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EASTER SEALS

TRANSPORTATION NEEDS AND ASSESSMENT

SURVEY OF OLDER ADULTS, PEOPLE WITH DISABILITIES, AND CAREGIVERS

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>> MODERATOR: Welcome, everyone, to the NADTC webinar on transportation needs and assessment. We are going to get started at the top of the hour. I want you to know we are in the right place. We will start in three or four minutes. Thank you.

(Pause.)

>> MODERATOR: Welcome, everyone to the NADTC webinar on Transportation Needs and Assessment. We are going to get started in just a couple of minutes. I want you to know you are in the right place. Everybody starts, tends to connect right at the top of the hour. We are going to wait one more minute before we get started. Thank you so much.

(Pause.)

>> MODERATOR: Welcome, everyone, to the NADTC webinar on Transportation Needs and Assessment. We are going to get started in just a minute. We have lots of people trying to join the webinar room right now. We are going to give them a chance to get connected. We will get started in just a moment. Thank you.

>> OPERATOR: Recording started.

>> MODERATOR: Welcome to the NADTC poll campaign webinar on Transportation Needs and Assessment, Survey of Older Adults, People with Disabilities, and Caregivers.

We are really glad you could join us today. We are going to give you a couple webinar logistics before I turn the webinar over to your presenters. First, the webinar is being recorded. This is important to note that if you do post something in the chat box, it will be public and it will also be included with the recording when it is made available after the session.

We will take questions during the session today and at the end of the presentation. To ask your question you can post that into the chat box, which is to the left of your screen, left and at the bottom. You can do that throughout the session. You don't have to wait until the end.

We do have closed captioning today. I thank you so much to our captioner for being with us. You can access this in one of two ways. You can either click on the CC icon at the top left of your screen or you can press control plus F8 on your keyboard. A separate box will open that you can customize the size and font to your liking.

If you are having any trouble with the blackboard functioning or getting connected to blackboard, you have two options. You can call the blackboard technical assistance line, (877)382-2293 or you can email me, Kristi McLaughlin. I emailed the connection information this morning and again just a few minutes ago. So if you want to respond to that email and let me know the issue you're having, I will be watching for that and can assist you in getting connected.

With that I am happy to turn the session over to Virginia Dize, the co-director of the NADTC, to get everyone started.

>> VIRGINIA DIZE: Thank you, Kristi. And welcome, everyone. We are so pleased that you are joining us this afternoon. Just quickly to go through the agenda, I am going to say a few welcoming remarks and introduce the report that we are talking about. Then I will turn it over to Carol who will begin a summary of the national poll results. I'll follow up and continue with that report.

And then we will have hopefully some time for facilitated discussion and questions and answers. We are very eager to hear what you all have to say in terms of your reactions to what we have to say, as well as any stories that you want to share from your own experiences.

I do hope, I know that Kristi insent a link to the report, to the full report. If you haven't used that link to access it, you can go on the NADTC website and access it by going to resources and publications. It is the first publication that will pop up because it is our most recent publication. So feel free to do that.

I am assuming that most people on this call already know who we are, but it never hurts to say, and there may be some newer people who joined us today. We are the National Aging & Disability Transportation Center. We are a partnership of Easterseals, where Carol works. The National Association of Area Agencies on Aging, where I work and national federal transportation administration, our funder.

Our overall mission is to promote the availability and accessibility of transportation options that serve the needs of older adults, people with disabilities, and caregivers and communities.

We do person-centered technical assistance and information. We do lots of training, both by webinar, online courses, and in person.

We do a lot of outreach and communication, including our E news. If you don't currently subscribe to our E news, you can do so on our website.

We do partner with lots of organizations, including the communities that we fund through our grant programs. There is an independent program evaluation of our center that is done on an annual basis.

This is the cover of our report that was published in December. We did a press event here in D.C. Had some good press that followed up with that.

To draw attention to the transportation needs of older adults, people with disabilities, and caregivers.

So why did we do a national survey? Because quite honestly, I think that those of us who have worked in this field for quite awhile -- and I have been in the transportation field specifically for ten years now. Why are we doing a national survey? Well, in part it is to hear the voices of older adults and people with disabilities and caregivers to ensure that we are on the right track. We all assume that we know what those transportation needs are and what those problems are. But we felt that it was time to really get to the voices of those who need transportation and who use transportation resources in the community to find out what their experience is like.

We turned to a professional research organization, KRC Research. One of the great values of working with researchers who do this all the time is that they made sure that the people that we included in our survey are representative of the demographics of the United States, based on the census. So, for example, older adults are persons 60 and older. It was weighted to ensure that the disability percentage of older adults is well represented.

33 percent of the respondents who are older had a disabilities that either limits them in physical activities, in seeing, and or hearing.

We had 509 older adults included in our sample. 309 of those completed online surveys. With older adults we did 200 telephone surveys, in recognition of the fact that older adults are less likely to be online than young people with disabilities or caregivers, even though that percentage is growing.

Our sample of younger adults included 513 individuals, 18 to 59 years of age, who are living with disabilities, including 413 of those surveys that were completed online and 100 done by telephone.

And again, we defined disability very broadly to include persons with physical limitations as well as disability in seeing and or hearing.

Again, the sample was weighted to ensure that it was demographically accurate, according to the U.S. census.

Finally, our transportation caregivers. There were 627 caregivers. These are caregivers of persons ages 18 to 84. So it included a mix of caregivers of younger adults with disabilities as well as older adults. And we specifically wanted caregivers who provide and or arrange transportation for an adult family member or friend. So those were our criteria for selection of caregivers to be included in our sample.

There were 390 caregivers of older adults included, as well as 237 caregivers of younger adults with disabilities.

As we are presenting the results of this survey, and really what we are going to be presenting are the highlights and a summary, we would like for you to think about this question. We are going to tuck a poll at the end of our presentation.

So do the poll results, the results of the NADTC survey reflect your knowledge and experience working on transportation issues in your community? We hope you'll keep that in mind as we turn to the summary.

Carol, I'll turn it over to you.

>> CAROL WRIGHT KENDERDINE: Hi, everyone. I'm Carol Wright Kenderdine. I'm a co-deck tore of the National Aging & Disability Transportation Center along with Virginia Dize. We are really excited to be able to give you the actual results in summary form of this transportation survey take was done just recently. Because we think that it really is telling in terms of what is going on across the United States.

We also want to know if it matches your experience. As Virginia just mentioned we are eager to have you pay attention as we go through and see if the results that we share with you are similar to what you are seeing in your communities. Later if you would share with us if these are the kinds of things that you are seeing, we would like to know that. We would also like to know if you are seeing something different in your particular communities. We want to make sure that the needs are truly reflective of what people are finding in their own locales.

The first point that we would like to summary talks about older adults and younger adults with disabilities and their ability to drive. We found out that most of the people who are driving their own vehicles or riding with family and friends across both age and disability anticipate a time when they are not going to be able to drive any longer. They believe that finding alternative transportation will be difficult.

They are already anticipating a time where they won't be able to have the freedom take they currently experience with the transportation as they know it today.

The second point that we want to summarize is relative to caregivers. We know that caregivers play a pivotal role in he helping older adults and individuals with disabilities meet their transportation needs. We also know that most caregivers are happy to help. But they were quick to point out to us that providing for or arranging rides is extremely time-consuming.

When asked, what are their biggest concerns about the person that they are responsible for caring for is driving, caregivers of older adults with disabilities reflected back on the safety and concern for their loved ones. They did so in very specific ways. One said they are starting to forget to turn their headlights on or looking for on coming traffic. One said, one caregiver in talking about the older adult they were responsible for said he can not see clearly during the day and almost not at all if it gets dark suddenly. Overly cautious and poor reaction time.

And still another said my biggest concern is that this person doesn't realize how compromised their driving has become. So it is clear that caregivers certainly worry about people who are in, are -- have responsibility for their care and yet recognize that they probably aren't safe operating their own vehicles.

When asked what would you like to see in the community that would be helpful for the people that you are responsible for? More public transportation an affordable options were frequently mentioned as solutions for caregivers. One caregiver of an older adult with a disability said: I do not live all that close. So I would love to see a service that would transfer her without my help since taking time off from work is stressful.

Many people get caught in the situation where they are responsible for someone else but they are still in a position where they need to live their own life as well. Having those options available in the community can make a big difference for caregivers.

The third point in our survey, the results said those who give up driving face big barriers to getting around. They can no longer do the things they need and want to do. They face physical isolation, frustration, feel dependent, and trapped.

We asked them to tell us what that was like in their own words. A 34-year-old with a disability said: I can't go to social events unless the person giving me a ride wants to go. I'm stuck places until whoever drove me wants to leave. I don't get to pick where we go most times.

So certainly the control of one's life and what they do is out of their control. A 59-year-old with disabilities said I am unable to go anywhere by myself, such as doctor point, hair point, dentist, grocery shopping or personal shopping. It takes your independence away.

Very life-altering.

A 47-year-old with a disability said: I have had a few quick job chances come along that I was not able to secure because I could not get there right away. Having a car means freedom.

A 63-year-old with a disability said: I was not able to go to my grand son's high school baseball and football games and school plays, something most of us take for granted.

Yet another point that was made is that most older adult and younger adults with disabilities who do not drive are not using public transportation. This is important for all of us to recognize. When those options are available, many times they are not being used by older adults and people with disabilities. It is important for us to understands why. We also know that it depends on where you live. If you are in an urban or suburban area, you have much more alternative transportation options than you do if you are living in a rural or isolated area. So it is important for us to understand why people make the choices they do and what kind of transportation options they have.

So these are just four summary points of our survey. I'm going to turn it back over to Virginia. She is going to provide the results of some of our other survey results from the poll.

>> VIRGINIA DIZE: As you can tell by a quick look at the survey, this was a survey that was generally representative of the United States. So it wasn't specifically focused on rural areas.

However, there was some further analysis done of a few of the critical points in the survey, one of which is found that fewer people in rural areas or small towns say that thifer transportation alternatives are good. As a matter of fact, there are some real differences there. In general, older adults find that they have good alternatives. About 62 percent of the respondents. Whereas if you look at just the rural responses, it goes down to 49 percent.

With younger adults, you have an even bigger range because you start out with 75 percent of younger adults with disabilities saying that they have access to good alternatives, whereas younger adults with disabilities living in rural areas only about 45 percent note that they have access to good alternatives.

Again, what is really powerful, I think, about this survey is what individuals shared with us. So public transportation, as Carol pointed out, is often mentioned as a need in communities. For older adults an affordable transportation service as 160-year-old without a disability said. And affordable transportation service for senior citizens and the handicapped that live in rural communities is what is needed.

Whereas another 60-year-old without a disability also pointed out that an effective public transportation system that runs frequently rather than occasionally is needed.

Younger adults with disabilities, a 49-year-old said: I live in a very small town. We only have one company with two vans that pick people up. I live in the country. And they don't come out here this far. We need help in rural areas.

Finally, a 51-year-old with a disability said: Buses that run on the weekends. There are no buses that go between local towns on the weekend and the buses that do run in the town don't run on Sundays.

I think these are powerful statements that reflect the situation that people are living with.

Our next summary point is that older adults and younger adults with disabilities who don't drive face many barriers, including access to affordable transportation options.

Fully eight in ten nondrivers with a disability say they are unable to do the activities and chores that they need or like to do. It is a lower percentage for older adults. Only about 40 percent of them say that they are inhibited from doing those necessary chores and activities. For those of us who have been working in aging for most of our careers, I think what that reflects is the fact that with older adults there may be -- they are maybe giving up and choosing to just stay home when transportation is not readily available. Clearly not driving which we have known for many years, really does affect people's lives.

Those who give upping driving report feelings of isolation, dependence and loss of joint. A younger adult with disabilities age 33 said: I have lost independence, responsibility nayty, pride, sense of accomplishment. I have to prearrange everything and rely on others to get me places, wait for me and drive me home.

And an older adult with disability, age 75, says he has to depend on his wife to get around and it can sometimes be a very helpless feeling.

Another find can, and I have to say this one is a bit of a surprise, that there is no single recognized go-to information resource that our respondents reported for finding alternative transportation options. Most people are turning to family and friends for help. We also found that most caregivers are turning to family and friends for help.

I want to give you, go into the details a little bit here. I think it's very important for us who work in the field to know this.

Fully 43 percent of older adults and 48 percent of younger adults with disabilities are saying that they are relying on family and friends for information.

24 percent of older adults and 31 percent of younger adults with disabilities are then turning to the computer, to the Internet, to their cell phones to get information.

When we talked about the organizations that many of us, many of the folks on the phone might work for, area agencies on aging, centers for independent living, aging and disability resource centers, 13 percent older adults and people with disabilities use area agencies on aging. 8 percent of older adults and 12 percent are using centers for independent living.

11 percent of older adults and 16 percent of younger adults with disabilities are going to aging and disability resource centers.

Finally, mobility managers who we all know play such a pivotal and important role and are present in a growing number of communities around the country, though certainly not everywhere. Only 2 percent of older adults said that they were going to mobility managers. And only 8 percent of younger adults with disabilities are using mobility managers.

If you look at the results for family caregivers, it is much the same. 7 percent of them are turning to mobility managers.

I would say that that underscores the critical work that we all have to do in terms of getting out the world and ensuring that people living in the communities know where to go.

More information about public transportation is definitely needed. And older adults age 60 says: If I get to where I'm unable to drive myself, reckon I would have to think about moving closer to town. That is not an option at this time in my life, nor would I want to.

A younger adult with disabilities, aged 32, says: There should be more public transportation. Maybe more information should be given to the public through social media or news.

And finally, a caregiver says: A list of transportation services would be handy, along with any other information for the elderly.

The final point of our summary is this: The majority of older adults and younger adults with disabilities expect transportation options to stay pretty much where they are or to get worse.

Many would be comfortable using various kinds of transportation including public transit if it were available in their communities and if they knew about it.

So with that, I am going to turn it back over to Kristi and ask her to conduct our poll. Kristi?

>> MODERATOR: Yes, thank you so much, Virginia. If you are interested in participating in the poll, you can do so in the chat section at the top left of your screen within the participant box there is a dropdown menu. You'll see a box with a checkmark in the middle over it. If you hover over that, you can answer yes or no to the question: Do the poll results reflect your knowledge and experience working on transportation issues in your community?

If you are able to do that that will give us a clear idea of the results. We will be able to post those within the window for you guys to see here in just a moment. If you are not able to hover, if instead you are using screen reading software, for example, you can press control one for yes or control two for no. you have that option as well.

Virginia, whenever you are ready for me toe post those results, let me know.

>> VIRGINIA DIZE: Okay. I think we will give folks a couple of minutes to think about that and make sure you are following Kristi's instructions correctly.

Just as an aside, we are going to have an opportunity for questions and answers. So any top of mind questions, I know that Carol and I have thrown out a lot of information to you guys. And it is a lot to absorb. Believe me, I've read this report. I can't tell you how many times. And I feel I'm finding nuggets of information that didn't strike me the first seven or eight times I read it.

So it is a very dense report. There's a lot of information. But I think as we tried to point out during t presentation, one of the critical things is the way people feel. And what their actual lived experience is. I think it is really, we see it as a wake-up call to think of better ways we can serve the transportation needs of older adults and people with disabilities, which are so critical to help people connect to needed services as well as counter social isolation.

So with that, Kristi, I think I'm ready for you to open up the poll.

>> MODERATOR: Okay, fantastic. I will post the poll results. These are the poll results as entered into the participant window.

So there are actually several additional yeses in the chat box. So if a person voted just in the chat box and did not in the polling feature, then it will not be included in this, but the responses are overwhelmingly "yes."

I think that as you can see there, we have 38 yeses, one no, an then the rest are those that have not responded.

>> VIRGINIA DIZE: Okay. That's a relief!

(Laughter.)

>> VIRGINIA DIZE: We are glad that's the case. And so at this point I think we are ready to open it up to you all. If there are any questions in the chat box or people want to use the phone feature, Kristi, perhaps you could ensure that everyone knows how to do that.

>> MODERATOR: Yes. We can take questions via the chat section which is in the bottom left of your screen if you want to post those there. We are unable to take questions over the phone. You can email your question if you want to send that out. It was sent out in the email yesterday. I can take your question and put those in the chat box so the presenters can address those.

Two ways, either through the chat box or the email by responding to the connection email and we will make sure that your questions get presented.

We have one question so far, Virginia. What was the geographic area of the survey?

>> VIRGINIA DIZE: It was nationwide. So it is meant to reflect the overall experience of older adults, people with disabilities, and family caregivers in the United States.

The demographic details are included at the end of the report. And they are a little bit more detailed than what we showed on the slides. They include, for example, whether the age range, male or female, and we also include representation of the northeast, south, Midwest, and west.

For example, about 41 percent of younger adults with disabilities and 38 percent of older adults are living in the south. 18 percent of younger adults with disabilities and 16 percent are in the northeast.

So if you take a look at the back of the report, you will see the demographic breakdown that is expected to be nationally represented.

>> MODERATOR: We do have several questions in the chat box. We'll go down the list if that's okay. The next one is are there plans to use this information for national level legislative advocacy?

>> CAROL WRIGHT KENDERDINE: I can take that, Kristi. This is Carol. We are not allowed to do actual legislative advocacy, as the National Aging & Disability Transportation Center, because we receive federal funding that is prohibited in terms of what we do.

But what we hope to do is to educate everyone. That includes legislators. That includes the public. That includes providers across the country for what the needs are. Then to help create solutions.

So not only do we want to identify what are the needs out there, but we want to work with all of you and others to find solutions for the problems that have been identified. So we are working on the next steps as we speak in terms of trying to figure out if these are problems that have been identified, what are some of the solutions.

Those solutions are going to vary depending on the part of the country people are in and the circumstances they find themselves in.

But we are trying to come up with alternatives that people can use in terms of resources that are available through our National Aging & Disability Transportation Center. We are going to be talking about some of those resources coming up at the end of this webinar that you can take advantage of very soon. And know more about.

But we also are trying to work with communities. So if your community has a particular issue and you are looking for some kinds of technical assistance, or some resources or you want to be put in touch with other people who may have experienced some of the same things you have and have found some creative solutions, it is our job to match you up with them and help you tackle some of the things that you are experiencing in your particular area.

So while we can't advocate on a national or statewide basis even for doing public advocacy, we can educate people E we can provide resources that will help work towards solutions for some of the problems that have been identified.

>> MODERATOR: Great, thank you. The next question is: How were participants chosen?

>> VIRGINIA DIZE: It was a random sample. So we put our trust in our researchers who are experts at developing the random sample. And who made the decision that they were going to ensure that the sample was representative.

So you see a few less older adults than younger adults with disabilities and a few more caregivers being included in the sample. That was to ensure that there was a balance and that they were truly representative of the population in the United States.

That's really what we endeavored to do. We didn't particularly target a particular profile of older adults or people with disabilities. We were looking for folks who represent overall the population in the country.

>> MODERATOR: Great, thank you. The next question actually came in by email. That is: Is there a plan for a follow-up survey at any point?

>> CAROL WRIGHT KENDERDINE: Yes. We have plans for a survey for this coming year, but it isn't the same kind of survey. This survey will be to talk about potential solutions and things that people are doing in terms of the kinds of things that have been identified as needs. Also to find out what other kinds of things that people would like to know, other than what we have already asked questions about. Are there things that weren't included in this survey that people would like to know more about.

So our survey will take two different formats. One we'll be looking at what else do we need to know. Two, of the things that were identified, what are some of the best practices out there? What are some of the solutions that exist? So that we can help develop resources for communities.

>> VIRGINIA DIZE: I would like to add to that. We held a discussion with folks after we did this in December. We got recommendations from some of the folks at the prevent to conduct additional analysis of the data that we've collected. And we are open to suggestions about whether or not there needs to be some further analysis of some of the data.

For example, one of the recommendations that came through, we particularly looked at a couple of data points with regard to rural, people in rural areas and small towns versus people living in suburbs or urban areas.

We would like to take a further peek at this data that we've got to see if we can paint a more thorough picture of the situation in rural areas.

So that's one thing that we are considering. But we are open to other suggestions as well.

>> MODERATOR: Great. Thank you so much. So the next question, and this may be a question that we can't address on this call but I would at least give us the opportunities to give some resources.

What are some federal or grant programs available to help expand the transportation in communities?

>> VIRGINIA DIZE: That's a big question. There are some regular ongoing grant funding opportunities. Federal programs such as the section 5310 program that is targeted to persons who are transportation disadvantaged, particularly older adults and people with disabilities. There's the 5311 program that is targeted to rural areas. 5309 program is the bus program that is primarily used in urban areas.

But there is a whole laundry list of those kinds of regular ongoing grant opportunities that are typically administered at the state level in your state, or may be administered by an organization in an urban area. And those opportunities are listed on the FTA.gov website.

Also from time to time there are solicited competitive grant opportunities that the federal transit administration offers. NADTC has a history of offering competitive grants. And this year we are, we have offered a competitive grant to our planning grantees. So in 2018 we worked with ten communities that were funded to do planning around the development of a program innovation in their communities. So we narrowed our competition this year to offer additional, an additional opportunity for funding to those communities. Pending funding, hopefully we can offer a broader grant opportunity in the coming years. That certainly is our wish. Of course, it is dependent on a lot of factors.

Carol, do you want to add anything to that?

>> CAROL WRIGHT KENDERDINE: Sure. If you watch our website, every time that we are aware of any kind of funding opportunities that are out there we post it on our website. That's a good place to check on a regular basis.

In our newsletter any time we are aware of something that comes up and is a new funding source, we post that and send it out via our E news. If you sign up for our E news, that's a good resource for all of you to be able to use.

If you go to grants.gov, that is a good place to look for resources for grant programs that are out there that might be able to be used in your community.

But networking within your community is important as well because many times funding is available through sources that aren't necessarily related to transportation but they are related to communities. If you can partner with other agencies in your community you can make those monies be useful for transportation as well as other things.

Watch our newsletter. Look for other opportunities to partner. Look at federal sites. Those are all options for all of you. Money, as you know, is tighter all the time. Watch fortunes where you can make your money go further by partnering with other organizations in your community and region.

>> MODERATOR: Great. Thank you so much.

The next question may also be one where we are just providing a couple of resources or referral information, but I do want to make sure and present it to you guys. It says: If appropriate, can I ask how are people advocating for volunteer driver programs when they are speaking to their elected officials? Especially regarding the mileage reimbursement as $600 and the new interruption of the insurance liability issue for volunteer drivers.

>> VIRGINIA DIZE: I'll try to answer that one. I think that's an issue that we would like to maybe connect the caller or the participant with some resources, particularly some local public transit, volunteer programs because those are unique programs. They are typically designed to serve a particular need in a particular community. So there is definitely, it's hard to make generalizations about them.

I would say one of the issues is that volunteer transportation can offer a less expensive alternative. But they are not free. And they are not free because it is very important to be able to offer some kind of remuneration for the drivers, especially when they are using their own car. But they are also not free because in order to operate them safely liability insurance and protection are very important. So there are lots of complex issues involved in this and we would be happy at our toll free number, our toll free line or an email address to provide some specific assistance.

On the last slide we list our contact information. It is (866)983-3222. And send an email contact@NADTC.org. Whether you've got that information or others, we would be more than happy to be of assistance to you.

Thank you.

>> MODERATOR: Thank you, Virginia. That actually holds true for any of the questions that we don't get to them today or if you want to discuss an issue outside of this call. The technical assistance provided by the NADTC is fantastic. You will have all of that contact information at the end.

So the next question, which is specific to point number four within the presentation. The question is: Any ideas on why participants do not use public transportation?

>> CAROL WRIGHT KENDERDINE: Yes, I think there are lots of reasons why people don't use public transportation. For one, as is the case with most of you who are on this webinar, we are used to getting in our own cars and going exactly where we want to go whenever we want to go there. Until we need public transportation, we just don't give it a thought. It isn't until we don't have access to that independent travel that we even give some thought as to what we might need to do. So, first of all, until it becomes a necessity, we haven't even thought of it as an alternative. Second, people who operate public transit assume that because people see our buses all the time that they know exactly how to get hold of us and exactly what it takes to ride the bus.

But again, just because they know that there is a transit system in the community doesn't mean that they know how much transit costs or how far in advance they need to reserve a ride or what will happen when they call the number. Lots of times when they call the general number that might be posted on the side of the vehicle or in the telephone director, they get right into dispatch. The first thing that dispatch asks them: Where do you want to go and what time do you need to be there? They might just be calling for information. So they kind of panic and they think, well, I need more information than that.

And it makes them very nervous to not know exactly what to expect.

Virginia talked earlier about the need for mobility managers and the need to take advantage of mobility managers. That is one key issue. Another is doing travel train and travel information. Speaking to groups and letting them know more about the transit system long before they absolutely ever have to use it. That is making the assumption that just because we put brochures in the communities or because we have the telephone number on the side of the bus that that is enough for people to understand what it takes to use our transit system.

The other reason people don't use it is because it is not convenient. We are spoiled. We are used to being able to have on-demand transportation available to us so when we want to go to the grocery store, we go to the grocery store. The idea that we have to plan ahead sometimes 24 to 48 hours in advance to be able to do that makes it very difficult.

As Virginia said, if you are an older adult and it takes a lot of work to be able to plan or even maybe you have a perception that it is going to take a lot of work to be able to plan a ride, you say you know what? It is not worth it. I'm not going to go. I'll wait until someone else can take me or wait until I figure something out or I absolutely have to go. There are lots of individual reasons why people don't take public transit. I think it is our jobs a people who work with public transit to make that decision as easy as possible.

Most of the older adults who, all of us know, have never ridden a bus in their entire life. So while we think it is no big deal and it should be an easy thing to do, they are hesitant to try it if they don't know what to expect. What can we do to make that process a lot easier for them? If we can look at it from a little different perspective and think about it from the perspective of someone who knows nothing versus someone who thinks that the process should be easy, we will have a better perspective on what we need to do to do outreach within the community.

>> MODERATOR: Great. Thank you so much.

Our next question comes from email. It says: What will be done with this survey information so that the efforts may be continued in acquiring more transportation?

>> VIRGINIA DIZE: Well, we have put it on our website. We are doing this webinar to get the word out.

We've done other webinars since December when we first released the survey. We've done a couple of local webinars and teleconferences with folks. We are very open to doing that. If you want us to come to your conference and make a presentation on it or whatever.

The other thing that we have done to be helpful to folks is we have, for those people who are doing state research or want to do a state survey or a regional or local survey, if you contact us -- actually, if you contact me directly and I'm at VDIZE at N4A.org, I will be dplad to put you in touch with our researchers if you want to ask questions. We also have copies of surveys that were used. It is the same survey used with older adults and people with disabilities. Some slight differences were made in that survey for the survey of caregivers.

So we are willing to share those surveys with you. And we are eager, actually, to ensure that the word gets out. Feel free to take our survey, to download it, point other people to it, to send people our way because we definitely want people to know what the situation is. So that we are supporting, as Carol was talking earlier, we don't do political advocacy. But we do education. And we want to support your efforts to educate others or to advocate for your programs.

If using this data can be helpful to you, we say: Way to go! Let us know if we can be helpful.

>> CAROL WRIGHT KENDERDINE: I would like to add to that. We have share all this information with FTA, the federal transit administration. They have in turn shared it with their leadership and the USD OT. That's an important conduit forgetting this information out and letting them know how important transportation is across the country and especially how important it is for older adults and people with disabilities.

We had a nationality press conference as Virginia told you about. It was picked up by the national press. We have done interviews with a number of local press and other national press outlets since that time. You are welcome to take the survey information and share it with your local press. They are welcome to publish that information. That gets the world out across the country -- word out across the country and makes it important in your area. You are able to share it with your local legislators. We can provide the information. You can do the advocacy based on what this survey says.

There is nothing that says the information can't be used to advocate. We just can't provide the advocacy as an agency.

There are, you can take it to your DOT. You can say: Look, this is what this survey is showing. You can show them with your information that you have the same results or that you have the same information. Again, use it to advocate with your state DOTs for your funding.

We use the information to develop resources and have it available to all of you. We had a national convening following the press briefing as Virginia said. And we had many different agencies who have a vested interest in this kind of information. They have spread the information to their networks.

So we are doing everything we can to really get the broadest possible spread of this information to people who have a vested interest in making sure that the needs of older adults and people with disabilities and their transportation needs as well as caregivers are served.

>> MODERATOR: Great. Thank you so much.

So the next question from an engineering perspective, what do you recommend to help or address this issue? Your input would be very helpful.

>> CAROL WRIGHT KENDERDINE: Well, neither Virginia nor I are engineers. Certainly transit agencies work with their NPOs all the time sitting in the transportation department. Having access to transportation is more than having buses or vans available to people. It's making sure that people can get to their bus stops, making sure that there are curb cuts. Making sure that people have sidewalks available to them. That's in rural communities as well as urban and suburb ban areas.

Engineers need to work with their communities to make sure that access is more than just the bus itself. But the entire path of travel for people.

>> VIRGINIA DIZE: I would just like to add to that that there are wonderful, lots of technology interventions that are being created now to make travel easier for people with disabilities and older adults. And we welcome those.

I would say with every effort that is made, the critical thing that really needs to happen is to actually talk to older adults and people with disabilities evidence and caregivers in your community. There is no good substitute for that. They can tell you things that will surprise you. And that is why we directed this survey to actual users of transportation or potential users because the lived experience and the difficulty that they have saking rides, and some of the things that they are open to. One of the questions that we asked take we didn't talk about this afternoon was: Would you be comfortable using a number of alternative transportation resources?

I have to say that the people who responded to this survey were overwhelmingly receptive and flexible about being willing to try if they knew about it, if it was available and if it was accessible to them. Those critical issues, I think, are -- there are engineering issues, planning issues, issues that affect the whole community.

We welcome the engagement of engineers in this process.

>> MODERATOR: Great. Thank you soap.

So the next question is: One of the barriers for entry into medical transportation services is not having enough underwriters wanting to provide auto insurance. Will there be federal or state regulation to help improve this situation?

>> VIRGINIA DIZE: We don't know! The bottom line is, we do not know. And you know, there could be some stuff that is under consideration. But this is not something that we have particular expertise in.

We can certainly try to connect you with an organization that may be of help if you want to reach out to us personally.

>> MODERATOR: Great. Thank you so much.

So the next question: A few entities consider transit available in selecting their rotation or in scheduling their eebilities. How can we improve engagement of community centers, senior centers, libraries, courts, et cetera, in considering transit schedules in planning their locations and schedules?

>> CAROL WRIGHT KENDERDINE: I think one of the most important things that you can do is partnering with groups within your communities. It is really important that you know what events are coming up so that you can suggest to them the importance of transportation and it is important for them to understand what your restrictions are. Many people know there is transportation in the community. They make assumptions that transportation is going to be available for their events without thinking about maybe your hours are not the same as the hours for their event or that your transportation could get people to the event but maybe not be available to get them home.

So partnerships and communication become really critical.

This is one of the advantages that rural communities have. If you participant on an active basis with organizations within your community and you know what is happening -- for instance, you are part of the Chamber of Commerce or you are actively involved with a number of groups within your small communities, that is really a lot easier in small towns to be able to make those connections than it is in an urban center.

So knowing what is coming up and having them know what your capabilities are, many times too they think that we are able to provide transportation for events and you can provide it just for their event without recognizing that we have restrictions such as it not being considered a charter.

So they don't understand the kinds of restrictions that transportation systems sometimes operate under. Again, it is opening the doors to communication.

That's true when it comes to emergency management as well, making sure that your emergency managers this the area are understanding what your capabilities are so that when it comes time to responds, that they understand what you can do and what you can't do and what equipment you have and what you would be able to provide in those types of events and occurrences.

So you can provide transportation for county fairs. You can provide them for other kinds of events that are happening on a limited basis in your communities. It would be nice to be able to go to your people who organize those particular events and offer some of those services as well because then they begin to know more about what it is you do and when it comes time for you to get support from the community you have some of that built-in support available to you because the will relationships have been established.

>> VIRGINIA DIZE: I would like to add a couple of things. One is, especially in an area where people are walking to the site of the event, et cetera, that even if they are getting off the public transit pus, it is really worth thinking about doing a walking audit, particularly for places like senior centers. Other places where older adults or people with disabilities are likely to gather, to ensure that there are no physical barriers that make it difficult for them to access the meeting place.

And in addition to that, we are part of another project on inclusive coordinated transportation planning. And what that project is all about is about engaining older adults and -- engaging older adults and people with disabilities of all ages in community transportation. There is transitplanning 4 all.org is a resource that has some information on former grantees and some of the things that they've done to ensure participation of older adults and people with disabilities in their projects.

And there is a document on there, on that website about making meetings more accessible. If you have difficulty accessing that, please feel free to reach out to us. Or check out the website transitplanning4all and contact another one of the partners in that project. That could be an enormously valuable resource for ensuring that everyone that you want to be at your meeting is able to get there.

>> MODERATOR: Great, thank you so much. The next question is really a clarification on term definitions. It says you say mobility managers. Is that a position within public transportation? And also trip planning. Shouldn't public transit take that responsibility?

>> VIRGINIA DIZE: Well, there's a complicated question. It depends.

(Chuckles.)

>> VIRGINIA DIZE: Mobility managers actually often are in public transit. In fact, the term mobility management is a transportation term that others have adopted. But if you take a state like the state of Wisconsin which is fortunate enough to have at the Department of Transportation level, they have taken the stand that they want to provide mow bill management around the state, but they want the most reasonable, logical organization to come forward and apply to be the mow bill manager. You may have a mow bill manager who works for a Center for Independent Living, county office on aging, area office on aging, the whole 9 yards, as well as in public transit.

So it really depends on the community. Who has the resources? Who has the will and determination to ensure that there is a central place in the community where people can find that transportation. But in order for any one entity to take on that role it can't be done by one organization.

One of the things that we require in all the grants that we provide under the NADTC is that there be coordination among the public transit agency and other transportation providers. The aging organization in the communities that may or may not be the area agency on aging and a disability organization that may or may not be the independent living center. Those organizations need fob working across the aisles and among themselves to find the right place where if you are going to have one centralized place where information and assistance is provided on transportation, what is the right place in that community?

Carol, did you want to add anything?

>> CAROL WRIGHT KENDERDINE: Yes. When it comes to travel training, we always advocate that transit agencies do travel training with people who may behesttant to ride the transit systems and offer it on a regular basis across the community so that people, they go to the people and not necessarily make the people come to them.

But you need to know that travel training exists in schools for transition for youth. Learning how to navigate public transportation systems so that they know how to get to activities. They know how to get to jobs. They know how to get to social events, those types of things.

Travel training happens in centers for independent living. Travel training happens in healthcare institutions. It happens in mental health family caregivers sills. Travel training happens in a number of different kinds of settings, not just public transit. Because many organizations want to make sure that their clients and constituents are very capable of using transit to get where they need to go. But we always advocate that public transit develop travel training programs, whether it be a training buddy system or it's done within the staff in the agency so that people feel comfortable using the transit program.

>> MODERATOR: Great. Thank you so much. So at this time we have one more question. I'll check again while you guys are answering this question to see if any more come in. But at this time this is the last question. It says: Locally access to transit stops has been explicitly excluded from transit planning. There is a huge need to include the path of travel to and from transit stop. Several transportation agencies, planning design standards, et cetera, do not address accessible pedestrian access.

How can we improve collaboration?

>> CAROL WRIGHT KENDERDINE: NADTC has done a couple of webinars and has had an online course on pedestrian access. So there are a number of really good resources on our website. We have another course take will be coming up this spring that will address pedestrian access. So I encourage you to watch for that.

There are a number of great resources out there that really talk about what the requirements are for pedestrian access. And also what the best practices are for those types of things.

If you are interested in some specific things, again I echo what Virginia has been saying. That is, contact us and we'll get those resources directly to you.

>> MODERATOR: I don't see any other questions. Virginia and/or Carol, do you have any comments you want to say before we close the session?

>> VIRGINIA DIZE: Yes, a couple. We've got another slide.

I just want to first of all thank you all for your really good questions. We hope that you will reach out to us if we can be of further assistance.

We are also interested in, after you have the chance to look at the survey, if you have questions that arise, if you identify something else that might be needed that you would like to see NADTC take on, or have any recommendations to us based on the survey, we are very open to those suggestions. So feel free to stay in touch.

Finally, we are launching a public education campaign that you may have heard of called the every ride counts campaign. We are doing a webinar next week on Wednesday at 3:00 p.m. Eastern time on this issue.

We hope at that time to share with you some of the materials that we have available on our website. You can find us on our website by typing in every ride counts. You will get to a registration page. It's a very simple registration process. Once you register you will have access to the full array of items that include a number of different photographic images as well as eight different messages that communes can use to develop posters, postcards, social media messages, to use in their own community and put their own local logo and local information on.

So we hope that you will join us for that webinar. Those are my last words. I just can't say enough how grateful we are that you all decided to spend a good part of your afternoon with us today. We hope you found it useful. We hope that you'll stay in touch.

Carol, anything to add?

>> CAROL WRIGHT KENDERDINE: I have one big word for you and it is the word free. It is not very often that you participate in things and people say all of our resources to you are free.

The webinar that you would participate in next week is free. And all the resources that Virginia was talking about that user community can use, you can access for free.

We know that many of you are from smaller systems and don't have marketing person at your disposal. These materials have been designed by a professional design team. You have the opportunity to have access to free materials that you can use in any way that you would like with no licensing restrictions. So please take advantage of these kinds of resources. It doesn't matter if you are a transportation agency or you are an aging services provider or a Center for Independent Living. There are things in these materials that I think you can find valuable and useful for your client base.

So it isn't juice a transportation -- it isn't just a transportation model although that is what it was designed to be. There are things that make a difference for all of the will people that you represent.

I would like to echo Virginia's comments and thank you for your time today and encourage you to look at the survey. We think that the information is really valuable. If you would share it within your communities and with your media, your community and others, that gets the world out and makes transportation a top priority issue across the country.

So thank you for your time.

>> MODERATOR: Great. Thank you both so much. A couple of quick comments before we close the comments for today. I will be emailing all of will registered attendees with a short evaluation. The information and feedback provided will be used to improve future NADTC webinars and other learning opportunities. Please take a moment to complete that.

And then finally, thank you so much for your participation today. As Virginia mentioned earlier, here is the slide with the connection and contact information. There is a toll free number as well as email address. You also have Virginia and Carol's direct email addresses as well. Please keep in contact with the National Aging & Disability Transportation Center and as Carol mentioned here at the end, all of the resources provided as well as technical assistance is free, which is really fantastic.

Thank you so much for your participation today. We hope that you all have a great rest of your afternoon.

(The webinar concluded at 2:20 p.m. CST.)

(CART captioner signing off.)

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