

Colonie Senior Service Centers, Inc. (CSSC)

- 41 year old nonprofit 501(c)(3) organization
- Largest provider of senior programs and services in the Capital Region of New York State
- Provides transportation services to older adults 60+ including those with disabilities
- Service area includes the outlined regions in green, as well as Colonie and Verdoy.
- We are approximately seven miles from our target areas.



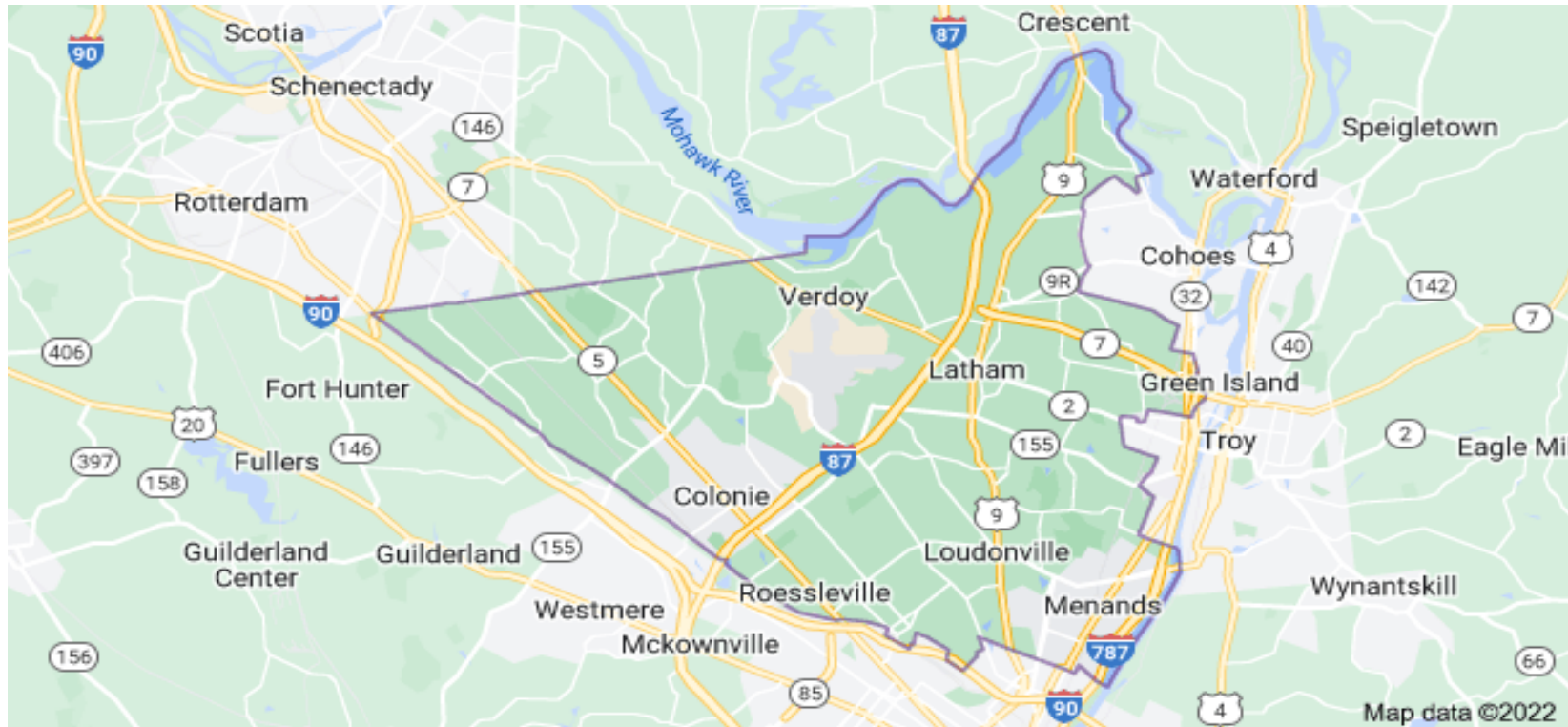
Colonie Senior Service Centers, Inc. Transportation Department

- Currently, there are 12 vehicles.
- We are expecting two more from a NYS Grant and another four from 5310 Grants.
- Accordingly, we anticipate an even stronger fleet in the near future.



Target Areas

- Two communities near our service area have limited transportation...



The City of Watervliet

- Population: 10,400 people
- Area: 1.5 square miles
- Abuts our current service area
- Situated alongside the Hudson River about six miles north of Albany, NY
- Poverty rate: 20%
- 27% come from diverse backgrounds
- Median household income is below the national average.



The Village of Menands

- Population: 4,600 people
- Area: 3.31 square miles
- Abuts our current service area
- Located just north of Albany, NY and is contiguous to the south of the City of Watervliet
- Poverty rate: 15%
- 53% come from diverse backgrounds
- Median household income is slightly above the national average.



Planning Phase – Gathering Input

- Advisory Committee (13 area representatives) met regularly
- Discussed best ways to get feedback related to transportation services from our target group - seniors aged 60 and older as well as seniors with a disability
- Survey was created - hardcopy and electronic – and flyer announcing the survey
- CSSC employees and members of our Advisory Committee attended events during the summer to hand out flyers and surveys in City of Watervliet and the Village of Menands.
- Focus groups met within the senior centers to discuss the surveys and listen to what our target group felt was important.

Survey Results

235 surveys were collected from the of Watervliet and the Village of Menands – all from older adults

- **30% identified themselves as having a disability**
- **8% came from diverse backgrounds**
- 14% were concerned about accessibility, as well as safety
- 27% were concerned about cost
- 33% use a walker or cane
- 62% live alone
- 54% prefer door to door service
- 66% do not mind riding with others

Needs Identified

- From the survey, the types of trips that are needed include:
 - 54% need medical trips
 - 40% would like to go shopping
 - 27% would like to socialize
 - 30% indicated a need to exercise/recreation
 - 25% need to go to the pharmacy
- From focus groups, challenges with public transportation were identified:
 - Public transportation takes too much time for them
 - Sometimes they do not feel safe
 - Services such as Uber and Lyft are too costly
 - Technology can be a barrier to using Uber and LYFT

Notes from Respondents

The surveys had notes added such as:

- “I need transportation now”
- “Help”
- Wheelchair issues with public transportation
- Issues getting into vehicle and making sure walker stays with the person
- Another woman gave her phone number and volunteered to drive women only in the daytime

In focus groups people wanted to know, “When will you start this new service?”

Lessons Learned

- Getting out in the community assists in getting any message out to others.
- Having senior volunteers who were community peer leaders and familiar with other seniors in their municipality was a tremendous plus with our ability to collect surveys.
- Community members are indeed ready for expanded transportation services!

Implementation Plan

- Expand our coverage area with the continual assistance of our established Advisory Committee.
- We have a system in place to have people register which allows us to identify those with a disability who might need additional time getting in and out of the vehicle.
- CSSC dispatchers are familiar with both areas so they will be able to quickly work out any issues with said expansion.
- In addition, we have vehicles with lifts for those with a disability who utilize a scooter or wheelchair. Minivans are also available for anyone who might not be able to board a bus.

This publication was developed with funds provided by the National Aging and Disability Transportation Center (NADTC). The NADTC is administered by Easterseals, Inc. in partnership with USAging, with funding from the U.S. Department of Transportation, Federal Transit Administration and with guidance from the U.S. Administration on Community Living.