



**National Aging and Disability Transportation Center:
Innovations in Accessible Mobility Grant Program
Awarded: October 23, 2020**

In 2020, the NADTC awarded ten **Innovations in Accessible Mobility Grants** to expand access to accessible transportation options to support community living and improve the lives of older adults and people with disabilities. These projects launched in October 2020 and ended their projects on May 31, 2021. Over the course of seven months, each project developed and implemented new transportation approaches targeted to older adults and people with disabilities all while grappling with the COVID-19 pandemic. These projects also sought to maximize the utilization of Section 5310 and other federal funding investments. Grants of up to \$30,000 were awarded.

NADTC defines innovation as the development and implementation of: new services; new approaches to service delivery or program oversight; new solutions to longstanding problems; new technological applications to enhance accessibility; new solutions to address old challenges. Innovations may be intended to provide better solutions to meet new requirements or respond more effectively to previously unarticulated needs.

Together, the ten NADTC grantees implemented a variety of innovative approaches. They engaged in efforts to sustain their work after the grant ended, including obtaining new funding and building support in their communities to continue the services started during the grant. Innovations including:

- Established **NEMT services** to connect and assist communities in getting to and from medical appointments;
- Used **volunteer transportation** services to address transportation gaps for persons with disabilities;
- **Expanded operating hours** for transportation services to better meet the needs of the community
- **Created marketing and branding** strategies to promote coordinated transportation services;

- Used **technology** to improve scheduling and communication with drivers and riders;
- **Increased coordination** by incorporating partnerships among aging, disability, transportation, and the entity responsible for the Section 5310 coordinated transit-human services plan.

2020 NADTC Grant Innovations

Appalachian Agency for Senior Citizens

Location: Cedar Bluff, VA

Project Service Area: Buchanan, Dickenson, Russell and Tazewell counties.

Population Served: Older adults and people with disabilities

Contact: Lynna Mitchell, Mobility Grant Writer, lmitchell@aasc.org

This project:

- Addressed transportation gaps to get to medical appointments and increased access to health care for older adults and people with disabilities residing in four-county service area.
- Provided 975 trips to 107 riders to chronic care (e.g., dialysis and cancer treatment) and other medical appointments.
- Achieved goal to improve the availability of transportation to medical appointments by 85%.

Capacity Builders

Location: Farmington, NM

Project Service Area: San Juan County

Population Served: Older adults and people with disabilities living in rural and tribal areas of San Juan County.

Contact: Chris Frank, Transportation Director, c.frank@capacitybuilders.info.

This project:

- Provided easy access to safe, reliable transportation services to older adults and those living with a disability in San Juan County.
- Employed a smartphone app, along with training and vouchers to support use of the app and empower older adults and individuals with disabilities to take charge of their transportation needs.
- Provided 1,170 rides to 129 riders who were older adults, persons with a disability or members of a Native American Tribe.

The City of Talladega, AL

Location: Talladega, AL

Project Service Area: City of Talladega

Population Served: Older adults and people with specific disabilities

Contact: Joanna Medlin, City Clerk, jmedlen@talladega.com.

This project:

- Provided after hours transportation older adults and persons with disabilities, as well as those who attend the Alabama School for the Deaf and Blind.
- The program served 21 riders and was the first ever transportation service to offer after hours service to the citizens of the City.

Community Action Program Belknap- Merrimack Counties, Inc.

Location: Concord, NH

Project Service Area: Mid-State Region
of New Hampshire

Population Served: Older adults and people with disabilities

Contact: Cindy Yanski, Mobility Manager, cyanski@bm-cap.org

This project:

- Developed a cohesive marketing and branding plan for the newly merged Concord Area Transit and Rural Transportation Service.
- Updated bus wraps, driver uniforms, signage, and brochures to ensure the systems were easily recognizable.
- Increased ridership by 13.5% once new branding and marketing materials were used.

Horizon Health

Location: Pierz, MN

Project Service Area: Morrison County

Population Served: Adults under age 60 with disabilities.

Contact: Kristine Hoheisel, Senior Resource Director, khoheisel@horizonhealthservices.com.

This project:

- Utilized volunteer drivers to provide essential transportation to individuals with chronic conditions.
- Developed and implemented a robust marketing plan using radio ads and social media to recruit drivers and promote the service to riders.
- Provided 164 rides to critical care appointments and other essential destinations like the grocery store and pharmacy.
- Surpassed goal of 40% of riders stating their willingness to contribute to the ongoing cost of this program.

Laurens County Disabilities & Special Needs Board

Location: Laurens, SC

Project Service Area: Laurens County

Population Served: Older adults and people with disabilities

Contact: Jason Tavenner, Executive Director, jtavenner@lcdsnb.org

This project:

- Developed a marketing flyer to be distributed county wide, which included a survey link to gather information from potential riders.
- Create partnerships with human services and community providers to connect people with disabilities to working opportunities, using transit.
- During the grant period, this grantee struggled to meet their ridership goals, due to COVID and competing transit agencies in nearby counties.

Mountain Rides Transportation Authority

Location: Ketchum, ID

Project Service Area: South-Central, ID

Population Served: Older adults, people with disabilities and low-income individuals

Contact: Kim MacPherson, Director of Community Development, kim@mountainrides.org

This project:

- Established a new fixed-route non-emergency medical transportation bus service that connected the rural communities in south-central Idaho to essential services in Twin Falls.
- Developed service routes and schedules with the input of an advisory committee.
- Increased fixed-route services by 56% or 164 miles to connect 9 rural and semi-rural communities to the urban City of Twin Falls.
- Received over \$118,000 in funding from partners to sustain the service.

Molly's Angels

Location: Napa, CA

Project Service Area: Napa County

Population Served: Older adults and people with disabilities

Contact: Julia Orr, Executive Director, julia@mollysangels.com

This project:

- Increased the awareness of Molly's Angels available services, conducting outreach and marketing to area senior centers and residential facilities.
- Increased ridership to older adults and people with disabilities, achieving 98% of their target goal and gaining 29 new clients.
- Became subcontractor as a regional NEMT provider.
- During this grant period, the grantee endured two wildfires, closing their office, but also assisted with emergency evacuation of residential facilities.

San Juan County Islands Shuttle

Location: Friday Harbor, WA

Project Service Area: Rural San Juan County

Population Served: Older adults, people with disabilities and low income residents of San Juan County

Contact: Curt VanHyning, Board Member, cvanhyning@gmail.com

This project:

- Expanded availability of shuttle hours to allow older adults and people with disabilities to access services and events for an additional four hours daily.
- Successfully provided 468 deliveries of meals and goods to older adults and people with disabilities at home due to the pandemic.
- Provide 235 rides to individuals utilizing the shuttle service during extended hours.

Thrive Allen County

Location: Iola, KS

Project Service Area: Allen County, KS

Population Served: Older adults, people with disabilities and low-income individuals

Contact: Jessica Thompson, Deputy Director, jessica@thriveallencounty.org

This project:

- Implemented a new non-emergency medical transportation service, including a wheelchair accessible van.
- Applied for sustaining funding from the Kansas DOT and received support from the Allen County Regional Hospital and Community Health Center of Southeast Kansas.
- Provided an average of 93 rides per month which was a 365% increase from when they started.

Any questions on NADTC's Innovations in Accessible Mobility Grant can be directed to Melissa Gray, mgray@usaging.org, Carrie Diamond, cdiamond@easterseals.com and Jeremy Johnson-Miller, jjohnsonmiller@easterseals.com.

For more information on the NADTC Grants, visit <http://www.nadtc.org/grants-funding/>.

