Promoting Access to Transportation Options

National I&R Support Center Webinar

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National Aging and Disability Transportation Center/n4a
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
- Independent program evaluation

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

www.nadtc.org
2017 NADTC Expert Panel

- Billy Altom, APRIL
- Sherri Clark, ACL
- Patrice Earnest, Eldercare Locator
- Sarah Green, The Rapid

- Kris Lyon, Lane Transit
- Tom Page, Michigan 2-1-1
- Carrie Porter, Greater WI AAA
- Nanette Relave, NASUAD
• How do people in the community know where to go for transportation information?
• How do they usually find information?
• How can we help them find the right place when they need it?
• Information consistency
• Education of callers
• Overcoming fear, stigma and misperceptions
• Helping people find the options that meet their needs
Transportation Needs and Assessment

Survey of Older Adults, People with Disabilities, and Caregivers
Major Findings

- Most older adults and younger adults with disabilities drive themselves or rely on family and friends to get where they need to go.
- Caregivers play a pivotal role in helping with transportation needs – and most are happy to help.
- Many individuals with disabilities of all ages are concerned about driving and anticipate a time – in the future – when they will no longer be able to drive.
- Those who give up driving face big barriers to getting around, experiencing isolation, frustration and feeling dependent and trapped.
Major Findings

- Those who don’t drive face access and affordability barriers, including:
  - Lack of available transportation options
  - Cost (although people don’t seem to take advantage of discounted rides and voucher programs)
  - Lack of familiarity with transportation alternatives in their community

- There is no single recognized “go-to” information resource for alternative transportation information and assistance.
  - Many turn to family and friends for help
  - Few take advantage of local information resources on transportation options

- Most hope for more convenient and public transportation alternatives in the future and are open to trying a variety of options, if they are available, affordable and accessible.
Many rely on friends and family for information about transportation options. Some search the Internet.

Q68: I'm going to read a list of places you could go or people you could turn to for information about transportation options and services in your area. For each one, tell me if you have gone there for information about transportation options. (Older adults, n=509 Younger adults with disabilities, n=513)

Top Tier Information Sources

- Family, friends, or colleagues: 43% (Older adults), 48% (Younger adults with disabilities)
- Computer search: 24% (Older adults), 31% (Younger adults with disabilities)
- The telephone book: 18% (Older adults), 19% (Younger adults with disabilities)
- Someone living in your community: 17% (Older adults), 23% (Younger adults with disabilities)
- Transportation provider agency: 15% (Older adults), 18% (Younger adults with disabilities)
- Organization that offers services for older adults: 15% (Older adults), 13% (Younger adults with disabilities)
- Senior center: 15% (Older adults), 12% (Younger adults with disabilities)
- Area Agency on Aging: 13% (Older adults), 13% (Younger adults with disabilities)

Bottom Tier Information Sources

- Someone at your place of worship: 13% (Older adults), 13% (Younger adults with disabilities)
- Organization that offers services for disabled: 12% (Older adults), 21% (Younger adults with disabilities)
- Aging and Disability Resource Center: 11% (Older adults), 16% (Younger adults with disabilities)
- Library: 9% (Older adults), 14% (Younger adults with disabilities)
- Center for Independent Living: 8% (Older adults), 12% (Younger adults with disabilities)
- A community center: 8% (Older adults), 11% (Younger adults with disabilities)
- Mobility Manager: 2% (Older adults), 8% (Younger adults with disabilities)
Most have internet access, and many—especially younger adults—use social media.

Q71: Do you use a computer with Internet service? (Older adults, n=509 Younger adults with disabilities, n=513)
Q72: Do you have a mobile phone that allows you to use the Internet, receive and send text messages, and use apps - sometimes called a ‘smart phone’? (Older adults, n=509 Younger adults with disabilities, n=513)
Q73: Do you use social media, such as Facebook, Twitter, Instagram, Snapchat or LinkedIn? (Older adults, n=509 Younger adults with disabilities, n=513)
Every Ride Counts

SIT BACK AND RELAX.
We’ll get you there.

EVERY RIDE COUNTS
Campaign Materials

Post Cards

You know where you want to go
We'll help you get there.

Tried transit lately?
You'd be surprised how easy it is.
Campaign Materials

Flyers and Posters
Campaign Materials

Social Media Images

Local transportation options
give you the freedom
to get where you need to go.

YOU HAVE PLACES TO GO. WE CAN HELP GET YOU THERE.

EVERY RIDE COUNTS
Help your clients build a transportation road map
Local Programs Using Every Ride Counts

Area Transportation Authority of Central Pennsylvania (ATA), Johnsonburg, PA
Local Programs Using Every Ride Counts

ADRC Buffalo & Pepin Counties, Durand, WI
Learn more at [www.nadtc.org/EveryRideCounts](http://www.nadtc.org/EveryRideCounts)
EVERY RIDE COUNTS CAMPAIGN

REGAN MCMANUS, MHA, CRS-A/D
6.25.2019
Who Are We?

- **INCOG Area Agency on Aging**
  - Three county PSA
  - Direct and indirect OAA services
  - Rural and Urban
  - 10,000 older adults and caregivers annually

**Mission Statement**
- To improve quality of life by promoting independence, dignity, and health for senior citizens through advocacy, education, and support of community-based services.
C.A.N. Plan

- NADTC Getting Ready to Innovate grant
  - Study area
  - Creating Access to Nutrition (C.A.N. Plan)
    - Serve and connect older adults and people with disabilities living in food deserts in Tulsa to healthy food sources;
    - Build new partnerships and strong community involvement; and,
    - Find solutions that improve accessibility that can be replicated in other food desert areas within the region.
C.A.N. Ride

- NADTC Innovations in Accessible Mobility
  - Travel training/store exposure trips
  - C.A.N. Ride

UBER Health
Why do we use ERC?

- Multiple transit providers and transportation programs
  - Tulsa Transit and Tulsa Lift Paratransit
  - Older Americans Act Title III-B Transportation Providers
  - Private pay
  - Volunteer programs
  - VA Health Care
How are we using ERC?

- **Flyers/posters**
  - Travel trainings
  - Senior and disabled housing
  - Senior nutrition sites
  - I&A mailings

- **Social Media**
  - IAAA Facebook page

![Image of Local transportation options]

Every Ride Counts - For more information, contact:

INCOG
Senior Info Line 918.579.9477

INCOG is a grantee of the Older Americans Act and Disability Transportation Center. Senior Info Line is a service of the Oklahoma Department of Aging and Adult Services. For more information about programs and services, call 918.579.9477. For persons who are deaf, hard of hearing or speech impaired, call 711.
 ERC Material Benefits

- Variety
  - Transportation
  - People
  - Formats
- User friendly
- Easy on the eyes
- Potential door opener
EVERY RIDE COUNTS

Tried transit lately?
You'd be surprised how easy it is.

For more information, contact:
INCOG
Area Agency on Aging
Senior Info Line 918.579.9477

WE CAN HELP YOU GET WHERE YOU NEED TO GO.

FOR MORE INFORMATION

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EVERY RIDE COUNTS