New Routes in Transportation Services

Alliance of Information and Referral Systems (AIRS)
I&R Training and Education Conference
May 25, 2016
The Eldercare Locator
National Call Center

Connecting You to Community Services

National Call Center
2015 Call Center Statistics

Total Calls - 280,477

Emails - 3,553

Chats - 4,863
Caller Demographics

- **74%** Females
- **70%** Older adults seeking services
- **8%** Under 60 years of age
- **Learned of Services (Top 5):**
  - **50%** Federal, state or local government (Social Security, Medicare, FEMA, VA, HUD, & State Medicaid office)
  - **12%** Partner/professional organizations
  - **9%** Internet Search
  - **6%** Insurance providers
  - **4%** Newspaper, Radio, TV, & Social Media
## Purpose of Call

### Top Reasons

<table>
<thead>
<tr>
<th>Top 5 Call Purpose</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transportation</strong> Callers requested information about Medical Appointment, General Transportation, and Older Driver Safety Education</td>
<td>32,981</td>
<td>12%</td>
</tr>
<tr>
<td><strong>Housing Options</strong> Callers requested information about Independent and Government Housing and Financial Assistance.</td>
<td>17,465</td>
<td>6%</td>
</tr>
<tr>
<td><strong>In-Home Services</strong> Callers requested information about Home/Chores, Personal Care and Medical Assistance.</td>
<td>14,626</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Health Insurance</strong> Callers requested information about Supplemental Options, Claims/Bills and SHIP.</td>
<td>11,760</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Social Security</strong> Callers requested information about Benefits, Change of personal information and Award Letters.</td>
<td>8,342</td>
<td>3%</td>
</tr>
</tbody>
</table>
Eldercare Locator Resource Center Store

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

National Association of Area Agencies on Aging
Innovative and Successful Approaches
Join the Georgia Department of Public Health, Shepherd Center, Governor’s Office of Highway Safety, Safe Kids Georgia in a unique partnership development and educational event.

Event Location: Shepherd Center
Registration is SS0; Registration Portal: https://www.shepherd.org/driving-summit

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 am</td>
<td>Registration &amp; Continental Breakfast</td>
</tr>
<tr>
<td>8:00 am</td>
<td>Welcome</td>
</tr>
<tr>
<td>8:30 am - 9:15 am</td>
<td>Opening Plenary Session: DOT</td>
</tr>
<tr>
<td>9:15 am – 9:25 am</td>
<td>Break &amp; Session Travel Time</td>
</tr>
<tr>
<td>9:25 am – 10:25 am</td>
<td>Breakout 1</td>
</tr>
<tr>
<td>10:35 am – 11:35 am</td>
<td>Breakout Session 2</td>
</tr>
<tr>
<td>11:45 am - 12:45 pm</td>
<td>Lunchtime Plenary: NHTSA</td>
</tr>
<tr>
<td>12:55 pm – 1:55 pm</td>
<td>Breakout 3</td>
</tr>
<tr>
<td>2:05 – 3:05 pm</td>
<td>Breakout 4</td>
</tr>
<tr>
<td>3:15 pm – 4:00 pm</td>
<td>Closing Plenary Session: Setting up sustainable partnerships in your community (Emory)</td>
</tr>
<tr>
<td>4:00 pm – 4:30 pm</td>
<td>Closing remarks &amp; Wrap-up</td>
</tr>
</tbody>
</table>

For more information about sponsorship opportunities, vendors, and to get your name on the mailing list, please contact Elizabeth Head (Elizabeth.head@dph.ga.gov) or Emma Harrington (Emma_Harrington@shepherd.org)
How do I get there?

SIMPLYGETTHERE.ORG
What is Simply Get There?

A web enabled “one-call/one click” application project of the Atlanta Regional Commission:
www.atlantaregional.com

• Regional planning and intergovernmental coordination agency for the 10-county area.

• Dedicated to unifying the region's collective resources to prepare the metropolitan area for a prosperous future.

• Designated as the region’s Area Agency on Aging
What is Simply Get There?

- VTCLI one-call, one-click award
- “Trip discovery” tool for public, private, specialized and volunteer transportation services
  - Similar to kayak.com
- Uses Software application
  - Pulls from two ARC-developed databases
- Responsive design for use on computers, tablets, and smartphones
- Unique to the Atlanta region
- Includes specialized transportation
  - Options for older adults and people with disabilities
- Does not have scheduling capabilities
Pilot Partners for Simply Get There
http://www.simplygetthere.org/
Contact Information

Patrice Earnest, CIRS-A/D, CRS
Program Director
Eldercare Locator
pearnest@n4a.org