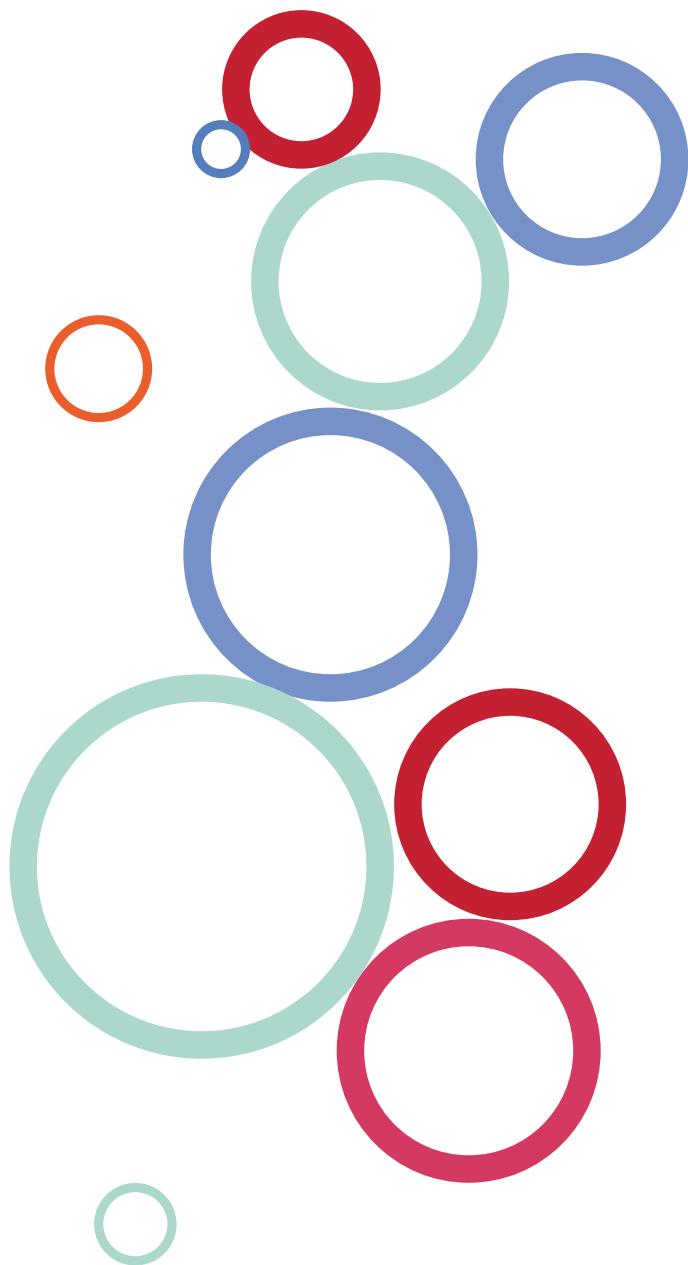


Addressing the Transportation Needs of the Mature Worker

A Resource for SCSEP Providers





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Addressing the Transportation Needs of the Mature Worker: A Resource for SCSEP Providers

This publication was developed by the National Center on Senior Transportation, in collaboration with Easter Seals.

The mission of the National Center on Senior Transportation is to increase transportation options for older adults and enhance their ability to live more independently within their communities throughout the United States. The four primary functions of the NCST are technical assistance, training, outreach, and applied research. The NCST is funded through a cooperative agreement with the United States Department of Transportation, Federal Transit Administration in partnership with the U.S. Department of Health and Human Services, Administration on Aging. The NCST is administered by Easter Seals Inc., in partnership with the National Association of Area Agencies on Aging.

Easter Seals provides exceptional services, education, outreach, and advocacy so that people living with autism and other disabilities can live, learn, work and play in our communities. Easter Seals Senior Community Service Employment Program (SCSEP) is a program that provides paid job training and employment opportunities for eligible individuals age 55 and older. SCSEP assists individuals

in gaining the skills necessary to overcome challenges to employment and find and maintain jobs in their communities—helping older workers achieve economic independence, increased confidence and an improved lifestyle. Funded by the U.S. Department of Labor, Employment and Training Administration, Easter Seals SCSEP serves nine locations in seven states, each serving numerous counties.

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Introduction

In 2008, the US population of those aged 65 and older was approximately 39 million. That number is expected to reach 55 million by 2020 (Administration on Aging, 2010, p. 3). Such positive growth holds consequence for both the labor market and the nation's transportation mobility. Older Americans are increasingly working past the traditional retirement age, and those older workers earning lower incomes may face significant challenges in securing reliable and affordable transportation to and from their employment.

Transportation can be a barrier to obtaining and maintaining employment. A 2009 Experience Works survey of participants enrolled in the Senior Community Service Employment Program (SCSEP) revealed that a lack of reliable transportation was a "somewhat serious" obstacle for 49 percent of respondents and "very serious" for another 33 percent (Experience Works, 2009, p. 7). Plans for transportation to and from the job assignment should be addressed in the information gathering phase and during the assessment interview. If a participant does not have a means of reliable transportation from home to a job site, and a means of return, she may not be able to accept the position.

Many mature workers drive personal vehicles, and a variety of information, training, and adaptations is available to help them maintain and improve their safe driving skills. Others may not be able to afford the expense of a car, may never have driven, or may have retired from driving and are transitioning to role of passenger. There are various transportation options in communities throughout the country, and it is vital that workforce development staff, employers, and workers themselves are aware of the services in their area. It is also important that these entities collaborate with others, such as transit agencies, aging services, taxi operators, and volunteer driver programs, to ensure that the transportation needs of mature workers are met.

Purpose and Overview

This toolkit is designed as a resource for management and staff who work directly with participants in SCSEP, also known as Title V of the Older Americans Act. This toolkit can be used to assist SCSEP participants in assessing their transportation needs, find resources for locating mobility options, and provide ideas for program managers on how to improve community mobility—and job access—for program participants. Because transportation options vary by locality this resource is intended to be broad in scope, providing an overview of senior transportation and information on how to explore what is available in your community.

The toolkit contains eight sections and a companion CD which provide relevant information, topical resources, and suggested uses. Successful strategies are also presented, such as the application of a tool or resource, an innovative partnership, or an example of a local challenge and solution. This document may be reviewed as a whole to gain a more complete understanding of transportation mobility for older adults, or each section may be considered individually for a topic-specific focus.

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Section 1: Accessing Transportation Options for Mature Workers identifies and defines transportation options available for older adults within the family of transportation services.

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Section 2: Supporting Older Driver Safety and Transitioning highlights older driver safety and driving transitions. It provides a list of resources useful for maintaining safe driving skills and examples of how these resources could be utilized within the SCSEP setting.

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Section 3: Acquiring Transit in Small Urban and Rural Communities provides information related to dealing with the challenges of transportation in rural areas.

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Section 4: Taking Advantage of Mobility Options covers bicycle and pedestrian safety, car/ride sharing, vanpools and carpools, and provides web resources for further information. In addition, this section identifies specific transportation-related benefits and entitlements that might be available for older job seekers and employers.

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Section 5: Leveraging Partnerships and Collaboration reviews the importance of partnerships and collaboration with regard to securing and improving transportation mobility for older adults and introduces the concept of mobility management.

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Section 8: Addressing the Needs of the Mature Worker PowerPoint presentation highlights the subject areas of each section and relevant exercises and can be used with staff to explore the toolkit. A copy of the PowerPoint, along with other SCSEP resources, is available on the companion CD.

Section 1: Accessing Transportation Options for Mature Workers

One of the first steps you as a SCSEP provider can take in assisting participants with their travel needs is to be aware of the transportation options for older adults and then to ascertain which of those options are available in the local area. A compilation of transportation resources may already be available in your community. You can begin to explore what options exist by contacting the public transportation agency in your area, the local Area Agency on Aging, an Aging and Disability Resource Center, commuter networks, the metropolitan or regional planning organization, and human and social service agencies.

The variety of programs and transportation options that can provide community mobility for older adults is known as the “family of transportation services.” Some members of this family that may be available in your community include:

- *Public transit/fixed-route*—vehicles run on regular, scheduled routes with fixed stops or stations.
- *Public transit/demand-responsive*—public “demand-response” and “dial-a-ride” community transportation services using lift equipped vans, small buses or sedans. The service may operate as “curb-to-curb” or “door-to-door” service. Curb-to-curb service provides for passenger pick-up and drop-off at the curb or roadside near a residence or destination, while door-to-door service provides for passenger pick-up and assistance to the doors of homes and destinations.
- *Paratransit*—required by the Americans with Disabilities Act (ADA) for individuals whose disabilities prevent independent use of the fixed-route transportation system. This service must be comparable to the level of service provided to individuals without disabilities who use the fixed-route system and be origin-to-destination service. The ADA requires specific service characteristics related to service area, eligibility, reservations, response time, and operational performance.
- *Taxi, including accessible taxis*—individualized service between destinations, which can be arranged in advance or on demand through a dispatcher. Fares vary by provider, are distance or time-based, and may be subsidized through a transportation voucher program.
- *Voucher programs*—typically administered through a social service agency, such programs enable qualified people to purchase vouchers for transportation services at a reduced rate from providers such as public transit, volunteer programs, or taxis.
- *Travel training programs*—hands-on, in-the-field instruction in learning to travel safely and independently within public transit systems; most often provided by public transit agencies and/or local aging organizations free of charge or at a low cost. Riders learn how to use a bus and/or train, the best routes and times for their trips, how much a trip will cost and any available discounts, and how to pay for transit services. Even if someone already uses public transit, he may need assistance in learning a new route or schedule.

- *Volunteer driver programs*—a network of volunteers that provides one-way, round-trip, and multi-stop rides. These programs are provided free of charge, on a donation basis, through membership dues, or at a minimal cost, and typically have an eligibility process and advance reservation requirements.
- *Carpools and Vanpools (rideshare programs)*—riders travel together in a carpool or vanpool, sharing expenses and responsibilities such as driving. Such programs are often administered through commuter networks, transit agencies, or a partnership of employers. (See Section 4 for more information on vanpools.)

Consult directly with a transportation provider or the program administrator of a particular option for the potential eligibility requirements of that transportation option.



Section 1A: Incorporating a Transportation Plan

Although many SCSEP participants drive to their jobs, a significant number will need to use another means to commute for a variety of reasons. Usually the reason is that they do not drive or do not have access to a car, but participants who are drivers and have a car may prefer to use other transportation for their work trips. Even participants who are generally familiar with local transportation resources are likely to need help in learning how to get to and from their job location. To prepare participants to travel successfully to their jobs, a SCSEP provider may need to work with each participant individually.

One way to approach the subject of transportation with a participant and to ensure that she has access to the transportation necessary to travel back and forth to a job training site is to incorporate the discussion into the development of the Individual Employment Plan. A brief period during this time could be devoted to discussing mobility plans and options—and that could provide valuable information and confidence to the participant. Some questions that could be included at this early stage include:

- How do you plan to travel back and forth to the job training site?

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SECTION 1

- Is this a reliable means of transportation?
 - What are some other ways you can travel to the job training site from your home and back again?
 - How familiar are you with the transportation options in our community?
 - Would you like some information on whom to contact for transportation information?
- Along with a participant's introductory materials and Individual Employment Plan, you could provide a list of older driver safety resources, transportation providers in the community, a copy of a local mobility guide if one is available, and/or the contact information for commuter service agencies, the local mobility manager (see Section 5), the Area Agency on Aging Information and Referral/Assistance Program, or the Aging and Disability Resource Center. By dedicating a few minutes to discussing a participant's commute plans, you will have greatly enhanced his ability to access and maintain employment.
- A more comprehensive approach would be to create an Individualized Transportation Plan with each participant, tailored specifically to his needs and proclivities. Creating such a plan involves several steps, including:
- Gathering information about the SCSEP participant.
 - Gathering information on the transportation options available to the participant.
 - Reviewing the information with the participant.
 - Identifying considerations that may impact her mobility, e.g. ability to pay for transportation, physical or cognitive limitations including hidden disabilities, use of a wheelchair or other mobility device that requires an accessible vehicle, or other issues such as the ability to speak and understand English.
 - Selecting the best transportation options together.
 - Determining any training the participant may need to use the transportation service.
 - Obtaining training or taking a trial run with a staff member, friend, or relative to assure that the participant feels comfortable and confident to travel independently.
 - Creating a contingency plan in the event of unforeseen incidents or emergencies.

If a SCSEP provider does decide to create an Individualized Transportation Plan, connecting with mobility managers, transportation providers, and human service agencies can greatly assist the process (see Section 5: Leveraging Partnerships and Collaboration). Rather than working in isolation, collaborate and develop working relationships with local agencies that may be able to help, such as a mobility management program, the local Area Agency on Aging, local transportation providers, the local or regional public transit system, the Aging and Disability Resource Center, 211 if it's available in your area, or other resource programs that provide information on transportation in the community. Figuring out to whom to make a referral and having a process for ensuring ongoing communication and coordination are necessary and will help meet the transportation needs of SCSEP participants.

The Community Transportation Association of America (CTAA) provides a variety of resources on employment and transportation through its Joblinks Employment Transportation Center. Joblinks has developed forms that can be used to develop an Individualized Transportation Plan. These forms are intended as templates which program staff can revise to meet the needs of their own program. The worksheets for developing the plan, template, directions, and supporting documents are available through www.ctaa.org/joblinks by searching for "Individualized Transportation Plan."

Florida Counties Develop Mobility Guides for Older Adults

In 2009, a variety of Florida state agency representatives joined together as the “United We Guide” team, a name inspired by the Federal Transit Administration’s United We Ride initiative, to implement a program through which the group trained the Community Transportation Coordinators in St. Johns and Putnam counties to serve as mobility managers. Each county in Florida has a Community Transportation Coordinator (CTC), the county-level entity that provides transportation coordination. The CTCs are contracted through the Commission for the Transportation Disadvantaged, an independent agency within the Florida Department of Transportation.

The goal of the “United We Guide Mobility Manager Pilot Project” was to provide and improve transportation services by working with local agencies to help coordinate the travel and trip planning needs of individuals who receive human service program assistance or are seeking alternative transportation services.

The St. Johns Council on Aging provides mobility management services for St. Johns County and Ride Solution provides mobility management services for Putnam County. Staff from both agencies were trained by the United We Guide team to provide one-on-one assistance to seniors in their counties who need help with transportation mobility issues. The mobility managers work with residents to determine their transportation needs and match them with the appropriate mobility resources.

The United We Guide team also developed a transportation guidebook for St. Johns County and one for Putnam County. Both can be accessed at this link: <http://www.safeandmobileseniors.org/FindARide.htm#TransportationGuidebooks>. The team used the *Transportation Solutions for Caregivers: Senior Transportation Options Template* to create the guidebooks. This customizable resource is available through the National Center on Senior Transportation library at www.seniortransportation.net. There may already be a mobility guide for your community! Before beginning anew, check with local aging services such as the Area Agency on Aging, transportation providers, and human service agencies. If no guide exists for your area, this is an opportunity to collaborate with these and other partners to create one.

The United We Guide Mobility Manager Pilot Project was considered a success and the team continues to work on bringing this concept to other counties in Florida.

The State of Florida has extensive resources on senior mobility. Visit their website at: <http://www.safeandmobileseniors.org/>, and for the latest on the efforts of the United We Guide Team, click on the United We Guide Mobility Manager Project link.

Section 2: Supporting Older Driver Safety and Transitioning

Many SCSEP participants likely drive their personal vehicles to and from job or training locations. In 2007 older adults made up 15 percent of all licensed drivers, and they are some of the safest motorists on American roads (National Highway Traffic Safety Administration, 2008). Older drivers are experienced, skilled, and generally cautious operators. They tend to self-regulate their safety through such tactics as reducing travel at night or driving familiar routes.

In 2007 older adults made up 15 percent of all licensed drivers, and they are some of the safest motorists on American roads.

If an older worker is functionally able and desires to use a personal vehicle, age should not be a factor in continuing to drive. There is a wealth of information, resources, and training opportunities to assist older drivers in retaining their safe driving skills, most available at little or no cost (See Section 7). Here are some ways in which you could use these resources and opportunities to help your program participants maintain their driving skills:

- Stock older driver safety brochures and tip sheets and make them available to participants who drive. AAA Seniors and the National Highway Traffic Safety Administration have a variety of brochures available for download or to order—free of charge—on topics such as maintaining and adapting vehicles, talking with older drivers, and safe driving when suffering from a particular ailment.

- Maintain an up-to-date listing of local driving safety classes. AARP offers both classroom and online trainings. For participants who drive, completing such a course is a way to improve their driving skills and possibly earn a discount on their automobile insurance. Your agency could also develop a partnership with AARP by hosting a training at your office.
- Partner with another local organization in hosting and promoting a CarFit event. This could be done in collaboration with any group interested in safe mobility, such as your police department, a hospital, senior center, or a local automobile dealer. Not only could this event provide practical safe driving advice to current SCSEP participants, but it could also be used to recruit new participants (also see Section 6).
- Invite an expert such as a law enforcement officer or an occupational therapist to speak about older driver safety to a group of participants. Expand your partnerships by working with another agency in marketing the talk and/or providing host space.

Reference

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Section 3: Acquiring Transit in Small Urban and Rural Communities

Adults age 65 and older comprise approximately 14 percent of the population in rural America (Small Urban & Rural Transit Center, 2011, p. 1), a number likely to increase in the future as the population ages and seniors choose to age in place. Due to low density development, many small urban and rural dwellers that drive their own personal vehicles to and from appointments, recreation, shopping, and job or training locations experience longer distances often required for travel. Of course some older adults do not drive, whether by choice or by necessity, and transportation options exist in many areas that can help ensure community mobility.

As presented in Section 1, a variety of transportation modes are available in small urban and rural local communities. Smaller public transit systems may provide fixed-route service but more often offer route deviation service in which a vehicle will deviate from its regular route upon request to provide a passenger with closer access to her destination. Where fixed-route transit is available, the ADA requires the transit system to also provide paratransit service to eligible people traveling between points within its service area. In this capacity, paratransit functions as a “safety net” for people whose disabilities prevent them from independently using the fixed-route system; it is not intended to provide a comprehensive level of mobility that meets all of the travel needs of all people with any disability at all times. Eligibility is based on an individual’s functional abilities as they relate to independent use of the fixed-route system; it is not based on age, income or specific disability.



In more sparsely-populated areas, a transportation provider or human service agency may offer a demand-response or dial-a-ride service that is often also called “paratransit.” While this term is often used generically to refer to any form of demand-responsive service, paratransit has a specific meaning under the ADA, and it is important to understand this distinction. Some public transit systems operate exclusively on a demand-response basis, in which case the service is available to the general public, not exclusively those who meet eligibility requirements.

Volunteer driver programs are an increasingly popular and effective means of addressing the transportation mobility needs of older adults in various areas including small urban and rural communities. Volunteer programs are often operated by faith-based, local non-profit, and human service organizations. Each program develops its own operating and rider eligibility guidelines but, in general, screened and approved volunteers provide scheduled rides using their own vehicles or, in some cases, those of a sponsoring

organization. Depending upon the structure of the volunteer program, volunteer drivers may be reimbursed for their mileage expenses. Liability and insurance regulations vary by state, and your state department of transportation would be the resource to consult regarding the requirements within your state.

Ridesharing, which includes carpooling and vanpooling, is another means of transportation that may be of interest to those in small urban and rural communities. Individuals identify a travel partner at or near their work with whom they can share the commute, and the driver may receive some level of reimbursement for her expenses. Driving responsibilities may be shared or designated to one person. Rideshare programs may provide an even more cost effective solution to employment transportation because they incur lesser administrative costs than formalized volunteer driver programs. In fact, ridesharing may be an informal arrangement between two or more parties. For more on carpools and vanpools, see Section 4.

The variety of transportation modes and the individual structures of each service type highlight the importance of becoming familiar with what is provided in your own community.

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Employment Transportation in Northeast Minnesota

Rural Rides is a work-related transportation program that provides eligible low-income residents of a rural four-county area in northeastern Minnesota with rideshare and volunteer driver matching services as well as individualized transportation planning. Arrowhead Transit in Virginia, Minnesota operates the Rural Rides program in cooperation with the Minnesota Workforce Center.

The program was initiated to address two specific needs identified through the region's 2007 human services transportation coordination process: 1) flexible coordinated services and 2) transportation education and individualized planning. The coordination plan development also revealed that members of the regional community were often not pursuing or were even losing employment due to a lack of transportation.

In order to qualify for Rural Rides, a resident must be living at 150 percent or below the poverty level and be at risk of losing a job or unable to attend interviews or job training due to a lack of transportation. The program utilizes a mobility management (see Section 5) approach to assist residents in developing a personalized transportation plan, tailored to the needs of the individual and his interview/training/work schedule.

The first step in developing the transportation plan is to familiarize the resident with the public transit system and work together to determine whether this is a feasible transportation option for travel between home and work. If it's not, staff and residents work together to identify someone at or near their work place with whom they can share a ride. The driver must register with the Rural Rides program and provide proof of insurance and a valid driver's license. In order to qualify for financial assistance through Rural Rides, the rider or the driver must meet the income guidelines set forth through the program and the rides must be work-related.

(Community Transportation Association of America, Joblinks Employment Transportation Center, 2010)

Rural Rides is a work-related transportation program that provides eligible low income residents of a rural four-county area in northeastern Minnesota with rideshare and volunteer driver matching services as well as individualized transportation planning.

Section 4: Taking Advantage of Mobility Options

Although most Americans commute by driving personal vehicles and others may utilize public transportation, there are other options for workers getting to and from their jobs that may be attractive to older adults.

Both **walking** and **biking** have many personal benefits including financial savings and physical exercise, while also contributing to economic development by enhancing the quality of the pedestrian environment and reducing traffic congestion. Communities throughout the nation have devoted resources to educating the public about bicycle and pedestrian safety, and improving walking/biking roads and pathways.

How might you promote biking or walking as a means of transportation to work among your program participants?

- Invite a local bicycle/pedestrian coordinator to speak with a group of participants about the economic and health benefits of walking or biking to work. The bicycle and pedestrian coordinator with your state department of transportation should be able to assist you in finding a local speaker. You can also contact your metropolitan planning organization (MPO) if you live in an urban or suburban community. A directory of MPOs is provided by the Association of Metropolitan Planning Organizations (AMPO) at www.ampo.org/directory/index.php. If you live in a rural community, a directory of rural planning organizations (RPOs) provided by the National Association of Development Organizations (NADO) is available at www.ruraltransportation.org/pages/page.asp?page_id=59357.

Carpools and **vanpools** provide an efficient means of transportation for workers who typically share cost and/or driving responsibilities. Carpooling is a trip in which at least two people share a ride to the same or nearby destination. Carpool vehicles are typically privately-owned and participants determine the cost distribution and driving responsibilities. Carpooling is typically informal and arranged by people interested in sharing a ride.

Vanpools are more formalized and are generally made up of between five and 15 people who share similar schedules and geography in terms of home and work locations. These programs may be organized (and possibly subsidized) through an employer, a group of employers, a local or regional commuter network, or a government entity. Depending upon the local area, car and vanpools may have dedicated traffic lanes and may qualify for discounted or free tolls.

How might you encourage participants to form or join a carpool?

- Highlight the financial savings of carpooling versus driving alone. The difference can be significant. RideSearch.com provides a calculator for determining monthly driving costs. Many drivers are unaware of exactly what they are spending to commute solo. Some people may prefer riding with a companion versus driving alone, also known as a Single Occupant Vehicle (SOV). Participants who live and work near each other but may not otherwise meet can share a ride and potentially form new friendships.

Car sharing is a form of car rental in which car sharing program members rent vehicles, typically by the hour, from established self-serve locations throughout a local area. Members reserve their car in advance for the amount of time the vehicle is needed and can choose which location they will pick up and return the car. Such a program can provide significant savings over car ownership, while also providing a convenient as-needed vehicle; however, car sharing is best for infrequent trips rather than regular full-time commuting, and there is generally an up-front membership fee involved. Explore CarSharing.net to determine whether this option exists in your community.



Bike Buddy Program Matches New Cyclists with Volunteer Mentors

The Bicycle Alliance of Washington organizes the Bike Buddy Program, matching new cyclists with experienced volunteers in Seattle who are familiar with the commute route from home to workplace. Volunteer mentors help with selecting equipment, planning safe and convenient routes, instructing a new cyclist how to load a bicycle onto a bus, teaching how to fix flat tires, renting bike lockers, and even taking a test ride or two with a new cyclist to make sure she/he is comfortable. (<http://www.bicyclealliance.org/>)

Both walking and biking have many personal benefits including financial savings and physical exercise, while also contributing to economic development by enhancing the quality of the pedestrian environment and reducing traffic congestion.

Section 5: Leveraging Partnerships and Collaboration

Working with other agencies is essential to learning about and improving the variety of SCSEP services for program participants. The opportunities for collaboration and innovation are endless, and broadening your circle of colleagues who share the goal of bettering the lives of older adults will serve to benefit all of those involved. It is especially important with regard to transportation, as there are many transportation options which can result in confusion for riders.

The Coordinating Council on Access and Mobility (CCAM) was established in 2004 by a Presidential Executive Order in an attempt to coordinate and improve transportation options at the federal, state, and local levels. CCAM then instituted United We Ride, “a federal interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities, and individuals with lower incomes” (Federal Transit Administration, United We Ride, n.d.).

United We Ride has had a tremendous impact at all levels of transportation

planning, and states and communities throughout the country have benefited from the resources and activities of this initiative. Perhaps your community is already working with colleagues from other organizations to address the transportation needs of older workers. However, if not, it is never too late! If you are uncertain as to your community’s progress with coordinated transportation planning, contact your local planning office (metropolitan planning organization or rural planning organization), public transit provider, county departments of health and human service providers, and/or aging services providers such as the Area Agency on Aging to inquire and get involved.

It is important to remember that increasing transportation options in a community takes a great deal of planning and cooperation. If you are interested in improving mobility for older adults, and the community at large, you must have patience. Planning is a long term process. While the results may not benefit today’s SCSEP participants’ options for commuting to work, your efforts can affect the situation for those that you will serve in the future.

Texas Workforce Commission Addresses Transportation Needs of SCSEP Participants

The Texas Workforce Commission statewide SCSEP plan for 2008-2011 called specifically for the development of a working group to coordinate with “local transportation providers and planners, Area Agencies on Aging and other human service agencies, elected officials, community and faith-based organizations, Texas Department of Transportation (TxDOT), Boards and Texas Workforce Centers, employers, and other interested stakeholders” with the goal of identifying “area transportation gaps and seek to create a working group to address local transportation needs, including those of participants and graduates.” (*Texas Workforce Commission, p. 18*)

SCSEP and One-Stop Career Centers

The Workforce Investment Act identifies “Senior community service employment activities authorized under Title V of the Older Americans Act of 1965” as required partners in the “local One-Stop systems.” (42 U.S.C. 3056 et seq); (WIA sec 121(b)(1)(B)(v)).

A partnership or formal connection between a SCSEP program and local One-Stop Career Center holds the potential for maximizing the training and employment opportunities for SCSEP participants. A 2001 publication prepared by The National Council on the Aging, Inc. for the U.S. Department of Labor, Employment and Training Administration, Division of Older Worker Programs titled *The Nine “Best Practices” of HIGHLY EFFECTIVE SCSEP PROJECTS: Lessons in What Makes These Projects a Success*, presents One-Stop alliances as one of its “Success Strategies” (p. 13).

Mobility Management

According to the National Strategic Plan for Human-Services Person-Directed Mobility Management, “at its essence, mobility management is about managing resources, not managing people—by identifying transportation resources and making them available to agencies and individuals, mobility managers are connectors of transportation services on behalf of people who need those services.” (Easter Seals Project ACTION, 2009, p. 14).

Mobility managers serve as a single point of access for individuals seeking information about the transportation options that may be available to them in a particular community and assistance with arranging that transportation. For that reason, if your community has a mobility manager, you and your participants will benefit from establishing a solid relationship. The mobility manager may already be familiar with SCSEP and the transportation needs of older workers, but

Working with the One-Stop Career Center in Olympia, Washington

One example of an effective employment/transportation collaboration is the relationship between Intercity Transit and the One-Stop Career Center in Olympia, Washington. Through Intercity Transit's years of work with the One-Stop Center, this mid-size transit agency has a strong association with Tacoma Goodwill's SCSEP program. Intercity Transit employs SCSEP trainees along with trainees from other employment support programs as drivers in their Village Van program. This van program provides transportation for low-income citizens to get to jobs or to job search locations. “To date, more than 90 percent [of the trainees] have found employment while in the program. Currently, Intercity Transit has hired six drivers from the program to drive buses for their own operation.” (Community Transportation Association of America, 2009)

Intercity Transit operates in partnership with the local SCSEP Program and WorkSource/Thurston County (local One-Stop Career Center), which serves as a referral source for Intercity Transit's Customized Job Skills Training Course, and also assists with program planning and evaluation.

here also exists an opportunity for you and program participants to improve the transportation services in your area.

How can you find a mobility manager in your community? Contact local transportation providers, the local public transit system, your Area Agency on Aging, One-Stop Career Center, metropolitan or regional planning organization, human service agencies, or state department of transportation.

The Federal Transit Administration (FTA) funds mobility management activities through three formula grant programs: Transportation for Elderly Persons and Persons with Disabilities (5310); Job Access and Reverse Commute (5316); and New Freedom (5317). It is an allowable capital expense under FTA's 5307, 5310, 5316, 5317, and 5318 programs (Federal Interagency Coordinating Council on Access and Mobility, 2007).

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Fostering Partnerships in the Coordinated Planning Process

Easter Seals Project ACTION continues its tradition of working with communities to affect systems change to improve and expand accessible transportation options for people with disabilities through a new iteration of the Mobility Planning Services Institute, now known as the Accessible Transportation Coalitions Initiative (ATCI). In 2010 ESPA held twelve, two-day, facilitated events in communities around the country for the purpose of identifying and selecting the topic areas of need regarding accessible transportation and working with each community to establish a plan of action to address those needs. ESPA provides on-going follow-up technical assistance to the 2010 communities as well as the fifteen teams from 2009 and any community working to improve accessible transportation in their community since the project's inception in 2001.

In 2009 the National Center on Senior Transportation convened the Senior Transportation Institute, which brought together ten teams from communities around the country. The teams spent three days attending plenary and breakout sessions devoted to challenges and solutions in addressing senior transportation needs. Each team worked collaboratively to develop an action plan specific to their community, and received intensive technical assistance from the NCST over the following 12 months as they implemented their initiatives. The NCST continues to work with these ten communities to improve mobility for older adults.

Section 6: Creating Opportunities for Participant Recruitment and Transportation Providers as Host Agencies

Hosting a transportation-related event is a creative and educational way to recruit new SCSEP participants. It also provides an opportunity to collaborate with other community organizations and potentially forge new partnerships that lead to more placement options for participants.

How might you outreach to the community in new ways?

- Host or partner in sponsoring a CarFit event (see Section 2). This is a low cost but high profile means of promoting safe mobility for older adults and offers the opportunity for you to provide information about SCSEP to potential participants and the senior community at large.
- Much like a CarFit event, working with AARP to bring their Driver Safety Program (see Section 2) to your facility can broaden your relationship with community partners and provide participants a valuable education on maintaining their driving skills. Some states offer an insurance discount to drivers who complete the program.

New partnerships and a new circle of colleagues from the transportation field can also lead to additional placement opportunities for participants.

- Contact local transportation providers and offer to meet at their offices to make a presentation about SCSEP and the benefits they would receive as a host agency.
- Collect stories from past participants who have work or volunteer experience in a transportation-related position, whether as a driver, escort, office worker, etc. Highlight what employment as a transportation professional means to that individual. Gather statements from those impacted by an older adult who works in transportation and how that worker has impacted his life. Share these stories with potential host agencies and the public.

Hosting a transportation-related event is a creative and educational way to recruit new SCSEP participants.

SCSEP Participants Working in Transportation

Experience Works in Sandusky County, Ohio has placed several participants with TRIPS, free medical transportation service for Medicaid recipients and older adults. These trainees serve as passenger care attendants, riding on the TRIPS buses to assist seniors with boarding and alighting the vehicles. Two SCSEP participants are training within the TRIPS office on clerical duties and various other projects, and there are plans for the agency to hire program participants as drivers.

Section 7: Technical Assistance, Training, Organizations, Links, and Resources

AAA Seniors

www.aaaseniors.com

One-stop online resource from AAA that offers expert advice and science-based tools and programs to help families navigate the issues associated with senior driving and mobility.

AARP Driver Safety Program

www.aarp.org

Older driver safety resources, including safe driving tips, information on transitions, family conversations about safe driving, and details on AARP's Driver Safety Course, available in classroom and online settings.

American Public Transportation Association (APTA)

www.apta.com

International membership organization that works to strengthen and improve public transportation through advocacy, innovation and information sharing. Maintains a "Gateway to Public Transportation Links" through <http://www.apta.com/resources/links/Pages/default.aspx>. Using this resource will help you locate local transportation providers. Also maintains www.publictransportation.org, an online resource designed to provide information about the benefits and importance of public transportation.

Association for Commuter Transportation

www.actweb.org

The Association for Commuter Transportation (ACT) supports individual mobility management professionals and organizational members in their efforts to reduce traffic congestion, conserve energy and improve

air quality. ACT also maintains Commuter Choice, www.commuterchoice.com, the mission of which is to help employers connect with service providers in their local areas who can help implement relevant Commuter Choice programs at their worksites.

Best Workplaces for Commuters

www.bestworkplaces.org

Best Workplaces for Commuters (BWC) is an innovative membership program that provides qualified employers with national recognition and an elite designation for offering outstanding commuter benefits, such as free or low cost bus passes and vanpool fares and strong telework programs.

Beverly Foundation

www.beverlyfoundation.org

The Foundation's mission is to foster new ideas and options to enhance mobility and transportation for today's and tomorrow's older population. The Foundation pursues this mission through research activities, community outreach, and technical assistance products. Senior transportation and mobility are central to the Beverly Foundation's mission. The Foundation emphasizes transportation options for older adults which are essential to their ability to get where they need to go when they have limited their driving or have outlived their driving expectancy.

CarFit

www.car-fit.org

CarFit is an educational program that offers older adults the opportunity to check how well their personal vehicles "fit" them. The CarFit program also provides information and materials on community-specific

resources that could enhance their safety as drivers, and/or increase their mobility in the community.

CarSharing.net

www.carsharing.net

CarSharing.net is run as a non-profit educational and promotional site, supporting the Car Sharing Industry in North America.

Choices for Mobility Independence: Transportation Options for Older Adults

www.seniortransportation.net

Useful brochure that describes various types of transportation services for older adults and lists key questions to ask transportation providers to determine the best option to meet individual needs. This would be a useful resource for participants, their families, or workforce development staff to become more familiar with different types of transportation services.

Community Action Partnership

www.communityactionpartnership.com

Community Action Agencies (CAAs) are nonprofit public and private organizations that assist individuals living in poverty through a variety of locally-managed programs and services. You can search for a CAA in your area from the Community Action Partnership's website.

Community-Based Senior Transportation Coalitions: Lessons Learned

www.seniortransportation.net

This report summarizes lessons learned from the NCST's support of five coalition-building efforts at the local/state level. Nine recommendations are offered along with contact information for each coalition.

Community Transportation Association of America (CTAA)

<http://ctaa.org>

National membership organization, the mission of which is to make transportation

available, affordable, and accessible for all Americans, particularly for those who cannot use conventional public transit services. Also houses the Joblinks Employment Transportation Center, a training and technical assistance center.

Coordinating Transportation Services: Local Collaboration and Decision-Making

www.projectaction.org

Report from a demonstration project designed to develop, evaluate and document model procedures for coordination of transportation services among various transportation providers within a community.

DriveWell Toolkit and Training Program

www.nhtsa.gov/Senior-Drivers

DriveWell is a comprehensive information program developed by the American Society on Aging and the National Highway Traffic Safety Administration. The toolkit is designed to:

- Promote community conversations that can lead to increased driver safety and more transportation choices for adults ages 65 and older,
- Encourage older drivers to change when and how they drive,
- Prompt older adults to use alternative forms of transportation, and
- Stimulate communities to assess the need for and, if needed, offer transportation choices more responsive to the needs of older adults.

The Driving Transitions Education Program is a companion to the DriveWell toolkit designed to:

- Provide professionals step-by-step procedures for responding to inquiries about older driver safety,
- Prepare the older adult and his or her family for the decisions related to mobility, and

- Enable professionals to feel comfortable and competent when talking to older drivers about transitions from driving to alternatives that facilitate continued mobility and community involvement.

Easter Seals www.easterseals.com

Easter Seals provides exceptional services, education, outreach, and advocacy so that people living with autism and other disabilities can live, learn, work and play in our communities.

Easter Seals Project ACTION www.projectaction.org

Easter Seals Project ACTION (Accessible Community Transportation in Our Nation) promotes cooperation between the transportation industry and the disability community to increase mobility for people with disabilities under the ADA and beyond. Project ACTION offers numerous resources, as well as training and technical assistance, in an effort to make the ADA work for everyone, everyday.

Eldercare Locator www.eldercare.gov

A nationwide public service of the U.S. Administration on Aging, U.S. Department of Health and Human Services, that connects older Americans and their families with information on senior services. Using this resource will help you connect with your local Area Agency on Aging.

Federal Highway Administration Office of Safety http://safety.fhwa.dot.gov/ped_bike

The Federal Highway Administration's Office of Safety promotes bicycle and pedestrian transportation use, safety and accessibility.

Framework for Action: Building the Fully Coordinated Transportation System www.unitedweride.gov

A self-assessment tool for communities and states. The *Framework for Action* offers a process for evaluating the progress of coordination efforts. Also includes a facilitator's guide.

Including People with Disabilities in Coordinated Plans www.projectaction.org

Provides ideas and suggestions for increased involvement by people with disabilities in communities' coordination efforts toward accessible transportation. Publication is designed to support people with disabilities in their participation and for the communities involving them in processes.

Joblinks Older Worker Employment Transportation Briefs, Brief #1A: Strategies for Transportation Providers <http://ctaa.org>

One in a series of four briefs on older workers and transportation from the Community Transportation Association of America's Joblinks Employment Transportation Center.

Joblinks Older Worker Employment Transportation Briefs, Brief #1B: Strategies for Workforce Development Agencies <http://ctaa.org>

One in a series of four briefs on older workers and transportation from the Community Transportation Association of America's Joblinks Employment Transportation Center.

Joblinks Older Worker Employment Transportation Briefs, Brief #2: Forming Community Partnerships to Respond to Senior Employment Transportation Needs

<http://ctaa.org>

One in a series of four briefs on older workers and transportation from the Community Transportation Association of America's Joblinks Employment Transportation Center.

Joblinks Older Worker Employment Transportation Briefs, Brief #3: Making Transportation More Affordable for Older Adults

<http://ctaa.org>

One in a series of four briefs on older workers and transportation from the Community Transportation Association of America's Joblinks Employment Transportation Center.

Multi-State Technical Assistance Program (MTAP)

<http://scpt.transportation.org/Pages/MTAP.aspx>

The primary purpose of the Multi-State Technical Assistance Program (MTAP) is to help states implement Federal Transit Administration programs, provide feedback to FTA on implementation issues and best practices, and create a professional network to share best practices, receive technical assistance and obtain new ideas from other states.

National Alliance of Public Transportation Advocates (NAPTA)

www.napta.net

Organization representing grassroots transit groups that support increasing investment in public transportation.

National Center on Senior Transportation (NCST)

www.seniortransportation.net

National center that provides technical assistance, training, outreach, and applied research with the goal of increasing transportation options for older adults and enhancing their ability to live more independently within their communities throughout the United States.

National Complete Streets Coalition

www.completestreets.org

A coalition that seeks to transform the look, feel and function of roads and streets in communities by changing the way they are planned, designed and constructed. Complete Streets policies direct transportation planners and engineers to consistently design with all users in mind.

National Highway Traffic Safety Administration

www.nhtsa.gov/Senior-Drivers

NHTSA offers a variety of resources and materials dedicated to promoting older driver safety, including a useful series of brochures titled "Driving When You Have...," which provides tips for safe driving for individuals with ailments such as arthritis, diabetes, macular degeneration, and others.

National Resource Center on Human Service Transportation Coordination (NRC)

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=8&z=62>

The fundamental purpose of the NRC is to provide states and communities with the support they need to better integrate public transportation services with the services and demands of their human services networks. Provides technical assistance, supports the program of United We Ride Coordination Ambassadors in each Federal Transit Administration region, and maintains an information clearinghouse.

Older Driver Safety and Transition—for the Aging Network

www.seniortransportation.net

The NCST has prepared two fact sheets on older driver safety with an emphasis on driving safely longer. This four-page document targets the provider community.

Older Driver Safety and Transition—for the Mature Driver

www.seniortransportation.net

The NCST has prepared two fact sheets on older driver safety with an emphasis on driving safely longer. This six-page document speaks directly to the older driver.

Partnership for Mobility Management

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=1790&z=95>

The Partnership for Mobility Management is a joint effort of national organizations that work with national, local, state and regional leaders and organizations to realize the possibilities of improving transportation options for all Americans wherever they live and to assist those especially in need of alternative transportation options.

Pedestrian and Bicycle Information Center (PBIC)

www.pedbikeinfo.org

The Pedestrian and Bicycle Information Center (PBIC) offers information and training to diverse audiences about health and safety, engineering, advocacy, education, enforcement, access, and mobility as it relates to pedestrians and bicyclists. The PBIC also maintain a listing of each State Department of Transportation Bicycle and Pedestrian Coordinator through www.walkinginfo.org/assistance/contacts.cfm

RideSearch.com

<http://ridesearch.com>

RideSearch.com provides an open public forum for posting and searching for carpools. The site also includes a calculator to determine the costs of commuting.

Rideshare Directory

www.rideshare-directory.com

Directory of national and regional rideshare, carpool, vanpool, and other transportation sites.

Rural Assistance Center (RAC)

www.raconline.org

Established in December 2002 as a rural health and human services “information portal,” the Rural Assistance Center (RAC) is an online resource provided by the U.S. Department of Health and Human Services’ Rural Initiative. RAC helps rural communities and other rural stakeholders access the full range of available programs, funding and research that can enable them to provide quality health and human services to rural residents. RAC maintains a dedicated transportation information guide through www.raconline.org/info_guides/transportation

Rural Transit Assistance Program (RTAP)

www.nationalrtap.org

The mission of the Rural Transit Assistance Program (RTAP) is to address the needs of rural, small urban and tribal transit operators across the nation. RTAP provides technical assistance, peer assistance, training, and materials and publishes best practices in rural transit. Each state has an RTAP manager, and state-specific information may be accessed through <http://www.nationalrtap.org/State.aspx>

RuralTransportation.org www.ruraltransportation.org

National Association of Development Organization's online information clearinghouse for rural transportation policymakers, planners and stakeholders. Maintains the Rural Planning Organization Directory, which lists a planner and the executive director for each rural planning organization (RPO).

Small Urban & Rural Transit Center (SURTC)

www.surtc.org

The Small Urban & Rural Transit Center (SURTC) is housed within the Upper Great Plains Transportation Institute (UGPTI) at North Dakota State University. Its primary geographic scope is North Dakota, South Dakota, Montana, Wyoming, Utah, and Minnesota; however, SURTC provides research, training, and outreach on national issues.

Supplemental Transportation Program (STP) Exchange

www.stpexchange.org

The Supplemental Transportation Program (STP) Exchange is a web-based resource for peer-to-peer communication; technical, informational and financial materials development and discussion; and networking among members and the community at large. Co-sponsored by the Beverly Foundation, AAA Foundation for Traffic Safety, and the Independent Living Partnership of Riverside, California.

The 5 A's of Senior Friendly Transportation

www.beverlyfoundation.org

A factsheet from the Beverly Foundation that highlights the five factors of "senior friendly" transportation—Availability, Accessibility, Acceptability, Affordability, Adaptability. Once various local options are identified, the 5A's provides a framework that is useful in evaluating each transportation option and improving existing services.

Transportation Solutions for Caregivers: Senior Transportation Options Template

www.seniortransportation.net

Customizable electronic template ("drop in the facts") used in identifying all of the transportation options available to seniors in a typical community. The template allows you to create a user-friendly booklet filled with local senior transportation options to print and share with older adults and caregivers. It also provides a framework from which to inventory and assess existing transportation options, gaps and needs. Customizable supporting materials are included for providing additional information to the community.

Transportation to Work Toolkit for the Business Community

<http://ctaa.org>

This toolkit, developed by the Joblinks team at the Community Transportation Association of America, provides businesses with information to assist their employees in achieving a timely, cost-efficient commute that promotes productivity and job satisfaction. Contains flyers, fact sheets, resources and examples of transportation initiatives undertaken by employers nationwide.

United We Ride

www.unitedweride.gov

Website of the federal interagency initiative developed by the Coordinating Council on Access and Mobility. Contains a variety of resources, useful practices, publication announcements, and information on funding sources.

National Center on Senior Transportation

Addressing the Transportation Needs of the Mature Worker:

A Resource for Senior Community Service Employment Program (SCSEP) Providers



National Center on Senior Transportation

National Center on Senior Transportation

Mission

To increase transportation options for older adults and enhance their ability to live more independently within their communities through the United States.

Functions

Technical Assistance
Training
Outreach
Applied Research

National Center on Senior Transportation

Contents

- Section 1: Accessing Transportation Options for Mature Workers
- Section 2: Supporting Older Driver Safety and Transitioning
- Section 3: Acquiring Transit in Small Urban and Rural Communities
- Section 4: Taking Advantage of Mobility Options
- Section 5: Leveraging Partnerships and Collaboration
- Section 6: Creating Opportunities for Participant Recruitment and Transportation Providers as Host Agencies
- Section 7: Technical Assistance, Training, Organizations, Links, and Resources

National Center on Senior Transportation

Section 1: Accessing Transportation Options for Mature Workers

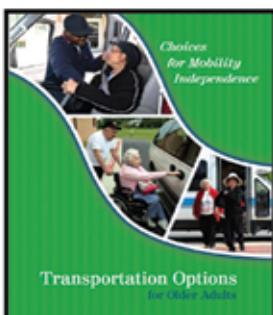
- What would you say to a participant who does not drive and says he does not have a way to get to work?
- What transportation options are available in your community?
- Where would you begin in seeking transportation for a participant?

Review this section to explore the family of transportation services and for information on how to develop an individualized transportation plan for your participants.

National Center on Senior Transportation

Section 1: Accessing Transportation Options for Mature Workers

Goal: Become familiar with the family of transportation services, how to find options, and integrating transportation planning.



Exercise 1: Review "Choices for Mobility Independence: Transportation Options for Older Adults." Identify which options are available in your community. Could there be some you are not aware of? Contact your local aging services and transportation providers to make sure you know all the options!

National Center on Senior Transportation

Section 1: Accessing Transportation Options for Mature Workers

Goal: Become familiar with the family of transportation services, how to find options, and integrating transportation planning.

Exercise 2: What questions might you ask a participant about her commuting in order to integrate transportation planning into general planning, and to help your participant develop an Individualized Transportation Plan?



National Center on Senior Transportation

Section 2: Supporting Older Driver Safety and Transitioning

- Older adults are among the safest drivers on American roads; however, they are more likely to die as a result of a crash due to greater physical frailty.
- It's not age—it's function! If a senior is fit to drive, his age is not an issue of safety.
- Over 600,000 of those age 70+ stop driving each year, most often transitioning to the passenger seat.

Review this section for ideas and resources to assist your participants in driving safely longer and easing the transition from driver to passenger.

National Center on Senior Transportation

Section 2: Supporting Older Driver Safety and Transitioning

Goal: Become familiar with resources to support older driver safety so you are able to share driving safety information with your participants.

Exercise: What would you do if the family member of a participant told you she was concerned about the safety of their loved one driving to and from a work assignment?

Review the DriveWell toolkit and companion piece Driving Transitions Education Program for guidance on dealing with such a situation.



National Center on Senior Transportation

Section 3: Acquiring Transit in Small Urban and Rural Communities

- Many small urban and rural areas have public transportation, and most have some form of transportation for older adults.
- Your state department of public transportation is an excellent resource for learning about transportation services in small urban or rural areas of your state.

Review this section for resources related to finding transportation services and technical assistance specific to small urban and rural areas.

National Center on Senior Transportation

Section 3: Acquiring Transit in Small Urban and Rural Communities

Goal: Become familiar with at least two transportation options often used in your rural/small urban area.



Exercise: Using what you learned in Section 1, determine the best transportation option—aside from driving alone in your car—to use for your own work commute.

Next, determine whether there are volunteer driver or rideshare programs in your area. What are their eligibility requirements?

National Center on Senior Transportation

Section 4: Taking Advantage of Mobility Options

One option isn't right for everyone. Some drive, some use public transit, and some commuters prefer:

- Walking
- Biking
- Carpools
- Vanpools
- Carsharing

Review this section to learn more about each of these modes of transportation, and how you can work with community partners to educate program participants.

National Center on Senior Transportation

Section 4: Taking Advantage of Mobility Options

Goal: Become familiar with bicycle/pedestrian safety guidelines.



Exercise: What bicycle/pedestrian safety resources might you share with a participant who is interested in biking or walking to work?

National Center on Senior Transportation

Section 5: Leveraging Partnerships and Collaboration

- Collaboration and coordination is encouraged at all levels—federal, state, and local.
- United We Ride
- SCSEP and One-Stop Career Centers
- Mobility Management

Review this section for an introduction to transportation coordination and employment initiatives, mobility management, and for resources related to coalition building

National Center on Senior Transportation

Section 5: Leveraging Partnerships and Collaboration

Goal: Become familiar with the entities involved in planning transportation services for your community.



Exercise: Consider and discuss your vision for your community's transportation mobility future.

Identify at least one agency or organization with which to partner to make that vision a reality.

National Center on Senior Transportation

Section 6: Creating Opportunities for Participant Recruitment and Transportation Providers as Host Agencies

- Driver safety events or courses can provide an opportunity to recruit new participants.
- Local transportation experts can make excellent guest speakers and educators for groups of participants.
- Look to transportation providers as host agencies.

Review this section for ideas on new participant recruitment and new host agency partners.

National Center on Senior Transportation

Section 6: Creating Opportunities for Participant Recruitment and Transportation Providers as Host Agencies

Goal: Identify potential new host agencies and creative means of participant recruitment.



Exercise: Initiate your plans for a CarFit event, and consider how you might reach out to participants, the community, and current and potential host agencies.

National Center on Senior Transportation

Section 7: Technical Assistance, Training, Organizations, Links, and Resources

- Where to go for further information and training opportunities
- Technical assistance centers
- Additional useful resources

National Center on Senior Transportation

National Center on Senior Transportation

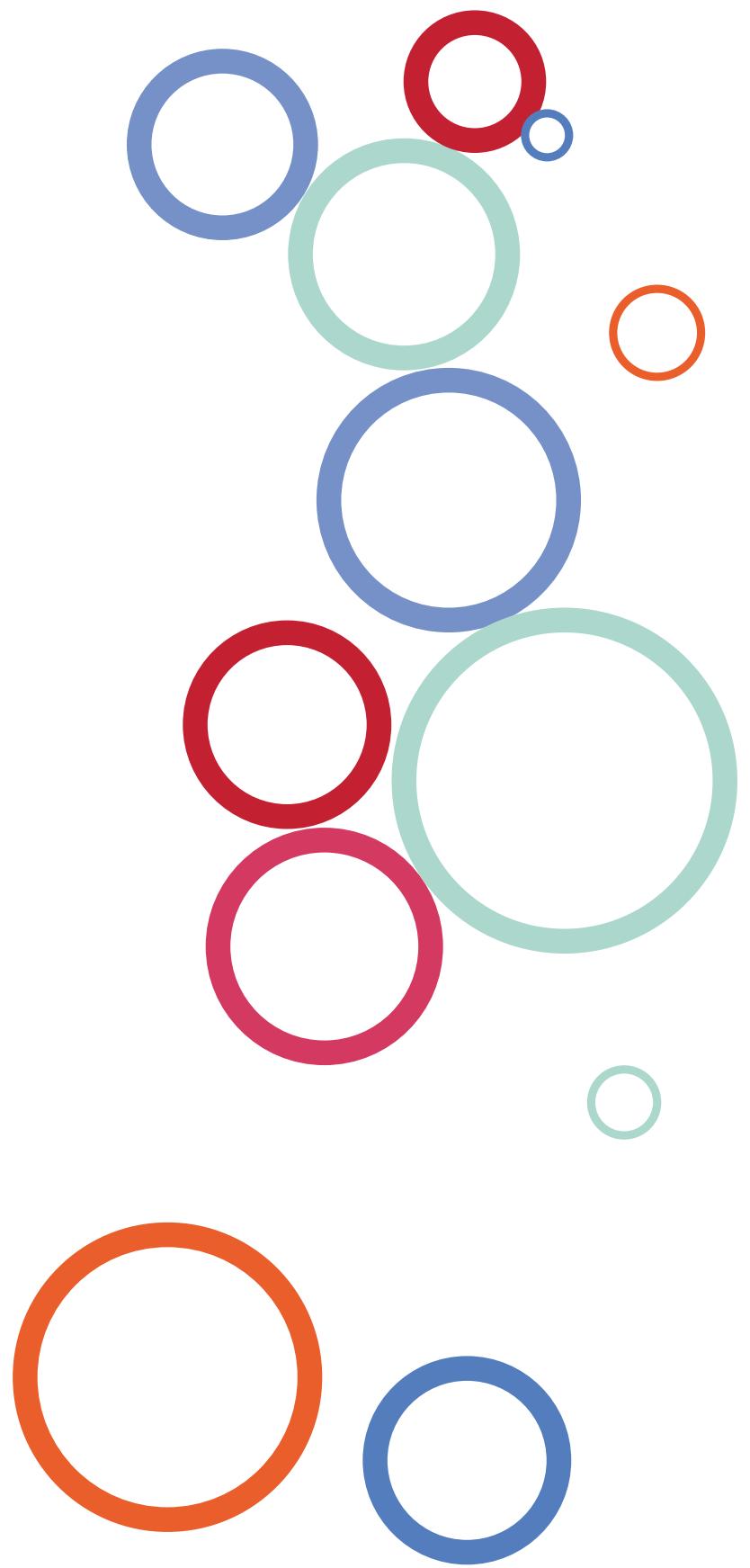
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