MAJOR OBJECTIVES:

• Person-centered technical assistance and information & referral
• Training: webinars, online courses/forums
• Interactive communication and outreach strategy
• Coordination and partnership strategy, including stakeholder engagement
• Investment in community solutions
• Independent program evaluation

MISSION: To promote the availability of accessible transportation options that serve the needs of Older Adults, People with Disabilities, Caregivers and Communities.
Background

- Larimer County Strategic Plan
- Larimer County Senior Transportation Needs Assessment
- Larimer County Senior Transportation Work Group
- NADTC Getting Ready to Innovate Grant
- CDOT/FTA §5304 grant
Project Goals and Innovations

- Expert Panel ➔ Larimer County Mobility Committee
- Increase collaboration between ride providers
- Provide rides in rural or unincorporated portions of the County with subsidy
- Evaluate real world Call Center hosted by local non-profit
Accomplishments

“...excited he could call one number and find another ride if we were unable to provide one...”

– RAFT

“...this program made it affordable and easy for her to make the trip.”

– Via

“What I’m most impressed by is how well this group worked together...”

– Via
Lessons Learned

• Some providers **willing to change quickly**, others are not and need time

• Build **partnerships and collaborate**

• Be **adaptable**

• Need to figure out **rider involvement** in process

• Have a **champion**
Next Steps

• Larimer County Senior Transportation Implementation Plan
  • Governance structure
  • Funding plan

• Multimodal Options Fund and other grants
  • Potential funding for three years (with Planning Council approval)

• Expansion to Weld County, Colorado
  • Collective Impact at United Way of Weld County
Questions and Contact Info

Alex Gordon, PTP
Transportation Planner II/Mobility Coordinator
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Study Area Focus

- Study Area
- Residential Areas
- Parcel Boundaries
Major Goals

1) Serve and connect older adults and people with disabilities living in food deserts in Tulsa to healthy food sources;
   • Serve 75 older adults & 25 individuals with disabilities with rideshare
   • Provide 430 round trips
   • Provide travel training to 24 target population individuals
   • Conduct 3 focus groups

2) Build new partnerships and strong community involvement

3) Find solutions that improve accessibility that can be replicated in other food desert areas within the region.
Planning to Innovation

• C.A.N. Plan Comprehensive public engagement process
• Target population was interested in:
  • More grocery stores in the area with affordable, quality products
  • A mobile grocery truck route covering their area
  • A healthy food home delivery service
  • *More no cost/low cost transportation options*
• C.A.N. Ride Implementation
Implementation

Part 1: Travel trainings/store exposure trips

Purpose

Partnerships
Implementation

Part 2: C.A.N. Ride

- UBER Health
- Deano’s Senior Transit- WAV
- Select stores, a farmers’ market & food pantries
Impact

Accomplishments

• Ripened the issue among the community and Tulsa
• Bridged the technology gap
• Exposed target population to rideshare
• Connected participants to other programs
• 28/24 Travel Training participants
• 75/75 Older Adults 44/25 Disabled (7 under age 60)
• 594/430 Round Trips
• 3/3 Focus Groups + Community Workshop
• 84% of participants utilized the service more than once (goal 30%)
What’s Next?

LESSONS LEARNED

• Challenges
  • Rideshare drivers
  • WAV unavailability
  • Increased staff workload
  • Ramping up
  • Outreach!!!

NEXT STEPS

• Grant applications
  • Section 5310
  • AARP
  • Pathways to Health (Tulsa Health Department)
  • Community Foundations

• Tulsa Transit
  • Shopping Shuttle
Shopper Links

Connecting Older Adults & People with Disabilities to Food

GPCOG
PACTS

SHOPPER LINKS
Connecting People to Food
South Portland, Maine:
• Total Population: 25,431
• Population over 65: 3,815
• Area: 14 square miles
Project Goals

- **Improve** mobility for older adults, people with disabilities, and people of color by designing and launching a transportation solution that responds to unmet needs.
- **Empower** older adults, people with disabilities, and people of color to craft mobility solutions for themselves and their communities directly.
Steering Committee included 19 older adults & people w/ disabilities.

Engaged over 400 stakeholders through Focus groups, survey, and “Mobility Solutions Workshop.”

Resulted in a “ready-to-launch” solution – Shopper Links pilot – and momentum on other solutions.
Innovation Pilot

Shopper Links pilot tested two ways to provide rides to food outlets to older adults and people with disabilities living in South Portland, Maine:

• Shopper Shuttle operated by local paratransit
• On-Demand Rides through GoGoGrandparent
Impact

Created a multi-sector partnership that will serve as a springboard for future efforts.

Developed a program design that is consumer-centered and replicable.

Provided 41 rides to 17 older adults and people with disabilities over 14 weeks.

Partnered with the local food pantry to provide rides home to carless households.
Lessons Learned

- More time is needed for piloting transportation services to older adults and people with disabilities.
- Promotion is best through word-of-mouth and trusted sources.
- Outreach materials should be short and simple.
- On demand rides are intimidating – even when accessed by phone.
• FTA Access & Mobility Grant Project ($300k) will pilot travel training and a one-call one-click service for the region.
• GPCOG will continue to partner with South Portland to address gaps – including better bus service.
• Case study of Shopper Links will be shared with decision-makers.
• GPCOG is coordinating planning for a low-income bus fare pilot program for the region.
Thank You!

Zoe Miller, MPH, Director of Community Engagement
Zmiller@Gpcog.org | 207-774-9891 | Gpcog.org
Overcoming Shared Mobility Shortfalls
Barriers for Older Adults & People with Disabilities

PHYSICAL

ECONOMIC

GEOGRAPHIC

OPERATIONAL
Volunteer Transportation Center, Inc.

Volunteer Transportation Systems

NORTH COUNTRY, NEW YORK STATE

Volunteer Transportation Center & Mobility Development Partners

ANNUAL IMPACTS
- 350 VOLUNTEERS
- 150,000 TRIPS
- 5 MILLION PASSENGER MILES

OUR GOAL: REPPLICATE VTC'S MODEL TO SERVE TARGET POPULATION ACROSS WESTERN NEW YORK
Program Service Area
ERIE COUNTY, NY

FOCUSED ON RURAL PORTIONS OF ERIE COUNTY
• NORTHEAST ERIE COUNTY
• SOUTHTOWNS

PHASE I: SERVICE IN TWO PILOT AREAS

PHASE II: EXPANSION TO THE ENTIRE COUNTY

FTA GRANT PROGRAM WILL ALLOW FOR FURTHER EXPANSION ACROSS THE WESTERN NY REGION
DEVELOPED BY
THE VOLUNTEER TRANSPORTATION CENTER

'SNAP' DRIVER MANAGEMENT PLATFORM

INCREASES SCHEDULING EFFICIENCY

SIMILAR TO UBER/LYFT'S SOFTWARE
Volunteer Transportation WNY
Program Impacts

SUCCESSFUL PROGRAM LAUNCH IN SEPTEMBER 2019

ADAPTATION OF SNAP PLATFORM TO NEW MARKETPLACE - ALLOWING FOR FUTURE GROWTH OF THE PROGRAM'S MODEL

NEARLY 100 TRIPS PROVIDED FOR WNY RESIDENTS IN 8 WEEKS

COORDINATION WITH PROJECT PARTNERS IN CALIFORNIA'S SAN JOAQUIN VALLEY
PUBLIC-PRIVATE PARTNERSHIPS TO SUPPORT WORK IN CA. & NY.

SAVINGS FOR PUBLICLY FUNDED MEDICAL TRANSPORTATION

WORKING WITH NADTC TO PLANT THE SEEDS FOR FUTURE GROWTH
CONTINUING TO GROW OUR SERVICE IN ERIE COUNTY

PUBLISHING KEY RESEARCH FINDINGS

HUMAN SERVICES COORDINATION RESEARCH GRANT
Let's Talk!

Mitch LaRosa
mitch@sharedmobility.org
The Northwest New Mexico Transportation Alliance Project

presented to

CAPITOL HILL BRIEFING on Transportation Innovations

December 2019

www.capacitybuilders.info
San Juan County as of the 2010 census our population was 130,044.
Our county has a total area of 5,538 square miles.
Indian reservations comprise 63% of the county's land area: The Navajo Nation takes up 60% and the Ute Mountain Tribe Reservation another 3%.

Farmington, NM to Shiprock: 34 Miles
Farmington, NM to NewComb: 54 Miles
Farmington, NM to Naschitti: 70 Miles
Farmington, NM to Whiterock: 59 Miles
Farmington, NM to Nageezi: 49 Miles
Farmington, NM to Cedar Hill: 49 Miles
Project Goals:

- Sustainable Rural Transportation Option serving of which 25% of the riders are tribal land participants
- Provide 130 Rides to older adults 60+
- Provide 130 Rides to younger adults with disabilities
- 200 Community Distribution of flyers during project
- Create a social media outreach campaign
- Identify additional funding options for sustainability
- Transportation services will be provided to the target population at no cost.
Transportation problems that were brought to light from community members during the planning phase of this grant lead us to create our core project objectives.

- Provide curb-to-curb paratransit transportation services on the Navajo reservation area within San Juan County for older adults and individuals with disabilities who reside in remote areas of the reservation.
- Provide five (5) 12-hour days of transportation services.
- Services will be available from 7:00 AM to 7:00 PM. The target areas of service will be outside the City of Farmington.
- To address language barriers, dispatchers and drivers will be hired who speak the Navajo language so requests from elders who do not speak English can receive services.
- Transportation services will be provided to the target population at no cost.
PROJECT ACCOMPLISHMENTS

Year to date data May 14-October 31, 2019:

Total Rides to date: 1295
AVG ridership of: 257 per month

RIDERS
- Elderly
- Disabled

NATIONALITY
- Native American
- Other
- Declined to answer

“...You have given me back my independence. I don’t have to just sit at home everyday. Thank you.”

NADTC Shuttle Rider

Echo Food Bank Senior Program - Transportation Vendor

We have been officially titled the transportation vendor for the local food bank in town for their senior program. The senior program has over 250 seniors in need of food boxes each month all over the age of 75.

Unfortunately most seniors in this program have no means for transportation and no family near by to help transport them to receive their food box each week.

Most seniors come just once a month to receive just one box made to last one week and stretching it until they can get a ride again.

With this program we have been able to pick up Seniors and Elders in SJC and take them to receive their food boxes once a week without the worry of when the next time they will eat.
Lessons Learned:

- We suffered with language barriers in the beginning of this program with the elders of the Navajo Nation. We quickly found out that we needed to bring a translator to our chapterhouse meetings. We decided to hire a full time fluent Navajo speaking staff member to our team to help ease asking for volunteers to travel with us.

- We learned that we could have reached more riders and spread our message even further into the most rural of areas on the nation if we were to have created a marketing budget for radio ads or PSA's. Some riders lived too far away from their local chapterhouse to visit but every few months.

- We also underestimated how big our project would soon become. We were at times understaffed and had riders on a waiting list in the ending months. By underestimating the local transportation problems in our area and how many in our community were effected by it meant we were going to be utilized a lot more then anticipated. Admin staff, dispatchers, drivers and even accounting staff had more hours allocated to this project to make it successful.

Alliance partners and community members are committed to Capacity Builders’ vision:
That all residents of San Juan County have affordable transportation options to support healthy and productive lives.
What’s Next?:

Sustainability & Funding

On May 22, 2019, FTA announced the Access and Mobility Partnership Grants selection of 37 projects in 37 states, totaling $9,601,981.

Capacity Builders was awarded $130K for 2 years with the innovations of increasing access to care, improving health outcomes by doing so, and reducing healthcare costs. We are honored to have been a recipient of this grant and will continue this current project forward.

Capacity Builders, Inc. has applied to provide rides for recipients of the New Mexico Developmental Disabilities Medicaid Waiver Program. If successful, the application will result in payment vouchers for rides provided. The waiting list for this program is long with an estimated time for approval being up to 24 months.

We have also placed a letter of intent to apply for 5310 funding for fiscal year 2020/2021. *Application submitted September 2019*