




Transportation Sessions

at USAgings's 49th Annual Conference and Tradeshow



July 8-11, 2024 • Tampa, FL



A green L-shaped graphic element consisting of a horizontal line at the top and a vertical line on the left side, both extending from the top-left corner of the text area. A small green circle is located at the bottom end of the vertical line.

USAging's 49th Annual Conference and Tradeshow features 10 sessions focused on enhancing independent living through transportation innovations.

Read on for details and get ready to learn about best practices for your community, join interactive discussions, network with experts and share your insights.

About NADTC

The National Aging and Disability Transportation Center (NADTC) is funded through a cooperative agreement of USAging, Easterseals and the U.S. Department of Transportation, Federal Transit Administration, with guidance from the U.S. Administration for Community Living.

NADTC promotes the availability and accessibility of transportation options that meet the needs of older adults, people with disabilities, caregivers and communities.

www.nadtc.org • contact@nadtc.org
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● PC04

AAAs Lead the Way!

Monday, July 8 | 8:30 AM to 12:00 PM ET
Grand F – Tampa Marriott Water Street

PART 1: How the Federal Transit Administration Supports the Transportation Needs of Older Adults and People with Disabilities

As part of its mission to improve America's communities through public transportation, the Federal Transit Administration (FTA) envisions a better quality of life for all built on public transportation excellence. FTA provides financial and technical assistance to local public transit systems, oversees safety measures and helps develop technology research. Many of FTA's initiatives directly benefit older adults and people with disabilities, especially the Section 5310 Program, "Enhanced Transportation for the Elderly and Individuals with Disabilities." This session offers participants an opportunity to hear from FTA officials and will include audience discussion.

Presenter:

- **Michael Linder**, Program Analyst, Rural and Targeted Programs, Federal Transit Administration, U.S. Department of Transportation, Washington, DC

PART 2: Transportation Innovations That Work

In 2023, NADTC issued a call for transportation innovations that impact the lives of older adults, people with disabilities and underserved and marginalized groups living in the community. We created a Showcase of 14 outstanding innovations, three of which were submitted by Area Agencies on Aging (AAAs). This Pre-Conference Intensive will provide an overview of the innovations including presentations by the AAAs selected. In addition, the session will focus on adoption and sustainability of the practices presented and explore practical issues such as costs, funding options, timing and staff commitment. The session will include a small group activity and discussion.

Presenters:

- **TaMara Banks**, Transportation Operations and Training Manager, Healthy Generations Area Agency on Aging, Fredericksburg, VA
- **Bryan Black**, Transportation Manager of home52 Transportation, Council on Aging of Southwestern Ohio, Blue Ash, OH
- **Mitch Elliott**, Transit Director, Mountain Empire Older Citizens, Big Stone Gap, VA
- **Melissa Gray**, Assistant Director, Transportation, USAging/NADTC, Washington, DC
- **David Somers**, Senior Research Associate, Transportation, USAging/NADTC, Washington, DC

● W18

Closing the Transportation Gap: TrustedRiders Chaperones—People Power Plus Technology

Monday, July 8 | 2:30 PM–3:30 PM ET
Room 11 – Tampa Marriott Water Street

The TrustedRiders Chaperone model provides training and technical assistance by seasoned service professionals to support local programs. Now in 13 sites nationally, trusted local community organizations and hospitals deploy Volunteer Chaperones to populations in need of extra assistance to attend non-emergency medical appointments and other essential services, bridging the gap in existing available transport including rideshare, taxis, volunteer drivers, public transportation, vans and paratransit. Learn more about how locally customized TrustedRiders-affiliated programs provide accountability, with Chaperones able to act as the “responsible adult” mandated by insurance for patients discharged from procedures requiring sedation; reduce health care costs; support the safety, security and comfort of patients; improve health outcomes and address social determinants of health.

Presenters:

- **Deborah Kayton Michals**, Chief Operating Officer/
Co-Founder, TrustedRiders Inc., Riverside, CT
- **Alan Lopatin**, Chief Executive Officer, TrustedRiders Inc.,
Washington, DC

● W20

Are We There Yet? Designing Complete Trips and Age-Friendly Communities

Tuesday, July 9 | 10:30 AM–11:30 AM ET
Ybor V – JW Marriott Tampa

Access to transportation is one of the greatest challenges facing older adults who desire to live independently and actively, and initiatives like Age-Friendly Communities and Complete Streets help re-focus transportation planning to include all road users, regardless of age or abilities. This Workshop will begin with a perspective from the Federal Transit Administration on the “Complete Trip” from booking a ride to navigating street infrastructure and boarding and exiting the vehicle. The Atlanta Regional Commission will present on its coordinated community efforts to address mobility and access challenges facing older adults and people with disabilities, efforts to advance Age-Friendly and Complete Streets objectives and the active role AAAs can play in improving accessibility for everyone.

Presenters:

- **Mike Alexander**, Chief Operating Officer, Atlanta Regional Commission, Atlanta, GA
- **John Bodnar**, Director, Office of Transit Programs, Federal Transit Administration, U.S. Department of Transportation, Washington, DC
- **Becky Kurtz**, Director, Area Agency on Aging and Managing Director, Aging & Independence Services, Atlanta Regional Commission, Atlanta, GA
- **Rik Opstelten**, Program Manager, Office of Mobility Innovation, Federal Transit Administration, U.S. Department of Transportation, Washington, DC

● W38

How Can We Make Transportation Accessible for All? New Ideas from ATRC

Tuesday, July 9 | 1:00 PM–2:00 PM ET
Grand AB – Tampa Marriott Water Street

The new Accessible Transportation Resource Center (ATRC), funded by the U.S. Administration for Community Living (ACL), has embarked on an effort to identify the barriers encountered by transportation users who are older adults, have disabilities or are marginalized or underserved and learn about approaches that work to address those barriers. ATRC's work is guided by a diverse Steering Committee that includes providers, researchers, advocates and transportation users. This workshop will include both an overview of the work of ATRC to improve the accessibility of transportation and offer concrete examples of ways in which communities can increase transportation access to better meet the needs of vulnerable users.

Presenters:

- **Stephanie Blunt**, Member, ATRC Steering Committee and Executive Director, Trident Area Agency on Aging/Aging and Disability Resource Center, North Charleston, SC
- **Virginia Dize**, NADTC Co-Director and Director, Transportation, USAging/NADTC, Washington, DC
- **Lori Gerhard**, Director, Office of Interagency Innovation, Administration for Community Living, Washington, DC
- **Grayson Lee**, Program Associate, Community Transportation Association of America, Washington, DC

● MW02

Navigating Independence: Empowering Seniors Through Local Transit Solutions

Tuesday, July 9 | 2:00 PM–4:00 PM ET

Attendees will meet in the lobby of the Tampa Marriott Water Street hotel before proceeding as a group to the Streetcar Dick Greco Plaza Station. Pre-registration is required for this session; inquire at the USAging Registration and Information Desk about being added to the waitlist.

Older adults and people with disabilities who participate in travel training are encouraged to embrace independence, navigate transit systems confidently and seize opportunities for connection and exploration that local transit offers.

In this interactive Mobile Workshop, attendees will explore the dynamic world of travel training, focusing on older adults using fixed-route buses and streetcars. Take the TECO Line Streetcar for a firsthand look at its accessibility features, followed by a travel training presentation at the streetcar barn. Attendees will delve into the practicalities of transit travel and discover how HART's (Hillsborough Area Regional Transit Authority) partnership with local agencies facilitates seamless referrals.

Presenters:

- **Ernest Fernandez**, Bilingual Travel Trainer, Hillsborough Area Regional Transit Authority, Tampa, FL
- **Catherine Sanchez**, Customer Service Supervisor and former Travel Trainer, Hillsborough Area Regional Transit Authority, Tampa, FL

● FT14

Empowering Autonomy: Revolutionizing Independent Living Through Customized Transportation Innovations

Tuesday, July 9 | 3:45 PM–4:15 PM ET
Room 9 – Tampa Marriott Water Street

This session will showcase the innovative and impactful work of two Area Agencies on Aging (AAAs), each of which partnered with On The Go, a nonprofit transportation solution. Information will be shared about their successful pilot programs which offered more than 25,000 safe, reliable and cost-effective rides to older adults. Presenters will also discuss outcomes achieved for older adults, operational efficiencies experienced by their agencies, funding and ease of replicability. The session will also explain how the pilot programs utilized high-tech solutions while bridging the digital divide through thoughtfully designed, senior-friendly program elements. Attendees will leave with specific ways to overcome transportation barriers quickly and cost-effectively.

Presenters:

- **Kelly Earnheart**, Senior Vice President, On The Go, San Diego, CA
- **Maureen Glaser**, Director of Operations, On The Go, San Diego, CA

● W45

Rethinking Community Engagement: The Role of AAA's in Inclusive Transportation Planning

Wednesday, July 10 | 10:30 AM–11:30 AM ET
Room 9 – Tampa Marriott Water Street

Area Agencies on Aging have unique opportunities to be leaders in community-led change through processes of “inclusive transportation planning.” This workshop will provide participants with a framework of inclusive planning principles and determinants of transportation equity for older adults and people with disabilities. Presenters will discuss their experiences in creating community events to amplify equity and inclusion within transportation planning. Workshop presenters will also review steps to identify and prioritize community needs, facilitate dialogue among diverse stakeholders, and manage and use feedback to prepare for “what’s next.” Attendees will leave with tangible engagement strategies and feel confident in starting inclusive transportation discussions in their own communities.

Presenters:

- **Kathryn (Katy) Carroll**, Disability and Program Coordinator, Association on Aging in New York, Albany, NY
- **Virginia Dize**, NADTC Co-Director and Director, Transportation, USAging/NADTC, Washington, DC

● W55

100 Miles: Considerations for Providing No-Cost Transportation to Low-Income Older Adults

Wednesday, July 10 | 1:00 PM–2:00 PM ET
Ybor I/II/III – JW Marriott Tampa

Transportation is a crucial component of maintaining independence, accessing needed services and staying socially engaged. Affordable and accessible transportation options can be challenging for older adults, especially those on a fixed income, living with disabilities or residing in an area without access to public transit. In October 2022, enrollment began for the San Diego County No-Cost Transportation Program for Older Adults, which provides up to 100 miles of transportation per month to eligible older adults to use as they wish. As the end of this pilot program approaches, the County of San Diego, Aging & Independence Services will share strategies employed, lessons learned, and program adjustments made along the way. This session will highlight program outcomes such as transportation utilization, program costs and evaluation results.

Presenters:

- **Jacob Carlson**, Graduate Student Worker, County of San Diego Health and Human Services Agency, Aging & Independence Services, San Diego, CA
- **Melissa Hernandez**, Community Health Program Specialist, County of San Diego Health and Human Services Agency, Aging & Independence Services, San Diego, CA
- **Roberto Ramirez**, Health Promotion Manager, County of San Diego Health and Human Services Agency, Aging & Independence Services, San Diego, CA

● W73

My Freedom Transportation—Addressing the Gap in Cross-County Transportation

**Wednesday, July 10 | 2:15 PM–3:15 PM ET
Room 12 – Tampa Marriott Water Street**

Have you or someone you know had trouble with transporting riders from one county to another for any reason? Are you curious about how CICOA Aging & In-Home Solutions' (CICOA) My Freedom program is helping to bridge this gap in cross-county transportation in central Indiana? Join this engaging conversation about how CICOA, central Indiana's Area Agency on Aging, was able to partner with the Central Indiana Regional Transportation Authority (CIRTA) to utilize 5307 funding, bridging the gap in cross-county transportation.

Presenters:

- **Karren Brooks**, Director, Way2Go Transportation, CICOA Aging & In-Home Solutions, Indianapolis, IN
- **Sarah Cranford**, Billing Specialist, Way2Go Transportation, CICOA Aging & In-Home Solutions, Indianapolis, IN


● FT32

Innovations in Responding to Transportation Planning and Safe Mobility for Older Adults

**Wednesday, July 10 | 3:30 PM–4:00 PM ET
Room 10 – Tampa Marriott Water Street**

We all hear from older adults, family members and caregivers regarding concerns about older driver safety. Many older adults, and those who care for and about them, struggle with identifying when driving habits might need to change, having the conversation, and what to do to remain safe and independent. When providing information for older adults, how can we quickly and easily direct individuals to the resources that meet their needs? The National Highway Traffic Safety Administration's Clearinghouse for Older Road User Safety (ChORUS) offers a simple 13-question tool you can use to generate individualized to-do lists with resources to help those you serve. Join this session to learn more about this innovative new technology and how you can integrate it into the services you provide.

Presenters:

- **Jane Rath**, Vice President, New Editions Consulting, Inc., Milford, CT

NADTC Staff at the 49th Annual USAgeing Annual Conference and Tradeshow

- **Meredith Bratton**, Program Associate, Transportation, USAgeing/NADTC
- **Virginia Dize**, NADTC Co-Director and Director, Transportation, USAgeing/NADTC
- **Melissa Gray**, NADTC Assistant Director and Assistant Director, Transportation, USAgeing/NADTC
- **Jane Mahoney**, Training and Technical Assistance Specialist, Easterseals/NADTC
- **Dave Somers**, Senior Research Associate, Transportation, USAgeing/NADTC

NADTC's EVERY RIDE COUNTS Campaign



The National Aging and Disability Transportation Center's Every Ride Counts campaign will help you promote the availability and accessibility of transportation options for older adults, people with disabilities and caregivers in your community.

Campaign materials include:

- Customizable ads, posters and postcards
- Social media posts and graphics
- Infographics on transportation planning options
- And much more!



Connect with us at
www.nadtc.org/everyridecounts
for updates and other resources!

