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Pikes Peak Area  
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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



# 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

