nadtc
National Aging and Disability Transportation Center

Transportation Diversity, Equity & Inclusion Lunch and Learn Webinar Series

February 23, 2022

easterseals

USAging Leaders in Aging Well at Home

Federal Transit Administration

NADTC Overview

NADTC Transportation DEI Initiative

Today's Presenter

- *Tomika Monterville, Director*
  City of San Antonio Transportation Department

Facilitated Discussion/Q&A

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

MAJOR OBJECTIVES:

- Person-centered technical assistance and information
- Training
- Communication and Outreach
- Coordination and partnership
- Investment in community solutions

Photo Credit: Metrolina Association for the Blind, Charlotte, NC

NADTC's Transportation Diversity, Equity and Inclusion Initiative

Goal: Equitable & Accessible Transportation Services

- Collect information from racially, ethnically and culturally diverse older adults, people with disabilities and caregivers re: their transportation experiences, including needs, barriers and preferences
  - **National Survey - Data Released September 1, 2021**
  - **Focus Groups – Spring 2022**
- Identify workable solutions
  - Regional stakeholder meetings with providers, community leaders and advocates
- Develop education and guidance
- Support communities

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USAging
Leaders in Aging Well at Home

easterseals
taking on disability together

Department of Transportation
United States of America

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CITY OF SAN ANTONIO
TRANSPORTATION DEPARTMENT

Top 10 Things to Support Transportation Services for Elderly & Disabled

Presented to the US Aging National Aging & Disability Transportation Center
February 23, 2022

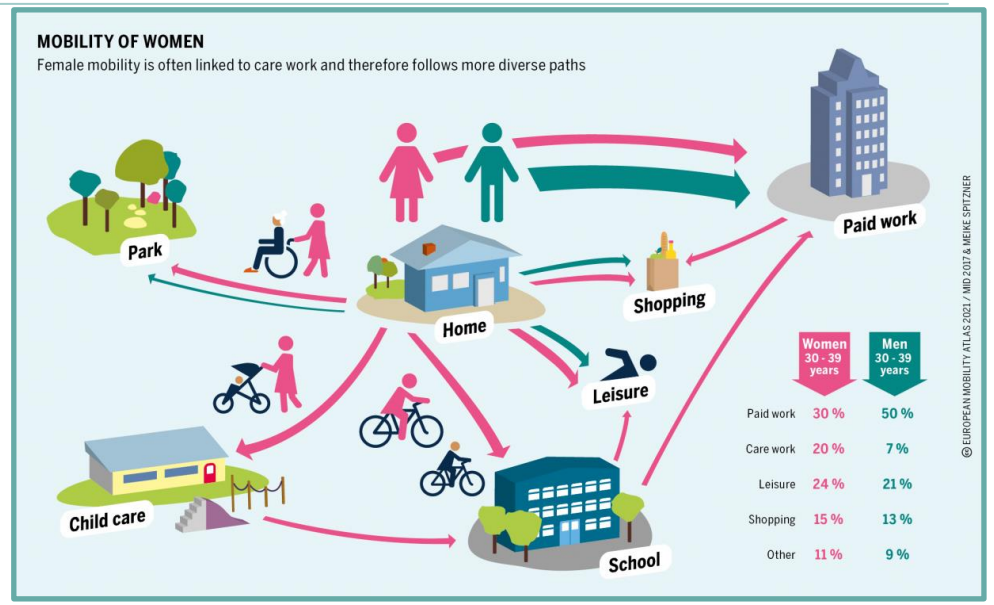
Presentation Outline

1. What is Mobility & Accessibility?
2. Folks, Forms & Fidelity
3. Surveys, Education, Engineering & Equity
4. Questions & Answers

Mobility & Accessibility

Mobility is the ability to move or be moved freely and easily.

Accessibility is the access of – or ability to obtain access- to services, goods, vehicles, buildings, environments and information- regardless of their abilities or disabilities.



Source: Heinrich Boll Stiftung

Source: ESRI StoryMaps

Folks, Forms & Fidelity

- Terminology
- Inter- Agency & Departmental Communication
- Training & Development
- Position Descriptions/ Performance Evaluations
- Third Party Contracting
- Compliance
  - Americans with Disabilities Act (ADA)
  - Drug & Alcohol
  - Title VI

FOLKS - Terminology

- Mobility as a Services (Maas)
- Autonomous Vehicle (AV)
- Connected Vehicle (CV)
- Web Content Accessibility Guidelines (WCAG)
- Application (App)
- Application Program Interface (API)
- Light detection and ranging (LIDAR)
- Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL)

FOLKS – Inter-Agency & Department Coordination

FOLKS – Training & Development

Ways to Improve Product/Service Knowledge

- ❑ Consistent Training
- ❑ Allow Hands on Experience
- ❑ Put Learning into Practice with Role Play
- ❑ Provide Incentives & Reward Progress
- ❑ Take Training Out of the Office
  - ❑ Travel training
  - ❑ TSA Disability Notification

FORMS – Position Descriptions, Performance Evaluations, etc.

- Are terms such as AV/CV, Transportation Network Companies (TNC), etc. mentioned in your position descriptions?
- Do your staffs know the rules related to the provision of public transportation for seniors and their care givers?
- Do your memorandums of understanding (MOU's), agreements reflect mobility and related terminology for the populations served?
- Have you discussed had internal discussions about changes needed for your current and future position descriptions?
  - Care givers experience with new technology (apps and on-line food deliveries)
  - Additional salary adjustments to account for new requirements/roles
    - Transportation requirements due to COVID-related mobility issues

FORMS – Third Party Contracts

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Equality

The assumption is that **everyone benefits from the same supports**. This is equal treatment.

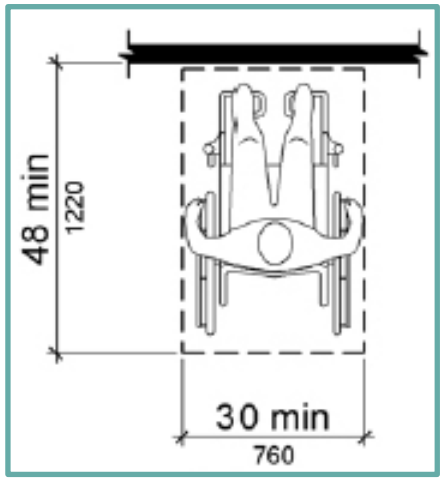
Equity

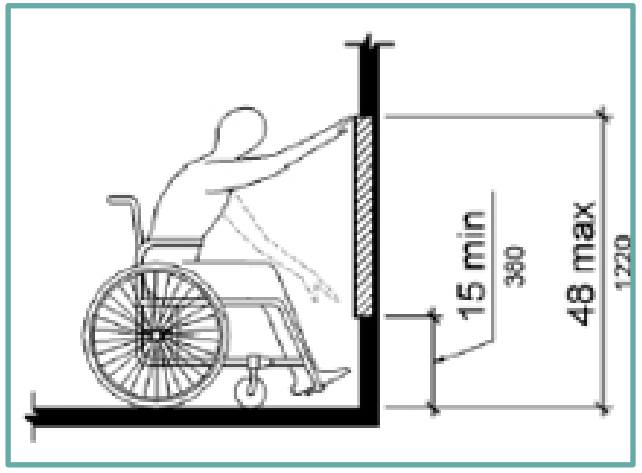
Everyone gets the supports they need (this is the concept of "affirmative action"), thus producing equity.

Justice

All 3 can see the game without supports or accommodations because **the cause(s) of the inequity was addressed.** The systemic barrier has been removed.

FIDELITY – Americans with Disabilities Act (ADA)



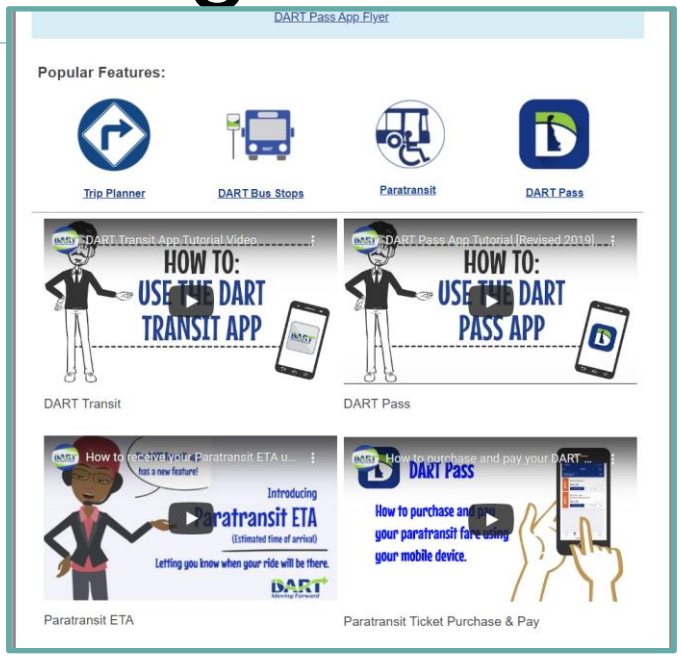


- Visual impairment
- Mobility Impairment
- Seniors
- Cognitive Impairment
- Service Animals

FIDELITY – Title VI & Rehabilitation Act Compliance

FIDELITY – Long-Term Thinking

- Equity
  - Consider the needs of unbanked seniors and those with different abilities
  - Make sure the transportation services available in urban areas are also accessible and available in rural areas
- Education & Surveys
  - Videos and Travel Training Programs can augment staff resources
  - Regularly educate and survey internal staff and clients
- Engineering
  - Integrating accessibility into your programs and products early in service development will increase user acceptance and long-term success



Questions, Comments & Discussion

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TRANSPORTATION DEPARTMENT

Thank You!