

National I&R Support Center

Webinar: Promoting Access to Transportation Options with the National Aging and Disability Transportation Center

June 25, 2019

Welcome, my name is Nanette Relave and on behalf of the National Association of States United for Aging and Disability, or NASUAD, and the National Information and Referral Support Center, a project of NASUAD, I would like to welcome our listeners to today's webinar on promoting access to transportation options. Let me cover a few housekeeping items before we get started. The slides, audio recording, and transcript from today's webinar will be posted on the NASUAD website within the next several days. Please visit the National I&R Support Center page on the NASUAD website for our monthly calls. We will also posting a web link in the chat box for your reference. All of our listeners are on mute during the webinar to reduce background noise, but we welcome comments and questions in the Q&A function available at the bottom of your screen . Please feel free to submit your questions during any time during today's presentation. We also have real time captioning for today's webinar.

Transportation is one of the most frequently requested services in I&R conversations and is a foundation for community living. At the same time, I&R Specialists may be challenged to connect individuals to transportation options. In this regard, transportation is a needed service and often an unmet need. Today's webinar will allow us to learn about the resources of the National Aging and Disability Transportation Center, or NADTC, which works to promote the availability and accessibility of transportation options for older adults, people with disabilities, and caregivers. NADTC is a program of the Federal Transit Administration, administered by Easter Seals and National Association Area Agencies on Aging, or n4a. We will also hear about the new National Every Ride Counts Campaign to support local community efforts to promote transportation programs and hear from an area agency on aging that has put this campaign into practice. Our presenters are Virginia Dize, with program director at n4a and co-director of the NADTC and Reagan McManus who is a planner at the Incog Area Agency on Aging that serves several counties in Oklahoma. And with that, I'm going to turn it over to our presenters and I'm, going to turn it to Virginia to get us started.

Thank you Nanette. I hope everyone can hear me. I am going to just plunge right in and say first of all I really appreciate the opportunity to present this afternoon. For those of you who have already heard this before, apologies, but I wanted to give you all a picture of what NADTC does so that you have a context for why we are engaging in the Every Ride Counts Campaign. As Nanette says, our services to focus on older adults, people with disabilities, and caregivers. We also do a great deal of work with communities and by communities I mean organizations that serve older adults, people with disabilities and caregivers. So area agencies on aging, ADRC's, I&R programs, transit agencies, disability organizations, Center for Independent Living, those are our primary constituents. And our focus is on promoting the availability and accessibility of transportation options. A big job, as I'm sure you'll agree. And I want to emphasize that when we talk about accessibility we aren't just talking about paratransit or wheelchair accessible vehicles, we're talking about

accessibility form the ability to find out about transportation in your community, you know where to call, you'll get the kind of help you need for your situation. You have a good ride, and the ride meets your needs, and at the end of it all your satisfied. So it really is looking at what makes transportation at the community level truly accessible for our target populations. So, we do a lot of technical assistance and we get calls on our toll-free line as well as through our email address.

We encourage people to use our website. We have a lot of resources on our website. We do a lot of training. Some of it in person, some of it by webinar. We also invest in community solutions. By that, we fund small grants programs and I'm thrilled that Reagan can join us, because Incog, the area agency on aging where she works, is one of our current grantees. She will be tell you a little bit about that. I majored in history when I was an undergraduate and so I always leave that where you came from and why you are doing things and history of how you got here is really important. I want to start with work we did in 2017. We put together an expert panel. You can see the members on this slide including Nanette, which I am glad to say. We included representatives who work in transportation, who work in information and assistance, and who worked in aging as well as disability services. So we wanted a broad spectrum and this small group of people really provided that for us. So we looked at some critical issues. And the reason NADTC embarked on this. We work very closely with elder care locator. We calls on our toll-free line. Unfortunately from older adults who are seeking rights and that is not what we are set up to do. So had a very close working relationship with elder care locator and as a matter of fact, they track data for us on calls that come from older adults, people with disabilities, caregivers and professionals seeking information about transportation. And for the last several years, the number one reason why people call, sometimes goes back and forth with housing but for the most part, transportation has remained the number one reason why people call elder care locator even though they can call about a wide variety of issues. We felt like one of the issues that causes that is because people don't know where in the community to go to get transportation information. And we also wanted to know how they usually find information and what we can do to help them get to the right place as quickly and efficiently as possible. We also, and this group of experts was really critical for coming up with this. They felt like , sorry these slides keep moving. Is that happening for everybody?

Right now we're moving your slides but we can pass the beach ball to you if you would like to move them yourself or give us a moment.

No worries. You just continue to do so. I thought I was still moving them. Apparently,

You have control now Virginia. That's okay will go ahead with them and I will tell you want to move them if they're not moving quickly. To continue, this panel, also says there are things that are critically important and I'm sure the folks on the call could add to this. One is ensuring that the information is consistent. That there is time and effort to educate callers and not necessarily assume that because they are saying I need a ride to the doctor they know about the NEMT,

nonemergency medical transportation program that is offered through Medicaid. Education of callers is critical. And also helping them overcome fear and stigma and misperceptions. Most people in this country drive themselves around. They are used to traveling totally independently. And they may look at the local bus in the neighborhood that comes a few blocks away from their house and think that is for people with disabilities or that is for people with low income. When in fact these are services that serve everybody. They are public services. Helping people overcome their misperceptions about certain transportation options. And helping them find the right option to fit their needs. Recognizing that sometimes the public transit bus might work very well for them to get from their house to the doctors office. But because of scheduling issues, it's just not going to work together home. Sometimes a very complicated situation. I am going to also run very quickly through a report that we published last December that is available. You can download this whole thing. It is really a PowerPoint presentation that presents the results of a national survey that we contracted with care see research to do last fall. And we published it in December of last year. It is a survey of 509 older adults, 513 younger adults with disabilities, and 627 caregivers. And the researchers assure us that the folks that the folks they surveyed are representative of the overall population which I think is really important to know. So I'm going to go through the major findings very quickly. First of all, something I just said that most older adults and younger adults with disabilities drive themselves. Or they rely on family and friends to help them get them where they need to go. Caregivers play an enormously important role in helping with transportation needs. They either provide the right himself they spend time and effort arranging rides. Many people whether they are younger people with disabilities who are experiencing greater disability over time or older adults that are concerned about their driving and they anticipate some time but it seems to always be in the future. When they will no longer be able to drive and those who give up driving face huge barriers to getting around. They experience isolation, frustration, they feel dependent, and some folks say they even feel trapped.

Those who don't drive also face access and affordability barriers. There are many communities in rural areas but also in suburban areas and even some larger cities where there's a lack of transportation options that meet their needs. There's also cost issues but we learned through the survey that where people who qualify for discounted rides or voucher programs, just don't take advantage of them for whatever reason. That is something that we are not quite sure why that is true. Except for this lack of familiarity with transportation options in their community. They just don't know what is there. And this next item is really big I think, because there is no single recognized go-to information resource for information about alternative transportation options. Most, many, turn to family and friends. They are more likely believe it or not to consult a computer than they are to call and ADRC or information referral line. They are not likely to call area agencies on aging or centers for independent living. Families and friends come first and we also learned from our caregiver survey that caregivers don't know about the transportation resources in the community. The one at the bottom of this list and we have quite a laundry list that

you can see if you look at this report of possible information resources are mobility managers. And that was a shock because we know that mobility managers work really hard to get the word out and trying to reach people with information that they can really help with transportation issues. A matter of grave concern, and I think something that we all need to think about ways to resolve. And finally, most of the responses to the survey said they are hoping things are going to get better. Older people tend to be a little less optimistic about that future than younger adults with disabilities. So that is our survey in a nutshell. Next slide. That next slide was really what showed some of the transportation information resources that people consulted and I just talked about that. So I apologize. The next slide, my screen is not moving at all. The next slide talks about Internet access and we found that the respondents to the survey, most of whom is an online, so it is an online group. So possibly with folks we would ask some of these question of who live in the community who were responding to a written survey we might not have gotten such high numbers that we were kind of surprised that overall 86% of older adults have Internet access, and 69% of them use smart phones. And a even higher percentage of people with disabilities. We do know from other research that has been done, and I now can see the slide I am happy to say. That there is a growing usage of the Internet to get information. Which I think underscores the need to use that as a resource. But I also think it's important for us to recognize that not everybody in the community is going to have access to these resources as we go along. Next slide. The next slide is an introduction to our Every Ride Counts campaign. This is available on our website. I just want to say that if you go to the nadtc.com/everyridecounts webpage, you will get to a screen that allows you to register for access to information to the entire campaign. We do ask that you register, because we are monitoring this, we're trying to get a sense of is this working the way we envision it or not? so we are very interested in hearing feedback from you all.

The next slide shows a variety of campaign materials and the next few slides are going to move pretty quickly. I want to say that the group of people, the expert panel we worked with back in 2017 helped us develop a series of messages that they felt was really important to promote transportation, some of those messages you can see our focused on transit as you can see on the left side. Others are more focused on knowing that if you use this number, you will find out how to get where you need to go. These materials have been developed by NADTC, we credit ourselves for these materials. Importantly, we want local programs to use the materials with their own logo on materials, their own phone number, because this is an information campaign not designed to operate at the national level. But at the local level and is meant to support local programs. That are trying to get the word out on the information they have to offer, the assistance they have to offer, the rides and transportation resources that are available. We have postcards, you can use these images and messages to create postcards, flyers, posters, as you can see on the left slide we also promote the whole notion of volunteer driving. And on the far right side what you see is a group of people who are participating in a travel training session. A site visit that they are in the process of doing. We also try to find photo images that reflect different parts of the country. Obviously the

photo on the right side takes place in a more urban setting. The photo in the center is a rural picture. So again we try to have as many different images as possible that reflect the diversity of situations.

We also developed social media messages and you can use those in your own social media accounts to promote your services. Again, we wanted to be as diverse and helpful as possible. And finally we developed an info graphic. We had this as part of the every ride counts campaign. And right now we are in the process printing these, because we feel like even if you are not particularly interested in the every ride counts campaign, you might nevertheless find this info graphic useful as a handout. Or useful as an educational item that you can use in your own efforts to educate older adults and people with disabilities about taking control of your life and planning transportation. So you aren't stuck at home and you aren't isolated. And building your own plan that works for you. So we are also in the process, just so you know, we've gotten comments from people who have used our campaign. We have gotten suggestions on a series of more diverse pictures like for example one group that isn't represented are the Hmong people. I heard from folks who live in Wisconsin that was a real need that they had. So we are in the process of expanding our photos, we are also looking at ways in which we can make this campaign more useful. One of the things I've heard say is maybe in addition to social media messages, we should have something that folks can turn into an announcement or something they can print the paper. So we are receptive to these ideas. Our purpose here is to support folks like you all who are really, may not have a lot of resources to develop materials from scratch, yourself, but who need to be able to use something that is already in place. And that is really our purpose. So now I'm going to turn to a few examples. I've got a couple of examples. Of local programs that have used this. This is the area Transportation Authority of Central Pennsylvania, and Johnstown Pennsylvania which is a pretty rural area and what they have done is they have taken their buses and they wrap them and put the every ride counts campaign awareness building logo on their buses which of course we deeply appreciated. Here's another example and I really like this example. This is a flyer that has been used by the ADRC in Buffalo and Peppen counties in Duran Wisconsin. What I like about it they have their own materials they are developed and they have just created a flyer to supplement those materials. How local programs want to use this is entirely up to them as long as they respect the integrity of the materials.

Again, this is the website. If you type in this particular web address it will take you to the registration page for the every ride counts campaign and we really encourage you even if you don't think that you would never use them in 1 million years please go, and register. We want to bother you too much. We will just ask you initially whether you are planning to use them or you are using materials at all. And if you are not, tell us no, and thank you very much. But we would really like for you to take a look at those, and let us know what you think. Because we are very interested in that. And the final slide is my contact information. I hope you will feel free to get in touch with me if you have any questions, comments, suggestions, ideas. We really

do want to make this campaign work with local programs. Thank you. And I will turn it back to Nanette or Reagan, however you want to do that.

Thank you Virginia. We are going to return to our next presenter Reagan. Let us know if you would like to advance your slides yourself. We will be presenter all to you. Sure, I will try to control the slides.

You should be ready to go out. >>

Good afternoon everyone. Thank you for allowing me to present today. I am Reagan McManus and a planner with the Incog area agency on aging. We are located in Tulsa Oklahoma and I want to give you information about who we are and who we serve, what we do. We are a three County provider service area so we have Tulsa County where we are based, the second largest metropolitan area in the state of Oklahoma. And then we have two rural in nature counties. One of them being the largest square mile area County in our state. It takes a minimum of 20 minutes to drive between the small towns in that rural County. We are pretty unique PSA here. Our AAA has direct services such as ombudsman supervisors information assistance and we were recently have added the older Americans act outreach service as a direct service. And then we have the traditional OAA and direct services that we contract out. We are rural and urban in nature, and typically we serve around 10,000 older adults and caregivers on an annual basis. To tie this into transportation, that is our number one call that we get through our information assistance senior line. Our mission statement is to improve quality of life by promoting independence dignity and health for senior citizens through advocacy education and support of community-based services. As Virginia was talking about NADTC and she had mentioned that we are currently one of their grantees, and we had a phase 1 grant with them last fall. It was a planning grant called getting ready to innovate. We were super excited to be a recipient of that grant and we kind of had a unique spin on our proposal. We found a nine square mile food desert area located in North Tulsa just north of downtown Tulsa and you may ask me what is a food desert? That is a location that is a mile or further away to access fresh healthy foods. This area does not have grocery stores. They may have your basic and dollar type store but they do not have a full-fledged full-service grocery store. Is nine square mile area is also comprised of very low income individuals predominantly minority individuals as well. 65 year an older population makes up about 12.7 percent of his nine square mile area and 33% are living below poverty level and 63% of the households in the study area and 0-1 vehicle available to them. Through our study, through our planning, we identified 13 strategies and we came up with the creating access to nutrition or what we refer to as the can plan. The main goals of his plan was to serve and connect older adults and people with disabilities living in food desert. Building and establishing partnerships, getting the community involved, and finding solutions that would improve their access to healthy nutrition. Also could be replicated in other areas of our region. East Tulsa also we have a food desert issue there as well and we hope we will be able to replicate what we are doing in East Tulsa there. So we move on to phase 2 which is currently we are receiving a second grant

called innovations and accessible mobility and this is an implementation grant. And what we are currently doing, two of the 13 solutions that we identified in our can plan. Paratransit travel training and combined with what we call store exposure trips. So we had four different travel training where we had older adults and people with disabilities who were in our study area, they were exposed to paratransit, some of them may or may not have been familiar with it. We did training on what is paratransit, who provides it, how do you access it this is what a paratransit vehicles like. This is the process you will go through if you choose to use this in the future and then we selected four different stores that are near the food desert area. Not in it but near it and two of those were Hispanic markets. The majority of our participants had never stepped foot in a Hispanic market and many of them felt like they wouldn't have the items that they were in need of or wanted to purchase. They were unsure if they would be able to speak English or have things in English as far as pricing or descriptions, things like that. It was really exciting to take the participants on these trips, expose them to stores they never been in that are near their neighborhoods. We first started using the every right counts campaign materials during our store exposure trips as well. Our second part to this grant and it is the largest part and we are using ride share, we are using Uber Health platform to coordinate on-demand rights to select grocery stores, again that are near the food desert region and also taking them to farmers markets, and to food pantries if that is a place they need to go.

Why do we specifically use the every right counts campaign? It is a great way that we have found to encompass all of the different transit providers we have in our service area. Specifically Tulsa. We have older Americans Act Title 3B, transit providers, we have three of them, there are other private pay transit providers in town, there is the city transit, volunteer programs such as RSVP or American Cancer Society. There are the Veterans Administration has their transportation option and then there are things such as rideshare. You have all of these multiple transit providers and transportation programs and we found the materials with every right counts has been a great way to put it out there, that hey, there are transportation resources available. Let's call this number and we will help you find the best fit for where you live and what your needs are. And how we are using it is through social media, we started doing Facebook posts, we have noticed that our Facebook has been picking up over the years as far as traffic that comes through. I do like the feature where you can see how many likes you have a post. You can see how many people have engaged and clicked on the post and you can see how many people it has reached. It has a nice tracking method built in their. We have been using flyers and posters in our travel trainings we gave them shopping bags that they can use that was provided by Tulsa transit we included every right counts literature in a shopping bag as well as our AAA brochures and information. We have distributed our every ride counts posters here in senior and disabled housing in the area. We have hung out posters at our senior nutrition sites and we have started to sign them out in various I&A mailings that we have done. Future plans we have are to have these posted at health fairs, where going to be doing some transportation focus groups for our CAN rides service, we will have

information there any packet and we are also going to have the food pantries post these posters as well. The material benefits I find are really terrific. There are various types of transportation such as volunteer or individual private rideshare type images, I think there is a subway on there. We don't know anything about subways in Oklahoma but I believe that was a subway. Paratransit, city transit, and so I definitely like the various types of trends rotation pictures that people as Virginia mentioned, they are various ages, they are male and female, they are various races, there are some that are in wheelchairs and some that are ambulatory and then the format, you have the variety of the posters, the social media options and postcards for example. I think they are very user-friendly. They are set up, all you need to do is insert your logo and contact information and they are ready to print. There is no cost for you to use the materials. Especially if you are on a limited budget or you are grant funded and then they are just very quick. They are very easy to use. I think these would be really beneficial for people who do not have a graphic person on staff to make items like this. They are very easy on the eyes. They are not overly wordy. They are friendly colors, and great font size. That is something we pay close attention to as we are dealing with aging population and using eyes. We want to make sure our fonts and colors are from easy to read. And I also feel that these posters and literature can be a potential door opener. If we can get to call our senior Infoline to inquire about transportation, not only are we educating them about those options that we may have options to discuss other services that they may be in need of or maybe aren't aware of. And can help open that door of communication and resources. These are just a few examples of the every right counts materials that we have selected to use. We have the what would appear to me to be a, city bus. The second one here is a gentleman in the individual car greatly represents our current CAN ride rideshare service. And I think that is my last slide. We have selected four or five different varieties. I know we use the paratransit example those handed out during the travel training and I just really encourage everyone to go to the website, check it out, try materials and they may not be a great fit for everyone but I think especially in areas like ours where there are most transportation options, this is a great catchall. It is easy, a connection were I to it, it shows you that one number to call and then you can have that open dialogue with them potentially connect them to other services besides transportation. I've been impressed with these materials and I'm glad we have had the opportunity to participate in the campaign. Thank you so much.

Thank you so much Reagan and thank you Virginia as well for sharing resources on the campaign and also know sharing this great example of putting the campaign into action and into practice. We certainly welcome any of our listeners, if you have any questions or comments, feel free to use the Q&A function and we can ask our speakers to address those. I believe they probably have some questions asking us about whether the slides will be available and again, they will be posted to the NASUAD website in the next several days. There is also a web link in the chat box. So you can see the web link where the slides will be available. We do have a question from one of our participants who was asking if I am looking for transportation for an

elderly person in Jackson County Mississippi, where would I start? Virginia I will turn it over to. Where some places to start when you are looking for transportation options in the community?

Well I think one of the more obvious places is if there is any public transportation or public transit, that's a good place to start. But mobility managers whose lies in providing information and assistance on transportation work in a lot of different places. They don't always call themselves mobility managers. Public transit, the area agency on aging, information line that may be run by the I&R center or program, the aging and disability resource center, if you are a person with a disability or asking services particularly for younger adults with disabilities, certainly the center for independent living, and if all those fail, my suggestion is you do what a lot of people who are respondents were surveyed did which is ask neighbors and friends because sometimes, all that information never finds its way into a formal list. But there are in many communities informal resources. So all those would be my suggestion.

Great, thank you. It is interesting when you are talking about the survey results and just in general about how people find information and from your survey, seeing that many people still look to family and friends to assist with transportation, at the same time sometimes people don't know where to go for information. Also more folks are using social media so we have this dynamic of connecting people to information through trusted sources that may be also connecting the conference to become that go to resource. And maybe social media is a way to do that as well. Adult child or grandchild or neighbors. It's interesting as we think about how to build these connections so that people really can't get access information and ever right counts is also trying to build awareness within communities for information as well. We do have another question from one of our participants who asks do you know if any clients use volunteers to ride to work? To get a ride to work?

I don't know if either of you have examples of using volunteers for work related transportation.

I think most of what I know about volunteer programs is that they tend to be small. And they tend to be targeted to provide very often rights to the doctor and other kinds of medical care. Especially when they serve just older adults or just people with disabilities. I would think what might be more common would be a service that may be run by the center for independent living or a shelter workshop that may have its own van or small bus that can transport people back and forth. To work. I think what is most common especially where there is public transit is a public transit if you look at the scheduling, very often especially where there is a limited service, getting people back and forth to work may be one of the priorities that is governing that schedule of public transit. I don't think volunteer services are commonly used for work-related transportation. Reagan, I don't know if that is the case in Tulsa as well.

No, we don't have any volunteers that do career transportation we do have some better grant funded, through some of our transportation providers and that is what their grant funding is for to get individuals to their job.

Thank you. Reagan we have a question for you. One of our listeners ask who are some of your partners in your planning grant?

We initially in-house here at Incog we are a consulate government. With the area agency on aging staff we also had some staff from our transportation planning department and then we had AGIS specialist from our mapping department that was on our core team and then we developed an advisory board, those were our partners in our planning grants. That consisted of a few older adults and individuals with disabilities that reside in the planning area that we identified. We had a representative from the city of Tulsa office of resilience. A rep from the Tulsa planning office, we had representation from the local center for independent living which is called ability resources. The President of one of the Hispanic markets in town was on our advisory board. Tulsa transit was represented as well is one of our Older American Act transportation providers which also happens to be a federally qualified healthcare center. And we had a mobile grocery store that we have town, set up their own program and she is literally converted a large horse trailer into a mobile grocery store. Pretty impressive. R&G Grocers. She was involved, and in the Tulsa County health department was also involved with that. So we had a great group of people to work with and I know I'm forgetting a few other people, but we are still in touch with them and really I do encourage you to collaborate. To me the other organizations in your community. It really does take a village to make programs like this happen.

Great, thank you. It sounds like as you are saying you really brought together diverse partners and many that really have a stake in the work that you are doing from transportation planning on the nutrition side of things. That sounds great. Virginia we have a question for you. Are the Every Ride Counts materials free? Maybe you can talk about how folks can access and use the materials. Yes all the materials are free. You simply go to our website which is WWW.NADTC.org/everyrightcounts. And that will take you to a page that has a broad description of the every right counts campaign and a place for you to register. So we ask you to put in your email address and create a password. That will be your unique password. And that will give you access to all the materials including instructions for how to do what Reagan's program has done which is to take the materials and turn them into posters or flyers or social media messages that you incorporate your own logo and on contact information into. We also, there is also an instructional video, I think it is more recorded. It is a PowerPoint presentation that walks people through how to use the materials and how to customize them. To meet their needs. So we are hoping that is sufficient to allow you to independently use them. Without necessarily having to go to a printer or a designer as Reagan said. And finally I want to say that if you have any questions, if you run into any difficulties with using the materials, or have suggestions for how we can improve them we really want to hear from you.

Great, thank you. Reagan we have another question for you and I'm sitting here are some of my NASUAD colleagues and we were very interested in this as well. Can you be more on the use of Uber Health as part of your every ride counts campaign. And program. The centers would be interested to learn a little bit more about that.

Absolutely. When I heard of Uber Health, I thought you have to be a healthcare provider, I had a lot of preconceived notions about it. We went to one of our 5310 transportation providers who is currently using it, and got to walk through their system and get tips from them but basically it is strictly just a platform, an organization can use to book and pay for Uber rides. The rides that you do, why we are using it is to fill that gap in technology with our participants. Many of our participants have cell phones but they don't necessarily have a smart phone whether it is lack of funds to pay for the data packages, they don't know how to use it and they don't want to use it. Things like that. We want to be able to bridge that gap in technology because as you know Uber is an app based service. What we do is we use the Uber Health platform that is connected to different pay options connected to your organization so you're invoiced for the rides you schedule and provide the service, it is very simple to use. You enter your riders home address, enter their cell phone number if they have one and you enter the location they need to be dropped off at. You do not have to be a healthcare provider. You do not have to be sending them to a healthcare appointment. You do not, it is literally a ride scheduling platform through Uber Health. The Uber drivers do not know that your ride is being scheduled through Uber Health so there is that HIPPA protection there, especially for healthcare providers. They are treated just as any other rider would be. One difficulty. There is a WUVA wheelchair accessible vehicle option and a drop-down and unfortunately in Tulsa that is just not an option that Lyft or Uber they have at this time. They do have to be able to get in and out of the vehicle. Our ride coordinator does occasionally call the drivers so once the right is scheduled she keeps our rider on the phone. They let them know the make, model, color of the car the drivers name. We have access to the tag number and we have access to their cellphone numbers as well. She has had to correspond with drivers before to let them know their driveways a little difficult, to go on a certain side of the house to see them because they have limited mobility, or they will have a walker with them or their allowed to bring a companion with them. Things like that occasionally she does have to communicate with the drivers that we do call on behalf of our riders and once the rider is ready to come home from their shopping trip they just call us back. Most of them have their own cell phones and that has not been a problem and for the few that don't have a cell phone they can use the courtesy phone at customer service at the grocery stores and they call back and reschedule the ride right then, we keep them on the line and again the information of the driver and vehicle and then within usually five minutes they are on their way back home. The system has been extremely easy to utilize. It has reporting functions and it so we can do a CSV report at the end of the month or really any time. To see the date the riders names where they were picked up where they went, the mileage

rate for the trip, and that is how we help to our financials for that as well. Any other questions that I didn't cover?

Thank you so much. We had a general question that probably lots of listeners are really interested to hear about your use of the platform and especially the way it can provide that more on demand transportation option. It sounds like you're providing platform to make that connection. Or any of the rides subsidized or are they right for the consumer is paying for the ride?

Our current grant through NADTC is covering the cost of these rights. And again, they are for a certain population so we are doing older adults and individuals with disabilities. That live in our study area I have select grocery stores they can go to and we cover the tab on that. One thing I have had communication with Uber on, we are not allowed to the platform to rate the drivers. And or tip the drivers. And the seniors or the riders are really able to have that opportunity either. So that is a little bit of a downfall that we have expressed. But yes, we are footing the bill through the grant on this, and you have two options. You can connected to a bank account to have the payment auto drafted or connected to your credit card.

Great. We had a follow-up question about whether you charge to title IIIB but it sounds like this platform that use currently you are using grant funding through NADTC To cover the rides.

That is correct and we are looking at continuing to fund it with the funds in the future.

Great. I don't know if you want to Identify 5310 if we have any listeners who are not familiar with that option.

I'm definitely not a 5310 expert. Virginia it might want to tag team but it is federal funding through FTA, I know a lot of our recipients here, they are to provide rights for older adults and individuals with disabilities and it helps buy vehicles or maintenance expenses or operations expenses and Incog is a 5310 provider of our region and we do have one recipient who is using the health and paying for those rides with 5310 funds.

I think you covered it very well. 5310 is federal transit administration funding that flows through the state or through a large urban area. It's administered that way. And it also, the projects that get funded from 5310 have to emerge from what is called a coordinated transit human services plan. And that plan really does offer human services agencies like area agencies on aging, centers for independent living, community action agencies to bring ideas and to get to actually be recipients of funding. That funding does not have to go through the transit system. And it is a very flexible pot of money so the issue is to find out what those funding cycle is in your state and in your region. And get involved in that planning. It's also an opportunity for older people and people with disabilities to actually participate in the planning as well.

Awesome. Thank you. I see in our future another webinar where we explore some of these other models and ways to leverage funding. Virginia and Reagan I want to thank both of you so much for joining us today for sharing this great information. Helping our listeners learn more about right count and the work that you Reagan are doing in Oklahoma and the campaign as well to help people learn about and be able to access transportation options that they might not have been using previously. I want to thank you so much. Thank our listeners as well for joining us and take our captioner. The materials from today's webinar will be posted to the NASUAD website. And with that we will conclude the webinar and we want to wish everyone a good rest of the week. Thank you so much for joining us. [Event Concluded]