



Coordination Case Study

NATIONAL AGING AND DISABILITY TRANSPORTATION CENTER

Seniors and Vulnerable Transportation (SVT)

Background

Kate Williams serves on the Board of The Regional Transportation District in Denver and oversees the public transportation network for a 9-county region. In her previous job, Kate was the Executive Director of the non-profit, Denver Regional Mobility and Access Council (DRMAC), a project of the Colorado Non-Profit Development Center. DRMAC's mission is to promote mobility and access for all by addressing transit needs through public outreach and by coordinating the efforts of government agencies and transit providers. The organization participates in and advocates with a wide variety of the region's workgroups, task forces, and committees, on human services and transportation and the current and future needs.



DRMAC serves as the Regional Coordinating Council and facilitates local coordinating councils in each of the area's counties to bring together transportation providers, users, and advocates.

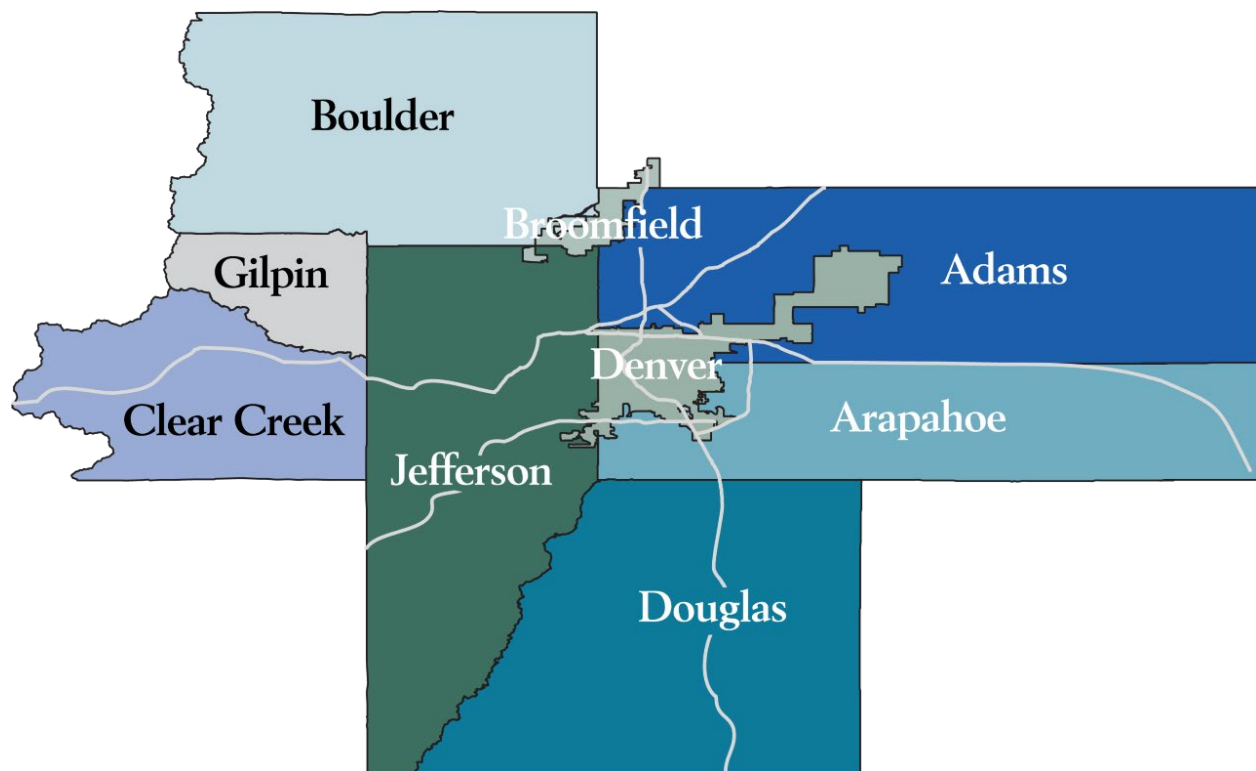
Description of the Pilot Project

The Seniors and Vulnerable Transportation pilot project started by DRMAC, is usually referred to as "SVT." Funding for the project came from the Denver Regional Council of Governments. This grant enabled DRMAC to develop a platform to provide information on transportation for a 9- county region, the Greater Denver Metro MPO, which includes Adams, Arapahoe, Boulder Broomfield, Denver, Douglas, Clear Creek, Jefferson, and Gilpin Counties. Prior to the grant, DRMAC had a website, app, and printed guide that offered information, but these information resources were not connected. The pilot project helped to merge these resources into one platform called [Getting There Guide](#), thus enabling DRMAC to update all three sources simultaneously from a single entry. DRMAC calls this the "One source of truth!" Information for the platform is collected by contacting transportation providers via email once a month for up-

to-date information. A follow-up phone call is made if the provider does not respond within three days. DRMAC also received Transportation Infrastructure funding to support the platform.

Coordination and Partnerships

Denver Regional Mobility and Access Council partners with 56 transportation providers throughout the 9-county region. DRMAC has been in operation for 15 years. During COVID, as transportation needs for older adults and people with disabilities became more crucial, a new landing page on the DRMAC website was effective in helping connect people to transportation resources throughout the region.



Project Status

The grant project is completed but DRMAC's platform continues to offer information to residents in the 9-county region.

Outcomes

One major challenge was trying to create a new concept that did not have existing program examples to follow. It was also difficult to convince community leaders and funders that by improving transportation access for older adults and people with disabilities, all transportation

users would benefit. The performance measures used to evaluate this app was traffic to the website and feedback from providers and riders. About 400 people used the website each month during the pilot; currently, the monthly total is 4,000. In addition, the local transit agencies are getting ready to put advertisements for DRMAC on side of their buses increasing visibility.

The fastest-growing population in Colorado is older adults. While the focus was on older adults and people with disabilities, all transportation users have benefited. This project is seen as relevant by other programs across the state as people are increasingly aware that they may need transportation someday. Other organizations are beginning to adopt this model. For example, Ride NoCo, a mobility coordination program of the North Front Range Metropolitan Planning Organization in Fort Collins (a former NADTC grantee) looked at the database DRMAC built for the pilot program and is using a similar approach.

Lessons learned

One lesson learned was to request more funding if an opportunity arises. Adding veterans, immigrants, refugees, and schools in the planning process would be helpful in the future since all of these groups include older adults and people with disabilities. DRMAC already works with those communities.

Next Steps

DRMAC will continue activities and monthly updates with providers. Ms. Williams is a strong advocate for creating a one-stop-shop platform for information on transportation in the community and potentially across the country. She said: "If I give this platform to you and you implement this in Minnesota, it doesn't take anything away from me." Everyone should have this knowledge and this ability to have one fast and easy place to see what transportation options are available when they need it.



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The National Aging and Disability Transportation Center (NADTC) is a program funded by the Federal Transit Administration and administered by Easterseals and the USAgings, with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.

NADTC's mission is to increase accessible transportation options for older adults, people with disabilities, and caregivers nationwide.

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