Providing Person-Centered Transportation Information to Older Adults and People with Disabilities

August 23, 2017
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MAJOR OBJECTIVES:
• Person-centered technical assistance and information & referral
• Training: webinars, online courses/forums
• Interactive communication and outreach strategy
• Coordination and partnership strategy, including stakeholder engagement
• Investment in community solutions
• Independent program evaluation

MISSION: To promote the availability of accessible transportation options that serve the needs of Older Adults, People with Disabilities, Caregivers and Communities.

KEY STAKEHOLDERS:
Transportation providers; human services providers; disability organizations; Area Agencies on Aging; State Departments of Transportation; Tribal Transit and Tribal Elder Services; FTA; ACL; and more....

UPCOMING EVENTS & PRODUCTS include an update on Innovations developed by the 6 NADTC projects; an online mini-course on “Transportation & Caregiving”; the 2017 Trends Report to be published later this year; and the 3rd National RTAP Technical Assistance Conference in Omaha, NE, 10/29-11/1/17

www.nadtc.org
NADTC’s Information and Assistance Initiative

Transportation Information and Assistance includes varied approaches that communities may adopt to respond to ride requests and answer questions about transportation options. These may include the following:

- One-Call/One-Click Transportation Resource Centers
- Mobility Management
- Aging and Disability Resource Centers
- Area Agency on Aging (AAA) or Center for Independent Living (CIL) Information and Referral/Assistance Programs
- 2-1-1
Our Presenter today

Roberta Habowski, Mobility Project Manager
Area Agency on Aging 1-B, Southfield, MI
The Evolution of myride2
Roberta Habowski
Area Agency on Aging 1-B
Prior to myride2

* 1995 AAA 1-B Advisory Board conducted Ad-Hoc study - lack of resources for older adults making decisions about continued mobility
  
  * You Decide: Senior Driving Awareness Program
    
    1997-2007
    
    Met monthly at various senior centers, topics included; safe driving, medications + driving, transportation, road commission, etc.

* Mobility Options Counseling Project
  
  2008-2011
All of us are going to outlive our ability to drive by 7-10 years

“If I can’t drive, I might as well be dead.”
In 2010, AAA 1-B partnered with Jewish Family Service (JFS) to apply for Job Access Reverse Commute (JARC) and New Freedom federal funding – first time Mobility Management was a component.

Establish a “one-call, one-click” Mobility Management Service.
One Year of Research and Development

Questions
What did we want to include?
How in-depth?
Website?

- Best Practices
- National Organizations

Iowa DOT
United we Ride
NCST (now NADTC)
Beverly Foundation
National Center for Mobility Management
Easter Seals

* Budget
  * Technology needs
  * Branding/Marketing Plan
Overview

* Toll-free multilingual phone line - 855-myride2
* Live transfers to transit providers
* Rider only has to give information one time
* Interactive web site – can search for providers, request a ride, get information
* Available in Oakland and Macomb counties
* Older Driver Safety information
Important Factors

AAA 1-B In-Kind in Beginning
* Admin
* Space and utilities
* Tech needs
* Communications Dept.
* Finance Dept.
* HR
* Current Information and Assistance Center
* Student Intern

Utilizing I&A Infrastructure
* Used same system to keep call records
* Used current providers in database
* Used training guide as a template
* Reviewed provider vetting
Decisions, Decisions

Worked with Communications Dept. and JFS

Name of service – should it “mean” something? Coincide with phone number? Domain available?

Brand – graphic designer

Web Design – used an outside contractor
myride2

Connecting Seniors & Adults with Disabilities to Rides

www.myride2.com  855-myride2 (697-4332) toll free
Next Steps

* Research Providers – Public and Private
* Enter Providers into Excel database as well as Wordpress for website
* Research zip codes for service area – put in Excel for web designer to include in search feature
* Hire and train staff – started with 2 PT Mobility Specialists (now have 2 FT, soon to be 3.5 FT)
* Complete website
* Add myride2 “pages” to I&A system
New Transportation Provider Initial Call Sheet – (make sure they are on MDOT licensing website)

Name of Company: __________________________________________________________
Contact Person: ____________________________________________________________
Business Address: __________________________________________________________
Phone#: __________________________ Website address: _________________________
How many vehicles? ________ What kind? _____________________________
How long have you been in business? _____________________________
What areas/counties do you serve? _____________________________
What are your hours? _____________________________
What are your rates for private pay customers?
Wheelchair: ____________________________________________________________
Ambulatory: ____________________________________________________________
________________________________________________________________________
Additional Info: __________________________________________________________
Initial Call Worksheet

Call taken by __________________ How did they hear about us?
_________________________ Date ______________

myride2
1. Name of caller___________________________________________ Phone number_________________________
2. Name of rider _________________________________________ Phone number_________________________
3. Address of rider _________________________________________
4. Ride originating at home address?_____ If not; address for pickup_______________________________
5. Rider’s age ____________ 6. Is rider a veteran? ______________
7. Is the rider enrolled in MiChoice program? _____ If so, they should contact their Supports Coordinator
8. Is the rider on Medicaid? _________ If so, they can call LogistiCare for medical rides. (1-866-569-1902)
9. Rider disabled? __________
10. Rider uses wheelchair? ___________ Can they transfer from wheelchair themselves? __________
11. Rider uses a walker? __________ Rider uses a cane? __________ Other disability? __________

12. Curb to Curb? __________ Door to Door? __________ Door through Door? __________ Escorted? __________
13. Destination name & address

14. Date(s)/times ride needed

15. Is it okay to share info with providers?

_______________________________________________________________
16. Special call notes

17. Calculate mileage

18. Research providers and list prices, etc below.

Status/Follow up - initial and date ______________          ____________________

Closed in Harmony____________

Date____________________
myride2.com helps seniors and adults with disabilities in Oakland, Macomb and western Wayne counties in Michigan find transportation. Need a ride? We'll help you coordinate your transportation options.

Request a Ride Online
or call: 1-855-myride2 (1-855-697-4332)

Find a Ride Provider

Search here for transportation providers in your area. You will get a printable list of options and details on the services provided. You can contact providers directly, or call us at 855-myride2 (855-697-4332) with any questions, or to help you schedule a ride.

Note: myride2 is not a direct transportation provider. Our agents will be arranging transportation on your behalf with a direct transportation provider.

You are submitting a request for a ride. This submission does not guarantee a ride.

Date of Ride

MM/DD/YYYY

Zip Code for Service

Special Needs

Door to Door

Curb to Curb

Find
Contact us today to find transportation options for you.

Call us toll-free at
**855-myride2**
(855-697-4332)

Or visit us online at
www.myride2.com

myride2.com also provides information on:
- Older Driver Safety & Helpful Tips
- NEW Travel Training - how to use SMART bus services in group or one-on-one settings

myride2 is supported by the Area Agency on Aging 1-B, Disability Network Oakland Macomb and SMART

Transportation Help is a Call or Click Away

myride2 is a free service that helps seniors and adults with disabilities living in Oakland, Macomb and western Wayne counties find transportation options with just one phone call or mouse click. Mobility Specialists will work with you and local transportation providers to find the best options for you.

Call us toll-free at
**855-myride2**
(855-697-4332)

Or visit us online at
www.myride2.com
Sent info and rack cards to:

* Senior Centers
* Physician’s offices
* Hospitals
* Other Human Service Organizations – Centers for Independent Living, Jewish Family Service
* Libraries
Community Partnerships
Partners Along the Way

Jewish Family Service
SMART – public provider
Disability Network Oakland Macomb
The Senior Alliance (AAA 1-C)
Advocacy Groups
AARP
Michigan DOT
Community Transportation Association of America
Local Metropolitan Planning Organization
Faith Based Groups
Healthcare Organizations
Regional Transportation Authority of Southeast Michigan
## Myride2 Executive Summary Report

**Start Date:** 10/1/2015  
**End Date:** 9/30/2016

### Number of Counts

<table>
<thead>
<tr>
<th>Count Description</th>
<th>Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Requests</td>
<td>2262</td>
</tr>
<tr>
<td>Number of Unduplicated Callers</td>
<td>2183</td>
</tr>
<tr>
<td>Number of I &amp; A Referrals</td>
<td>2664</td>
</tr>
<tr>
<td>Number of Non I &amp; A Referrals</td>
<td>1152</td>
</tr>
<tr>
<td>Number of Transportation requests where rider had Medicaid</td>
<td>370</td>
</tr>
<tr>
<td>Number of Riders who are Veterans</td>
<td>65</td>
</tr>
<tr>
<td>Number of Rides Scheduled by Mobility Specialist</td>
<td>9</td>
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</table>

### Unmet Needs

<table>
<thead>
<tr>
<th>Need Description</th>
<th>Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ride Crossed County Lines</td>
<td>7</td>
</tr>
<tr>
<td>Weekend Evening Ride</td>
<td>0</td>
</tr>
<tr>
<td>Cost Prohibitive</td>
<td>44</td>
</tr>
<tr>
<td>Provider Declined</td>
<td>0</td>
</tr>
<tr>
<td>No Service Available</td>
<td>2</td>
</tr>
<tr>
<td>Rider Declined Available</td>
<td>74</td>
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</table>

### Purpose of Call

<table>
<thead>
<tr>
<th>Purpose Description</th>
<th>Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Mobility Information</td>
<td>4</td>
</tr>
<tr>
<td>Driving Information</td>
<td>7</td>
</tr>
<tr>
<td>Provider</td>
<td>6</td>
</tr>
<tr>
<td>Seeking a Ride</td>
<td>2143</td>
</tr>
<tr>
<td>Professional Consult</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>236</td>
</tr>
</tbody>
</table>

**Web site**  
10,452 users  
67% new
<table>
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</tr>
<tr>
<td>No Service Available</td>
<td>2</td>
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<tr>
<td>Rider Declined Available Services</td>
<td>74</td>
</tr>
<tr>
<td>Other Reason</td>
<td>111</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>238</strong></td>
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<table>
<thead>
<tr>
<th>How Did You Hear About Us</th>
<th>Previous Year</th>
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<tbody>
<tr>
<td>AAA 1-B Staff</td>
<td>955</td>
</tr>
<tr>
<td>Caregiver Fair</td>
<td>13</td>
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<tr>
<td>Family</td>
<td>12</td>
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<tr>
<td>Internet</td>
<td>304</td>
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<td><strong>Total</strong></td>
<td><strong>1284</strong></td>
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<tr>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2396</strong></td>
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<table>
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<tr>
<th>Reason for Transportation</th>
<th>Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>1596</td>
</tr>
<tr>
<td>Shop/Errand</td>
<td>468</td>
</tr>
<tr>
<td>Social/Rec.</td>
<td>265</td>
</tr>
<tr>
<td>Employment</td>
<td>56</td>
</tr>
<tr>
<td>Other</td>
<td>111</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2496</strong></td>
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</table>
Mobility Options
Counseling
Driving/driving
retirement

Transportation Referrals –
One on one assistance to find
best option.

Schedule Rides-
variety of providers

Travel Training-
One on one or
Group trainings

Advocacy
Future

* Addition of Travel Training
* Expansion in to Detroit service area
* Expansion to other RTA counties
* Scheduling Software
Network

Network

Network

Network
Thank you!

Roberta Habowski
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Toll-free: 1-866-983-3222
contact@nadtc.org
www.nadtc.org