective 7/1/12
- Focus on supporting communities

(866) 528-6278 (NCST) www.seniortransportation.net

Why Senior Transportation is Important

- “If older adults are going to stay in their own home, transportation they can access must be in place.” [NCST, **Transportation: The Silent Need**, 2009]

AARP (2013):

- Older adults make up an increasing share of the nation’s travel although older and retired people travel less
- Older men are more mobile than older women but the gap is narrowing

Eldercare Locator (2013):

- Transportation is the #1 reason older adults and caregivers call

“Giving up the keys” has a profound impact

- The number of older non-drivers is growing
- Older Adult non-drivers make 15% fewer trips to doctor
- But. . .59% fewer shopping or restaurant outings and 65% fewer trips for social, family, religious, and other life-enhancing purposes
- Caregivers time off of work
- Higher healthcare costs

Senior Transportation and Livable Communities go hand in hand

- Requires a **coordinated, community approach** that addresses the mobility needs of pedestrians, drivers and transit users
- Includes walkable streets, safe roads and flexible, customer-focused transportation services
- One-size does not fit all – solutions are community based

The Family of Transportation Options



Door-to-Door, Door-through-Door

Mobility Management/Travel
Counseling

Older Driver Safety

Planning and Coordination

Transit: Fixed Route, Dial-a-Ride

Taxi Service

Transitions

Paratransit

Transportation Vouchers

Travel Training

Volunteer Services

Neighborhood Shuttles

One-Call/One Click Resource Centers

The Family of Transportation Options



The Basics

Older Driver Safety; Transit: Fixed Route, Dial-a-Ride; Paratransit; Volunteer Services

Additions

Door-to-Door, Door-through-Door; Taxi Service; Transportation Vouchers; Neighborhood Shuttles

Linkages/Making it Work

Mobility Management/Travel Counseling; Planning and Coordination; Transitions; Travel Training; One-Call/One-Click

Volunteer Transportation

- **Key elements: passengers, vehicles, drivers, infrastructure**
 - **Liability Risk***
 - **What need will the program fill? How recruit volunteers and passengers?**
 - **Volunteers may drive their own vehicles or agency vehicles**
 - **Riders may be assigned drivers or recruit their friends or neighbors to drive**

Volunteer Roles:

- **Drivers**
- **Passenger Assistants:**
 - **Knoxville-Knox County (TN) CAC**
 - **JFCS of Minneapolis (MN)**
- **Trainers**
- **Recruiters**
- **Travel Coaches:**
 - **Greater Lynn (MA) Senior Services**

Mobility Management

- **Helps people make informed choices about transportation**
 - Need to identify all community transportation options (“1-call/1-click”)
 - Connects people to rides
- **Identifies gaps in transportation options**
- **Facilitates connections between programs**
- **Transit must be effectively used ~ may include Travel Training**
- **Reframes the transportation question and helps people take control of their destinations**
- **New ideas: Volunteer coaches/counselors; time banking partnership with dialysis centers**

Mobility Management/Travel Counseling: Models & Innovations

- **Volunteer Travel Coaches & Community Kiosks**
~ Greater Lynn Senior Services, Lynn, MA
- **Transitions from Driving**
~ Mid-East Area Agency on Aging, Franklin County, MO
- **Transportation for Dialysis Patients**
~ Dane County Department of Human Services, Madison, WI
- **Connect-A-Ride; Travel Training for Older Workers**
~ Jewish Council for the Aging, Montgomery County, MD

Transportation Coordination

- **Coordinated transit-human services planning**
 - Get involved
 - Older riders & family caregivers should play a meaningful role
- **Coordination between programs:**
 - Transit/paratransit and human services transportation partnerships
 - Shared vehicle programs
 - Transportation programs that serve older adults, children, people with physical and/or developmental disabilities
- **Coordination across county or other boundaries, regional programs**
 - Cost-saving, increase efficiency, improve ridership
 - Coordinate transit systems
 - May also coordinate other transportation services
- **Voucher Programs**

Transportation Funding is a Patchwork

- Federal MAP-21: Consolidates 5310 & New Freedom
 - ✓ FY13: \$254.8M; FY14: \$258.3M
 - ✓ Funding formula - 60% to urban areas >200,000 population (“designated recipients”); 40% to States for small urban and rural areas
 - ✓ Subrecipients: State or local government, nonprofits, public transit
 - ✓ Improve access, decrease reliance on paratransit, develop alternatives
- Older Americans Act
- State and Local Funds
- Private Pay

Final Thoughts....

- Addressing the mobility needs of seniors is more complex than considering chronological age alone
- One size does not fit all
- Consider community assets
- Identify concerns, challenges
- Involve the community, current riders and potential users
- Be both *person-centered* and *community-centered*
- Choose an integrated model that offers options and choices

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