

It All Starts with Leadership

National Accessible Transportation Best Practices TAP Regional Meeting 6-13-2011

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National Center on Senior
Transportation



Outline

- Who We Are & What We Do
- Grassroots Leadership
- National Initiatives
- Note Best Practices and Their Value
- Resources
- Open Forum for discussion



Who We Are



- Four major project areas:
 - Easter Seals Project ACTION
 - Person-directed Mobility Management
 - Open Government
 - National Center on Senior Transportation
- Professional staff experienced in human services transportation, social services, aging services, national policy, coalition building, ADA, disability advocacy, rural, transportation operations, technology, training & facilitation



Accessible Transportation Cooperative Agreements

Easter Seals Project ACTION

- **Mission:** Expand accessible transportation **for people with disabilities** of all ages
- **Audience:** transportation and disability community
- Administered by Easter Seals

Mobility Management

- Independent Living Coaches Program
- Partnership for Mobility Management
- Strategic plan on Person-Directed Mobility Management



Leveraging Open Government



- **Online Dialogues** – United We Ride and Paratransit Dialogue
- **Online Communities** – Mobility Planning Services & Accessible Transportation Coalition Institute, Travel Training, Online courses
- **Social Networking** – twitter, soon blog & Facebook
- Integrated customer database and program evaluation activity tracking



- **Partnership** between Easter Seals and the National Association of Area Agencies on Aging
- **Audience** – Aging services providers, transportation providers, older adults, caregivers and other providers

Mission: To increase transportation options for older adults and enhance their ability to live more independently within their communities throughout the United States.



What we do



- **Training** – webinars, distance learning, conference calls, travel training, online courses
- **Technical Assistance** – toll-free number, e-mail, targeted support – Accessible Transportation Coalition Institutes
- **Outreach** – conferences, speaking engagements, disseminate useful materials, website, newsletter, partner with other national organizations
- **Applied Research** – Research contracts, Student Scholars programs and various community grants



Grassroots Leadership

- NYC Schools – Peggy Groce
- Houston Transit – Maryanne Dendor
- Corpus Christi Texas – Crystal Lyons
- Leander Texas – Denise Geiger
- Wisconsin Mobility Managers
- Boston Cape – Larry Harmon
- Louisville Kentucky – Barry Barker
- Eugene Oregon – Terry Parker



He that would be a leader must also be a bridge. - Welsh Proverb

ESPA Major 2011 Initiatives



- Person Directed Mobility management
- Travel Training
- Livable Communities
- Reaching diverse disability communities
- Taxi Partnerships
- Health intersection with transportation access
- Youth Transition
- Accessible Transportation Coalition Building
- Open Government

NCST Major 2011 Initiatives



- Diversity
- Travel Training
- Livable Communities
- Volunteer Driver Programs
- Taxi Partnerships
- Expanding Senior use of Public Transit

- Health intersection with transportation access
- Mobility Counseling
- Student Scholars
- Community Grants
- Aging Services Involvement in Coordinated Planning

Best Practices

- Open government
- Person-directed Mobility Management
- Travel Training and Mobility Counseling
- Coalition Expansion
- Other Senior Transportation Initiatives such as volunteer driver programs



Best Practices in New Open Government Application

On-line Dialogues



Online Dialogue Federal Program

- New mode for the Federal Government – GSA chose Ideascale
- <http://ficm.ideascale.com/> - dialogue on Fed. Intranets and social media
- Required by Open Government Directive
 - http://www.whitehouse.gov/sites/default/files/omb/assets/memoranda_2010/m10-06.pdf
- Three principles
 - Transparency
 - Participation
 - Collaboration



Online Dialogue Purpose

- Modernize Communication in Policy and Program Exchange had three major elements a focus on people, process and participation
- Goal for Online Dialogues
 - An economical, swift, open and transparent social networking online exchange tool
 - Exponentially increase our ability to increase customer engagement
 - Gather input & build awareness



ESPA development of Online Dialogues

- Held, with National Academy, United We Ride Online Dialogue
- Developed in-house capacity for future dialogues using Ideascale
- Held Paratransit Service online dialogue
 - <http://espataalks1.ideascale.com/>
 - Currently experimenting with MPS teams and cataloguing success stories



Value of Online Dialogues

- Greater civic engagement
- Cost-efficient way to increased stakeholder involvement
- Leverages all generations
- Stimulates volunteerism
- Enhances access and information
- Increases awareness and use of resources
- Increases participation from disability and aging community

Ideascale

**How does it work?
Users submit their
ideas.**

**Our community
discusses and
votes for ideas.
The best ideas
bubble up to the
top.**



Person-Directed Mobility Management

- Strategic Plan for Person-Directed Mobility Management
- Eligible expense for most FTA formula grants
- Independent Living Coaches Program - Partners
 - National Council on Independent Living
 - Association of Programs for Independent Living
- Partnership for Mobility Management
 - CTAA, APTA , Easter Seals, TLPA
 - First Conference held last week at CTAA EXPO



Best Practices in Mobility Management

- Connect with employers and HR Employee Assist. Programs
- Connect to Livability and Sustainability Initiatives – housing, transportation, employment
- Outreach to diverse stakeholders
 - Schools (universities and highschoools)
 - Chambers of Commerce & Workforce Investment Boards
 - City planners and public works departments
 - Veterans Service Organizations
 - Intersect with medical and health/wellness programs
- Focus on Multi-modal connectivity & bridging geographies



Value of Mobility Management

- Universal Design & Transit Oriented Development
 - Promotes safe walking & reduced pedestrian fatalities
 - Creates accessible housing and streets
- Provides healthier environment & creates a sense of community
- Provides access to resources and identifies gaps
- Person-directed and systems-oriented
- Expands stakeholder engagement
- Enables transitioning from hospital to home for rehabilitation
- Caregiver transportation options help caregivers and employers



Travel Training and Mobility Counseling – Best Practices

- Travel Training ROI Models show value and cost reduction
- GPS, Mobile phone notification and handheld device navigation aids
- Connect with mobility mentoring & field trip programs that focus on seniors as choice riders before they have to give up driving
- Use new Assessment of Readiness for Mobility Transition Tool
- Use video and photo voice to record successes & environmental barriers



Value of Travel Training and Mobility Counseling

- Reduces cost
- Increases provider sensitivity to customer needs and perceptions
- Highlights areas of success and barriers
- Provides opportunities for community engagement and volunteerism
- Increases ridership
- Increases multi-modal connectivity



Coalition Expansion Best Practices

- Broaden stakeholders & train boards on accessible transportation (assess board recruitment process)
- Develop cross-geographic boundary agreements & MOU's
- Develop youth transition and student outreach
- Integrate transportation in care management
- Bridge public and private transportation resources
- Partner with taxi providers and train them on customer sensitivity
- Use technology ITS and One Call
- Connect with bike/pedestrian Livability Projects



Value of Coalition Expansion



- Fixes cross-geography boundary issues
- Creates a shared mission & increases resources
- Expands awareness and builds trust & support for transit initiatives
- Reduces healthcare and long-term care costs for jurisdictions and families
- Reduces ADA Complementary Paratransit costs
- Builds more partnerships to share costs and resources & develops community transit leaders

Other Senior Transportation Initiatives Best Practices

- Volunteer Driver Programs – bridge them with public transit
- Aging Network Leadership driving coordinated planning
- Diversity and inter-generational programs
- Community Micro-grants for innovative programs
- Senior Friendly Taxi Programs
- Senior consumer involvement MPO's and transit planning
- Caregiver Transportation Employer outreach



Value of Other Senior Transportation Initiatives

- Seniors powerful volunteer and advocacy force
- Reduces costs by leveraging resources and modes
- Increases ridership
- Reduces unnecessary expansion of ADA
Complementary paratransit
- Leverages match between OAA and FTA Programs
- Supports community based long-term care



ESPA Resources - Training Activities

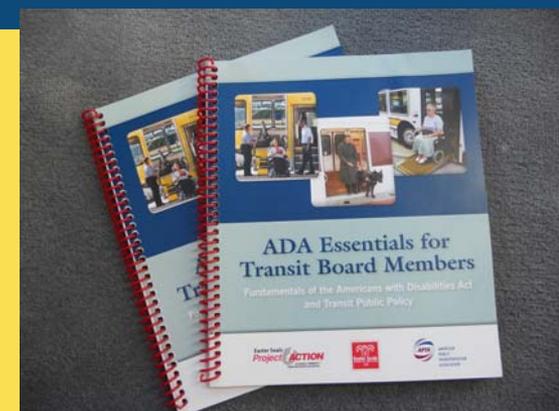
- Travel Training in person train the trainer classes (1 per quarter)
- Accessible Webinar Distance Learning Events once a month
 - Paratransit Operations Q&A June 22
- Accessible Transportation Coalition Institutes (10)
- Online Courses
 - Forming Partnerships with Transit
 - Excellence in Service for Paratransit Managers
 - Fundamentals of Travel Training Administration

ESPA hosts free Paratransit Q&A Sessions



ESPA Resource Materials & Technical Assistance

- ADA Transit Board Members Handbook
- Taxi Toolkit
- New Spanish Language Materials
- Operator Sensitivity Video
- Monthly enews with industry updates and ESPA updates
- Twice yearly Newsletters on key topics
- 800# 800-659-6428, email technical & onsite assistance



New Product – Accessible Pathways Pocket Guide

- **Accessible Pathways** to Bus Stops and Transit Facilities: A Process Guide
- Toolkit for the Assessment of Bus Stop Accessibility and Safety
- **Accessible Pedestrian Signals:** Making Your Community Safer and More Accessible for Everyone
- **Accessible Transportation in Rural Areas:** An Easter Seals Project ACTION Resource Sheet
- **Universal Design and Accessible Transit Systems:** Facts to Consider When Updating or Expanding Your Transit System
- **Expanding Mobility Options for Persons with Disabilities:** A Practitioner's Guide to Community-Based Transportation Planning
- **Including People with Disabilities** in Coordinated Transportation Plans



Focus on Rural Communities National RTAP – NCST – ESPA Partnership

- How to Access Alternative Funding Options for Transportation in Rural and Tribal Communities
- The Vital Role of Volunteers: Enhancing Transportation Options for Older Adults Across Rural America
- Meeting the Need for New Transportation Services in Rural America

NCST Focus on Rural Communities

- *\$14,000 Grant for the Tribal Elder Transportation Plan, Shoshone-Bannock Tribe's Department of Transportation, Fort Hall, Idaho*
- *Crossing Great Divides: Elder Mobility Trends in Indian Country*
January 2011 newsletter insert
- *Crossing Great Divides: Guidance to tribal transit and Title VI programs*
- *Student Scholar Angelena Campobasso, Eastern Washington University, An Analysis of a Health Facilities Transit System on the Colville Indian Reservation*

NCST Resources

Assessment of Readiness for Mobility Transition Tool

OLDER DRIVER SAFETY AND TRANSITION FOR THE MATURE DRIVER



Are you 60 years of age or older and a driver?
Are you comfortable in all traffic situations as you were 10 or 20 years ago?
How comfortable in traffic do you expect to be in the next 10 or 20 years?

If you are completely comfortable in all driving situations, that is good news. However, you might know older drivers who are too hesitant, slow or just unable to continue driving. It can happen and, no doubt, you want to be sure this does not happen to you.

It is critically important that older drivers are as safe as they can possibly be because they will be driving on the nation's roads in increasing numbers. As the number of older adults in the United States increases dramatically in the coming decades, so too will the number of older drivers on the roads. In fact, the 29 million older drivers now will almost double, reaching 5.7 million in about 20 years.

Certain changes related to the aging process may make the highly complex skill of driving a car increasingly difficult. These include changes in vision, hearing, flexibility and strength. However, these changes are not consistent from one individual to another, and they do not happen at the same age in each person.

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Choices for Mobility Independence



Transportation Options for Older Adults

NCST National Center on Senior Transportation

Hanging Up the Keys?



Options When Driving Retirement Becomes a Crisis



NCST and Eldercare Locator

- State-of-the-art person-centered call center
- Free public service of the U.S. Administration on Aging; administered by National Association of Area Agencies on Aging
- Connects to trusted resources – AAAs, Title VI, ADRCs
- Toll-free number (1-800-677-1116)
- Web site (www.eldercare.gov)

Easter Seals Project ACTION and Mobility Activities

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