

Transportation Diversity, Equity and Inclusion Action Agenda

Introduction

In 2020, the National Aging and Disability Transportation Center (NADTC) embarked on a multi-pronged initiative to shine a light on transportation challenges that specifically impact older adults, people with disabilities and caregivers from historically marginalized and underserved communities.

From the beginning, NADTC's National Advisory Committee on Diversity, Equity and Inclusion (DEI), composed of representatives of national organizations whose work is focused on transportation, aging, disability and racial disparities, has provided guidance and direction to our work. Our major accomplishments include:

2021

- Conducted the National Transportation DEI Survey in the spring of 2021, garnering 2,435 responses from diverse older adults, younger adults and caregivers in all 50 states and the District of Columbia.
- Held two virtual National Meetings in the fall of 2021 to share the survey findings and gather input from transportation programs that serve older adults and people with disabilities.

2022

- Convened a series of 15 virtual focus groups with older adults, younger adults with disabilities and caregivers in partnerships with 5 communities located in the states of Alaska, Georgia, Kansas, Ohio, and Washington.
- Held two virtual National Meetings with transportation stakeholders in rural, frontier, suburban and urban areas.
- Hosted an in-person Annual Meeting in Washington, DC, during which the results of focus groups and stakeholder meetings were shared.
- Planned and conducted four Lunch and Learn education webinars.
- Convened a forum on Transportation DEI in Austin, TX.

Key Action Steps for 2023 and Beyond

Going forward, we will focus our work to do the following:

- Gather information,
- Share what we learn,
- Create learning opportunities, and
- Provide technical assistance and support to communities, providers and stakeholders

Activity Area 1: Gather Information

- **Engagement and Consultation**

NADTC will engage with stakeholders and experts in the aging, disability, diversity and transportation arenas at the national, state and local levels, for discussion, idea exchange and identification of promising practices that impact accessible transportation for older adults, people with disabilities, and caregivers from historically marginalized and underserved communities. This activity will enable us to grow our **DEI Transportation Experts Resource List** consisting of local and state experts who have volunteered to share their expertise and experience on transportation DEI topics. In addition, the [National Advisory Committee on Transportation Diversity](#), with expanded membership, will continue to advise NADTC on issues, guide our DEI work and help make connections to grassroots organizations and community providers that directly serve the diverse populations we need to reach. Finally, we will engage the services of a Diversity, Equity and Inclusion consultant to provide staff training and guidance as NADTC further develops our DEI Initiative.

- **Data Analysis**

NADTC's national survey, focus groups and stakeholder meetings document the transportation experiences of older adults, people with disabilities and caregivers from historically marginalized and underserved communities (including African Americans, Asian Americans and Pacific Islanders, Hispanic Americans, Native Americans, and others). We will continue to expand our knowledge by consulting with experts in the LGBTQ community to further analyze 2021 survey responses from older adults, younger adults with disabilities and caregivers who identify as lesbian, gay, bi-sexual, transgender or queer (LBGTQ) to develop a brief on **Transportation Challenges of the LGBTQ Community**.

- **Data Collection**

Based on data collected from participants who attended DEI educational events, the 2021 stakeholder meetings, and responded to NADTC's 2022 constituent survey, we learned that many transportation providers are engaged, or at least beginning to address, transportation diversity, equity and inclusion. To fill gaps in our information, identify a more complete picture of the work being done or planned and pinpoint the challenges facing local transportation providers in expanding their services to better serve historically marginalized and underserved populations in their communities, NADTC will conduct a **national survey of public transit and human services transportation providers**.

Activity Area 2: Share What We Learn

- **Publications**

NADTC will issue a number of publications, including a synthesis report on the 2022 focus groups and stakeholder meetings and four equity briefs focused on major issues that arose during these discussions. Additional publications will be developed during the year to report on the findings from

the planned data analysis of LGBTQ responses to the 2021 survey and the transportation provider survey on DEI. Publications may be developed in various formats (e.g., tip sheets, brochures, infographics) to increase the clarity and accessibility of DEI information for NADTC target audiences. All publications will be posted on the [Transportation Diversity, Equity and Inclusion Initiative](#) section of the NADTC website. Blogs, eNews articles and social media postings on transportation DEI are planned throughout the year to respond to specific issues that arise and/or to promote promising practices and DEI developments at the national, state or local level.

- **Events**

The continuing education events, transportation forums and livestream event (described below under “Creating Learning Opportunities”) present an opportunity to share what we have learned through our work on transportation DEI as well as showcase promising practices and DEI-related developments at the national, state and local levels.

Activity Area 3: Create Learning Opportunities

- **Continuing Education Events**

Various types of events will be held: DEI Lunch and Learn webinars, Office Hours and national conference workshops and presentations. All educational events are intended to respond to recommendations and requests from NADTC constituents. After each event, NADTC will collect evaluations to solicit participant feedback. Lunch and Learn webinars, held four times each year, will each feature one to two speakers with expertise and/or experience on a specific aspect of transportation DEI. Office Hours may include a speaker but will focus on information sharing and facilitated discussion on a particular topic. Held every other month, Office Hours are frequently, but not always, focused on DEI topics. At least two national conference presentations or workshops featuring specific DEI programs and/or developments are planned and presented each year. Speakers for all of these educational events may be selected from the DEI Transportation Experts Resource List.

- **Transportation DEI Forums**

NADTC will convene community forums in two locations around the U.S. to showcase collaborations among community providers that are addressing transportation access and equity to better meet the needs of older adults, people with disabilities and caregivers from historically marginalized and underserved communities. The forums will be planned with local public transit and human services transportation providers and local transportation experts and stakeholders (e.g., advocates, Area Agencies on Aging, Centers for Independent Living). While the forums will shine a spotlight on promising practices, they will also facilitate discussion of local challenges and potential solutions.

- **National Symposium**

A national symposium followed by locally facilitated (in-person or virtual) workshops will be held in 2023. The event will be designed to put into action learnings from NADTC DEI Initiative activities. NADTC will develop materials to support the local workshops, and seek guidance and feedback on topics, potential speakers and local program contacts from FTA, ACL and the National DEI Advisory Committee. Local transportation hosts will invite diverse community members, representatives from underserved communities, community organizations and leaders to attend the livestream portion of the national event and participate in the local workshops.

Activity Area 4: Provide Technical Assistance and Support to Communities, Providers and Stakeholders

- **Ongoing information sharing, education and one-on-one technical assistance**

The previous three activity areas lay the groundwork for NADTC's ongoing commitment to providing high quality technical assistance and support for communities and transportation providers. This critical work will help ensure that transportation services are available and accessible to all older adults, people with disabilities and caregivers, especially those from historically marginalized and underserved communities.