But how do I get there?

• Identifying the customer’s needs
• Family of transportation options and networks
• Resources and Partnerships
Getting from A to B: Finding Community Transportation Resources for Customers

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Presenters

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Family of Transportation Options

Accessible
Affordable
Appropriate

Eligible
Available
80 Federal Programs Fund Transportation

TRANSPORTATION-DISADVANTAGED POPULATIONS: Coordination Efforts are Underway, but Challenges Continue*

Largest funder is Dept. of Health and Human Services (31 programs, 39% of total)

*From GAO-14-154T: Published: Nov 6, 2013.
But how do I get there?
Marion’s call for a ride

- Attempted to find a ride.
- Needs a ride soon!
- She is a caregiver.

Cost is a major limitation or burden.
Distance is a major consideration.
Identifying Customer Needs

Mobility management focus: all options

- Follow a checklist or template to assess trip needs
- Use local names for providers
  - MARTA Mobility
  - Access
  - In Georgia NET (Medicaid broker)
  - VanGo in Charles County, Maryland
Service Options (Public)

- Regular Bus or Train (Fixed Route)
- Dial-a-Ride
- ADA Paratransit
- Human Service (Senior or Disability)
- Medical and Medicaid
Regular Bus or Train (Fixed Route)

Usually runs on a regular schedule

- The city bus is affordable
  - Half fare programs
  - Bus orientation to use service
  - Travel training to use service

- Bus may deviate on routes in some communities
What is ADA Complementary Paratransit?

Each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.

§37.121 (a).
Service Options - Public Traditional

- Human Service (Senior or Disability)
- Medical and Medicaid
  - Confusion with Medicare
  - Brokerages/Multiple Providers
  - Bariatric
  - Long Distance
Service Options (private)

- Volunteer driver (non-profit, faith communities)
- Taxi
- Uber, Lyft
- Private provider
- Voucher programs (non-profits)
Service Options - Public Innovative

- Voucher Programs
- Flex-Route Shuttles
- Transportation Demand Management – Ride Share
Rural Transportation

- Fewer options
- Longer distances to travel
- Less frequency
- Lack of roadway network
- Reliance on family and friends
Rural Transportation - Innovations

- Transportation Vouchers (ACL and 5311 Rural Transit)
- Volunteer Driver (ACS model)
- One-Call Center, One-stop website
- Coordinated Services and Mobility Management
Mobility Management

- Active partnerships with transportation providers
- Bring ride options to customers
- Effectively communicate options to the public such as call center and ‘one-stop’ website
Resources

- Veterans One-Call One-Click
- Easter Seals Project ACTION
- National Center on Senior Transportation
- National Center for Mobility Management
- Aging Disability Resource Connection (ADRCs)
- Eldercare Locator
Resources

- 2-1-1
- Area Agency on Aging (AAA)
- CILS
- Other non-profits such as
  - Community Action Agency, Easter Seals, Faith-based
- Mobility Manager
- Statewide transportation call centers/ride finding service
- Transit providers
Atlanta Region Partnerships
Providers and Funding Partners

- Georgia Department of Human Services
- MARTA, Cobb Transit
- Local Governments
- Georgia DOT
- Federal Transit Administration
- Private Providers
- Non Profits
Atlanta Region Efforts in Mobility Management
Atlanta Region Efforts in Mobility Management

Decentralized Calls & Centralized Website

Enhanced Trip Planning
Centralized Information

1. Agewise Connection
2. VA Medical Center
3. Disability Link
4. 1-Click Trip Planner

Accessible Community
Transportation
In Our Nation
Greater Atlanta MOVES me.
Discover your trip. Get to your destination.

Outbound - 40 Courtland Street NE Atlanta, GA 30308 to Atlanta VA Medical Center

- 10:03am → 10:57am
- 5 minute walk
- 1 transfer
- 54 minutes
- $3.50

Return - Atlanta VA Medical Center to 40 Courtland Street NE Atlanta, GA 30308

- 11:47 → 12:30pm
- 43 minutes
- $22.00 (est)

AAA Taxi Service: (770) 926-1600
AAA Yellow Cab: (770) 455-4412
Checker: (404) 351-1111
Crown Taxi: (404) 698-0554

More About This Initiative
**Group Activity**

**Navigation options**

- What is in your database now?
- Who could provide the ride?
- If no ride available, what other resources for finding the ride might there be in your area that could be added to your database?
- Great ideas to share
Questions

A to B
Group Activity

Partnerships for resources

- What other networks are in your area that you should be coordinating with for transportation?

- Who are other potential partners?

- Are there changes you can make right now?

- Great ideas to share
Contact Information

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