

Transportation Planning Grant

Agency on Aging of South Central CT

Thank you to NADTC for the opportunity to work with community partners to develop a model of travel that will enable people to travel within the community despite disability, aging and/or economic limitations.



New Haven County

Formed in 1667

Former transportation hub for America

Former center for gun manufacturing,

Total population & economy declining

Population of older adults, people with disabilities and immigrants, growing by 7% annually

Efforts and methods to engage diverse individuals and agencies who represent them

- **Advisory group/Steering Committee:** Committee formed with membership from volunteer-based travel programs, regional mobility manager, ED SILC, ED Dept. Developmental Disabilities, Senior center directors in New Haven & Meriden and a blind consumer

Methods

- **Surveys** were completed by 117 people who were consumers of services from targeted zip codes & consumers who are members of the local Center for Independent Living; and members of the Advisory Committee.
- **Community Listening sessions** (6) were conducted in the target neighborhoods,
- **One-on-one interviews** were completed with transportation leaders.

Planning Project Outcomes

- **Formation of transportation advisory committee** comprised of medical transportation providers, independent living center, senior housing representative, mobility manager, older adult consumer, consumer with disability.
- **Development of implementation plan** to expand chaperone transportation to include focus on younger people with disabilities

Major findings/highlights

- The majority of the target population report skipping and delaying medical appointments due to travel impediments.
- Many older adults and persons of color report an inability to access transportation services due to cost.
- Most of the target population travels with medical equipment.
- Most persons surveyed want assistance when traveling.

Barbara's Story

Barbara is a 68-year-old social worker who is blind successful career; retired and volunteers

Twin sister, also blind didn't make the same connections.

Barbara's vision limitations limited her ability to help her sister.

Barbara supports chaperones because they could have helped her sister engage in the community.

Lessons Learned

- The incidence of missed medical appointments is higher than anticipated.
- The incidence of inability to pay the subsidized rates for public travel is higher than anticipated.
- The number of people who need and want assistance when traveling is very high.
- Every person in the listening sessions had personal stories of barriers to successful traveling.

What now? What is your implementation plan idea?

- ▶ Recruit & train volunteer chaperones
- ▶ Partner with volunteer-based transportation providers
- ▶ Establish a ride scheduling system to match chaperones and rides
- ▶ Raise community awareness about the chaperone program
- ▶ Provide chaperoned rides to medical appointments for 250 travelers
- ▶ Seek long-term funding from the State Unit on Aging and foundations to sustain the chaperone program

Contact Information

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