



2023 Impact Report

NADTC Impact Report: January 1 – December 31, 2023

The National Aging and Disability Transportation Center's (NADTC) Impact Report defines the activities completed and materials developed in support of transportation programs nationwide for the year ending December 31, 2023. The report showcases where and how NADTC resources and products are being used by local programs and communities to improve accessible transportation services.

To achieve its' mission to increase the availability and accessibility for older adults, people with disabilities, caregivers and communities across the United States, NADTC has created a variety of communication channels, including person-centered technical assistance, training opportunities through webinars, conference workshops, meetings, and online courses, and invests in community solutions that seek to develop innovative models for increasing the availability of accessible transportation options for older adults and people with disabilities.

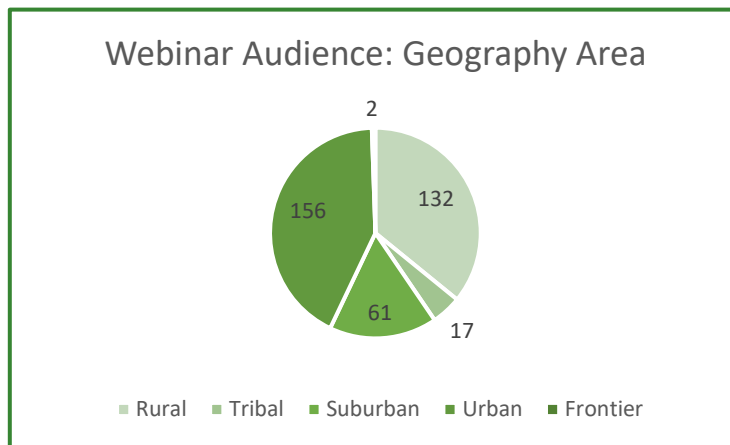
Education and Outreach

Conferences

NADTC staff extended its outreach through participation in national, state, and local conferences throughout the year, both virtually and in-person, offering presentations on transportation challenges, opportunities and promising approaches, including educational sessions on Diversity, Equity and Inclusion (DEI) and Americans with Disabilities Act (ADA) topics. Through these opportunities, NADTC staff shared and promoted NADTC products and mission; provided education on accessible transportation for older adults, individuals with disabilities and their caregivers; identified trends and challenges to inform the Center's work and strengthened key partner relationships. NADTC staff provided more than **40 virtual and in-person presentations** reaching a combined audience of **1,270 attendees**.

Webinars and Online Courses

Using traditional and e-learning techniques, NADTC's interactive communication and outreach strategy informs, educates, and responds to stakeholders nationwide. NADTC's trainings and information-sharing efforts included interactive online courses, Office Hours, Lunch and Learns and webinars designed to build capacity in the fields of public and human services transportation and promote NADTC's mission.



Office Hours:

NADTC Office Hours are one-hour interactive events held every other month that typically feature a brief presentation on a selected topic followed by an opportunity for peer exchange. Seven Office Hours events were held with a total audience of **233**.

DEI Lunch and Learns:

NADTC Lunch and Learn sessions are designed to be brief informational webinars that allow participants to learn about promising practices in transportation equity. Four Lunch and Learn events were held with a total of **403** attendees.

Human Services Webinars:

NADTC Human Services Webinars are targeted to the needs of human services transportation providers. The webinars support FTA’s implementation of the Coordinated Council on Access and Mobility (CCAM) Strategic Plan with a focus on safer and more accessible transportation networks and policies and plans that improve safe networks and access to transportation to improve physical and personal safety and well-being. Three webinars were held with **526** total attendees.

Learning Shorts:

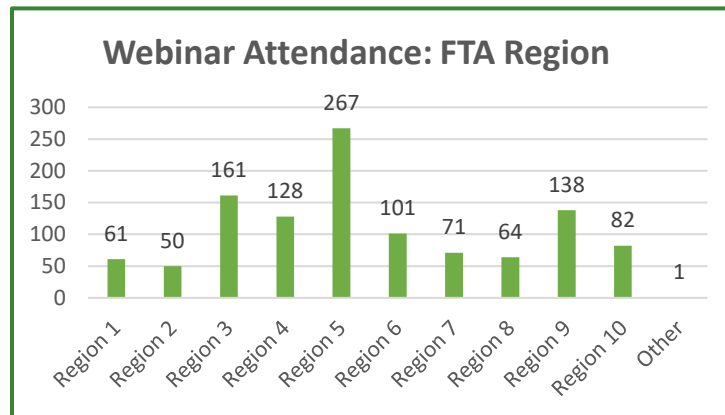
NADTC Learning Shorts are 10–20-minute, on-demand training videos based on NADTC Technical Assistance requests for information and resources. NADTC developed and posted two Learning Shorts: Understanding Section 5310 and How to Develop a Microtransit Program.

Online Courses:

NADTC offered two self-paced online courses that included opportunities for online peer exchange: **Why Serving Everyone Doesn’t Serve Everyone** (June 2023) hosted **70** participants, **23** completing all requirements to receive certification and **Creative Solutions to Rural Transportation** (October 2023) with **168** participants.

Geographical Distribution:

NADTC tracks its nationwide reach through event registration data and evaluation responses.



Evaluation Results:

Event evaluations completed by attendees provide feedback on the relevance and value of the training. The webinars and online courses received a **91% overall satisfaction rating** and **97%** of attendees stated their **knowledge increased** after attending the event. The following are a sampling of the feedback received by event attendees.



"Thank you for your work and the resources you consistently provide"

"Thank you to NADTC and the presenters for representing a variety geographic locations and types of agencies who offer transportation. It is neat to see what others do and how it can apply to my area."



"Thank you for making this course available. As both an advocate and someone who is disabled living in a rural area, I was able to gain a lot of insight on how to better advocate for transportation in Masseursetts."

Information and Technical Assistance

NADTC provides information and technical assistance in response to specific issues or questions from transportation professionals and organizations, as well as others who want to know more about transportation. Technical assistance ranges widely from requests for transportation funding resources and information on accessibility to more intensive requests that require thoughtful responses. Along with researching answers to the questions, sometimes staff refer inquirers to other technical assistance resources and programs that can provide additional help. Nearly **250 professionals** reached out to NADTC for technical assistance and almost **1,200 referrals** were made to Eldercare Locator seeking local transportation options.

An example from a caller asking, *“A Substance Abuse Disorder (SUD) is classified as a disability, I am curious if any programs are using the 5310 funding to serve clients with SUD?”*

NADTC staff provided links to several resources, including an event from 2018 hosted by USDA and Grantmakers in Aging on the Federal Government and Philanthropy: “Addressing substance use disorder and opioid use disorder in rural communities,” specifically a section of the presentation by FTA staff titled: “Working with Philanthropy to Address Substance Use Disorder and Opioid Misuse: Examples of Successful Partnerships.” NADTC also provided the link to FTA’s 5310 page and two publications from NADTC: “2019 Transportation Trends Mental Health and Transportation” and “2018 Trends Report Topic Spotlight: Opioid Use and Transportation.”

e-News, e-Alerts and Website Statistics

NADTC uses a variety of outreach methods to keep our target audiences informed. Monthly e-newsletters and as needed, e-Alerts, are distributed to a diversified network of registered recipients. The NADTC website provides written, audio and video resources on topics such as Section 5310, accessibility, coordination, planning, and diversity, equity, and inclusion. It features training, webinars, multimedia resources, publications, funding opportunities, blogs, and ways to connect with NADTC. In 2023, there were **63,807 new visitors** and **7,246 returning visitors** using the NADTC website.

e-News is an electronic newsletter published monthly and distributed to an annual average audience of **8,764** with an average open rate of **31% (2,717)**. e-Alerts are distributed as needed to promote resources, training events, and grant opportunities. They help to promote conferences, trainings and webinars and announce technical assistance opportunities. On average, **8,471** e-Alerts were distributed to subscribers with an average open rate of **29% (2,457)**.

On average, 65% of NADTC event attendees learned about the event advertised through e-News or e-Alerts.

Community Support

NADTC's work to support transportation providers communicate information about transportation, engage riders and potential users in transportation and build awareness of promising practices in accessible public and human services transportation for all is central to our mission. In 2023, the following initiatives were undertaken.

Grants Awarded:

The NADTC invests in community solutions focused on increasing accessible transportation options as the critical link to employment, health care, and other needed community services for older adults and individuals with disabilities. Selected grant projects strengthened connections between transportation and human services programs, built bridges between transportation and community programs that support community living.

NADTC awarded \$490,000 in implementation grants to communities in seven states – Colorado, Connecticut, Iowa, New Mexico, New York, Oregon and Rhode Island. These communities implemented innovative projects for equitable and accessible transportation to meet the needs of vulnerable and underserved populations, especially older adults and people with disabilities from diverse communities that can be replicated in other communities.

Call for Transportation Innovations:

NADTC's Call for Transportation Innovations generated 27 competitive applications from 17 states and Washington DC on transportation innovations that target the needs of older adults and people with disabilities. The 14 programs selected addressed topics such as coordination, accessibility, healthcare access, technology, equity and transportation across jurisdictional boundaries.

National Symposium:

NADTC's National Symposium consisted of meetings in California, Washington, North Carolina, Ohio, New York and Nebraska communities selected through a competitive application process. Each of the six sites convened stakeholders representing transportation providers, partner agencies, transportation users, community members, and advocates to learn about transportation equity and identify areas of need in their own community. NADTC provided a recorded presentation by a Tamika Butler, a national expert on transportation equity issues, and guidance for arranging the meeting and facilitating the community discussion. Each meeting culminated in the creation of next steps for the group to continue work on transportation equity. Attendee surveys showed that 85% of participants found the meeting offered valuable insights on transportation equity in their community. In a 3-month post evaluation, 56% of participants indicated the Symposium helped build new partnerships, while 50% said it resulted in increased community engagement.

CCAM Stakeholders Meeting:

NADTC's CCAM Stakeholders Meeting brought together state and local CCAM stakeholders who play a key role in addressing the transportation needs of their community. Stakeholders who attended the meeting included representatives of both transportation and non-transportation sectors. A meeting location was chosen through a nationwide application process. Careful planning involving NADTC staff, and the local community resulted in a convening that engaged relevant stakeholders (some of whom met each for the first time), provided an opportunity for sharing institutional knowledge of transportation issues and a discussion of ways existing planning and transportation could be intersected to encourage cross-sector partnerships. A Coordination in Planning resource was completed as a result of this meeting.

Every Ride Counts Pilots:

NADTC's Every Ride Counts Campaign includes images of diverse riders using transportation modes in different settings and offers message options that local programs can customize to meet their program needs, including posters, flyers, social media and postcards. This campaign was first launched in 2018 and is available in English and Spanish. The Every Ride Counts Pilot Program provided the opportunity for five pilot sites, selected through a competitive application process, to test the usefulness of campaign materials and related guidance to more effectively reach older adults, people with disabilities and caregivers in their community with information about transportation. Each site had the opportunity to work with an advisory group of transportation stakeholders to identify the focus and elements on their campaign. A report featuring the array of transportation promotional materials developed and the results of each campaign will be published on the NADTC website.

Forums:

The Diversity, Equity and Inclusion (DEI) Forums on Transportation Partnerships and Practices in Advancing Equitable Transportation, organized by NADTC, successfully convened community providers in Detroit (led by the Detroit Area Agency on Aging - DAAA) and Iowa, (convened by the Heart of Iowa Regional Transit Agency - HIRTA). The Detroit forum addressed urban transportation needs and featured Dr. Allanté Whitmore's keynote on equitable mobility with autonomous vehicles, a diverse panel from Detroit Department of Transportation (DDOT), Suburban Mobility Authority for Regional Transportation (SMART), a Regional Public Transportation Provider and Transportation Riders United. Key takeaways from Amy O'Leary, Executive Director of Southeast Michigan Council of Governments (SEMCOG), underscored the essential nature of inclusive, equitable, and diverse transportation to address the unique needs of all community segments.

HIRTA's forum featured a County Supervisor and HIRTA board member as keynote and a diverse panel discussing healthcare, county advocacy, low-income support, and the perspectives offered by a HIRTA rider with a disability and Able Up Iowa resource coach. Post-forum networking allowed for deeper discussions, contributing valuable insights for HIRTA and the broader transportation sector's inclusivity. Overall, both forums effectively engaged the audience and facilitated meaningful dialogue, emphasizing the impact of the forums in

fostering discussions about transportation access and equity. A summary of the forums is under development and will be posted on the NADTC website.

Conclusion

NADTC serves professionals working in the fields of transportation, aging, disability, human services and public transit providers, particularly those who are recipients of FTA's Section 5310 funds. NADTC staff serve as a conduit to identify promising practices, track trends and identify problems and concerns from the local, state and federal levels. NADTC develops resources on coordination, innovative practices, program models for replication and new service delivery options with attention to accessibility and diversity, equity and inclusion for all.



The National Aging and Disability Transportation Center (NADTC) is a partnership between Easterseals and USAging, funded by the Federal Transportation Administration with guidance from the Administration for Community Living. NADTC promotes the availability and accessibility of transportation options for older adults, people with disabilities, caregivers, and communities. NADTC serves professionals working in the fields of transportation, aging, disability, human services, and public transit.

June 2024