NCST’s premier group of seven Senior Transportation Demonstration Grantees, awarded in May 2008, were intended to identify the “best of the best” in new ideas and program innovations. The grants ranged from $35,000 to $90,000 for 12-18 months, and grantees received an additional twelve months of technical assistance from NCST. Together, grantees implemented a variety of innovative approaches, including:

- Using technology to improve scheduling, communication with drivers and customers, improve service delivery and increase regional coordination;
- Exploring new volunteer transportation options, including the use of agency-owned or rental vehicles and volunteers to accompany elders who need more than a ride;
- Creating alternative funding mechanisms to enable family, friends and community members to pay for rides for low income elders; and
- Expanding services, increasing options and improving the quality of transportation for older adults in their communities.

The grant programs are briefly described below:

**ACCESS In-Touch**
ACCESS Transportation Systems, Inc.
Contact Jeff Joll: joll@accesstransys.com
Pittsburgh, PA
This project demonstrated the use of low-cost technology to improve service efficiency, alleviating concerns of waiting customers and saving money through a decrease in client ‘no-shows’.

**L’Chaim Senior Services**
Jewish Family and Children’s Services of Minneapolis (JFCS)
Contact Annette Sandler: asandler@jfcsmpls.org
Minnetonka, MN
This project demonstrated the effectiveness of volunteer driver programs, the benefit of partnerships in increasing transportation options for older adults, and the role of a mobility counselor in older driver transition.

**Volunteer Assisted Transportation**
Knoxville-Knox County Community Action Committee
Contact Warren Secrest: warren.secrest@cactrans.org
Knoxville, TN
This project demonstrated the use of agency-owned vehicles in the delivery of a volunteer driver program to limit liability concerns and the effectiveness of driver sensitivity training to improve transportation service delivery to older adults by area taxi drivers.

Seniors on the Go (SoGo)  Leslie, Knott, Letcher Perry Community Action Council, Inc.
Contact Tawny Acker Hogg: t.hogg@lklp.net  Hazard, KY
This project demonstrated the importance of socialization trips for isolated seniors and the benefit of older driver safety training in a region with adverse driving conditions.

EZ Ride Community Cars  Meadowlink
Contact Krishna Murthy: kmurthy@ezride.org  Wood-Ridge, NJ
This project demonstrated a unique approach to maximizing senior transportation options during non-commuter hours and implemented a neighbor-helping-neighbor approach to recruit volunteer drivers and escorts.

Chore Connection  Mid County Senior Services (now Surrey Senior Services)
Contact NCST: ncst@easterseals.com  Havertown, PA
This project demonstrated how increased knowledge about transportation options and expanded service can benefit the community, older people and the agencies and providers that serve them.

Regional Coordination of Senior and Rural/Small Urban Transit Services in Southwest Michigan  Southwest Michigan Planning Commission
Contact Marcy Colclough: colcloughm@swmpc.org  Benton Harbor, MI
This project demonstrated how using technology to support scheduling leads to more efficient, customer-focused service and improved communication and coordination among providers.

Breaking New Ground Projects (2011-2012)

The Breaking New Ground Grant Program was created in response to a recommendation from the NCST’s National Coalition on Mobility Needs of Culturally and Ethnically Diverse Elders to “target grant funding to local community projects that address barriers to meeting the transportation needs of culturally and ethnically diverse elders and respond to local community input.” The grants ranged from $11,435 to $20,000 and were completed in eight months. Grantees developed plans to address the needs of specific cultural/ethnic elders living in their communities through:

- Surveying and obtaining input from elders;
- Involving aging and transportation stakeholders in the process to increase coordination; and
- Convening community-wide forums; and
• Developing discussion guides and other tools that can be shared with other communities.

The grant programs are briefly described below:

**Hispanic Elders Transportation Access**
Central Plains Area Agency on Aging
Contact Annette Graham: agraham@sedgwick.gov
Wichita, Kansas
Population focus: Hispanic
Through successful collaboration with public transit and leaders in the Hispanic community, the project developed sensitivity training for public transportation providers and received funding to support a Hispanic Mobility Manager. A FAQ sheet on fixed-route public transit was printed in English and Spanish and broadly disseminated and bus schedules were made available at 3 new locations in predominately Hispanic neighborhoods.

**Giving Voice to Seniors**
Senior Citizen Services of Greater Tarrant County, Inc.
Contact Marcus Rockwell: mrockwell@scstc.org
Fort Worth, Texas
Population focus: African-American, Hispanic, Vietnamese, Burmese, Nepali, Chin, Russian, Romanian, seniors with hearing loss
The project enhanced collaborations between stakeholders, encouraged a more unified effort toward the goal of a county-wide transportation action plan, increased seniors’ awareness of transit and travel training and gave transportation providers a greater understanding of the wants and needs of older adults from diverse populations.

**Immigrant and Refugee Elders Transportation Project**
Senior Services of King County
Contact Cindy Zwart: cindyz@seniorservices.org
Seattle, Washington
Population focus: Bhutanese, Burmese, Eritrean, Ethiopian, Russian, Somali, Ukrainian
The project enhanced relationships with ethnic communities, stimulating cross-cultural learning and the creation of a 3-part transportation video series on using public transit in 8 languages, starring members and elders from the targeted ethnic communities. These relationships offer “opportunities for long-term connection, service planning and building bridges to link mutual goals and share cross-sector support.” In addition, King County Metro produced language assistance cards to help diverse elders access public transit.

**Tribal Elder Transportation Plan**
Shoshone-Bannock Tribe’s Department of Transportation
Contact: www.sbtribes.com
Fort Hall, Idaho
Population focus: Native American
The project strengthened coordination and improved communication among service providers, elders and the Department of Transportation. Developed a plan to consider the impact of using vehicles for home delivered meals on the availability of transport to take elders to nutrition sites, and how using Community Health Representative (CHR) vans for dialysis affects elders’ ability to get rides to medical appointments.
Enhancing Older Adult Mobility through Person-Centered Mobility Management (2012-2013)

In the spring of 2012 the National Center on Senior Transportation awarded grants to nine organizations for projects that demonstrate innovative and effective approaches for providing mobility management to benefit older adults in four specific categories:

- Peer Mobility Management & Employment
- Mobility Management in Rural/Frontier Areas
- Mobility Management Integration within Current Practice
- Mobility Management Applied to the Family of Senior Transportation

The NCST defined person-centered mobility management as one-on-one or group education and counseling on transportation options and alternatives to driving, as well as coordination among transportation and human services providers to ensure the availability of a range of transportation options and modes to support older adult mobility.

The nine grantees selected for funding engaged in the following types of activities:

- Facilitating collaboration between the Aging and Transportation networks and establishing community coalitions and stakeholder groups to better address the mobility needs of older adults;
- Convening consumer focus groups;
- Conducting consumer surveys and obtaining feedback from older adults and others who receive mobility counseling;
- Developing toolkits, training curricula, brochures and marketing materials; and
- Developing mobility management approaches to meet the unique needs of particular population groups and addressing special circumstances.

The programs funded under the mobility management initiative were organized into four categories:

- Peer Mobility Management & Employment
- Mobility Management in Rural/Frontier Areas
- Mobility Management Integration within Current Practice
- Mobility Management Applied to the Family of Senior Transportation:

The grants are briefly described below.

Peer Mobility Management & Employment:

**Mobility Management for Gainful Employment**

Jewish Council for the Aging

Contact Dana Hirsch: dhirsch@accessjca.org

Montgomery County, MD

This project engaged low-income, age 55+ area seniors with limited English proficiency who
were participating in the Senior Community Service Employment Program (SCSEP). The project’s two-part mobility management process consisted of: (1) a series of workshops conducted by a professional mobility management trainer to familiarize participants with local mobility options; and (2) utilizing peer community advocates to help workshop participants practice their newly-learned mobility skills in small groups or 1:1 in the field. Culturally competent trainers and foreign language specialists participated in the project to engage non-native English speakers who participated in the program.

**Transportation for Senior Employment**
**Oneida Tribe of Indians of Wisconsin**
Contact Joyce Hoes: jhoes@oneidanation.org
Oneida, WI
Transportation Senior Employment is a project by the Oneida Tribe of Indians of Wisconsin. Through the project, 40 elders, primarily those who are seeking employment or currently working, received instruction on using Oneida Public Transit and/or Green Bay MetroTransit.

**Mobility Management in Rural/Frontier Areas:**

**Franklin County Mobility Management Program**
**Mid-East Area Agency on Aging**
Contact
Manchester, MO
The project brought together human service and transportation providers, elder citizens and policy makers to form the Franklin County Transit Committee, to facilitate development of a community wide mobility management plan. Mobility management focused on alleviating transportation barriers for seniors transitioning from driving and used the Assessment for Readiness for Mobility Transition (ARMT) tool within an existing options counseling framework.

**Frontier Transportation**
**Montana Independent Living Project, Inc.**
Contact Tami Hoar: thoar@milp.us
Butte, MT
This project created diverse transportation opportunities for individuals age 65 and older living in rural Meagher and Wheatland Counties in central Montana, including development of a voucher program for qualifying individuals to pay family, friends, neighbors or professional vendors for rides and “rider share boards” in each county.

**Mobility Management Integration within Current Practice:**

**Transportation Options Counseling for Older Adults**
**Community Council of Greater Dallas**
Contact Brittnay Tree: btree@ccgd.org
Dallas, TX
Under this project, a “one-stop” mobility management resource built upon the existing information and referral system for older adults and people with disabilities, connected callers
with questions about transportation to a Transportation Options Coordinator. A personalized Trip Plan that addressed their unique needs and individual preferences was also developed.

**Rural Renal Transportation Partnership**

Dane County Department of Human Services

Contact Norah Cashin: cashin@countyofdane.com

Madison, WI

This project expanded mobility management within Southcentral Wisconsin by testing senior transportation as a service exchange in a local Time Bank. This innovative and replicable model for creating capacity targeted rural older adults with End-Stage Renal Disease (ESRD) who required hemodialysis, especially those in communities of color.

**Mobility Links -- A Community Affair**

Greater Lynn Senior Services

Contact Valerie Parker Callahan: vparkercallahan@glss.net

Lynn, MA

This project further developed the agency’s successful Travel Counseling work that uses the options counseling framework to offer decision support to consumers around a broad range of mobility/community livability issues, including transportation. The project recruited, trained, and placed volunteer Travel Coaches/Peer Guides at community “pulse points” (such as libraries, museums, malls, senior centers) to provide individual information and support mobility.

**Mobility Management Applied to the Family of Senior Transportation:**

**Mobility Management Senior Transportation Project**

Outreach and Escort Inc.

Contact Katie Heatley: katieh@outreach2.org

San Jose, CA

The project trained local service providers in mobility management; and developed local transportation alternatives such as walking groups and transit travel groups; and shared ride/volunteer driver alternatives coordinated with existing mobility services.

**PSC Senior Transportation Project**

Parkway Senior Center

Contact Kari Johnson: kjohnson@psc-utica.com

Utica, NY

This new peer-to-peer volunteer mobility management program trained seniors to be knowledgeable in all of the transportation programs and services in Oneida County, New York. After being trained, the volunteers worked in their communities to train other older adults to use transportation services to meet their own needs to support their independence without the financial burden of owning their own vehicles.
Ladders of Opportunity: Connecting Seniors to Public Transportation (2015)

The grantees partnered with one of four specific aging in place initiatives: Care Transitions; Chronic Disease Self-Management; Senior Housing with Services; and Long Term Services and Supports. The Final Report on the Ladders of Opportunity projects provide additional detail.

Care Transitions

Dane County Department of Human Services Madison, WI
Contact Norah Cashin: cashin@countyofdane.com Service Area: Urban, Suburban, Rural
This project developed an electronic form to facilitate referrals from hospital discharge planners to the Mobility Manager; the process is intended to ensure that transportation for follow-up medical appointments is arranged for patients at discharge. Dane County DHS also developed a new and effective approach to their “Bus Buddy” travel training program for older adults to increase their familiarity and use of public transportation, thus offering an incentive for non-driving older adults to try transit.

Harris County Area Agency on Aging Houston, TX
Contact Service Area: Urban, Suburban
Harris County AAA’s Transportation and Care Transitions Programs worked together to incorporate mobility counseling into discharge discussions with hospital patients, family members, and caregivers. The project and their partners developed an expedited intake process for care transitions patients to get to/from their first follow-up medical appointments within seven days of hospital discharge.

Chronic Disease Self – Management Program:

WSOS Community Action Commission Fremont, OH
Contact Robin Richter: rjrichter@wsos.org Service Area: Rural
The project developed and presented a mobility educational module as part of a Chronic Disease and Pain Self-Management Program workshop. The educational module was also presented at Sandusky County senior centers and a separate educational module for individuals was developed and incorporated into mobility counseling provided to homebound seniors who receive home-delivered meals. Through this educational effort, seniors were also encouraged to communicate their concerns and fears about using transit.
Senior Housing with Services (HUD Section 202 Supportive Housing for the Elderly)

Community Concepts, Inc.  
Lewiston, ME  
Contact Sara Trafton: strafton@community-concepts.org  
Service Area: Urban, Suburban  
Community Concepts and partners, Seniors Plus Area Agency on Aging and The Lewiston and Auburn Housing Authorities, put in place a process for training and supporting experienced riders to serve as peer trainers and travel buddies (“AmBUSsadors”) for new riders who live in Lewiston/Auburn (Maine) senior housing facilities.

Long Term Services and Supports

Mountain Empire Older Citizens, Inc.  
Big Stone Gap, VA  
Contact Mitch Elliott: melliott@meoc.org  
Service Area: Rural  
Mountain Empire Older Citizens, Inc. (MEOC) brought together its Transit and Care Coordination Departments to convene transportation educational forums and focus groups to engage older adults, including Care Coordination clients, and educate participants on available options. MEOC’s partnership and engagement activities led to a significant increase in senior ridership, improved transportation access for seniors and addressed obstacles for seniors who were apprehensive about using public transportation.