



# NADTC Equity and Accessibility Implementation Grant Final Reports

August 29, 2023



# Welcome and Introduction

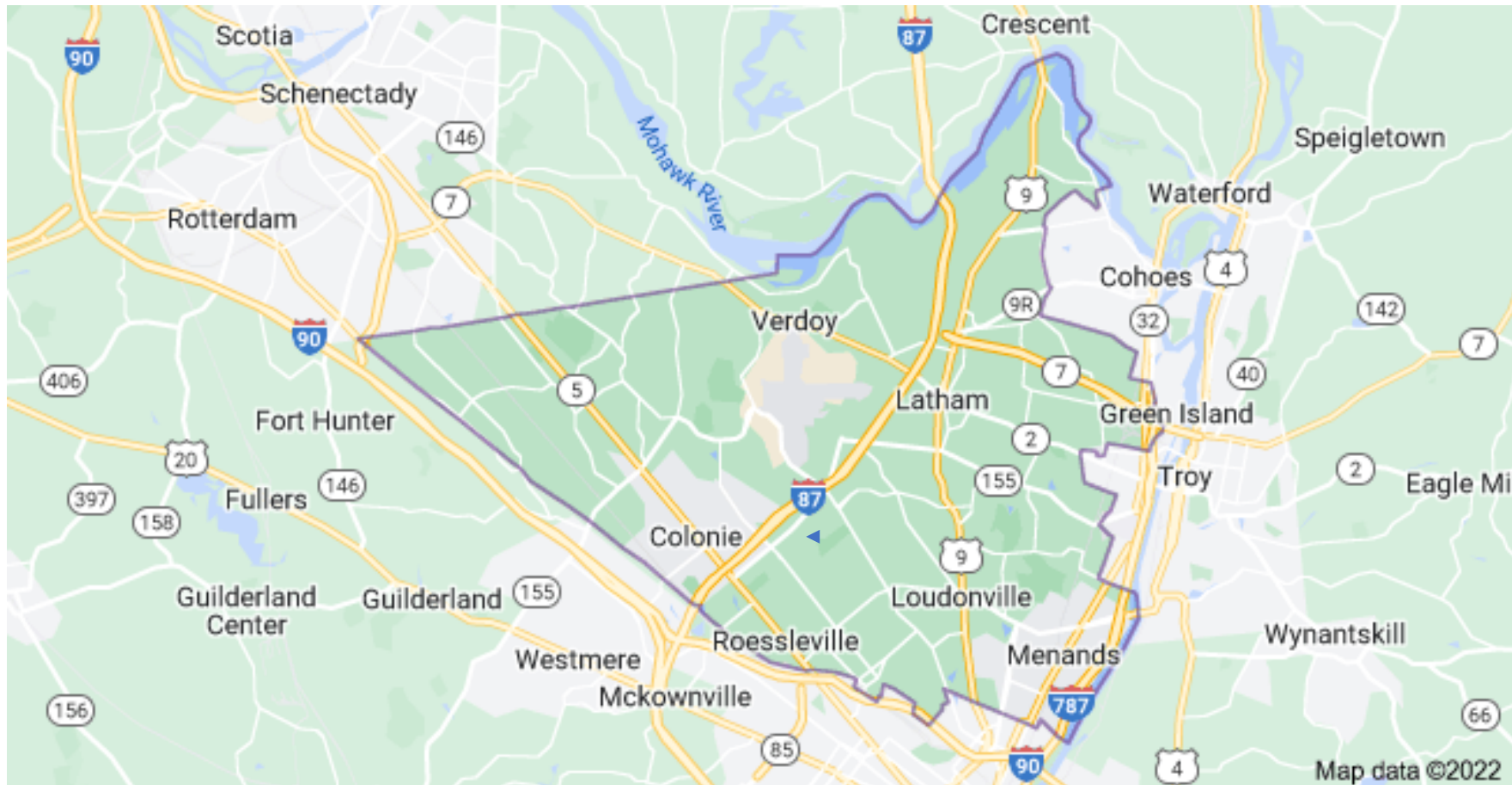
- Jane Mahoney, NADTC
- Michael Linder, FTA

## Grantee Presentations

- Colonie Senior Service Centers, Inc.
- Agency on Aging of South Central Connecticut Ride Connection
- North Central New Mexico Economic Development District
- HIRTA
- Ride Connection
- Rhode Island College Foundation-Age Friendly RI
- Pikes Peak Area Council of Governments

## Q&A

Colonie Senior Service Centers, Inc. (CSSC) currently provides transportation services to seniors aged 60 and older, as well as seniors with a disability within the outlined regions. The funding provided by NADTC allowed us to expand our operations into the City of Watervliet as well as the Village of Menands.



# City of Watervliet

## New Transportation Service

# of new riders registered: 45

# of rides provided: 212

## Rides given to:

Medical appointments: 133

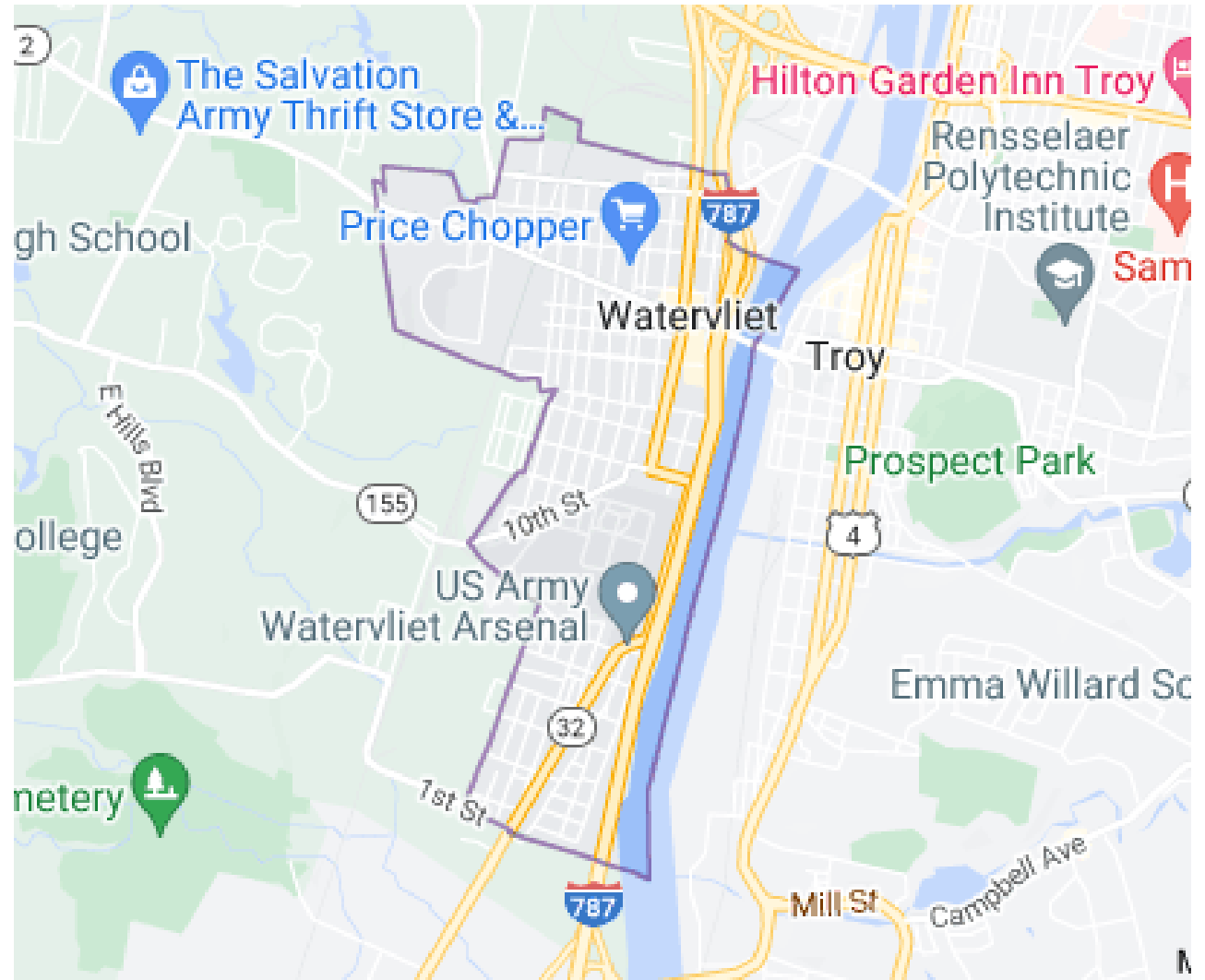
Personal reasons: 59

Grocery shopping: 20

## Rider profiles:

People with a disability: 16

People from diverse background: 10





# Village of Menands

## New Transportation Service

# of new riders registered: 25

# of rides provided: 94

## Rides given to:

Medical appointments: 87

Personal reasons: 3

Grocery shopping: 4

## Rider profiles:

People with a disability: 7

People from diverse background: 4



Walkers, wheelchairs, canes and smiles are a daily part of CSSC transportation services.





CSSC provides door to door service which allows seniors with a disability a more convenient way to travel while maintaining independence. This service is why 72% of our new trips were to medical appointments as so many of the new riders told our drivers they like making their own appointments and no longer worry about a friend or family member taking them.





Najeeba and Mohamed utilize our transportation services to attend ESL (English as a second language) classes held at our building. After class, they are able to stay and enjoy lunch at our congregate meal program located on site before they take the bus back home.





# Overall Grant Stats

## We Met Our Targets!

- Number of Rides target: 280
- Number of Rides provided: 308
- Number of Riders target: 60
- Number of Riders served: 71

## Transportation Utilization:

- 72% utilized our services for medical purposes
- 20% took personal trips
- 8% went to the grocery store



# Rider Feedback

- They enjoyed being able to set their own Dr. appointments.
- Riders love our drivers! A majority of the drivers are retired and work on a part-time basis.
- They appreciate the ease of getting a ride by simply calling in advance.





# Challenges

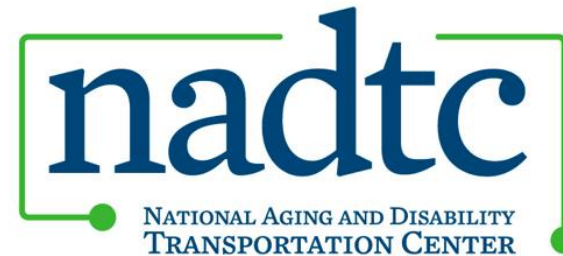
- Riders would like weekend service but funding and personnel limitations will not allow it at this time
- Sustainability
  - The City of Watervliet provided additional funding through August 2023
  - CSSC will continue to serve the new areas as long as possible



# Medical Chaperone Program



**Agency on Aging**  
OF SOUTH CENTRAL CONNECTICUT  
*Your Advocate for Independence®*



Beverly Kidder  
August 2023



# Medical Chaperone Program Objectives

1



Reduce incidences of missed medical appointments caused by transportation barriers

2



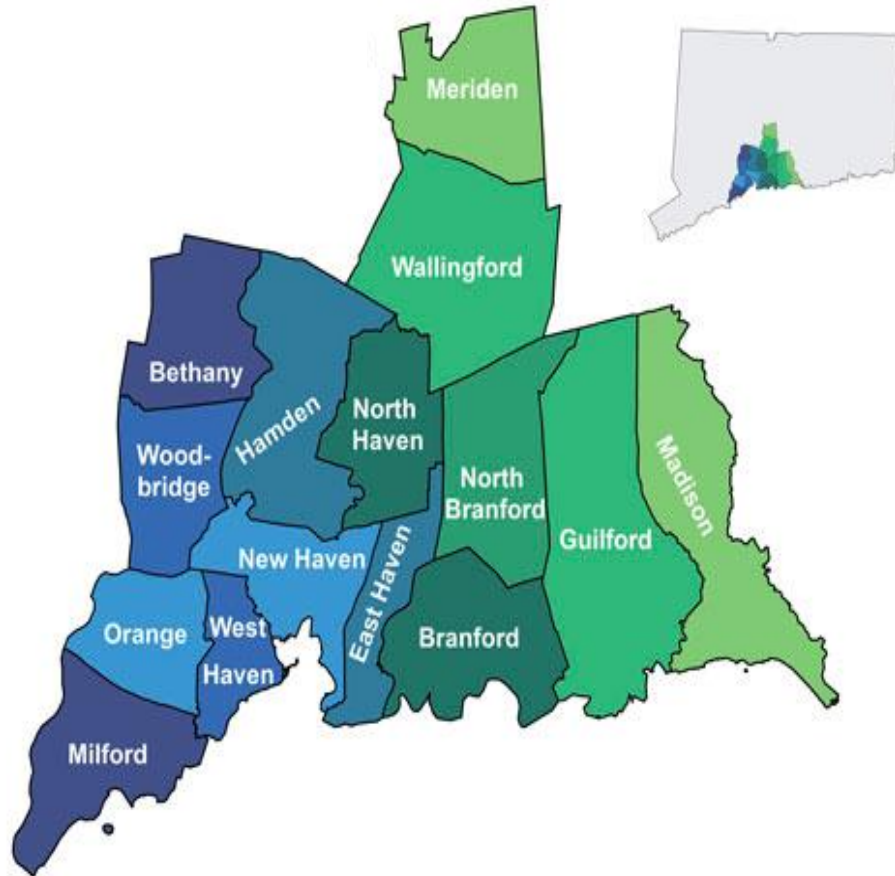
Improve social connections for clients

3



Reduce burden for families caring for older adults and people with disabilities who have trouble traveling alone to appointments

# Areas Served



*Map of South Central Connecticut*

224 one-way medical chaperoned rides were provided throughout the greater New Haven area. 57% of clients lived in our targeted high-need, inner-city communities.

Focused recruitment of clients and volunteers occurred within pre-identified zip codes.

- 06519 (New Haven)
- 06513 (Fair Haven)
- 06516 (West Haven)
- 06401 (Ansonia)
- 06540 (Meriden)

The pairing of clients with chaperones was based on geographical proximity and shared schedule availability.

- Recruited and Trained Volunteers: 17
- Average time volunteer chaperone spends traveling with each client: 2.3 hours

# Transportation Services Used

## Program Transportation Partners



**36 total  
round- trip  
rides**  
*52 scheduled*



**53 total  
round-trip  
rides**  
*76 scheduled*

## Other Transportation Providers

**Uber**

**10 total round-  
trip rides**  
*10 scheduled*

**veyo**

**11 total round-  
trip rides**  
*12 scheduled*



**2 total round-  
trip rides**  
*3 scheduled*

**8.6: Average miles traveled from volunteer home to/from client home**

**12.3: Average miles traveled from client home to/from appointment site**

# Medical Chaperone Program Results

- 112 round-trips rides fulfilled between December 2022-June 2023
  - 92% of rides given to older adults ( > 59 years old)
  - 97% of rides provided to people with disabilities (mobility and cognitive impairments, vision difficulties, anxiety were most common disabilities statuses amongst clients)
  - 87% of rides provided to low-income individuals
  - 42% of round-trip rides given to African American and Hispanic clients
- 17 volunteer chaperones recruited and trained
  - Racial Composition of volunteers: 2 Hispanic/Latino, 3 White, 12 African American/Black
  - Age of volunteers: <51 years =4, 51-60 years =2, 61-70 years= 6, >70 years =5
  - Gender of volunteers: 100% female

# Program Outcomes



No Appointments  
Cancelled Due to  
Transportation Issues



No reported Client or  
Volunteer  
Dissatisfaction



# Program Impact Through Testimonials

## Providing Assistance Through Medical Facilities

*Mary Wade User, Male, Uses Wheelchair*

**“I do not know what obstacles I’m going to encounter [when I go to the doctor]. For example, last time, I had to go into an elevator to get to the appointment, and I struggled to figure out where to go. This time, the chaperone was able to help me check in to my appointment on the iPad. I would have never done that by myself because the check-in was up high, making it impossible to reach.”**



*Driver assists client in wheelchair as she boards a wheelchair-accessible bus. Chaperone stands to the client’s right, holding her wheelchair to secure it in place.*

# Program Impact Through Testimonials

## Providing Social-Emotional Support

*IVCG User, Female, Uses Cane (and Occasionally a Wheelchair)*

“... The transportation provider had an unexpected situation arise with another traveler. I waited a couple of hours for [the driver’s] return. Had I been alone in the waiting room, not knowing when or if the driver would return, I would have been in tears. The chaperone called the driver and kept in contact with him until he returned. She provided me with updates about [the driver’s] position. **We talked about so many things. I was calm and actually enjoyed the company [of my chaperone].**”



*Chaperone in foreground converses with client facing away from the camera. These social interactions are common throughout all steps of service delivery from introduction through departure.*

# Program Impact Through Testimonials

## Providing Relief for Older Adult Caregivers

*IVCG User, Female, Uses Cane and Experiences Social Anxiety*

**“Thank God for this Agency. My daughter normally makes and accompanies me to my medical appointments but she was unable to do so this time around because of a personal conflict. I definitely needed a chaperone. It’s hard to do things on my own. The chaperone was focused on me and lent an arm or hand if needed.”**



*Chaperone stands on the left of a client with a cane as she descends stairs. All chaperones are trained to provide physical assistance commensurate with clients' needs.*



# Program Limitations and Challenges

1



Recruitment of volunteers.  
Scale of program limited by # of  
volunteers who can be deployed.

2



Schedule changes due to  
client illness and/or health  
providers cancelling or  
changing appointment times  
with limited notice.

3



Securing affordable and  
reliable transportation for  
younger (< 60) adults and  
people with disabilities.

# Program Lessons

- 1** Older adults would like to attend their medical appointments but they want medical providers, transportation professionals and family members to respect their independence and sense of agency. Chaperones satisfy this need because they are viewed as peers which makes it possible for them to ultimately become true confidantes/friends.
- 2** Programs like the Medical Chaperone Program need to build in volunteer stipends/travel reimbursement resources as part of their model. This allows greater inclusion of community volunteers who want to help their neighbors but need their costs (travel, time) to be covered.

# Sustainability & Future Program Directions

## Funding

- Chaperone program funding is secured through July 2024
- CCC grant application pending
- Ultimate sustainability: insurance reimbursement through medicare/medicaid

## Refine and expand Medical Chaperone program operations in year 2 by:

- Establish intergenerational volunteer pipeline through creation of university partnerships.
- Utilize existing volunteer cohort to help train incoming chaperones and provide in-person orientations at major medical facilities where clients are likely to go.
- Expand utilization of service by caregivers by providing information to local companies as part of their work/life balance initiatives.

# NADTC Implementation Phase: Volunteer Driver Program, Training, Transit Info Website



North Central NM Economic Development District



"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."



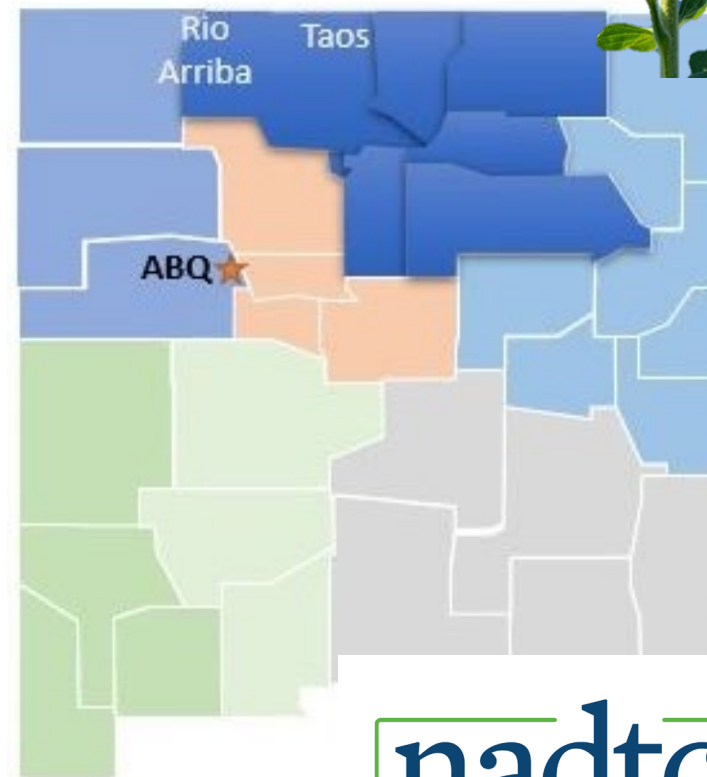


# Who Are We? Where are We?



*Taos, NM. Rural communities are far from towns and medical centers.*  
/NACTC photo file

The Volunteer Driver Program (VDP) is a collaboration of the Non-Metro Area Agency on Aging (AAA) with community volunteers. The North Central New Mexico Economic Development District (NCNMEDD), the regional Council of Governments in 8 counties in northern NM, oversees the Program. VDP provides on-demand rides to non-emergency medical appointments. Pilot sites are Espanola, Rio Arriba and Town of Taos, Taos County.





# Challenges and Barriers

## Volunteer and Rider Recruitment

Hard to reach rural areas most in need of transportation; some areas not served by Senior Centers

## Poor Communication

Phone communication is not reliable – e.g. poor signal, do not know how to use phone, no phones, incorrect contact information; no computers at home

Gap in understanding how to use smartphones

## Hiring and Team Dynamics

Challenges in hiring volunteer coordinator

## Funds

for continuation and expansion

Local partnerships; Steering Committee involvement, insight, and support

# Lessons Learned



Rural seniors need assistance with communication and technology; be prepared for poor GPS signal in rural areas

Outreach – It is important to collaborate with local governments, organizations, businesses, the Steering Committee in direct support, riders and drivers to reach isolated areas

Marketing – VDP as community partnership for critical senior need; publicity gets quick results

Addressing identified barriers and opportunities – e.g. communication and rider referrals to case management where desired





# Next Steps



Expand service area within pilot sites

Replicate Program in rural NM as a hub and spoke model where hub provides program training, software & support, and assistance with volunteer recruitment

Partner with NMAAA service providers as spokes for VDP transportation /use of Older Americans Act funds for mileage reimbursement of volunteers

Continuity of publicity as community partnership for senior transportation for NEM appointments; resume news media features as corps of drivers expand

Ensure funding continues/expands commensurate to need



# Attainment of VDP Goals and Targets

Provide Seniors and Persons With Disabilities a Ride to Non-Emergency Medical Appointments – no rides; late start; rides later provided were less than half of target (12/30 rides in first 15 days of August)  
List of riders (20 - 100%) and volunteer drivers/applicants (6 – 150%)

Diversity, Equity and Inclusion – no rides but scheduled riders for early August were 80% from rural areas, all older adults – over 80 yrs, with disability (visual and physical), low income, 50% Spanish speaking (On-demand transportation service for Native Americans are available in the Pueblos of the pilot site.)

Provide training to seniors for access of online transportation resources – 3 training (75%)

Develop webpage and online transportation resource hub – 1,784+ site visits since April 2023  
(Target – 50 visits)

Sustainability – secured full and on-going funding for pilot continuation and expansion from NM ALTSD; policies and procedures in place for VDP replication; management software installed; Steering Committee and local partnerships active; lessons learned





# Sustainability

## Funding:

- Molina Cares Foundation - \$50K
- NM Aging and Long Term Services Department – Fully Fund VDP/on-going



## Expand Capacity:

- Hub and Spoke model
  - Expand into rural NM through NMAAA service provider partners/OAA funds
- Software for volunteer management
- Training on technology for riders

## Outreach and Partnerships:

- Community volunteers
- Collaboration on transportation with UNM and 100% Community Initiative



Celebrate successes,  
learn from experiences; mileage  
reimbursement and volunteer recognition  
program

# Thank You!



## For more Information contact:

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Transportation Planner

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Economic Development District

Phone: (505) 356-9402

Email: [carolyng@ncnmedd.com](mailto:carolyng@ncnmedd.com)

NMAAA: <https://www.nonmetroaaa.com>





# HIRTA

NADTC Final Presentation

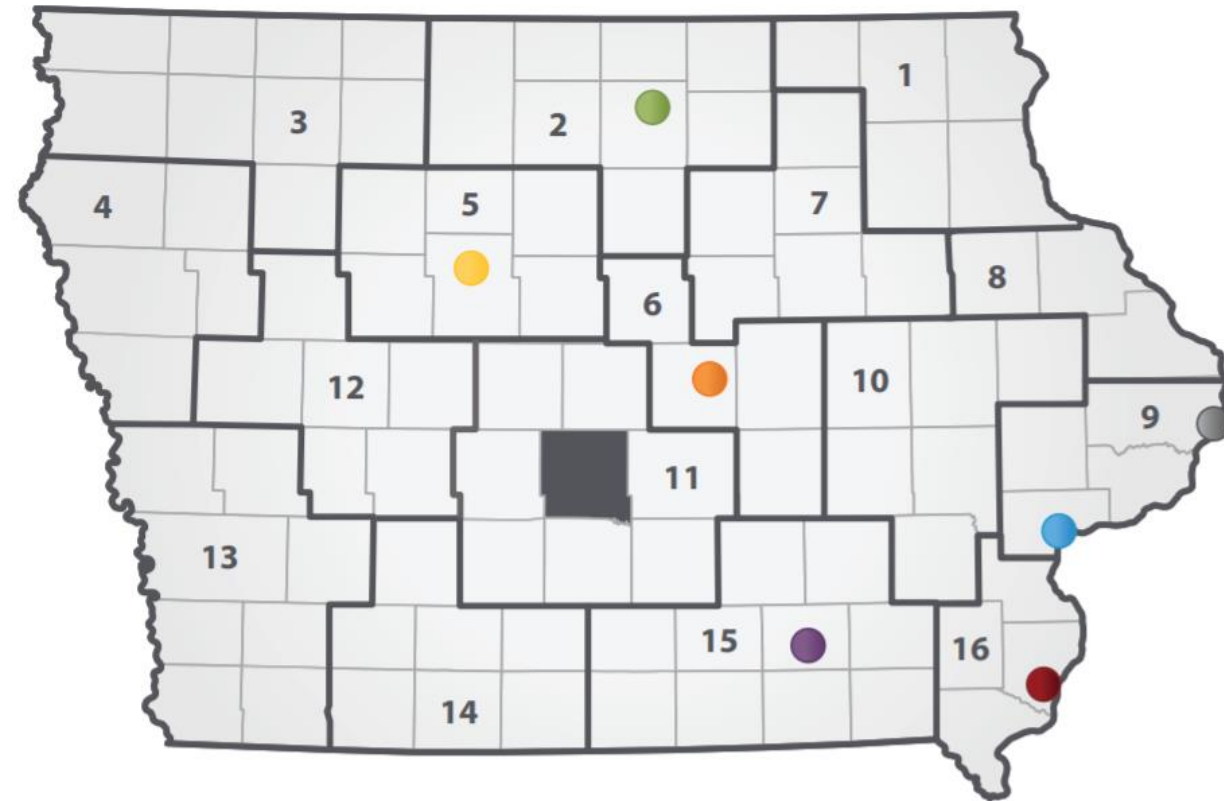
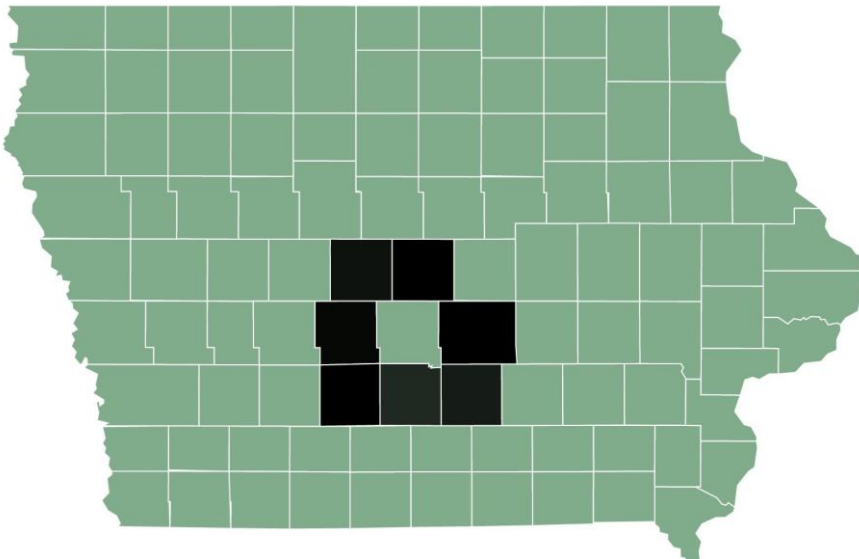


# Iowa's Rural Public Transit Systems

## Iowa Systems

- 35 State Designated Systems
- 16 Rural, like HIRTA
- 19 Urban

More information at:  
<https://iowadot.gov/transit>



- Burlington Urban Service
- City of Fort Dodge
- Marshalltown Municipal Transit
- City of Mason City
- City of Muscatine
- Ottumwa Transit
- City of Clinton, Municipal Transit Administration

- Region 1 - Northeast Iowa Community Action Corporation
- Region 2 - North Iowa Area Council of Governments
- Region 3 - Regional Transit Authority
- Region 4 - Siouxland Regional Transit System
- Region 5 - MIDAS Council of Governments
- Region 6 - Region Six Planning Commission
- Region 7 - Iowa Northland Regional Council of Governments
- Region 8 - Delaware, Dubuque, and Jackson County Regional Transit Authority
- Region 9 - River Bend Transit
- Region 10 - East Central Iowa Council of Governments
- Region 11 - Heart of Iowa Regional Transit Agency
- Region 12 - Region XII Council of Governments
- Region 13 - Southwest Iowa Planning Council
- Region 14 - Southern Iowa Trolley
- Region 15 - 10-15 Regional Transit Agency
- Region 16 - South East Iowa Regional Planning Commission

# IDEAS Phase 2 Objectives

- Objective 1: Create a more inclusive environment by having our scheduling software available in multiple languages
- Objective 2: Expand service by use of third-party providers
- Objective 3: Implement on-demand services so that people can move around communities like other travelers
- Objective 4: Sustainability

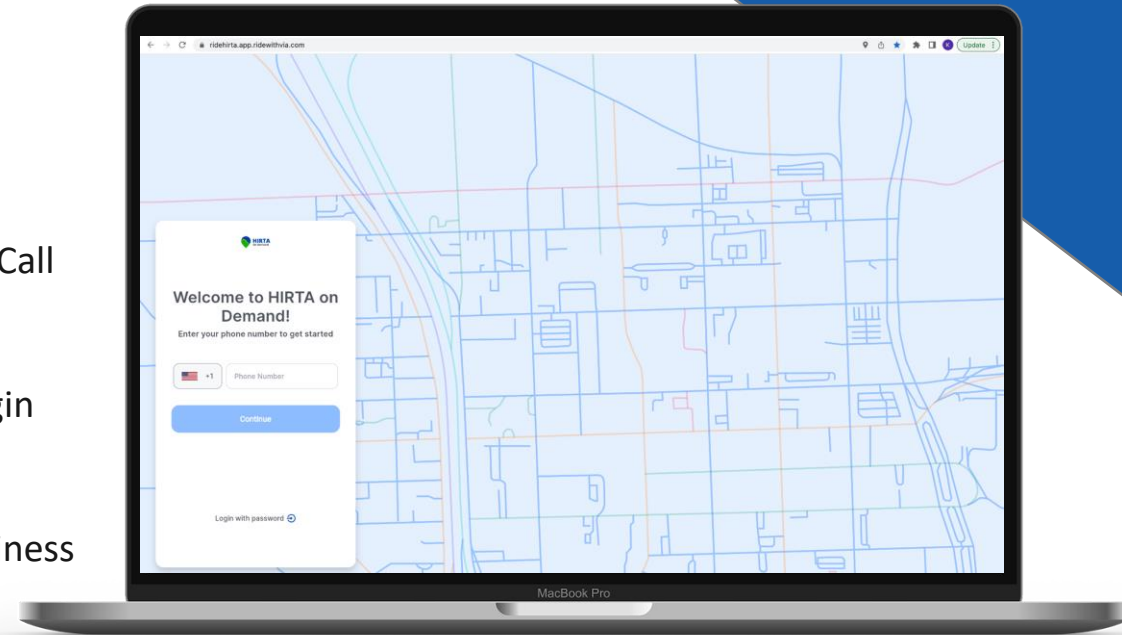
# IDEAS Phase 2 Outcomes

- Number of new riders
  - Goal: 1,300
  - Actual: 1219
- New riders over the age of 60
  - Goal: 600
  - Actual: 536
- New riders who report having a disability
  - Goal: 350
  - Actual: 345
- Number of rides taken by new riders
  - Goal: 4,800
  - Actual: 5,171



# Scheduling through the web portal

1. Visit <https://ridehirta.app.ridewithvia.com/> to book your ride using a computer or iPad/tablet.
2. Select “Don’t have an account yet?” to create your rider account.
3. Enter your name, email address, phone number & payment information.
4. You’ll receive a 4 digit code through text, if you prefer you can choose the Call option to receive a phone call with the code.
5. You can also log in using your email address and password by selecting Login with password.
6. Enter your Location and your Destination by entering the address, the business name or moving the pointer on the map.
7. If you’re traveling with another person indicate this under “Traveling alone?”
8. Indicate the date and either the Arrive by or Depart at time and choose the ride option that best meets your needs by using the pencil edit icon for the proposed departure or arrival time.







NO SMOKING

STAND CLEAR  
OF DOOR

# Marketing Materials

**HIRTA**  
Open to Everyone  
1-877-686-0029  
[www.ridehirta.com](http://www.ridehirta.com)

HIRTA Public Transit  
For anyone, for any reason



# Rider Input

- “I have been able to make appointments, get groceries, pick up prescriptions and many other important tasks thanks to HIRTA. The staff and drivers are polite and friendly and very helpful to someone new to the area like me. Without HIRTA, I would be in a much more difficult situation.”
- “HIRTA services are outstanding. I wanted to give the drivers, office staff and dispatchers a kudos. I'm very impressed with the kindness of everyone.”
- “I love HIRTA. All the bus drivers are very nice, and I enjoy getting to talk. I would not be able to make it to doctor appointments without HIRTA.”
- “You all and the drivers are doing a great job. I love HIRTA and would be lost without you.”



# Solutions & Partnerships

- Writing transportation into grants
- Educating about transit services
- Health Connector
- Creating partnerships
  - American Cancer Society
  - CHA-CHP
  - Do You Have Transportation?
  - Volunteer Transportation
  - Unmet Needs Assessments
    - CTAA
    - HIRTA Connections Coalition
      - Dialysis clinics, Public Health, Riders, City and County Staff





# Lessons Learned

- Troubles with third-party providers
  - RFQ was too complicated
  - Solution: HIRTA Helps, still working to gain third-party providers
- Capturing data on people with disabilities, race
  - Our scheduling software does not collect data on people with disabilities or race
  - Solution: Counting riders that need a WAV & riders who completed Social Determinants of Health
- Working with partners
  - Beholden to their timelines



# Utilization FY22

- Who are the riders?
  - Ages x-x
  - x rides
  - x unique riders with a home city of x
- Average wait time for on demand trip
  - National average 27 minutes, HIRTA 19 minutes
- Seat unavailable
  - National average 7%, HIRTA 4%
- 4.9 stars average pickup customer ride rating (out of 5 stars)
  - 96% of ratings are 5 stars

## Investing in HIRTA benefits the community

1 (877) 686-0029

Boone, Dallas, Jasper, Madison, Marion, Story, Warren Counties

[www.RideHIRTA.com](http://www.RideHIRTA.com)



**Transit is more than ridership. It is the opportunity, the connectivity and the idea you can build a way for people to transform their lives.**



98% of riders surveyed report an increase in their quality of life because of using HIRTA.



9 out of every 10 trips taken on public transit is to make or spend money.



Older adults in rural communities are choosing to 'age-at-home'. This requires more on-demand services so they can live spontaneously.



Everyone benefits from public transit, even those who don't use it. Public transit gets people to work, to community programs, to volunteer opportunities, and to much, much more.



HIRTA must match every dollar received in Federal transit funds. We need community funds to match federal dollars to help us operate and improve our services.



95% of HIRTA's budget stays in the community which helps boost the local economy.



Using public transit, like HIRTA, to get to medical appointments, improves health outcomes and reduces healthcare costs.

Public transit can change the trajectory of lives. It means family and friends can visit one another and curb the risk of isolation. It means a child can get to the library and become inspired. It means providing access to the food bank so families can put food on the table. It means a better life for all.

# Thank you!

Danny Schnathorst, Mobility Outreach Coordinator  
DSchnathorst@rideHIRT.com



@rideHIRT



@rideHIRT



[www.rideHIRT.com](http://www.rideHIRT.com)





# Culturally-inclusive Transportation Partnerships in Portland, Oregon

NADTC 2023 Equity and Accessibility  
Implementation Project

August 29, 2023



# Description of Project

## Overview:

- 9-month project
- The grant funds (\$70,000) were used for:
  - A new staff position
  - Transportation provided for our partners
  - Outreach and marketing activities
  - Project Steering Committee

## Goals:

- Develop lasting transportation partnerships
- Provide culturally inclusive transportation, with an emphasis on language accessibility
- Recruit bilingual volunteer drivers
- Engage older adults and people with disabilities in key planning and implementation processes

# Customers who we served:

- 315 customers in total served using NADTC funds
    - 273 Asian (86.7%)
    - 36 Latino/a/x (11.4%)
    - 6 Caucasian (1.9%)
  - 313 Older adults
  - 52 People with disabilities
- (note: some customers are both older and have disabilities)





## Partnerships:

- a) Community for Positive Aging (Hollywood Senior Center)
- b) Asian Pacific American Network of Oregon (APANO)
- c) Oregon Chinese Coalition
- d) Rosewood Initiative
- e) Do Good Multnomah



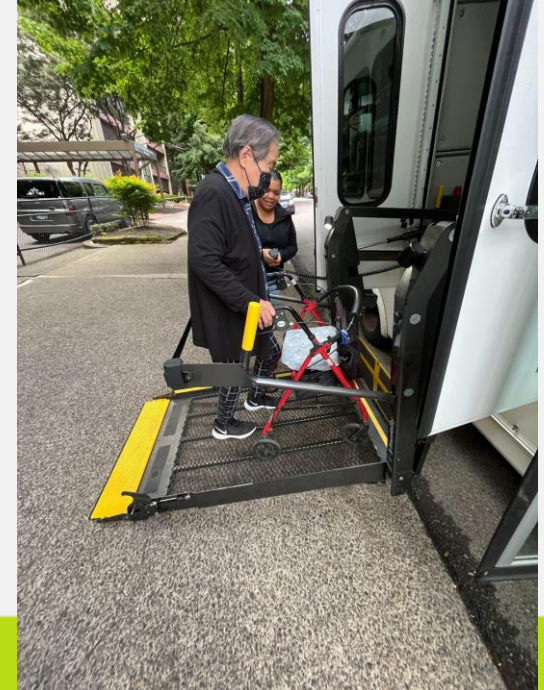
Introducing our  
services to APANO



Attending outreach event  
at Rosewood Initiative

# Implementation:

- ❖ 3 Steering Committee meetings
- ❖ Frequent planning meetings with new partners
- ❖ Provided senior group trips to Lansu Chinese Garden, Fubonn Shopping Center, Rose Garden, Walmart, and other destinations
- ❖ Carried out post-experience survey (n=50) in English, Mandarin, Vietnamese and Spanish



<b>Performance Measure</b>	<b>Target Outcome</b>	<b>Current data</b>	<b>Percent of Target to Date</b>
Provide transportation to diverse older adults and people with disabilities.	<b>250 rides</b>	<b>315 rides</b>	<b>126%</b>
Form new transportation program with community organizations	<b>2 partnerships</b>	<b>5 new partnerships</b>	<b>250%</b>
Recruit volunteers who speak languages other than English	<b>3 new volunteers</b>	<b>1 new volunteer</b>	<b>33%</b>
Serve customers from diverse backgrounds	<b>139 customers</b>	<b>309 customers</b>	<b>222%</b>
Sustainability – secure funding to sustain this work after the grant ends	<b>Funding for one full-time position</b>	<b>Searching for new funding</b>	<b>—</b>
Sustainability – partnerships continue after the grant ends	<b>2 ongoing partnerships</b>	<b>5 ongoing partnerships</b>	<b>250%</b>



# Impact

## A few examples of Customers' stories:

- ❖ An older Chinese couple shared positive feedback from their experience with our shuttle bus to Walmart. They wanted to go to Walmart but had no appropriate transportation. They mentioned that the shuttle bus was easy and smooth to take. Our bus driver was on time and provided great assistance.
- ❖ A Latina customer with disabilities who recently immigrated to the country and had limited English proficiency was extremely relieved when she was told about senior group to Rose Garden as she was afraid of taking public transit by herself.



# Lessons Learned

## Challenges/barriers:

- Volunteer driver recruitment
- Driver capacity
- Language
- Trip planning

## Lessons from participants/riders:

- 96% riders were satisfied with our services
- Differing trip-planning needs among diverse customers
- Language barriers are discouraging>> Translation tools for drivers
- Marketing and Communication is key>> Better outreach to more communities
- Flexible, on-demand trips are desired
- Riders would be interested in long-term involvement in planning processes

# Next Steps

- ❖ On-going funding has been secured with Medicaid funds, but additional partnership funds will be needed in the future
- ❖ Continue to develop new partnerships
- ❖ Implement additional recommendations of Planning Grant, including
  - ❖ On-demand/Microtransit
  - ❖ Climate adaptation and electric vehicles
  - ❖ Trip planning resources
  - ❖ Enhanced language accommodations





Thank you!

John Whitman – Service Planning Supervisor

Alex Page - Project Manager

Weite Lu - Service Planner

[wlu@rideconnection.org](mailto:wlu@rideconnection.org)

503-290-3698

# THANK YOU!!



# THANK YOU!!







# THANK U!







# THANK YOU!!



# THANK YOU!

Thanks to all at  
Newport Housing  
Authority, particularly  
resident services  
coordinator, Rebecca  
Allen, Resident  
Council President,  
Tom Sheehan, and  
Building Manager, Pat  
Rose.





# THANK YOU!!!!

Van Driver Rick “special sauce” Desrosiers



# Vehicle Sharing Project

Age-Friendly RI and RIPTA applied for and was awarded an NADTC-funded planning grant in August 2021 to explore transportation options for older Rhode Islanders and their disabled neighbors. Age-Friendly RI was subsequently awarded an implementation grant to fund a van sharing transportation pilot to serve older adults in Newport RI as well as disabled Newporter residents of all ages.

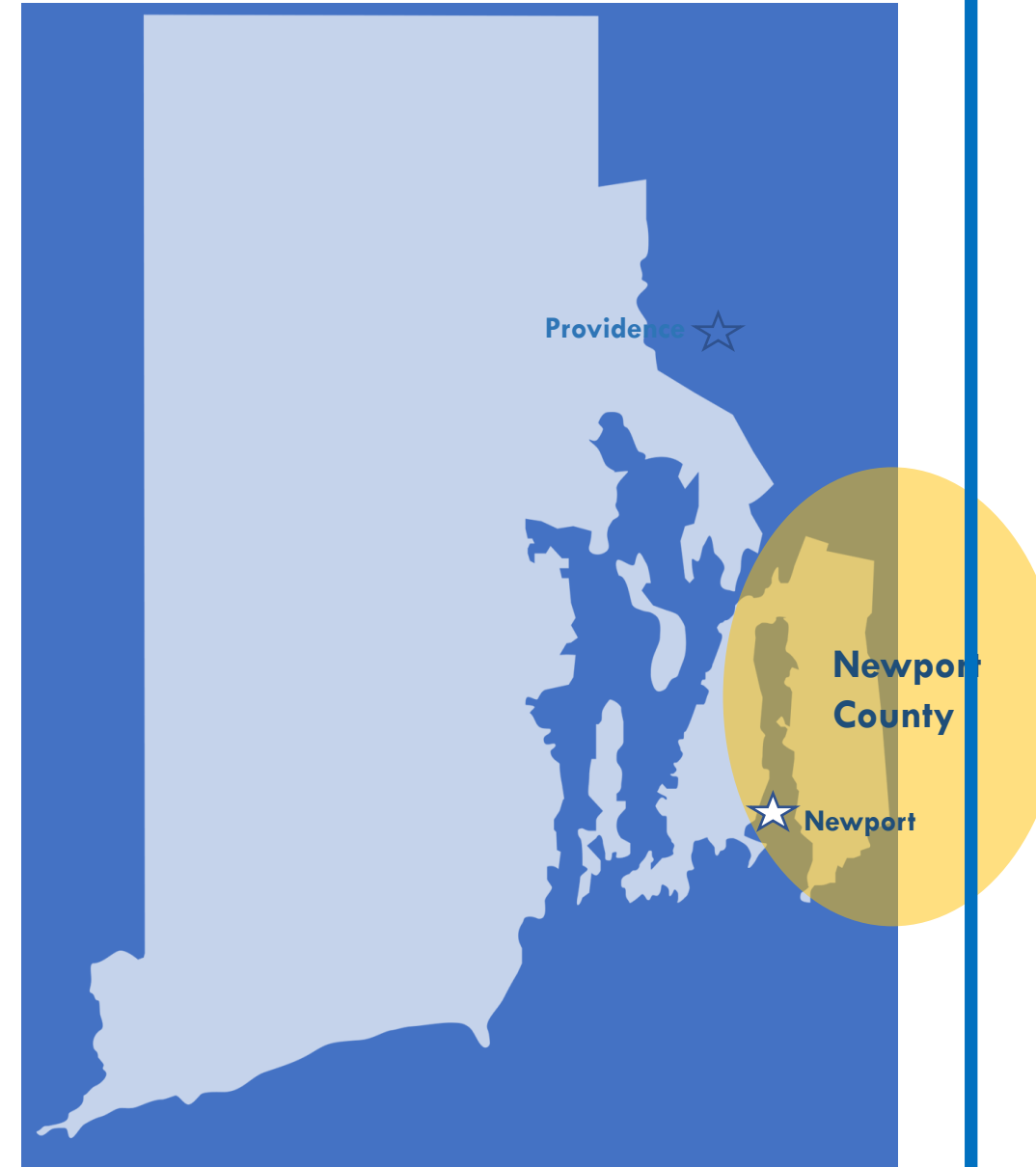
- Expand capacity to address unmet transportation needs
  - Connect North and South Ends
- Implement service to meal sites, programs and services at senior centers, shopping centers, and medical appointments in Newport County.
  - Utilize NADTC funds to compensate Looking Upwards

# Project Location

Implementation will focus on diverse and underserved populations in **Newport County, RI**

## Key Project Partners

- **Age Friendly-RI (AFRI)** a coalition of public, non-profit and faith organizations focused on healthy aging
- **RI Public Transit Authority (RIPTA)** the statewide transit provider and designated Mobility Manager
- **Looking Upwards** a social service organization based in Newport County





# To Have and Have Not..



# Sites Served: AHEPA @ Paramount Housing



# Lessons Learned:

- Meet and develop relationships with influencers
- Develop “street cred”
- Listen and truly understand need while developing the pilot
- One step at a time
- As the pilot moves forward remain focused on sustainability



# Lessons Learned:

## THE Perfect Van Schedule (Or Not)

Pilot Routes for AFRI/MBTA Transportation Project  
February 2023

Week	Day	pick up location	boarding	drop off location	purpose	drop off time	departure	return to home base	total # of hours
1	MON	Donovan Manor	9:30am	Walmart Shopping Center	shopping/banking/laundry	10:00am	1:00pm	1:30pm	5
	TUES	Park Holm	9:30am	Walmart Shopping Center	shopping/banking/laundry	10:00am	1:00pm	1:30pm	5
		AHEPA	11:00am	EKHSC	Soups On!	12pm	12:45pm	1:45pm	4
	WED	Florence Gray	11:15am	EKHSC	Soups On!	12pm	12:45pm	1:30pm	
		Park Holm	11:30am	EKHSC	Soups On!	12pm	12:45pm	1:15pm	
		Donovan Manor	11:45am	EKHSC	Soups On!	12pm	12:45pm	1:00pm	
	THU	AHEPA	9:30am	Walmart Shopping Center	shopping/banking/laundry	10:00am	1:00pm	1:30pm	5
		AHEPA	8:45am	EKHSC	Breakfast	9:45am	10:15am	11:15am	4
	FRI	Florence Gray	9:00am	EKHSC	Breakfast	9:45am	10:15am	11:00am	
		Park Holm	9:15am	EKHSC	Breakfast	9:45am	10:15am	10:45am	
		Donovan Manor	9:30am	EKHSC	Breakfast	9:45am	10:15am	10:30am	
		Florence Gray	11:30am	Walmart Shopping Center	shopping/banking/laundry	11:45am	2:45pm	3:00pm	5
									28 total

sig 1.13.23



# What's Next? Sustainability

- Funding secured for at least six additional months through Looking Upwards and matching funds from Age-Friendly RI
- Continue presentations about our pilot at the community and state levels to garner interest from funders and foster interest in replication
- Current talks with a major entity and major donor to duplicate this program for medical transport purposes
- Expand RIPTA efforts, introduced at Donovan Manor during the pilot, to educate older adults and disabled Rhode Islanders on currently available transportation (Flex Zone etc.)

# Successes:

- Over 1000 rides! Over 300 unique riders!
  - 100% of riders are low income
- Served riders with disabilities under age 62, older adults at five sites, and Newport residents of color
- Service is on-demand and at no cost to riders, including weekend trips subject to driver availability, to church services, visits to friends at nursing homes etc.
- Great success with combining the driver and mobility manager roles
  - Project Manager's Visit!

# RIPTA Human Services Transportation Coordinating Council Meeting and Luncheon During Jane Mahoney's Visit!





# Meets The Ice Cream Cone Test!



# Written Testimonials

Thank you for the much-needed help with transportation. As you know Donovan Manor is housing for the handicap and the elderly. There are many that go without due to bus over crowding and limited availability. Not to mention that most of us can't even walk to the nearest corner to the bus stop. Rick has become a valuable asset to us. He is kind, courteous, and actually cares for the residents here. We feel it necessary that we acknowledge him and your company....

-Nancy

Thank you taking me to appointments, i.e.: hospital, eye dr. shopping. You have been a blessing to me here at Donovan Manor.

-Carolyn

This van is sorely needed. Like many residents, I no longer drive. Being able to access the van is a Godsend.

-Diane







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Communities Working Together

# Pikes Peak Area Agency on Aging

Serving El Paso, Teller, and Park Counties

# PPACG Pilot Project

## On-Demand Transportation



# Project Funding

- ▶ PPACG was granted funds through the National Aging and Disability Transportation Center in March of 2022. The grant had two parts.
  1. Lead an assessment of the transportation needs of diverse older adults and individuals with disabilities.
  2. From the needs assessment, identify and implementation project to pilot the first half of 2023.



# Project Selection

- ▶ In 2022, PPACG staff conducted a needs assessment through stakeholder engagement and data analysis.
- ▶ As a result of the study, we found four main needs in the community.
  1. Need for options for last-minute trips
  2. Need for the weekend and late-night trip options
  3. Need for an individual to stay with them during a visit
  4. Need for more group trips for recreation and shopping
- ▶ PPACG engaged the steering committee, which includes individuals with disabilities and seniors, to determine a project to move forward.





# Project Team

- ▶ PPACG
- ▶ Envida Transportation
- ▶ Independence Center Staff
- ▶ Program Participants



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# Targeted Participants

- ▶ The program has had an emphasis on serving diverse older adults and individuals with disabilities in the Colorado Springs Area.
- ▶ We started the project by targeting 50 individuals. Over the past six months, the project has grown to 78 enrolled. During the pilot phase, 63 participants took at least one on-demand ride.
- ▶ Partners in the project helped identify program participants. These partners were The Independence Center, Envida, Greccio Housing, and New Vision Services.



# Program Parameters

- ▶ Requests for rides to be made on the same day.
- ▶ Rides must be within a 7-mile radius of their origin location
- ▶ Rides to be provided during the hours of 8 am and 8 pm Sunday through Saturday
- ▶ Rides were provided at no cost to the participants
- ▶ Participants have 22 rides available to them to use within the pilot period. 550 rides were funded through NADTC for 50 originally targeted participants. PPACG also set aside funding for an additional 550 rides. This was later reduced due to a slow start and eliminated the 22-ride parameter to allow for participants to use it freely.



# Program Outputs

- ▶ We initially set aside funding for 1,100 rides during the pilot phase. We reduced that target due to slow participation during the colder months. During the grant period, the program provided 730 rides.
- ▶ We exceeded our target of the number of seniors, individuals with disabilities, and diverse individuals. Our original overall target was 50 participants. 78 are currently enrolled, and 63 have taken at least one or more rides since January 2023.
- ▶ On average, each participant took 6.5 rides during the pilot phase.





# Challenges

- ▶ Participation was slow in the beginning. We reduced the number of targeted rides to the 550 we allocated through this grant without putting a final number on it.
- ▶ Overcoming skepticism in the program. We had to build trust!
- ▶ Providing rides within the hours of 8 am to 10 am and 2 pm to 4 pm during the week
- ▶ Staff turnover during the grant period
- ▶ Software limitations to do on-demand services
- ▶ Vehicle availability
- ▶ Point of entry phone system
- ▶ Confusion and frustration around the 7-mile radius



# Successes

- ▶ Participants were able to accomplish several trips at once.
- ▶ Participants have access to spontaneous trips for socialization.
- ▶ Participants mentioned that the service made them feel a little more normal.
- ▶ Services were available for individuals who needed additional assistance, such as wheelchair access.
- ▶ PPACG surveyed participants and had a focus group discussion with individuals who felt more comfortable giving feedback in person. 20 participants submitted a survey. Of the 20, 84% (16) surveys were positive. Seven participants came to our focus group meeting to discuss their thoughts on the program. All seven expressed that they were happy with the service as it has developed and will continue to use it as long as it is available.



# Next Steps...

- ▶ Continue the pilot through the end of 2023
- ▶ Advocate for this service to expand to the partners
- ▶ Invest in the infrastructure needed to expand this service
- ▶ Assess the parameters of the service as we continue the pilot phase
- ▶ Identify solutions to participant access
- ▶ Help transportation strike a balance between providing on-demand and demand response rides
- ▶ Identify ways to lower the cost per trip by contracting with a variety of agencies to fulfill the service.



# Questions

