If You Can’t Get There, What Good Are the Services?
Transportation & HCBS

National Home & Community Based Services Conference
Atlanta, Georgia

Virginia Dize
National Center on Senior Transportation
National Association of Area Agencies on Aging
National Center on Senior Transportation

- A partnership of Easter Seals and the National Association of Area Agencies on Aging (n4a)
- Supported with funding from the Federal Transit Administration and guidance from the U.S. Administration on Aging

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

Increase transportation options for older adults and enhance their ability to live independently within their community

(photo of older gentleman exiting van with assistance)
Goals

- Greater **coordination** between Aging and Transportation
- **Increase** family of transportation **options**
- **Education** of professionals and the older adults & caregivers they support
- **Address barriers** to increasing services, including the needs of diverse elders
NCST’s Four Major Functions

- Training – webinars, distance learning, conference calls
- Technical Assistance – toll-free number, e-mail
- Outreach – conferences, disseminate useful materials, website, newsletters
- Research – demonstration grants, applied research, Student Scholars program
Trends Affecting Senior Transportation

- In 2000, there were 35 million Americans over age 65 making up 12.4% of the U.S. population
- U.S. Census Bureau projects this group will double to 70 million by 2030, representing 20% of the U.S. population
- 31M older licensed drivers in 2007, a 19% increase since 1997
Trends Affecting Senior Transportation

- Nearly 1 M persons age 70+ stop driving each year
- Gap between Driving Expectancy & Life Expectancy  
  (Men approx. 7yrs., Women approx. 10yrs.)
- 2001 estimated that 21% of persons age 65+ do not drive, higher for Hispanic, African-American & Asian (all over 40%) than Caucasians (16%)
What is the Impact?

- Older Adult non-drivers are making 15% fewer trips to doctor
- But...65% fewer trips for social, family, religious, and other life-enhancing purposes
- Caregivers time off of work
- Higher healthcare costs
Caregiving & Transportation

- 43.5M Caregivers age 18+ for persons over age 50 (19% of population)
- 84% provide/arrange transportation
  - Highest percentage of all types of assistance
- 30% report using outside transportation service for care recipient
  - Highest percentage of service used
  - Increase from 17% in 2004 survey
Family of Services

- **Public transportation**
  - Fixed route/shuttles
  - Travel training, orientation
  - ADA Paratransit

- **Human Service Transportation**
  - Curb-to-curb
  - Door-to-door
  - Door-through-door
  - Escorted/assisted transportation

- **Older driver safety & driving transitions**

- **Volunteer driver programs**

- **Taxis**
  - Vouchers
  - Accessible taxis
  - Sensitivity

- **Funding:**
  - FTA (5310, New Freedom, etc.)
  - Older Americans Act
  - Medicaid
  - State & Local Funds
What’s the problem?

- Transportation options vary by community
- There are vast differences between urban, suburban, rural and frontier areas
- Even if there are good options, it is not always easy to find out what’s available
- America is a “car culture” – our “love of car” doesn’t change with age
Access to Transportation Information is important...

- Older adults who “think ahead” to when they will no longer be able to drive or who move to a new area may need education on available transportation services or the “family of transportation options”
- Some older adults may be seeking information to improve their driving skills
- Caregivers may want to be informed about options for discussions with a parent, spouse, friend or other family member
Connecting Transportation Information, Options and People

*Three Approaches:*

- **Eldercare Locator**
- **Lower Savannah COG’s Aging, Disability & Transportation Resource Center**
- **Wisconsin’s Mobility Management Program**
Eldercare Locator

- Toll-free number – 800.677.1116 (Established 1991)
- Website – www.eldercare.gov (Established 2001)
- Free, public service of U.S. Administration on Aging (AoA)
- Administered by National Association of Area Agencies on Aging (n4a)
Eldercare Locator - Beginning in October 2010

- Callers will reach live Information Specialists who can talk with callers and transfer them to local resources
- Interpreters will continue to be available through a language line, and a Spanish-speaking Information Specialist will be added
- A Transportation Specialist will be available
Eldercare Locator

- Historically, transportation is in the top ten topics that callers request when contacting the Eldercare Locator
- NCST refers consumer and caregiver calls to the Locator for handling
- Callers seeking specific information about transportation services at the local level are referred to the appropriate I&A/R/AAA or Title VI program
The Eldercare Locator, n4a and the National Center on Senior Transportation has a number of brochures that may be helpful to callers, which may be offered to the caller, such as:

- “Transportation Options for Older Adults”
- “Older Driver Safety and Transition for the Mature Driver”
- “Older Driver Safety Project – For Caregivers Who Are Concerned About the Safety of an Older Driver – Help is at Hand”
- “Caregiver Tip Sheets”
For more information about the Eldercare Locator...

National Association of Area Agencies on Aging (n4a)
1730 Rhode Island Avenue, NW, Suite 1200
Washington, DC 20036
202-872-0888
heltzeroth@n4a.org
Lwinchell-mendy@n4a.org (Transportation Specialist)
Lower Savannah Council of Governments (LSCOG)

Regional planning and development organization, serving a six-county region in South Carolina, where

- 2/3 of the population lives in rural areas, and
- Unemployment, health care and transportation are critical issues
Lower Savannah Council of Governments (LSCOG)

- Includes the AAA and is the site of South Carolina’s first Aging & Disability Resource Center
- Has helped start new public transit services in four unserved counties
- Administers transportation systems in three counties, contracting with local providers for operation
- Works in all six counties of the region to enhance transit services and work closely with local governments
- One of 8 projects nationwide funded by Mobility Services for All Americans, an initiative of United We Ride and USDOT
In August 2010, LSCOG launched the first-ever Aging, Disability & Transportation Resource Center (ADTRC), integrating mobility management and transportation coordination, coordinating with six public and human service transit systems and offering streamlined access to callers.
Aging, Disability and Transportation Resource Center

- Combines the ADRC (a concept of AoA and CMS) with a new Travel Management and Coordination Center (a concept of the USDOT)

- Outgrowth of Mobility Services for All Americans which seeks to improve transportation services and access through the use of technology
The New ADTRC

- The ADTRC offers in-depth information and assistance on both human services and transportation options.

- Coordination of a regional network of transportation providers and customer service are enhanced by technology (e.g., scheduling and dispatching software, Automatic Vehicle Location/Mobile Data Computers installed on 80 vehicles in the regional network, etc.).
The New ADTRC

- Cross-trained staff screen callers for human services and transit needs and issues

- Mobility Managers:
  - Help individuals find solutions to transit problems and to find best resources to meet transportation needs
  - Teach people about options, to use transit resources and coordinate trips among providers
  - Facilitate coordination of out-of-area trips among neighboring provider agencies and to fill available seats on vehicles
  - Offer individualized help to solve transit problems, resolve complaints and access transit
For more information about LSCOG and the ADTRC...

Mary Beth Fields or Lynnda Bassham
Lower Savannah Council of Governments
PO Box 850
Aiken, SC 29802
803 649-7981
mfields@lscog.org  lbassham@lscog.org
Person-Centered Mobility Management

Mobility Managers...

- Know all the options
- Make connections between transportation and aging/human services
- Assist individuals identify the transportation options that are right for them and their situation
- Develop “person-centered mobility plan”
- At the community or individual level - one size does not fit all!
Wisconsin’s “formula” for mobility management

- Support and, within the State, buy-in to the concept coming from the top down
- A mobility management model has not been prescribed by the State
  - Decisions about the type of project and style or most appropriate model of mobility management has been left to the local areas
  - Determinations on the types of programs that will be most effective are driven by population density, distances to metropolitan areas, and whether or not public transit is available or even feasible
Wisconsin - current status

- Most 2009 projects awarded continuation funding & applications for new projects
- Projects may be administered by ADRCs, ILCs, Senior Services, Transit
- New developments:
  - 2 new mobility management projects
  - the initial appearance of “car sharing” and “car fit” programs
  - several transportation orientation programs
  - 2 new projects for transit service
  - 1 additional vehicle repair program
For more information about Mobility Management in WI...

- ingrid.koch@dot.wi.gov 608.266.1379

- Carrie Porter, Portage County ADRC, Mobility Manager
  - PorterC@co.portage.wi.us
  - 715-345-5992
Virginia Dize, Assistant Director
1425 K Street, NW, Suite 200
Washington, DC  20005
(202) 872-0888
vdize@n4a.org
Toll-Free:  (866) 528-NCST (6278)
Email:  ncst@easterseals.com
www.seniortransportation.net